

We're not expecting perfect solutions for any of these (it would be impossible in any case, since you don't have access to the platform or its backend) - instead, we want to see how you approach a problem.

Task 1: Approach to dealing with a problem with the University search tool

Here is an email you received from a colleague. What steps would you take next?

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Hi X, I've just received the below from a teacher, which is quite worrying. What should I tell them? This teacher is very influential in my area.

----- Forwarded message -----

From: Mary Jones (Staff) <mjones@schooname.sch.uk>

Date: Wed, June 24, 2023 at 2:14 AM

Subject: Unifrog not working

To: sam@unifrog.org <sam@unifrog.org>

Dear Sam,

I've been sitting with a student doing the UK university search and I was very worried to see that a USA university appeared in the search results. The student is now very confused, and I'm worried about recommending my students to use your platform.

Please advise.

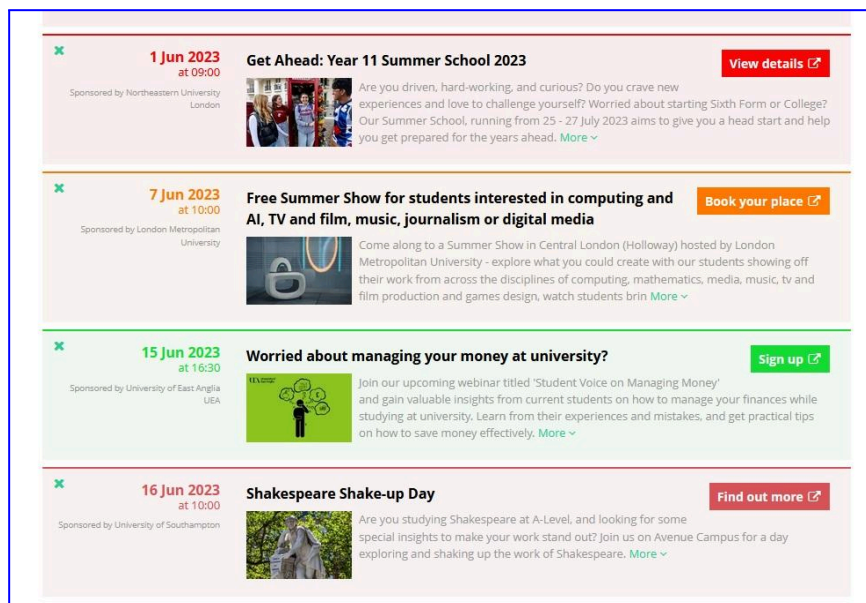
Mary Jones
CDI member

—//—

Task 2: Approach to dealing with issue where words are being cropped

A colleague in our university partnerships team sends you this message on Slack. What steps would you take next?

"Hi X, there is a bug in the Events description field in the 'What's coming up' tool on the student homepage. Sometimes it crops words in the middle before you click on 'more' - see the London Met event in the screenshot attached. Are you ok to look into this please?"



Task 3: Suggestions to improve the interactions tool

[Here is a screenshot](#) of an old interface on Unifrog. It's a part of the platform called the Interactions tool, where teachers, counselors and career advisers can record interactions to do with progression and careers guidance that are either in the past or upcoming. The screenshot shows the Interactions page on a student's profile, as it appears to teachers. The screenshot was taken on Nov 27, 2022.

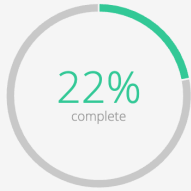
How would you improve this interface?

Task 4: Suggestions to improve engagement with task list

The student task list shows a student what tasks on Unifrog they've still got left to do. Few students ever open their task list. How would you change it?

Here's how the task list looks when it's closed (showing the first incomplete task on the student's list):

Hello Temp, here's a summary of your progress so far...



Want to move things forward? We recommend you...

Complete a second post-school [Shortlist](#) 3.1%

[See all your tasks](#) ▾



What's coming up...

31 Jul 2023	Talk: Jobs in the Police	Interactions >
<small>Interaction added by Mrs Kelly Lake</small>	<small>Talk from the Met Police about different careers in the police including non uniformed roles</small>	

And here's how it looks when it's open:

Hello Temp, here's a summary of your progress so far...

22%

complete

151st

in year group

Want to move things forward? We recommend you...

Complete a second post-school Shortlist

3.1%

Hide all your tasks ^

Complete a post-school Shortlist	✓ DONE!
Start your Personal Statement	✓ DONE!
Complete a second post-school Shortlist	3.1%
Reach the minimum character count for your Personal Statement	5.7%
Get a teacher to mark your Personal Statement as 'Finished'	3.1%
Finalise your 5 UK university Definite Applications	1.9%
Put your applications in order of priority	1.9%
Write notes for the teachers giving you a Reference or Recommendation	1.9%
Get one of your Subject Reference Writers to start one of your References	1.1%
Get all of your Subject References marked as 'Finished'	3.1%
Get the relevant teacher to start your Overall Reference	1.9%
Get the relevant teacher to mark your Overall Reference as 'Finished'	3.1%
Complete the Interests quiz	5.7%
Favourite a profile on the Careers library	5.7%
Start to record your Activities	✓ DONE!
Start to record your Skills	3.8%
Complete a shortlist for UK Uni, UK App or College / Sixth form	✓ DONE!
Favourite a guide on the Know-how library	✓ DONE!
Add something to your Locker	1.9%
Complete the Personality quiz	4.6%
Favourite a profile on the Subjects library	4.6%
Complete the Skills quiz	3.8%
Start your CV	1.9%
Complete the Work environments quiz	3.8%
Record at least 3 Activities	3.8%
Finish recording examples for at least 5 of the key Skills	3.8%
Favourite a recommendation in the Read, Watch, Listen tool	1.9%
Complete the skills and education sections of your CV	5.7%
Get a teacher to add an Interaction for you	✓ DONE!
Get teachers to add examples of at least 3 types of Interaction for you	✓ DONE!

What's coming up...

31 Jul 2023

Interaction added by Mrs Kelly Lake

Talk: Jobs in the Police

Talk from the Met Police about different careers in the police including non uniformed roles

Interactions >