E-Recruitment FAQs

General

Q: *What website do agencies use to create "live" job postings?*

A: NEOGOV users should go to www.neogov.com in order to begin the vacancy posting process. This website is different from the training website.

Q: *For EEO end of the year reporting, how should agencies handle applications received online through NEOGOV and paper applications from their existing systems?*

A: Until a new federal fiscal year begins on October 1st, 2007, agencies will need to keep separate data for both their current recruiting processes and the new system and merge them into the EEO report for the year.

Q: *How can I use NEOGOV to track applicant EEO reporting information?*

A: The system will run a report that will provide much of the required applicant information that must be submitted to the South Carolina Human Affairs Commission. This report will include: candidate demographic information, total number of applicants, applicants meeting minimum training and experience requirements, and applicants interviewed.

In order to accurately capture the applicants meeting minimum training and experience requirements, agencies will need to **consistently** structure job postings in one of the following ways:

1. Add a "Supplemental Questionnaire" step type titled "Minimum Qualifications" in your exam plan and "Fail" those individuals who do not meet minimum qualifications;
2. Add a "Training and Experience" step type titled "Minimum Qualifications" in your exam plan and "Fail" those individuals who do not meet minimum qualifications;

- **OR** -

3. If the candidates who make it to the Eligible List are all those who meet the minimum training and experience requirements for the job, agencies are not required to do either of the above steps, because the system will be able to identify the total number of candidates placed on Eligible Lists over a given period of time.

In order to accurately capture the applicants who are interviewed for the position, the appropriate candidates need to go through the "Schedule Interview" step in the OHC section of NEOGOV. Once a candidate has been through the "Schedule Interview" step, the system will save the candidate's information for EEO reporting purposes.

Additionally, in order to accurately capture the number of hires in the system, the hired candidate need to go through the "Hire" step in the OHC section of NEOGOV. Once a candidate is placed in the "Hire" step, the system will save the candidate's information for EEO reporting purposes.

Q: For EEO reporting purposes, what are the implications if an agency creates more than one step of the same step type? For example, if the agency is using the "training and experience" step type to determine who meets minimum qualifications by passing/failing candidates, what happens if the agency creates an additional "training and experience" step type to determine who would also meet preferred qualifications?

A: If agencies set up two "training and experience" step types, the system will be unable to differentiate which one is to be used for EEO reporting purposes. Therefore, to avoid duplication, agencies must choose either the "supplemental questionnaire" or the "training and experience" step type to capture those applicants who meet minimum training and experience.

Q: *Can an agency change or customize the reasons an applicant has not been selected?*

A: No, this is a centrally controlled option and cannot be customized by an agency. Agencies can make suggestions to OHR for changes to these reasons.

Q: *Should users of the NEOGOV system worry about confidential information being transmitted over the Internet?*

A: Access to Insight is protected by passwords, user-level permissions, and encryption. Additionally, on-site security and systems personnel manage GovernmentJobs.com's firewall and servers 24 hours a day. Users can be confident that they are enjoying the same level of trust and security used by all of the Top 40 Web sites and Fortune 500 companies worldwide!

Q: *Can individuals change a password in Insight and OHC?*

A: Yes. In Insight, once a person logs in the person can go to the view/modify personal profile link located at the bottom of the "My HR" page and change the username and password. In OHC, the person can make changes from the preferences link located at the top of the page.

Q: *Who should NEOGOV users contact if they lose or forget their username or password?*

A: The NEOGOV system administrator is Terra Ellerbe in the Office of Human Resources. Terra may be reached at 803.734.4418 or via email at tellerbe@ohr.sc.gov.

Q: *Can an agency create a notice template?*

A: Yes, the HR User can add a notice template specific to an agency. The template name will need to reflect the agency name and notice type because this list will be seen by all agencies. To add a Notice Template, login to Insight - Human Resources. Select "Notice Templates" from the CandidateTrack drop down menu. Then click on "Add New Template."

Q: *Will the NEOGOV Personnel Action Form capture all the information required by OHR for a hire above minimum (HAM) delegation audit?*

A: Agencies that have hire above minimum delegation will still need to ensure that all required information is recorded on the NEOGOV personnel action form if this is the only information that will be used during a delegation audit. The Personnel Action Form has a box for comments that agencies can utilize for other information needed to justify hiring a candidate above the minimum of the pay band. If the comments field is not used to capture the additional information, agencies should continue to use their current forms for delegation audit purposes.

Q: How does an agency run SLED checks when applicants are not required to fill in their social security number or date of birth? Also, date of birth or race/sex does not print on the application. How will an agency know if this has been filled in for EEO reporting purposes?

A: Agencies can view an applicant's social security number, date of birth, and gender under a confidential report in NEOGOV. Agencies should login to HR click on Candidate Track, click on Active, click on "Print" under the Applications column for each posting, then click on the button for "Confidential Report." Under this section, agencies will be able to view the applicant's EEO information, DOB, and SS# if they have filled it out on their application. If applicants do not designate their race or gender in the system, it will categorize them as "unknown" for the EEO report. If they haven't filled out the DOB and SS# information, and the information is needed for background checks, agencies should add a required supplemental question asking applicants to provide their date of birth and social security number for background check purposes. **IMPORTANT:** This supplemental question should be designated "Confidential" so that when applications are sent to hiring managers they will be unable to view the date of birth and social security number.

Q: *What should an agency do when they have accidentally mislabeled someone's disposition in an exam plan or placed an ineligible candidate on an eligible list?*

A: If an HR user mislabels an applicant's disposition as "passing" or "failing" in a step in an exam plan, they can change that candidate's disposition to the appropriate status by clicking on "change disposition" under the 'Select Action' dropdown box below the step. If an HR user moves an applicant through a step in error, the applicant can be reverted back to the previous step by selecting the "Revert to Previous Step" from the 'Select Action' dropdown box. If an applicant stays in the Minimum Qualification or Supplemental Questionnaire step that is being used to capture the number of qualified applicants for EEO reporting purposes, the applicant will be counted as a qualified candidate if they have a passing disposition.

If an agency is using the eligible list in order to capture the number of qualified applicants for EEO reporting purposes, and an applicant has been placed on an eligible list in error, the agency should remove the applicant from the Eligible List by clicking on the “Remove from List” option under the ‘Select Action’ dropdown box. If the eligible list has already been referred to the hiring manager, the applicant must first be removed from the referred list. To remove an applicant from a referral list, click on “List – Referred” from Insight HR. After finding the referral list with the applicant that needs to be removed, click on the “Remove from List”option under the ‘Select Action’ dropdown box and click on go. After the applicant has been removed from the eligible and or referral list, the applicant will be moved back to the last evaluation step in the existing exam plan and will not be counted as a qualified applicant for EEO reporting purposes when using the eligible list option.

Q: *If an applicant is “inactivated” on the eligible list, will they be counted for EEO reporting purposes?*

A: Yes, if an applicant is placed on the eligible list, they will be counted as eligible for that position even if they are inactivated on the list. If an applicant has been placed on an eligible list in error, the agency should remove the applicant from the Referred List first, then remove the applicant from the Eligible List by clicking on the “Remove from List” option. The applicant will then be moved back to the last step in the exam plan.

Job Postings

Q: *How will agencies handle internal postings? Can they post them on their own intranet?*

A: NEOGOV does not provide a separate system for internal postings. Agencies that have their own intranet for internal postings can continue to use that process.

Q: *What if an agency wants to post the job internally before accepting external applications?*

A: The agency can develop a draft version of the job posting and then print it and post it internally on a bulletin board or e-mail it to agency employees. Once the agency is ready to accept external applications, the agency will need to uncheck the draft box on the job posting.

Q: *If agencies use an internal application for current employees to apply internally for another position, can they continue that process?*

A: Agencies can keep their current system for internal postings; however, the agency will need to merge that information with NEOGOV information to have a complete EEO report.

Q: *In the evaluation steps, can steps be added that are not currently listed in the drop down menu?*

A: Yes, an agency can add as many evaluation steps as needed. Agencies may also determine the most appropriate name for each step by using the "Step Name" field when adding a new step.

Q: *When archiving a job posting, will it save the supplemental questions created?*

A: Yes, all of the information contained within the posting will be saved. Archived postings will still be accessible by logging into Insight, and selecting "Archived" from the "Post" drop down menu.

Q: *When does a job posting become "live" on the website and when does a job posting posted for a future date go live?*

A: If the posting is created on the same date of the “Advertise From” field, then the posting will go-live immediately once the “Add” button is pressed. If set for a future date, the job posting will go-live at 12am on the “Advertised From” date entered on the job posting.

Q: *Can the same requisition be used with different locations?*

A: No, separate job requisitions and job postings must be used for different locations.

Q: *Can a position be reposted? If so, what is the process for reposting?*

A: Yes, a position can be reposted and the preferred approach to repost a position is to create a new job requisition with a new job posting.

Q: *What if an agency does not use the class specifications for a job posting?*

A: Agencies will need to key in the specifics for each job similar to the way they do now in HRIS. However, the NEOGOV system will allow agencies to cut and paste information on the job posting.

Q: *Can a job posting be edited to correct an error after it goes live?*

A: Yes, from the MY HR screen, click on edit under the active postings. Once the edits are made, click "Update" to immediately correct the posting.

Q: *Can a job posting be removed after it goes live if it was posted in error?*

A: Yes, from the MY HR screen, click on inactivate under the active postings. **NOTE: The job posting will not be able to be deleted, however, once an application has been received for the job posting.**

Application

Q: *What if an applicant forgets their password?*

A: If an applicant forgets their password, they'll need to log on to the www.jobs.sc.gov site and when they go to log in they'll need to click on "I Forgot My Password". NEOGOV will e-mail the password to their registered e-mail address.

Q: *Is there a limit on the number of work history entries that an applicant can enter?*

A: No, the system can accommodate virtually an unlimited number of entries to document an applicant's work history.

Q: *If candidates attach a résumé or other document to their application, how can HR and the hiring manager see the attachment?*

A: When referred through the Online Hiring Center (OHC), the hiring manager can click on the paperclip icon next to the applicant's name to access the attachment.

Q: *Can an applicant who is in the process of applying online complete the application if the job posting closes while the applicant is trying to complete the application?*

A: No, applications must be completed prior to the date and time of the closing of the job posting: however, on the date that the job posting will close, the system will indicate to applicants that the job posting will close a few hours before the job posting actually closes.

Q: *Is there a way to include education and work experience for a paper application that was received and then keyed into the NEOGOV system by the agency?*

A: No, the agency cannot add education and experience to the application as a part of entering the information into the NEOGOV system, but the agency can attach a scanned copy of the application or résumé.

Q: *What if there is a need to make an offer to the 2nd or 3rd choice if the 1st offer is declined?*

A: The agency would need to return to the referred list in the OHC and make an offer to the 2nd or 3rd choice.

Hiring

Q: *Must a job requisition be created in order to create a job posting?*

A: Yes, the process must begin with a job requisition.

Q: *How does an HR user know that a new job requisition from the hiring manager has been sent?*

A: An email will be sent to HR users to indicating a new job requisition has been created.

Q: *What if there is a need to make an offer to the 2nd or 3rd choice if the 1st offer is declined?*

A: The agency would need to return to the referred list in the OHC and make an offer to the 2nd or 3rd choice.

Q: *When an agency sends an eligible list to a hiring manager, will they receive an e-mail notification?*

A: When referring candidates in Insight HR, an e-mail notification is always sent to the hiring manager that is assigned to that particular requisition. The hiring manager will receive an email each time a referral is sent.

Q: *When is a hire captured in the NEOGOV system for EEO reporting purposes?*

A: After selecting a candidate and walking them through the "Hire" action in the OHC, an email notification will be sent to the HR user to let them know they have a "Hire Awaiting Authorization". Once HR gives the final authorization, the hire will be counted for EEO reporting purposes.