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Lessons learnt from piloting and deploying Virtual Reality applications for career guidance

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Career management skills (Sultana, Law and Watts) - 21 Century working life (Savickas, 2012)

- Whom are you? What do you want?
- Frequent changes – shorter duration
- Life design
- Insecure worker
- Employable and life long learners
- Career management skills (CMS)
 - Decision learning
 - Opportunity awareness
 - Transition learning
 - Self awareness
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Jobbhuset NAV Trondheim

UNGDOMSARBEIDET PÅ LADEMOEN
BYDELSHUS



OUR ASSIGNMENT



CLARIFY YOUTH FOR FURTHER ACTIVITY



FIND YOUTH A JOB OR BRING THEM BACK TO EDUCATION

METHODOLOGY – CLOSE FOLLOW UP



PRACTICAL WORK APPROACH

Working together solving practical tasks – getting to know each other through work



GROUP PROCESS APPROACH

- Working together in a group process



CREATIVE APPROACH

- Using youth creative skills to motivate them for education or employment



WHY WE SUCCEED WITH JOBBHUSET?

- Early Intervention
- Meeting youth on a different arena
- Group dynamics
- Individual focus
- User interaction in focus – evaluation – improvements – role of assistants
- Dedicated staff who are enjoy working with youths
- Good cooperation with other parties at our venue (the partners come to us)

We do what we know works: good clarification and close follow up!



When and Why?

Do not know what they want	Lack of confidence	Without work experience
Curious about a profession	Contact	Without meeting resistance
Learn about different professions	Practice cognitive skills	«Correct choices»
Preparations for job search	Extra tool	Starting a process





METHODOLOGICAL APPROACH AND DEVELOPMENT

GOOD USER MEETINGS / NEW WAYS TO DRIVE FOLLOW-UP

FOCUS ON WORK AND ACTIVITY

COMMIT YOUNG PEOPLE TO TAKE RESPONSIBILITY

WORK WITH MOTIVATION AND MASTERY

MAKING OPPORTUNITIES VISIBLE



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Group process

- **Course last 4 weeks – 2 days per week. The group has around 12 - 15 participants and 2 NAV employees guidance the group and 2-3 assistants helping in the smaller groups.**
- **Process during 4 weeks which end in each participant creating its own plan for change**
 - Why are you being here today, and what prevents you from being at work or school?
 - What are you good at and what can you bring to the group?
 - Wishes and dreams for the future?
 - What kind of work you want to know more about, or try out?
 - How would you be motivated?
 - Do you wish to finish education?



Group process

FIRST WEEK FOCUS ON CREATING
WELL-BEING FOR THE PARTICIPANTS

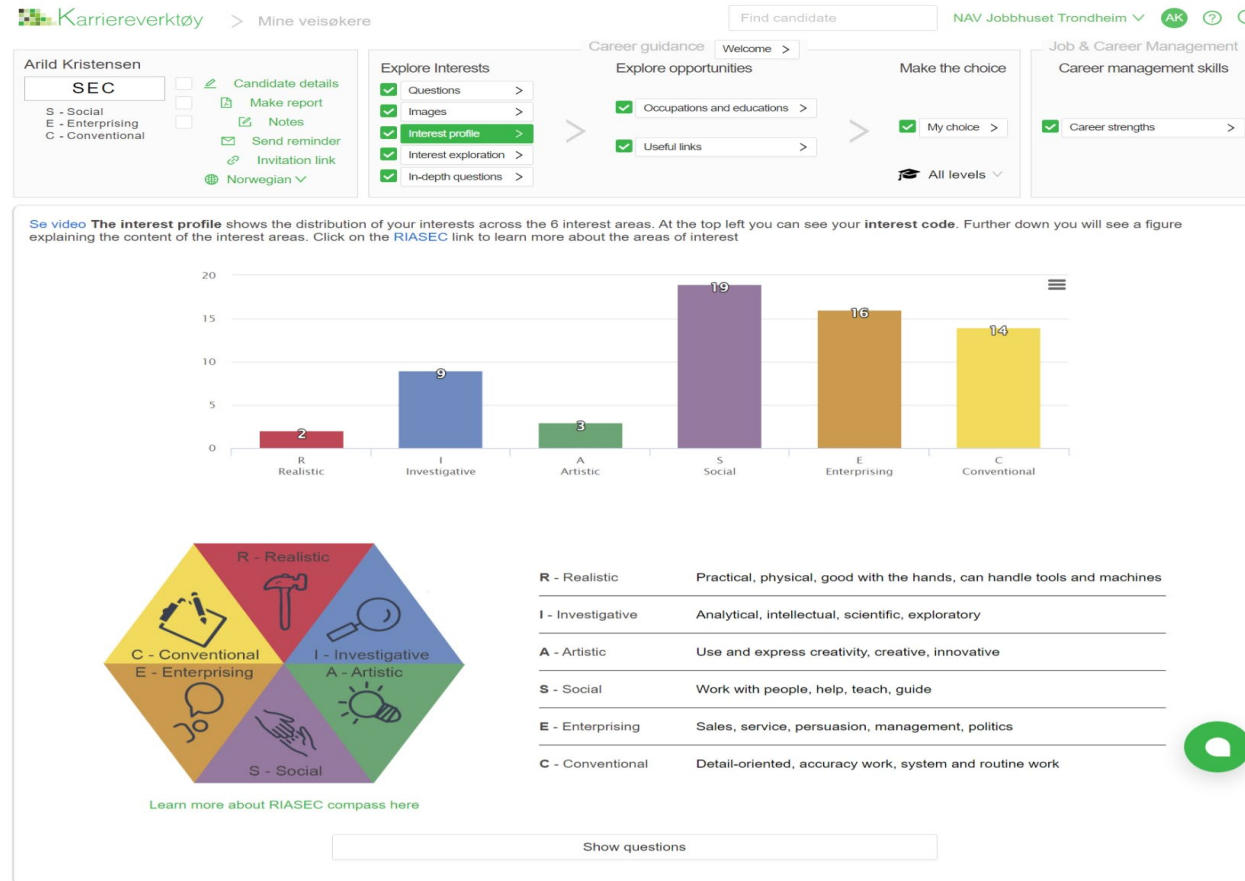
GET TO KNOW EACH OTHER

LET THE PARTICIPANTS EXPERIENCE
THEY ARE SEEN AND LISTENED TO

FOCUS ON WHAT THEY ARE GOOD
AT AND FIND THEIR RESOURCES

- Second week still focus on well-being / safety conditions
- Career guidance – digital tool
- VR apps on job taste
- Challenge young people's job aspirations
- Motivation

Career guidance



Job taste – VR glasses

- Trying VR glasses
 - Blue Sector / fish factory
 - Dentist secretary
 - Drone pilot



How did we do the pilots? 10 participants

- Conversation with the group and participants – three groups rotating
- Testing VR app for around 20 mins each to get a taste of it
- Three participants testing at the same time
- They had a group work on jobs and job wishes
- They had also digital career guidance on laptops

To what extent would you recommend others to use VR in exploring careers and work tasks?

- Participants gave 4 in average as levels from 1-5 as 5 is best

To what extent did the apps make you more curious about what different professions and educations are available?

- Participants gave 3 in average as levels from 1-5 as 5 is best

How did you experience the usability of the applications?

- Participants gave 3 in average as levels from 1-5 as 5 is best
- Here I wish to mention it is a big gap between those who tried the blue sector app and the two other ones. The blue sector app got best level answers and the especially the dentist secretary app did not get good feed back.

To what extent did you learn anything new about the professions you tested out?

- The participants answered this question very differently. They split totally in 50 / 50 as half of them were pleased and answered they learned something new.
- While the other half said they did not learned anything new from the apps.
- As I can read which apps they have tried as it was the first question to specify the app they had tried. It shows the difference between the blue sector app and the other ones in ease of use

What did we experience? Quotes

- Great potential to be used in learning situations as a realistic representation of different work tasks.
- Fish factory: Precision (didn't have time to do anything other than gutting fish) good HMS routines, knowledge of fish health, efficiency
- Fun! In the short time I got to try the app, I feel like I learned just as much from a demonstration video + discussion, but for a middle school student, I can imagine that this type of interactivity provides better learning outcomes.



More quotes

- Educational. Better to see and try instead of reading about professions. More fun to play than to read about it.
- They contained a great deal of detail and educational information that was relevant to the workplace.
- They created an idea of what it might feel like to do the work.
- They created some inspiration for the areas I was interested in by being able to "test" parts of the job. It was fun and well done.



More quotes

- Sorry, but I can't answer these questions because when I put on the VR glasses I couldn't figure out what to do in the game at all.
- Couldn't imagine working with gutting fish as he is not comfortable with the task.
- Instructions both as text and video when explaining the controls. Important for those with reading difficulties. Option to choose additional directions (arrows on the floor, other indicators of where to go). Refinement of the grab function, it feels clumsy.

More quotes

- Try technology instead of work. It would have been nice to be able to practice for an hour with the handheld consoles before trying the professional apps. I would have gotten more out of the job taste than I did.
- The user interface and information presentation could have been improved by making it clear at the start of the experience which movements/controls affect and having the ability to quickly review them while playing.
- Information boxes have a bit too much written text, and could have benefited from diagrams or images to show which actions to use later.

More quotes

- The task board was a very good idea, but I discovered it on my own and it wasn't explained.
- There was a lack of a tutorial.
- Could have shown the apps on screen first so everyone could see what they are supposed to do. Could have reassured someone who has not tried VR before who would otherwise decline to try VR.
- Poorly explained/instructions in the app. Would have been better with less text and rather explain/exemplify how to perform the task.

What did we in Nav experience from the pilot?

- No doubt we need to have the same ease of use for all apps on job taste
- We experienced that we could use blue sector app only on one VR glasses at a time since we used same Facebook account on all three glasses
- Those participants which have not tried VR previously should be given time to practice and use the handheld consoles first
- We need to find a way to organize it which is suitable for the group – learning analytics
- It is a big issue for many of the participants in our group that insecurity and lack of confidence scare them and all new things bring anxiety in this social situations.

What did we in Nav experience from the pilot?

- VR have potential of being a tool in career guidance alone or together with traditional career guidance
- Youth with learning disabilities, ADHD, Asperger Syndrome, autism, spectrum diagnosis give their thumb up
- It engage youth and help them to focus and concentrate more than traditional teaching in school
- It is also a breaker to use to open up to talk to youth about employment and start the process
- A large selection on job taste apps could give the youth the chance to explore new job opportunities
- Our target group need more close follow up and support during the VR game
- VR apps have potential for improvement – blue sector app is close as it gets really nice feedback
- How to get our staff to use VR in their work?