

Handshake: Label Usage

What Are Labels?

Labels are tags that you can apply to data in Handshake (like student records, events, jobs, and employers) to help you classify and organize that information. You can use labels to filter data, find the information you need, and generate targeted lists of students, jobs, events, contacts, etc. You can also use labels to run reports, and restrict student access to appointments and interviews.

In this job aid, you will learn how to use labels in Handshake. It covers the following topics:

- What Are Labels?
- The Three Types of Labels
- Searching for Information Using Labels
- Applying an Existing Label
- Restricting Access with Labels (Admin access only)
- How to request a new label to be created
- Creating a New Label (Admin access only)
- Best Practices
 - Consent Form Labels Shared: do not engage Contact/Employer Labels Public Labels





The Three Types of Labels

In Handshake, there are three types of labels:

 System labels – These labels are automatically imported from the Student Information System and start with the words "system gen." These labels cannot be removed manually. However, if there are information changes in the Student Information System, these labels will also change in Handshake since these systems are synched nightly.

ii handshake	Q Search	🛗 夹 💄 😵 Help 🗕 Sasha Gru	ıtzeck 🗸 🥤
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🎘 Manage	Labels		
() Experiences	System Labels	Here is an example of a	- 11
Applications	system gen: hwd	system label on a	
First Destination	Type to search		•
COMMUNICATE 💌		indicates that this is a	
Mass Emails		Create Label	
Resources			

- Tip System labels can only be attached to the student's profile. <u>Click here</u> to view the label dictionary.
- Normal labels Normal labels are for staff use and can only be seen by staff (not students). For example, if a student did not show up for an appointment, you could add a "No-Show" label to the student's profile.



- Normal labels allow you to filter, report, or control access based on the inclusion or removal of the label.
- Some normal labels are school-specific while others can be shared by all of the Career Centers. <u>Click here</u> to view the label dictionary.
- Normal labels will start with the abbreviated school name/Career Center name (i.e. aap, bsph, cbs, hwd, pbdy, pdco, sais, or son) or the word "shared" if the label is used by any of the university Career Centers. Each of these starting school name values are followed by a colon and the name of the label (ex. shared: appointments allowed).



- Normal labels can be attached to student and contract profiles, events, first destination surveys, fairs, jobs, interview schedules, employers, and surveys.
- **Public labels** Public labels can be seen by everyone (students and staff). They can be very helpful to students who are searching for specific information. For example, if an event is being offered by the Carey Business School, you could add a public label to indicate that. This will make it easier for students in that school to search for and locate that event.

Tips:

- Public labels can be attached to student and contract profiles, events, first destination surveys, fairs, jobs, interview schedules, employers, and surveys.
- While public labels can be used by all schools, the best practice is to only use labels that align with your school's business practices (ex.
 "Homewood approved job" public label should only be placed on a job by Homewood staff). <u>Click here</u> to view the label dictionary.
- To review best practices for public labels for jobs, <u>click here</u>



Searching for Information Using Labels

One of the reasons labels are applied to data in Handshake is to make it easier to locate the information you need.

Tip - The display of a label is based on the label creation "Used For" field. For example, if the label "Used For" field is Contact, the label will only display under the "Contact" module label

handshake	Q Search			🛗 🗨 🖁	
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🧾 Johns Hopkins Ca	Label		Used For		abel
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Experiences	Normal		User	Note:	Creat
Applications		e seen by other staff memb	Event	"User"	Swa
	members and students.		Job		
First Destination			Employer	means the	Swa
COMMUNICATE 🔍			Contact	same thing	Swa
Mass Emails	-		InterviewScl	as "Student."	
Resources	Duik invites	federal/governm employee			Swa
SCHEDULE 🔻	Campuses		School		
Interest Schebole		aap: fullbright scholar	Registration		Swa
	Career Centers	aap: gap year	Experience		Swa
🐥 Fairs	Colleges	aap: pmf fellow	Room		Swa

To search for information using labels, navigate to the area of your choice by using the side menu, and then look for a **Labels** drop-down menu. Most of the time, it will appear as a grey tab near the top of the screen (like in the Manage Students screen shown below). However, the location of the label filtering option will change to the left side of the screen once you have clicked on a specific module (e.g. Mass Email, Events, etc.).

You can filter your data by clicking the **Labels** drop-down menu and then selecting one or more items (or clicking **All Options** or **View All** to see even more options).



ii handshake	Q Search		🛗 🗢 🎍	🐑 Help 🗸 Sasha Grutzeck 🗸
Home	Manage Students		Manage	Document Review New Student
Johns Hopkins Ca	Type to search Add existing student by email	Search Saved Searches	+	Bulk Actions -
STUDENTS –	Location Interests - Profile Co	ompletion - Education Level -	- School Year	✓ Labels Not Labels
ExperiencesApplications	Major Groups - Majors - Assigned To - Personal Goals	Skills - Primary College -	Campus 👻 🛛 V Graduate Progra	Norl system gen: hwd (25,045)
First Destination	3		tion Interests +	Re system gen: aap (8,146) Re system gen: dual degree (7,947)
COMMUNICATE <	Other - Followed Only			system gen: dc campus (7,412)
Resources	First ‡ Last ‡	Majors ¢		Find more
scHEDULE ▼	A Bizub	Materials Science and Pre-Major	d Engineering	All Options
3				

Once you have made your selections, you will see your filtered results. Each of the labels that you chose will appear in a blue box. To remove one of these filters, click the **X** on the blue box.

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Home	Manage Students	Manage Document R	eview New Student
Johns Hopkins Ca	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	earch Saved Searches +	
STUDENTS -	Location Interests - Profile Completi	ion Education Level School Year Labels	Not Labels 👻
ExperiencesApplications	Major Groups → Majors → Skills Assigned To → Personal Goals →	Primary College Campus Work Authorizat Post Graduation Goals Graduate Program Goals	iion 👻
First Destination	Industry Interests Industry Categor Other Followed Only	y Interests 👻 Job Function Interests 👻 Region Interes	sts 👻 Ranges 👻
Mass Emails	system gen: hwd (25379)		
SCHEDULE -	First \$ Last \$	Majors \$	School Year ‡
Events	A Bizub	B.S. Matl. Sci. Engr.: Materials Science and Engineering	Alumni
🚔 Fairs	A Hyun Kim	Bachelors: Pre-Major	Freshman 🗮
Appointments	A K M Nazmus Sakib	PMC: Cybersecurity	Masters

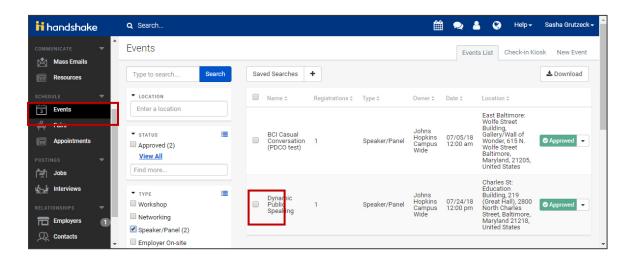


Applying an Existing Label

The basic process of applying a label in Handshake is the same – whether you are adding it to a student record, an event, a job, an employer, or a contact.

Individual labels

Begin by navigating to the area of your choice by using the side menu, and then click the **name** of the item to which you want to apply the label.



Find the **Labels** area of the screen. Click inside the **Select a label** field, type in a keyword, and then make your selection from the list of results. **Note:** Based upon your permissions, you may not have the Create New Label button.

handshake	Q Search	🛗 🐋 🎍 🊱 Help + Sasha Grutzeck +
Home	Labels	Comments added here are visible to career services staff members, employers and students that have access to view this event
Profile		
STUDENTS 🔻	No labels have been added.	Add a Comment
Manage	Select a label 🔻	Add Comment
Applications	Create New Label	
First Destination		APPROVE You approved Dynamic Public Speaking which is hosted at Johns Hopkins Campus Wide Sasha Grutzeck · Thursday, June 14th 2018 9:06 am
COMMUNICATE 💌 🚽	Preview Link	



Bulk labels

Labels may also be added in many tabs (located on the left-hand navigation bar) such as Manage, Applications, Events, Jobs, Interviews, Employers, and Contacts. To bulk add a label from a tab on the left-hand navigation bar.

Click the tab on the left-hand navigation bar to select the area you would like to add a label (e.g. Manage, Employers, Contacts, etc.) and check the box(es) you'd like to attach a label to. *Note:* You may need to conduct a search using the filters to identify the target population (see image below).

🕌 Home	Manage Students		
🐣 Profile			
🧾 Johns Hopkins Uni	Type to search	Search Saved Searches	Add existing student by email Add User
STUDENTS 🔻	Location Interests 👻 🛛 Profil	le Completion 👻 Education Level	I ▼ School Year ▼ Labels ▼ Not Labels ▼ Major Groups ▼ Majors ▼ Skills ▼
Manage	Assigned To 👻 Personal G	ioals 👻 Post Graduation Goals 👻	Graduate Program Goals 👻 Industry Interests 👻 Industry Category Interests 👻 Job Func
Applications	Career Clusters 👻 Ranges	- Other - Followed Only	
First Destination			
Reviews	25 of 60,439 students sele	ected Select all Add Label	Remove Label Send Email to Users More 👻
COMMUNICATE	✓ A	Bizub	B.A.: Mat Sci & Eng
🖄 Emails	💌 A Hyun	Kim	Bachelors: Pre-Major
Resources	🖉 🛛 A K M Nazmus	Sakib	PMC: Cybersecurity
SCHEDULE 🗸	✔ A'Jae	Grisby	MS: Educational Studies
int Events	✓ A'Seret	Dokubo	Ed.D: Education
A Fairs	🖉 🗛 Aachal	Devi	MPH, Social and Behavioral Sciences in Public Health
Appointments	🖉 Aadhithyaraman	Vaithiya Santharaman	ME Post-Doctoral Fellow Department of Medicine, Gastroenterology
Postings 🗸	🖉 🗛 Aadi	Kalloo	MHS: Molecular Microbiology and Immunology
[코] Jobs 166	✓ Aaditya	Rau	B.S. Engr. Mech.: Eng Mechanics
unterviews	🕑 🗛 Aafia	Syed	B.A.: Writing Seminars
RELATIONSHIPS	🖉 🗛 Aafia	Talib	MS: Gifted Education
Employers 31	Aafreen	Mahmood	MSPH: Population Family Reproductive Health
Contacts	🖉 🗛 🖉	Shah	M.S.E.: Biomedical Engineering
	Abiza	lebting	MS: Svetame Engineering

Once you select the records, the bulk option links will become available (see image below). Click the "Select All" link choose all of the students that meet your criteria.

STUDENTS 🔫	Location Interests - Profile Completion - Education	on Level 👻 School Year 👻 Labels 👻 Not Labels 👻 Major Groups 👻 Majors 👻 Skills	▼ Primary College ▼ Campus ▼ Visa Status ▼
Applications	Assigned To 👻 Personal Goals 👻 Post Graduation Go Career Clusters 👻 Ranges 👻 Other 👻 Followed		Note: If you do not
First Destination	25 of 60,746 students selected select all Add Lab	bel Remove Label Send Email to Users More ←	select the "Select
	A Bizub A Hyun Kim	B A: Mat Sel & Eng Bachelors: Pre-Maior	
🖄 Emails	A K M Nazmus Sakib	PMC: Cybersecurity	All" link, the
SCHEDULE 🗢	A'Jae Grisby A'Seret Dokubo	MS: Educational Studies	change(s) will only
international i	Achal Devi	MPH, Social and Behavioral Sciences in Public Health	apply to the 25
Appointments	 Aadhithyaraman Vaithiya Santharaman Aadi Kalloo 	ME Post-Doctoral Fellow Department of Medicine, Gastroenterology MHS. Molecular Microbiology and Immunology	records shown on
POSTINGS 🔻	g nava Nalito	ен на економи е на очнову ила нетиной/byy	the page.



Restricting Access with Labels (Admin access only)

In Handshake, you can use labels to restrict certain students from scheduling appointments and interviews.

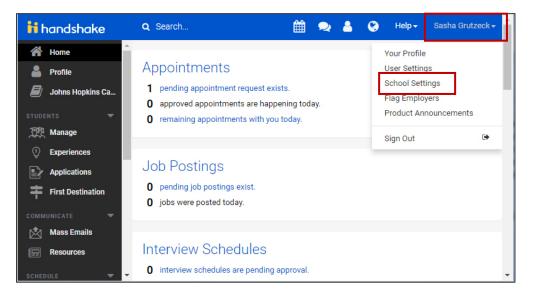


Do not make any changes to the *appointment mediums, preferences, or categories*! If updates are necessary, send an email to <u>handshake@jhu.edu</u> and the item will be added to the Handshake User Groups agenda.



Before making updates (i.e. adding labels) to the *Appointment Types*, send the intended changes to <u>handshake@jhu.edu</u>. This will ensure that the benchmarking data aligns with the current configuration.

Begin by clicking **your name** on the top-right corner of the screen and selecting **School Settings** from the drop-down menu.



Select the category that you would like to add a label to by clicking **Appointment Preferences** or **Interview Preferences**.



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🔗 Home	Appointment Preferences	School short name	
Profile Johns Hopkins Ca	Appointment Types	≛ Institution size	10,000 - 25,000
STUDENTS 🔻	Buildings	* Location	3400 North Charles Street, Baltimore, Maryland 21218, United States
Manage	Bulk Invites	* Time zone	(GMT-05:00) Eastern Time (US & Canada)
 Experiences Applications 	Campuses		This time zone will be set as the default time zone when users are added to this
First Destination	Career Centers		school.
COMMUNICATE 🔻	Colleges	Nickname	JHU
Mass Emails	Employer Approval Preferences	Year	1876
Resources	Event Preferences	Motto	
schedule	Experience Preferences	Institution	
🚔 Fairs	External Feeds	type	Private
Appointments	Interview Preferences		Contact
POSTINGS 👻	Interview Schedule Templates	Website	
vianiji Interviews	Interview Schedule	Phone	Cancel Update School

Locate the header named Instructions or Student Permission Label. Then do the following:

- Check the **Students** checkbox.
- Use the drop-down menu to indicate whether students **must** or **must not** have a certain label in order to schedule an appointment or interview.
- Click inside the **Select a label** field, type in a keyword, and then make your selection from the list of results.
- Enter a **Permission Denied Message**. This message will appear when a student attempts to apply for something that he or she is not qualified for, based on your label selection.
- Click the **Save** button.



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enable this feat	ws you to use lab ure, set the label,	and store a cu						
Permission Label	te an appointment Students Create Net	must ▼ b	alabeled	Select a	label			Ŧ
Permission Denied Message								1
	Cancel						[Save

How to request a new label to be created

In Handshake, labels can be created as student and staff filtering tools or to restrict access.

- 1. Review the label <u>dictionary</u> to ensure that a duplicate label is not being created.
- Send a request to create a label to <u>handshake@jhu.edu</u> or post the request to the Handshake Chatter Group, located at:

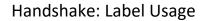
https://jhu-levering.lightning.force.com/lightning/page/chatter/record/0F96A000000e3RSSAY including the following information:

- Requestor name
- Label name/title
- Definition of the label
- Label type: Normal or Public
- Label used for (see image below)



handshake	٩	Search			🛗 🗨 🛔	Ø
🔺 Home		Create Label				
Profile						iew
Johns Hopkins Ca		Label		Used For		abel
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Experiences Experience Experience Experience Experience E		Normal		User		Creat
		Normal labels can only be	seen by other staff mem	b Event	Note:	Swa
Applications		members and students.		Job	"User"	
First Destination				Employer	means the	Swa
СОММИЛІСАТЕ 🔻				Contact	same thing	Swa
Mass Emails				InterviewS		
Resources		Duik invites	federal/governn employee	School		Swa
SCHEDULE 🔻		Campuses	aap: fullbright			Sura
Events		Career Centers	scholar	Registratio		Swa
🚔 Fairs		0	aap: gap year	Experience	2	Swa
Appointments	. –	Colleges	aap: pmf fellow	Room		Swa

- 3. Indicate if the label is permanent or temporary. If the label use is temporary, provide the date the label will be removed from the specified "used for" space.
- 4. Handshake Support Team Process
 - If it is determined that the label may be useful across multiple schools, the label request will be added to the agenda to be reviewed by the Handshake User Group.
 - The label will be created and an email response will be sent or posted to Handshake Chatter.



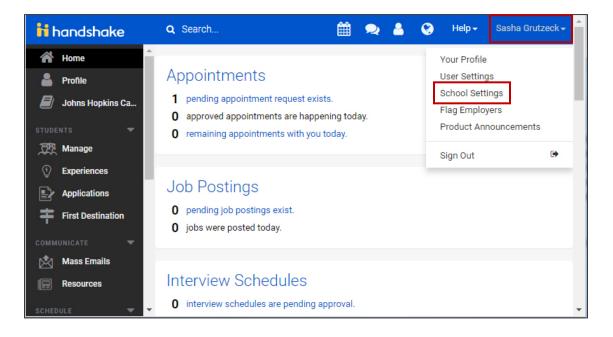


Creating a New Label (Admin access only)

Whenever possible, you should try to use the labels that already exist in Handshake. This will make it much easier to classify and organize the information and run reports.

Tips - Before requesting a new label, <u>click here</u> to view the label dictionary. You should not create a label to sort your information if a similar filter already exists. **Note:** The ability to create a label is based upon your Handshake permissions. If the **School Settings > Label** option is greyed out on your drop down menu (see image below), you do not have the access rights to create a label.

Begin by clicking **your name** on the top-right corner of the screen and selecting **School Settings** from the drop-down menu.





Click the Labels tab.

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Home	Interview Schedule Timelines	Email	
 Profile Johns Hopkins Ca 	Interview Seasons	About	
STUDENTS 🔻	Kiosk Preferences	Mission To educate its students and cultivate their capacity for lifelong learning, to	* •
Manage	Labels	foster independent and original research, and to bring the benefits of	11
Experiences	Major Groups	Description	
Applications	Majors		
First Destination	Mass Emails		
COMMUNICATE 🔻			
Mass Emails	Minors	History The university takes its name from 19th-century Maryland philanthropist	-
Resources	Office Locations	Johns Hopkins, an entrepreneur and abolitionist with Quaker roots who Cancel In improving public health and education in Baltimore Update School	
SCHEDULE 🔻	- Payment Preferences	Mr. Honkins, one of 11 children, made his fortune in the wholesale business	

Then click the **Create New Label** button.

ii handshake	Q Search			Ê	1 🔍 占	😍 Help 🗸	Sasha Grutzeck -
A Home	Labels				Ove	rview Edit R	esource Library
Profile Johns Hopkins Ca	Details	Type to search		Searc	ch Create New	/ Label	
STUDENTS 🔻	Appointment Categories	Used For 👻 Labe	I Туре 👻	Created By	👻 Ranges 👻	Other 👻	
Manage	Appointment Mediums	Name \$	Count ‡	Used For ‡	Created By First ‡	Created By Last :	: Type \$
ExperiencesApplications	Appointment Preferences	aap: aim	0	User	Aarti	Swaminathan	Normal ≡
First Destination	Appointment Types	aap: alumni ambassador	0	User	Aarti	Swaminathan	Normal ≡
COMMUNICATE -	Buildings	aap: bryce harlow fellow	0	User	Aarti	Swaminathan	Normal ≡
Mass Emails	Bulk Invites	aap: federal/government employee	0	User	Aarti	Swaminathan	Normal ≡
SCHEDULE 🔻 🗸	Campuses	aap: fullbright	0	Hoor	Aorti	Swappingthan	Normal



A pop-up window will open. In the **Label** field, enter a name for your new label. When you do, it is VERY important that you follow the proper naming conventions.

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Applications		Normal labels can only be seen by other staff members. Public labels can be seen by other staff members and students.	s	Swai
First Destination			s	Swai
COMMUNICATE 🔷 💌			s	Swai
🖄 Mass Emails		Cancel		
Resources		federal/government 0 User Aarti employee	s	Swai

Label Naming Conventions

- Begin with the label type. This will either be an abbreviated school name/Career Center name (aap, bsph, cbs, hwd, pbdy, pdco, sais, or son) or the word "shared" if the label can be used by any of the university Career Centers.
- Next comes a colon.
 - **Don't** put a space before the colon.
 - **Do** put a space after the colon.
- Next comes the label name. Make sure it is descriptive! You can have spaces between the words in your label name.

Examples	
aap: fulbright scholar	 This label begins with the label type, which in this case is a school name (aap or Advanced Academic Programs). This is followed by a colon. Finally, there's the label name (fulbright scholar).



hwd: external event	 This label begins with the label type, which in this case is a school name (hwd or Homewood). This is followed by a colon. Finally, there's the label name (external event).
shared: baltimore area	 This label begins with the label type, which in this case is the word "shared" because the label can be used by any of the university Career Centers. This is followed by a colon. Finally, there's the label name (baltimore area).

If you need to create multiple versions of your label, you can extend the name a little further. For example, maybe you want to create a label to indicate when students do not show up for their *first* appointment and when they also don't show up for their *second* appointment.

In these cases, you can add an additional descriptor. To do so, follow these steps:

- Add a colon to the end of your existing label name. Do not put any spaces around the colon.
- Add your descriptor.

Examples	
shared: no show:1	 This label begins with the label type, which in this case is the word "shared" because the label can be used by any of the university Career Centers. This is followed by a colon. Next, there's the label name (no show). This is followed by another colon with no spaces around it. Finally, there's the descriptor (1). This indicates that the student didn't show up for his or her first appointment.
shared: no show:2	• This label is the same as the one above, except that it has a different descriptor (2). This indicates that the student also did not show up for his or her second appointment.



After entering a name for your new label, you need to indicate what it should be used for. (For example, you might want to use it to better organize your student records or your event records.) Click inside the **Used For** field and make your selection from your list of options. Select **All** if the label can be used in any area.

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Applications		Normal labels can only be	seen by	other staff mer	۱b	Event		Note			
First Destination		members and students.				Job		"Use	r"		
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SCHEDULE 🔻		Campuses		aap: fullbright scholar		Registration				Swa	a
Events		Career Centers				Experience				Swa	
🚔 Fairs		Colleges		aap: gap year		Room					
🚍 Appointments				aap: pmf fellow					_	Swa	a

Use the **Type** drop-down menu to indicate whether it is a "normal" or "public" label.

- Normal labels are for staff use and visible only to staff (not students).
- Public labels are visible to everyone.

Finally, click the Create button.

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Applications	Normal labels can only be seen by other staff members. Public labels can be seen members and students.	by other st	taff	Sv
First Destination				Sv
COMMUNICATE 🔍				s
Mass Emails	Cance	el Cre	eate	
Resources	federal/government 0 User / employee	Aarti		Sv



Best Practices

Consent Form Labels

The purpose of these flags are to inform career center staff of the student's interaction with the directory information on the consent form. To troubleshoot the inclusion of the consent form labels, follow the below steps:

You may check this box to deactivate your Handshake Account" on the consent form, the "remove" label will be sent to Handshake to alert Handshake Support Team to archive the account.



If the student has chosen to archive the account, the account *should not be manually unarchived* by staff.

Handshake				
student has the same ac				atter where they live. The platform ensures that every sities to manage interviews, message recruiters as well
The following information	needs to be included in order for you	to have a Handshake	account at JHU.	
Email address Username JHED ID Card ID				
	le, last; preferred name)			
By default, you will have	a Handshake account created on you	behalf containing onl	this public inform	nation.
Vou mou unchock th	is box to deactivate your Handshake a	*		
Tou may uncheck in	is box to deactivate your manushake a	iccount.		
unchecking any of the bo Leaving these boxes che school year, interests, an	xes.	er center can supply y mean you receive irre	ou with positions levant information	
JHU Start Date	✓ JHU End Date [*] ✓ Major [*]	Minor	Mobile phon	
The following information	will allow you to receive further custo	mized job opportunitie	s and resources I	based on your individual situation. Important Notes:
	ve these items shared by checking	the boxes at below:		*: These items are necessary for full access to Handshake tools and resources. If you deselect these items, you may
GPA * Work Aut	norization ** 🖄 Veteran Status			lose access to some of the features within Handshake,
*: If you choose not to sh	are your GPA, you may not be eligible	for jobs that require a	minimum GPA.	such as appointment scheduling, targeted event invitations, and job notifications.
	uthorization refers to his or her legal ri while foreign citizens may be authori			itizens, born or naturalized, are always authorized to
work in the onited States	, while lovely in cluzens may be authori	200 n they have all lith	ingration status i	and anows melli to work.

Scenarios

- 1. Check to see if the import date exists on the student profile to ensure they are included in the sync (e.g. the date before today's date).
 - If the date on the student account is a past date, the student is no longer apart of the sync and either there was a problem with the import or they fallen off the sync record because they have withdrawn, graduated, etc.
 - If there is not a date on the student profile, they are never a part of the sync and were entered manually or approved after requesting access.



Tip: By default, the all of the directory information is selected. The student must unselect an option for the data to be excluded from the sync.



- The "No Consent Action" label is on the student's profile if the student reviews the form and does not select the SUBMIT/SAVE button or if the student does not go to the form.
- The "Partial Consent" label is on the student's profile if the student unchecks all or any one of the boxes in the Directory information section and Clicks SUBMIT/SAVE
- If a student checks allows all of the boxes in the Directory Information section to remain checked <u>and</u> Clicks SUBMIT/SAVE, the partial consent or no consent action label(s) will be *removed* from the student's profile.

Sensitive data fields they would like to have included:

The following information will allow you to receive further customized job opportunities and resources b	based on your individual situation.
You must choose to have these items shared by checking the boxes at below:	*: These items are necessary for full access to Handshake tools and resources. If you deselect these items, you may lose access to some of the features within Handshake,
* If you choose not to share your GPA, you may not be eligible for jobs that require a minimum GPA.	such as appointment scheduling, targeted event invitations, and job notifications.
**: An individual's work authorization refers to his or her legal right to work in the United States. U.S. cl work in the United States, while foreign citizens may be authorized if they have an immigration status to	

 Since the students must opt-in to have the sensitive data shared with Handshake, labels are not sent. If the data is included on the student's profile. To determine if the inclusion of the data was altered by the sync, check to see if the import date exists on the student profile (e.g. the date before today's date).

Note: Alumni do not have access to the consent form. They must request changes to their profile by contacting <u>Handshsake@jhu.edu</u>



Contact/Employer Labels

Shared: do not engage

The purpose of this flag is to inform ER staff members about employers that they should not engage with, due to fraudulent activity (e.g. receiving feedback from students, colleagues, or after receiving notification from the JHU Chief Risk and Compliance Officer regarding scams, espionage, etc.).

- Who is responsible for labeling an employer as "do not engage" in Handshake?
 - Anyone that has access to the career service management portal
- When should you label an employer as "do not engage"?
 - After vetting the employer organization and/or contact; after receiving feedback from students/colleagues; or after receiving notification from the Chief Risk and Compliance Officer. <u>How to vet an employer organization?</u>
- What is the process for labeling an employer as "do not engage"? Select the option that aligns best with your school's business practices
 - Option 1. Send an email to the Handshake Support Team (HST) at Handshake@jhu.edu with the following information: Employer's name, Handshake external ID number, "Do not engage" reason, Name of ER professional requesting the update.
 - **Option 2.** divisional career services staff will update the employer record in Handshake:
 - Add "shared: do not engage" and shared:[school name] labels on the employer's overview page
 - Create a note on the employer's overview page with the reason provided you determined the employer is fraudulent.

Possible reasons:

- The employer is spamming the students.
- The employer does not exist. In this instance, a fake company may attempt to assume the identify of a legally established entity (ex. Deloitte, which is a real company, vs. Deloite (a fake)).
- The employer is possibly scamming the students by asking for money
- The JHU Chief Risk and Compliance Officer sends an email alerting staff of employers to not engage with.



Shared: do not contact/shared invalid employer contact

To inform ER staff members which contacts have indicated that they do not want to be contacted by JHU or which contacts are invalid

- Who is responsible for labeling an employer as shared: do not contact or shared: invalid employer contact in Handshake?
 - Anyone that has access to the career service management portal
- When should you label an employer as shared: do not contact or shared: invalid employer contact?
 - o After receiving a bounce back email or at the request of the contact
- What is the process for labeling a contact/employer as shared: do not contact or shared: invalid employer contact?

Select the option that aligns best with your school's business practices

- Option 1. Send an email to the Handshake Support Team (HST) at Handshake@jhu.edu with the following information: Employer's name, Handshake external ID number, "Do not engage" reason, Name of ER professional requesting the update.
- **Option 2.** divisional career services staff will update the employer record in Handshake:
 - Add "shared: do not engage" or shared: invalid employer contact and shared: [school name] labels on the employer's or contact's overview page.
 - Create a note on the employer or contact's overview page with the reason provided you determined the employer is not to be contacted or is invalid.

Sample Reason(s)	Label Type
They never signed up, or did not realize they signed up, for your email list.	Shared: do not contact
Too many emails	Shared: do not contact
Content Irrelevant	Shared: do not contact
Contact left the company	Shared: invalid contact



Email bouncing back	Shared: invalid contact
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Public Labels

Please note: <u>Use Public Labels</u>: 'In person', 'Virtual', or 'In Person and Virtual' to make events searchable by type

**If you are having an event with an in-person limit and unlimited virtual attendance, give the virtual details in the Description Box.

To make a job viewable on the student's job-filtering page, select the **public label** (for more information on labels, <u>click here</u>) that aligns with your school. **Example:** SAIS approved.



A notice will pop up to alert you that the label being chosen will be seen by students. You must select **"OK"** to add the label to the job listing.