Experiences FAQs & Best Practices

➔ **Q: Can we set up saved filters on the career services side?**

A: Yes! We recommend setting up saved searches and filters especially for universities where multiple groups are setting up and tracking different types of Experiences. Simply apply the filters you would like and click "Save these filters" to set up individual views.

➔ **Q: Do students have access to the evaluations from supervisors or faculty?**

A: No, students only see their own evaluations.

➔ **Q: How can I add a reviewer if they are not in Handshake? Does a reviewer need to have a Handshake account?**

A: A reviewer does not need to have a Handshake account. You can add any reviewer as long as they are a "Contact" in your Handshake instance. Please note, they do NOT need to be a user - you just need their email record noted as a contact.

➔ **Q: Is there any way for me to test out the experience template once I publish it and then delete the information so that I don't need to duplicate the surveys?**

A: Yes - Once you go through the flow of submitting an experience as a student and then approving it as an administrator. You can always DELETE an Experience request by clicking "Edit" and then "Delete."

➔ **Q: Do we need multiple approver surveys if we need to have multiple approvers?**

A: No. The approval survey can be the same for multiple approvers. Each approver will see the survey responses of the approver before them.

➔ **Q: Can you make changes to a template once experience data has been submitted?**

A: Yes! You can even edit the contact information of the Reviewers. Some edits can cause issues with how the data will look (ie. changing attached surveys) but it is totally possible. When you download the data in a CSV, each survey question is included for each student along with the corresponding answer.

➔ **Q: Is there a place to add on screen instructions on the Student Request Experience page? So that students know when Experience Type to choose… Or so that we could add additional text or guidelines?**

A: There is currently not a way to do this except for adding the hint in the name of the template. For example, an Experiences template can be named “Engineering Student Experience Submission” so that it is very clear to engineering students that this is the type they should be selecting.

➔ **Q: Can I add additional required fields in the Experiences submission form for students?**

A: There is not a way to change any of the current Handshake Experience fields to make them be required. The only way to add additional required questions is to include them in a survey that you would add to the Experiences template. For example, if you need “phone number” to be required, you can either add this in as an additional survey question or add a survey question that says “Please confirm that you have completed the phone number field in the above the form.”

➔ **Q: Is there a notification sent through Handshake if an Employer does not complete the Experience Survey by the deadline? Where does that notification go? Is there a best practice for following up with employers to complete Experience Surveys?**

A: Once you start the approval process, the individual who hits this button will be the individual in the “assigned to” box. This person would get a notification if the employer does not complete the approval by the deadline. You can also go into the “Needs Review” tab, filter down to “Expired.”

➔ **Q: What are the reporting capabilities with Experiences?**

A: This article provides an overview of all of the fields that can be reported on through the Experience tool.

➔ **Q: What do the notifications for employers, students, and career services teams look like?**

A: You can find an overview of the notification emails related to Experiences here.

- **Best Practices**
  - Determine how you want to organize your templates.
    - Create templates per major or department
    - Create templates based on if these are credit bearing programs or not for credit programs
  - Determine what custom question surveys you want in advance
    - Create and organize the custom questions you want to ask students when requesting an experience
    - Create and organize the custom questions for approvers/evaluators in advance
  - Determine who will be responsible for managing the process of seeing experiences through their entire cycle
    - Determine who manages any experiences that land in the 'needs review' or 'expired' status
  - Before you launch, test!
    - Ensure that your templates are set up correctly by double checking that reviewers are set as approvers and evaluators accordingly as well as that you have attached any custom questions surveys needed
  - To drill down and organize beyond our existing filters, you can add labels if desired
  - Reporting on experiences can be done directly from the experiences module or from Analytics
    - Always start with quick downloads which can be found from the experiences module after you bulk action those you want to report upon