

# CareerHub 'Workflows'

Introducing a robust methodology for tracking and evaluating student engagement

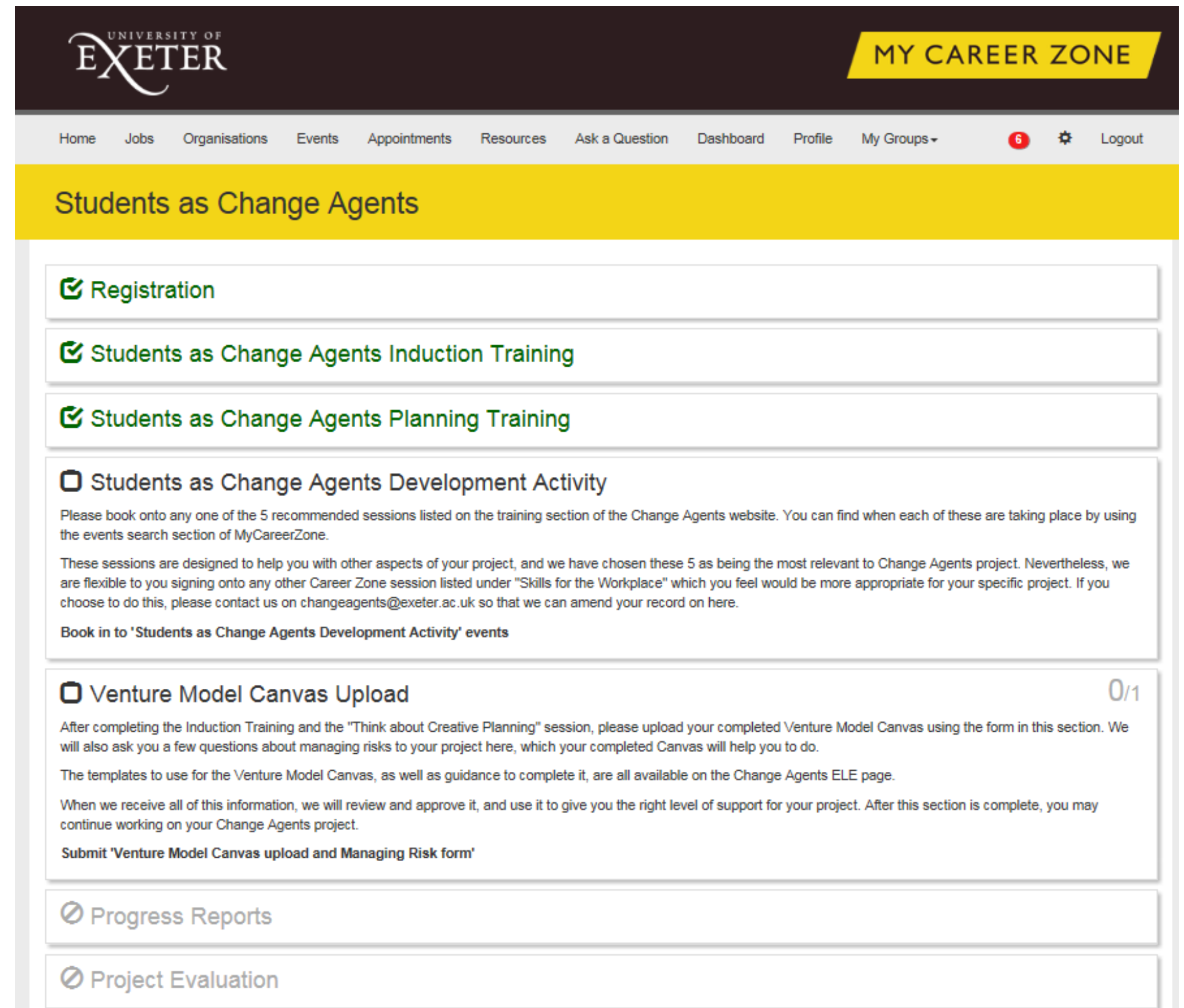


## Background

The University of Exeter has introduced a new system for managing two of its key student engagement activities, Students as Change Agents and Peer Support. This development provides an automated interface for students accessing these programmes, allowing easier access for a broader range of students. This has also facilitated improvements to the schemes around skills development, recognition for students, and data capture for reporting on impact.

## How it works

We have adapted CareerHub, a system developed at Griffith University to manage different aspects of their careers service in one place, in particular extending our use of its "workflow" function. The workflows allow numerous activities to be grouped into a prescribed chronological process, with pre- and co-requisite criteria, to guide students through the stages required to "complete" their engagement with a specified programme. By "talking to" and consolidating information from different parts of the system, the workflows forms an automated and individualised online interface for each student.



## Benefits

### Reduced admin burden

Cuts down reliability on paper admin, collects information in one place.

### Enriched skills development

Allows embedding of pre-existing skills development training sessions into programme. "Talks" to booking and register system to check completion. Also aligns better alignment of programmes with Exeter Award/Leaders Award.

### Better student recognition

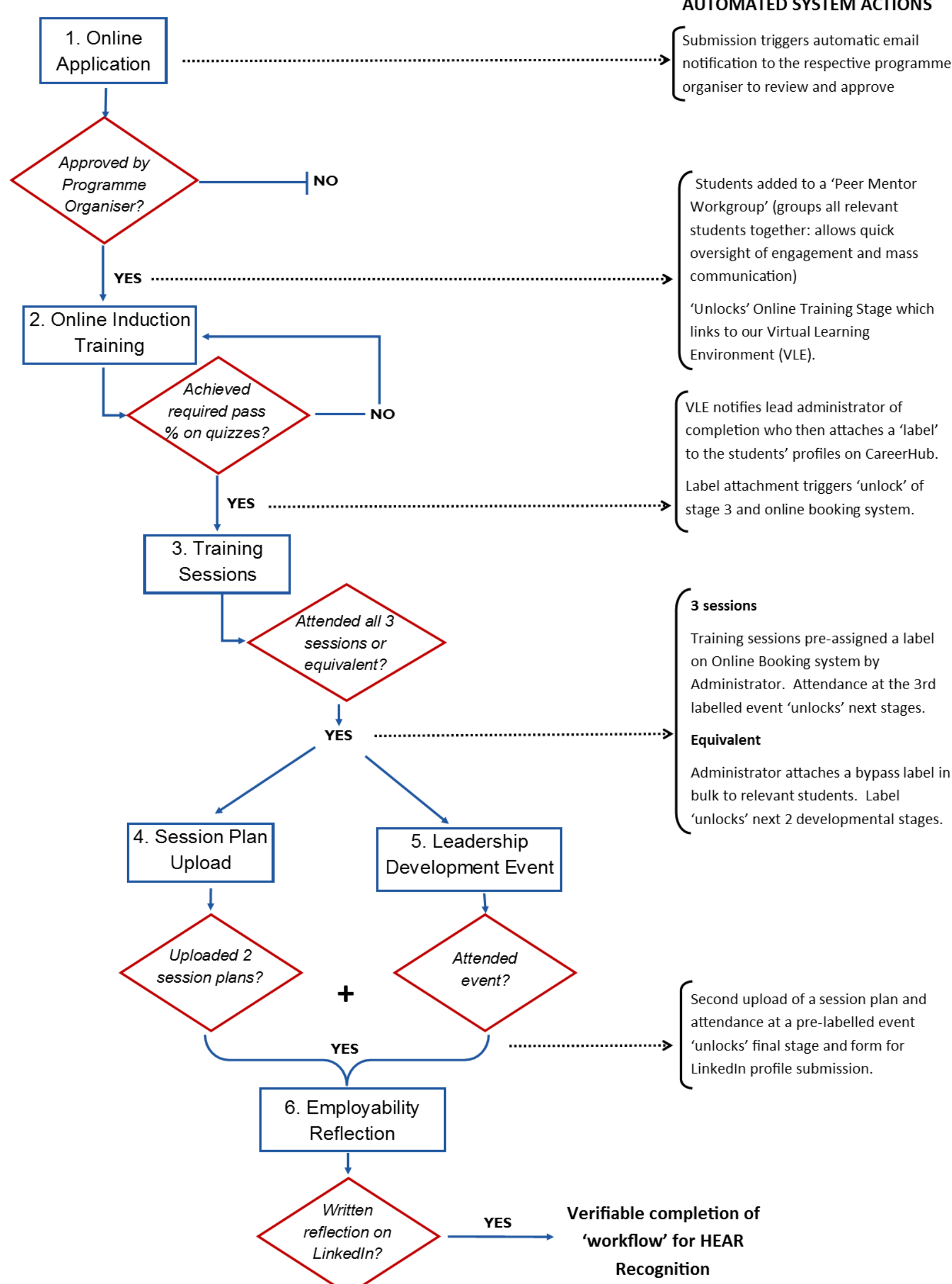
Provides more robust data around impact of participation with schemes, is also now used to verify engagement on students' HEAR transcripts.

## Limitations

Despite providing easy to use interface, system does require lot of set up time, but reward is worth the investment. Workflow can limit two-way dialogue between students and staff, so cannot rely solely on system.

## Conclusion

The introduction of this workflow has been invaluable for improving the way these partnership programmes work and report on impact. However, users must remember systems like this are for supporting partnership working, not driving the establishment of that culture.



Student view of workflow interface for "Students as Change Agents"  
Flowchart capturing the process chronology and criteria for "Peer Support"

## Feedback

"The workflow is easy to use and it is good for students to have a record of their work" – academic staff member

"The visual layout of the interface allows a clear representation of the process... this clear representation of the work to be completed is helpful due to how busy mentors are with university commitments...it was easy to see which tasks had been missed in order to rectify the situation" – student peer leader

"The workflow offers a useful common reference point for staff and students working together. However, there is a danger of tracking progress just on the workflow, rather than in person which has implications for how students and staff work in partnership and share ideas. The workflow doesn't always reflect the range of flexible and shifting partnerships students may have with academics, students, or professional services staff" – staff Change Agents mentor

## Acknowledgements

Our thanks go to the many University staff and to the CareerHub team in Australia who have answered queries, provided feedback and time to develop this system. A full technology review of CareerHub's workflow functionality will be available in Special Edition 4 of *The Journal of Educational Innovation, Partnership and Change*.