COMPASS has been in place since 2011. Seven years later it is still met with a very mixed reception: some like, some hate it. A 2015 review highlighted some significant issues with how WSU staff were using, or not using, COMPASS; a significant number of people felt that it really didn’t meet their needs and was largely a box-ticking exercise. However, what is not widely appreciated is that the Cornerstone product (of which COMPASS is just one component and our online learning another) could provide WSU staff with a comprehensive integrated interface to map and support career development and progression. The information contained within COMPASS could feed into applications for promotion, awards, scholarships and new jobs, and provide a comprehensive record of an employee’s work lifecycle. In 2017, building on the 2015 review of COMPASS, the Talent and Leadership Development and Human Resource Management Information Systems teams supported by a broad cross-section of representatives of key stakeholder groups and a consultant from Cornerstone, have undertaken a deeper investigation to explore ways in which we can maximise the end user experience and how we can capitalise on the ways we use what WSU calls MyCareer Online. This paper will present the outcomes of the two reviews and provide an opportunity to outline and discuss some recommendations for the way forward.

Target Audience: All Staff

Take home message: The COMPASS process can be so much more than a box-ticking exercise.