

myCareer Frequently Asked Questions (FAQs)

Updated September 16, 2025

Top Questions

- **Who has access to myCareer?**
 - All **Johns Hopkins University part-time and full-time staff** will have access to create a profile, access resources, complete a skills assessment, and create a development plan. **Managers** with direct reports can **access their direct reports' profiles, skills assessments, and development plans only**. Johns Hopkins Health System employees do not have access to this platform.
- **Who can see what in myCareer?**
 - You have some control over what you make public in myCareer when you set up your profile and go through the prompts as well as within settings.
 - Your manager also has some visibility of your profile, skill assessment, and development plans.
 - If you **'opt-in' to be contacted for internal job opportunities through myCareer**, this feature is **only visible to JHU's Talent Acquisition team**, and some select personnel in Central HR supporting the platform use. You can change this setting at any time.
- **Why do I see my official, legal given name in myCareer versus my chosen name?**
 - The data information being pulled into myCareer comes from the **SAP system** (the system of record), which houses your legal name, which is why that is currently appearing. This is due to Eightfold's system functionality, as it connects to the hiring system, which requires a legal name. Eightfold is currently working on a system enhancement to allow a chosen name to appear in the future.
- **Why are we introducing myCareer and why now?**
 - As part of the [Ten for One university strategy – Goal 7](#), Johns Hopkins University aspires to become a national employer of choice offering pathways to professional and personal development for all staff. Meredith Stewart, Vice President and Chief Human Resources Officer, announced [in March](#) 2025 the launch of myCareer.
 - We know that having clearer options for career growth and development has been important to staff for a long time. myCareer is another resource investment made by JHU, much like the work we have been doing in launching the **Career Architecture** structure and the **Center for Staff Life Design (CSLD)**. Both bring clarity and resources to staff who want to continuously grow and develop.

- This platform investment was made at the end of 2024, and we have been working on its implementation since then. It is now ready for staff to start exploring and evolving their profiles and development plans on the platform.
- **How does myCareer work?**
 - The myCareer system is powered by AI, drawing on the profiles, skills, career trajectories, and job postings from staff across the university. As more people **intentionally develop a myCareer profile**, myCareer evolves to show you more curated job and career paths/opportunities, as well as new courses to expand your development. To maximize the system's benefits and receive the most accurate recommendations, please ensure that you **complete your profile** and **skills assessment**.
- **What job title is listed in myCareer?**
 - The **classified job title**, which is your formal position title within the Career Architecture structure, is what is visible within the platform. It is associated with your job family and sub-family as outlined in the Career Architecture structure. **Working titles**, which are sometimes more specific and informal than classified titles, are not shown. For example, someone with the classified title "Talent Management Director" might have a working title of "Director of Staff Life Design."
 - Career Architecture was implemented to standardize job titles and descriptions and the job titles within this structure are what appears in myCareer. Your manager or supervisor can help you address any discrepancies regarding classified and working job titles you may have.

Career & Professional Development within myCareer

- **What is myCareer?**
 - It is a platform powered by Eightfold AI that is creating a new career development experience for JHU staff. It will be the new home for our **Development Plans** (formerly Professional Development Plans in myPerformance with SuccessFactors), where you can find the entire **Career Architecture** structure, and access the **myLearning platform** with professional development and learning courses.
- **Why are we introducing myCareer and why now?**
 - As part of the [Ten for One university strategy – Goal 7](#), Johns Hopkins University aspires to become a national employer of choice offering pathways to professional and personal development for all staff. Meredith Stewart, Vice President and Chief Human Resources Officer, announced [in March](#) 2025 the launch of myCareer.
 - We know that having clearer options for career growth and development has been important to staff for a long time. myCareer is another resource investment made by JHU, much like the work we have been doing in launching the **Career Architecture**

structure and the **Center for Staff Life Design (CSLD)**. Both bring clarity and resources to staff who want to continuously grow and develop.

- This platform investment was made at the end of 2024, and we have been working on its implementation since then. It is now ready for staff to start exploring and evolving their profiles and development plans on the platform.
- **Who has access to myCareer?**
 - All **Johns Hopkins University part-time and full-time staff** will have access to create a profile, access resources, complete a skills assessment, and create development plans. **Managers** with direct reports can **access their direct reports' profiles, skills assessments, and development plans only**. Johns Hopkins Health System employees do not have access to this platform.
- **Are Development Plans required?**
 - Development plans, sometimes referred to as Professional Development Plans, are not required, but are **encouraged to be completed**. All staff should work with their managers to create career growth goals, identify skills to develop, and track progress. Development conversations and planning are in addition to the goal setting and performance discussions you have with your manager in your current role.
- **Will Development Plans no longer be in SuccessFactors?**
 - As of **July 2025, we will use myCareer and not myPerformance in SuccessFactors to document Development Plans**. Performance reviews will still occur in SuccessFactors and are connected to the Development Plans in myCareer. We are making this move with Development Plans, as myCareer enables suggestions for development that myPerformance could not provide, making development planning easier for staff and managers.

myCareer Platform

- **How do I access myCareer?**
 - You can access [myCareer here](#) via single-sign-on (SSO) or within the myCareer tile within [myJH](#).
- **When I login to myCareer for the first time, the system asks for the personal email I used to originally apply to JHU. Do I need to complete this step?**
 - You should not see this as the system is connected to single-sign-on, so be sure you are connected to JHU's network. If you do see it, you can "Skip" this step, as this is intended to be used by future JHU prospective employees in the myRecruiting system, which will be released later, and separate from current JHU staff's access to myCareer.
- **Why do I see my official, legal given name in myCareer versus my chosen name?**

- The data information being pulled into myCareer comes from the **SAP system** (the system of record), which houses your legal name, which is why that is currently appearing. This is due to Eightfold's system functionality, as it connects to the hiring system, which requires a legal name. Eightfold is currently working on a system enhancement to allow a chosen name to appear in the future.
- **How do I get started in myCareer?**
 - **Showcase your experience:** Complete your profile by adding work experience, education, skills, and accomplishments following the prompts from the platform (like a LinkedIn profile, but internal to Hopkins).
 - **Plan your career:** Explore the Career Architecture structure and how your current role could evolve in the future. Then, you will begin to see the recommended learning opportunities in myLearning, which will help you develop the skills you need for your career journey.
 - **Create your development plans:** You can now complete your development plans here in myCareer (formerly Professional Development Plans in myPerformance with SuccessFactors) using all the resources within myCareer.
 - **Coming later this year: Explore potential new roles:** From your profile, you could be matched and able to apply for potential new and available JHU roles. With the current temporary hiring freeze, the number of roles available today may be limited, but in the future, this capability will enhance internal mobility at JHU.
- **How does myCareer work?**
 - The myCareer system is powered by AI, drawing on the profiles, skills, career trajectories, and job postings from staff across the university. As more people **intentionally develop a myCareer profile**, myCareer evolves to show you more curated job and career opportunities, as well as new courses to expand your development. To maximize the system's benefits and receive the most accurate recommendations, please ensure that you **complete your profile** and **skills assessment**.
- **Who do I contact if I run into issues?**
 - Within myCareer on the homepage, you can access the myCareer Resource Center, which is the box on the bottom left side. It contains various support guides and links to training resources. If needed, you can email mycareer@jh.edu for individual questions.
- **Can I import my LinkedIn profile into myCareer?**
 - Yes, myCareer allows you to upload a copy of your LinkedIn profile (as a PDF) to your myCareer profile. Follow the prompts in the system to complete this.

- **If I don't have a LinkedIn profile, can I still create a profile in myCareer?**
 - Yes, you can upload a plain-text resume, or manually enter your information. If you want to create a profile manually, myCareer guides you through the process step-by-step.
- **What is the 'Profile Assistant'?**
 - The 'Profile Assistant' is a pop-up window in your myCareer profile that provides suggestions on how to improve your profile. This may include updates to your experience, the addition of new skills or languages, and recommended courses and certifications.
- **Can I change things in my myCareer profile?**
 - You can change most fields in your myCareer profile, except for certain fields that are fed to the system automatically from SAP as the system of record for standard HR data at JHU.

myCareer Skills & Skills Assessment

- **How should I think about the different skill types in myCareer?"**
 - There are three sets of skills in myCareer:
 - **Skills Required by Role:** "Core" skills as a baseline associated with your current job description in Career Architecture and are essential to your current job. They can be assessed at any time to inform development planning and can be evaluated by both individuals and their supervisors.
 - **Other Skills:** Professional skills that you may or may not currently use in your work, but you possess or are developing. They can also be assessed by your supervisor.
 - **Skills You Want:** Skills that you may not currently have, but that you want to learn in order to design and grow your career here at JHU. They are aspirational skills and are not assessed in myCareer. They help the system to recommend courses you may consider taking through myLearning.
- **What is the purpose of Skills Assessment?**
 - **Personal Growth:** Helps you make informed decisions about your career. After you assess your skills, myCareer will recommend career paths within the Career Architecture structure, current available jobs at JHU that may be a good fit, and recommended courses from myLearning to allow you to develop your career pathway.
 - **Coaching & Transparency:** Creates a shared understanding for you and your manager of your strengths and areas of improvement.
 - **Supervision:** Encourages a culture of productive feedback to excel in your current role.

- **How should I use Skills Assessment?**

- You can rate your skills anytime, but you should be intentional. For Required by Role skills, it is recommended:
 - **When you start using myCareer**, rate your **Skills Required by Role** first to become comfortable with its functionality.
 - **In preparation for mid-year and annual reviews**, before your manager rates you, ask them for a transparent conversation to discuss your skills and the assessments in myCareer as part of your development.
- If you're looking to track your progress toward skill improvement, use the Development Plans.
- You can access Skills Assessment from the Profile navigation item and your myCareer home page will recommend a skills assessment to complete.

- **What type of skill assessment ratings are visible to me?**

- There are three types using a 1 to 5 scale:
 - **Benchmark ratings**: Determined when a job is created, and your manager cannot change benchmark ratings.
 - **Self ratings**: Determined by you when you begin in myCareer, and in preparation for mid and annual reviews.
 - **Manager ratings**: Determined by your manager during mid or annual review conversations. You can only view your self-assessments and your manager's assessments of your skills within the myCareer platform.

- **As a manager, where can I assess my direct reports' development skills?**

- If you have direct reports, a "My Team" link will appear at the top of your myCareer Hub page. When you select your team members' profiles, you will be able to assess their skills, and they will be informed when it is completed. Everyone is encouraged to complete their self-assessment first once they log in to the platform. Aligning with your direct reports on where you see their skills relative to their self-assessment and the baseline for the role can be a helpful conversation for performance and development. You can also see and co-create the Development Plans of each of your team members.

myCareer Career Navigator

- **How is the 'Career Path' defined and recommended?**

- The 'Career Path' recommendations are created based on your skills, career interests, current role, and our Career Architecture.

- **How can I get 'Career Path' recommendations for roles in different departments?**

- If you update your interests to include roles in different functional areas, this will be reflected in your 'Career Path' recommendations, showing other areas of the Career

Architecture structure. You can view your interests in the 'Career Navigator' tab under 'View: Recommendations', click 'View: Leading to career interests.'

- **Who will be able to see my 'Career Path' in myCareer?**
 - Your 'Career Path' is only visible to you and will not be visible to your manager or divisional HR.
- **What information is included in 'My Activity'?**
 - 'My Activity' shows all the actions you've taken in myCareer, like your development plans and courses. Once the functionality is available, it will also show the jobs you applied for, saved roles, and your referrals.
- **What is 'Marketplace'?**
 - Currently, you can access 'Marketplace' to search for your development plans, your 'curated' plans, and have the ability to 'Build a Personal Plan,' which can also be done going to your Profile and Development Plans. It also provides recommendations for courses you might want to take based upon your career interests and skills you wish to develop. You can filter courses based upon your preferences for format (virtual vs in-person event, length of course, or provider (e.g., LinkedIn Learning, CSLD-sponsored or other JHU-sponsored courses).
 - In the coming months, we will add additional content to the 'Marketplace', including potential jobs as well as functional development plans that suggest activities and courses for certain roles you may aspire to pursue.

Career Architecture

- **What is Career Architecture?**
 - To support your aspirations and professional development, we've created a transformational new Career Architecture framework for staff positions. This means more transparency for job opportunities and career levels across the university. Throughout 2025, we implemented the new structure for each job family, and individuals were informed about what the structure means for their current role as each job family launched. [You can learn more here.](#)
- **How will Career Architecture be shown in myCareer?**
 - Within 'Career Path,' your current role within the structure will appear along with recommended paths based on your current position, skills, career goals, and interests. You will also have access to explore all the roles within JHU's Career Architecture structure. Depending on your role, whether you have multi-incumbent or single roles, it may look different.
- **What job title is listed in myCareer?**
 - The **classified job title** is visible within the platform, not working titles, as part of the Career Architecture structure that was implemented to standardize job titles and

descriptions, along with additional contributor levels to support continuous pathways for professional growth.

myLearning

- **What is myLearning?**
 - myLearning is the learning management system (LMS) introduced in March 2025 housing training and professional development courses. It includes eLearning courses and ways to register for live in-person and virtual classes and workshops. It also provides direct access to LinkedIn Learning. [You can access myLearning here.](#)
- **Does myCareer link to myLearning?**
 - Yes, myCareer will integrate with myLearning, which can be found in the courses section of 'Marketplace' myCareer. It will also show course recommendations and course completions.
- **How is a course recommended for me?**
 - myCareer provides recommended courses reflective of your profile and development plans. Within the myCourses tab, you can view course descriptions, skills associated with each course, and hours required. You can also search for courses based on your interest and use available courses to inform your development plan. When you enroll and begin a course, myCareer will send you directly to myLearning to access or register for the course

Center for Staff Life Design (CSLD)

- **What is the Center for Staff Life Design (CSLD)?**
 - The Center for Staff Life Design (CSLD) acts as a bridge between where you are now and where you want to be in the future by providing career and professional development tools, guidance, and workshops. CSLD provides support to help you reach your personal and professional goals, enabling you to design an optimal life at JHU and beyond. They provide eLearning courses, in-person and virtual workshops, and other career support resources for job searches and foundational career skills.
- **Does myCareer link to the workshops the Center for Staff Life Design offers?**
 - Yes, myCareer recommends courses from myLearning based on your 'Required by Role,' 'Other Skills,' and 'Skills You Want,' which includes the Center for Staff Life Design eLearning courses and live in-person and virtual workshops and classes.

Internal Mobility & Jobs @ JHU

- **What is internal mobility?**
 - Internal mobility is how you can move to a new role within JHU, either within your same department or a new division.
- **Can myCareer display available jobs at JHU?**
 - Yes, myCareer will display available internal jobs at JHU as well as make recommendations on what roles potentially fit your profile and career paths. This functionality will appear in Fall 2025. Not only can you view potential jobs, but this is where you will also apply for them right within the system.
- **How do I mark 'Open to Internal Opportunities' in myCareer and who has access to view it?**
 - When you create a profile, you will notice that the system default is to have your profile set to "open to opportunities." **These are internal opportunities only, and this selection is only visible to recruiters who are part of the Talent Acquisition team.** Managers do not have access to view this setting. If you wish to change to "not open to opportunities," you can do so at any time, by going into settings and changing the selection.
- **With the current temporary hiring freeze, what does that mean for internal mobility and viewing jobs in myCareer?**
 - You will be able to see the mission-critical roles still part of the hiring process during the current temporary hiring freeze. Although the number of roles available will be limited, in the future, this capability will enhance internal mobility.
 - myCareer also shows the skills you will need for current and potentially future roles, so you can leverage the recommendations for courses and other activities to develop those skills through myLearning. This will prepare you to pursue other potential career opportunities when they become available.
- **Will external candidates looking for jobs at JHU be able to have the same myCareer view?**
 - External candidates won't be able to access myCareer until they become JHU staff. In Fall 2025, they will be using another part of the Eightfold system to create a job profile, see available JHU roles, and apply as part of JHU's myRecruiting platform.