



Morrisby Technical Issue Frequently Asked Questions for Victorian Government Schools

What is Morrisby?

Morrisby is the career diagnostic tool Year 9 students complete as part of the [My Career Insights](#) program. When completing Morrisby, students undertake a series of timed aptitude assessments, as well as questionnaires on their personality, study interests, priorities and aspirations.

Morrisby analyses this information to generate a student profile that suggests career and broad study areas based on the student's strengths and preferences. The My Career Insight program then connects the student to a qualified career counsellor for an unpacking session to help the student understand their profile.

What is the technical issue that has impacted Morrisby student Profiles?

The technical issue impacted assessment data transmitted from the device used to the Morrisby platform.

This resulted in some students receiving a zero for one or more of their aptitude tests that may have impacted their Morrisby profile and the careers suggested to them.

Has the issue been addressed?

Yes, the issue has been resolved. Any student starting their Morrisby Profile assessment from 12 June 2024 has not been impacted.

Furthermore, measures are now in place to make sure this issue does not happen again.

How many students in my school have been impacted?

Morrisby is providing a list of students impacted to each school's career advisor through their Morrisby Advisor Access. This information is available now.

What is the impact on Australian schools?

Morrisby is used by schools in many other Australian states and territories. The issue has impacted Morrisby Profiles in all Australian states and territories.

What does it mean for a student's Morrisby Profile?

Students with impacted Profiles may have missing Aptitude results in one or more of the 8 Aptitude assessments. The 8 Aptitude assessments are:

1. Verbal 1
2. Verbal 2
3. Numerical 1
4. Numerical 2
5. Abstract 1
6. Abstract 2
7. Spatial
8. Mechanical

Career Interests (aspirations) and Personality questionnaires were not impacted.

The impact on students will vary depending on the type and number of assessments missing.

Can Morrisby correct the impacted Profiles?

Morrisby has commenced a 2-stage rectification process on all impacted profiles.

The first stage is an automated adjustment of Profiles using a statistically derived algorithm that draws from the students' assessment results. This algorithm gives the best indication of the results the student would have achieved.

For a small number of students, Morrisby's auto-adjust process could not be applied to their profile and it is recommended that these students retake the missing assessments. Most schools will have 3 or fewer students who fall into this category.

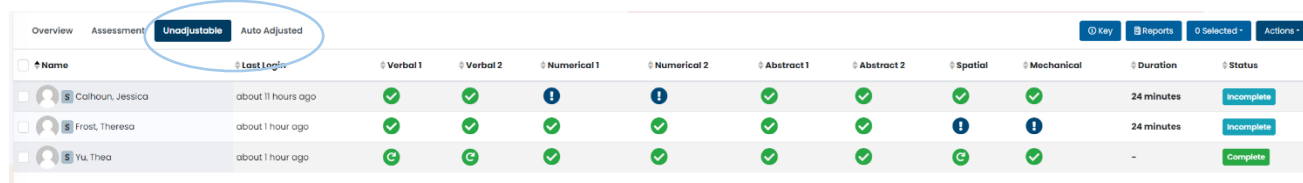
The second stage is to verify if there has been a material change to the careers suggested in the student Profiles following the auto adjustment or the assessment retake for the students whose Profiles could not be auto-adjusted.

Morrisby will complete the verification process school-by school with this stage being complete for all school by Thursday 1 August. MCI will email school career practitioners once this process is complete for their school with information about which students should retake missing assessments.

How will schools know which students' Profiles are impacted?

School career practitioners will receive a list of students with Profiles impacted in their Morrisby Advisor Access page.

There are an additional 2 tabs – one that lists students with adjusted Profiles and one that lists students whose Profiles could not be automatically adjusted.



| Overview | Assessment | Unadjustable | Auto Adjusted | Key | Reports | Selected | Actions | | | | |
|------------------|--------------------|--------------|---------------|-------------|-------------|------------|------------|---------|------------|------------|------------|
| Name | Last Login | Verbal 1 | Verbal 2 | Numerical 1 | Numerical 2 | Abstract 1 | Abstract 2 | Spatial | Mechanical | Duration | Status |
| Caihoun, Jessica | about 11 hours ago | ✓ | ✓ | ! | ! | ✓ | ✓ | ✓ | ✓ | 24 minutes | Incomplete |
| Frost, Theresa | about 1 hour ago | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ! | ! | 24 minutes | Incomplete |
| Yu, Thea | about 1 hour ago | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | - | Complete |

For each student listed, it will signal the status of the profile including the missing assessment(s) and if these have been retaken.

How will students know if they're affected?

Students will be notified by their school career practitioner. Students will also see a notification message tailored to them when they open their Morrisby Profile.

Have students received incorrect career advice as result of this issue?

For most students, there will be no material change to the careers suggested in their profile.

If Morrisby's verification process identifies a material change in the careers suggested, Morrisby will recommend that the student retake the missing assessment(s) to receive accurate career suggestions.

The MCI team will provide career practitioners with a list of students who fall into this category. Students will also be able to see the recommendation when they log into their profile.

Can students retake their assessments to make sure their profile is accurate?

Yes, students can retake any incomplete assessments by logging into their Profile.

A notification will advise them of the assessments they should retake and the time it takes to complete each one.

Students who opt to retake assessments before the completion of the verification process will be removed from that stage of rectification.

Can students reinterview with an MCI consultant to make sure they've received the correct careers advice?

Yes, any student who has been impacted by this issue may request a follow-up interview with an MCI consultant.

Students should request this through their school career practitioner.

Your school's My Career Insights program coordinator is available if you have questions about the student Profiles or recommendations suggested.

What if our school has completed the assessment in Term 1 and Term 2 but has students being interviewed in Term 3?

Most student profiles have not been impacted so scheduled interviews can take place.

The MCI team has worked directly with school career practitioners to prioritise students who have interviews scheduled in the first 2 weeks of term. This is to ensure the school and student receive the best possible program experience based on their circumstances and preferences. This may include rescheduling interviews, having students retake the assessments prior to interview or proceeding with interview using adjusted Profiles or with Profiles based on career interests and personality only.

School practitioners will work with students who have interviews in weeks 3 and beyond to retake missing assessments if necessary or confirm that there has been not material change in suggested careers following the rectification process.

What if our school has arranged for students to complete their Morrisby assessments in Term 3 or Term 4 – can this still go ahead?

Yes, the technical issue is fixed and students can commence their Morrisby Assessment in Term 3 or 4 without any impact to their Profile results.

What options and supports are available to students?

When students with impacted profiles log into Morrisby, they will now see a tailored message and recommendations, if any.

The messages will vary from advising that the profile has been adjusted and a check is underway, to recommending a retake of the missing assessments to generate up-to-date career suggestions.

All students who have Profiles impacted by this issue can:

- retake the missing assessments at any time to generate up-to-date career suggestions
- speak with their school career practitioner to request a follow up interview with an MCI consultant.

What supports are available to career practitioners?

The MCI consultant is a career practitioner's first point of contact about this issue.

If you do not know who your MCI consultant is, please contact MCI on the details below.

A Morrisby hotline has been set up to support career practitioners:

- Morrisby Hotline Number: **03 9433 8095**

The MCI team will be running a series of online briefings to support career practitioners to manage this issue within their schools. Two sessions are scheduled so far. There is no need to register for the briefing, please join using the links below:

MCI Student Profile Briefing for Career Practitioners

Wednesday 24 July, 4:00 – 4:30 PM

Briefing link: <https://ceav-vic-edu-au.zoom.us/j/98621118538?pwd=kttu5SXySraRifKlpZ5kf92xk3D9db.1>

Tuesday 30 July, 4:00 – 4:30 PM

Briefing link: <https://ceav-vic-edu-au.zoom.us/j/93191786935?pwd=IRtHclqa6WosECmgsV09B6cR22bOVG.1>

MCI consultants will also share this briefing information with school career practitioners.

MCI also provided school career practitioners with an email template should they need to communicate with a parent about this issue.

If schools require further support to position students to retake their incomplete assessments, please contact your MCI program coordinator to discuss. Your JSPM can also provide assistance where necessary.

Is student personal information compromised?

No, there has been no security breach or leak of any student Profile data or interview information.

What assurance is there that this issue won't happen again?

Morrisby is committed to ensuring that this issue does not happen again. Morrisby is working with the Department of Education to conduct an independent review into this issue which will put further measures in place to assure schools and the department that it will not occur in the future.

Who do I contact for more information or support?

School career practitioners can contact their My Career Insights team contact for support and assistance or the following contacts:

My Career Insights

Karen Pritchard, MCI Program Manager: kpritchard@ceav.vic.edu.au

MCI support email: support@ceav.vic.edu.au

Morrisby

Morrisby Hotline Number: **03 9433 8095**

Craig Eastwood, Morrisby Career Project Manager: support@morrisby.com.au

www.morrisby.com.au

Principal and school career practitioners can also contact their JSPM.