



EAST TENNESSEE STATE
UNIVERSITY

eJobs - Advanced Features

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This guide introduces some of the advanced features of the eJobs system and best practices for using the system to recruit and hire and to maintain position descriptions. Specifically this document reviews:

Reference Checks

Reference checks are a vital part of a recruitment plan. Keep in mind that personal or professional reference checks may be conducted in a variety of ways such as speaking with a supervisor personally by phone or email or by soliciting letters via mail or through the eJobs Applicant Tracking system. Based on feedback from references and applicants and also on common recruitment practices, Human Resources makes the following recommendation for conducting employment and reference checks:

Administrative Staff/Faculty

Electronic letters of recommendation may be used but are not required for administrative staff or faculty positions. It is recommended that one or more reference checks (phone, email, reference letters, etc.) for administrative or faculty positions be collected only on applicants that are submitted to Equity and Diversity for pool certification. Use these settings when creating a posting in eJobs to solicit electronic letters of recommendation only for selected candidates:

1. Use these setting when creating a posting:
 - For "Reference Notification", select the state **Solicit Letters of Recommendation**
 - Leave "Recommendation Workflow" blank
 - For "Recommendation Document Type" select **Reference Letter**
2. In the "Reference" tab, enter a 1 or greater in the 'Minimum Requests' field
3. To request letters of recommendation prior to submitting applicants for pool certification, move the selected applicants to the "Solicit Letters of Recommendation" state. This sends automatic emails to the applicants' references. [Note: This can be done in bulk. See the instructions for *Applicant Reviewer: Reviewing and Processing Applicants* for more information.]
4. When you have checked and are satisfied with at least one reference, move the selected applicants to a recommend for interview state.

See the instructions for Support Staff to use an alternate method for checking references other than electronic letters of recommendation.

Support Staff

Electronic letters of recommendation are not required or recommended for support staff positions. It is recommended that one or more reference checks (phone, email, etc.) for support staff positions be collected only on applicants that are submitted to Equity and Diversity for pool certification. Use these settings when creating a posting in eJobs for a support staff position:

2. When creating a posting
 - Leave "Reference Notification" blank
 - Leave "Recommendation Workflow" blank
 - Leave "Recommendation Document Type" as **No Document**
3. Leave the fields in the Reference tab blank

Adding/Modifying Supplemental Questions to the Application

When creating a posting, the Supplemental Questions page allows you to generate questions that will be included in the application. To add supplemental questions,

1. Select Add Question.
2. Search questions either by keyword or by selecting a question category.
3. Check the question or questions to add and click **Submit**.

Note: A good practice is to add the questions ‘How did you hear about this employment opportunity?’ and ‘Specify Source’ to your posting. This helps you identify how best to advertise future postings for your department.

4. Click on the question to view the predefined answers. You may add points to weight answers or mark an answer as ‘Disqualifying’ to allow the system to automatically disqualify applicants for consideration. The option to have the system disqualify candidates must be approved by Human Resources. The candidate will automatically see a status of ‘Not Qualified’ if the system disqualifies them.

What is the highest level of education attained?

Possible Answers: Predefined Options

	Answer	Points	Disqualifying
1.	GED	<input type="text"/>	<input checked="" type="checkbox"/>
2.	High School Diploma	<input type="text"/>	<input checked="" type="checkbox"/>
3.	Associates Degree	<input type="text"/>	<input checked="" type="checkbox"/>
4.	Bachelors Degree	<input type="text"/>	<input checked="" type="checkbox"/>
5.	Masters Degree	<input type="text" value="10"/>	<input type="checkbox"/>
6.	PHD	<input type="text" value="20"/>	<input type="checkbox"/>

5. Drag and drop your selected questions to arrange them in order.
6. Select **Save** or **Next** to save your question list.

You may request a new supplemental question be added to the list. Once submitted, your question will be pending until it is reviewed and approved by Human Resources. To request a new supplemental question,

1. Select **Add a question**.
2. Select **Add a new one** at the bottom of the pop up.
3. Complete the question form.
4. Click **Submit**.

Name *
Holidays

Status * pending

Category Availability

Question *
Are you willing to work holidays if required?

Possible Answers

Open Ended Answers

Predefined Answers

Empty answers will be excluded.
Click and drag possible answers to reorder them.

Possible Answer 1: Yes

Possible Answer 2: No

4	Availability	Are you willing to work holidays if required?	pending
Possible Answers: Predefined Options			
	Answer	Points	Disqualifying
1.	Yes	<input type="text"/>	<input type="checkbox"/>
2.	No	<input type="text"/>	<input type="checkbox"/>

Creating Evaluative Criteria for Applicant Reviews/Interviews

When you create a posting you have the option to set up evaluative criteria that may be used by search committee members to evaluate and rank candidates. Evaluative criteria are different from Supplemental Question that are included as part of the application. Evaluative criteria are only available to search committee members and are used to rank applicants. You may set up criteria for multiple workflow states. For example, you may set up one group of criteria for reviewing the application and another for reviewing the candidate after the interview. To set up evaluative criteria,

1. Select the “Evaluative Criteria” tab.
2. Select **Add a Criterion**.
3. Select a criterion from the list.
4. Select a workflow state for which this criterion will be used (e.g. Under Review by Department, or Interviewed). The criterion will not be available to the search committee until the applicant is in this state.
5. Select **Submit**.
6. Click on the criterion to set the ranking values and/or a weight value.

Please rate the candidate's quality of references.		Solicit Letters of Recommendation	active
Name	Quality of References		
Label	Quality of References		
Workflow State	Solicit Letters of Recommendation		
Weight			
Possible Rankings	Points		
Unacceptable	1		
Below Average	2		
Average	3		
Above Average	4		
Superior	5		

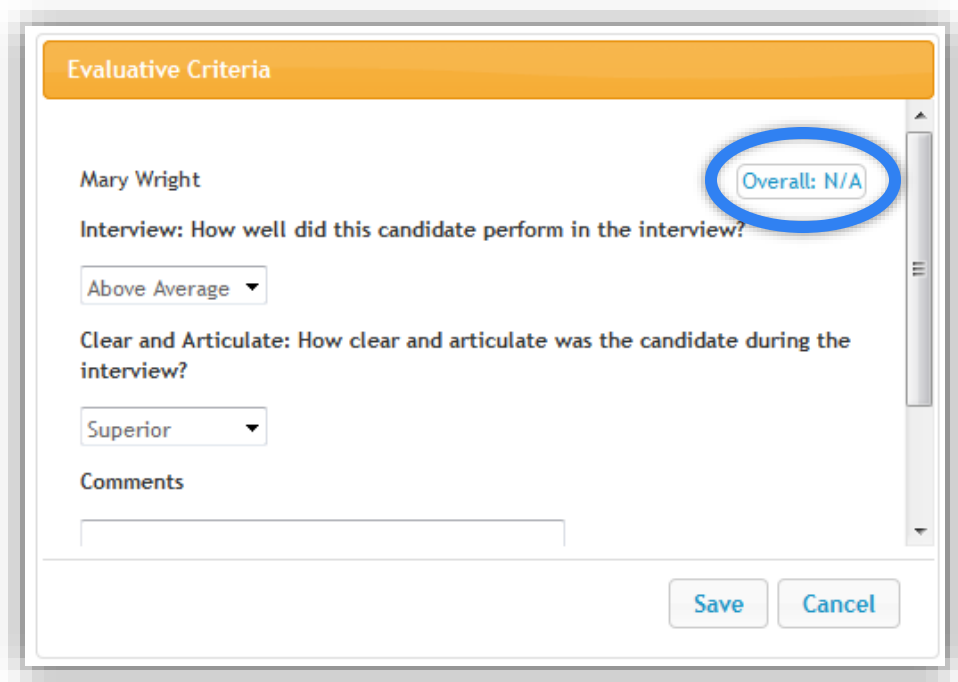
You may request a new criteria be added to the list. Once submitted, your criteria will be pending until it is reviewed and approved by Human Resources. To request a new ranking criteria,

1. Select **Add a Criterion**.
2. Select **Add a new one** at the bottom of the pop up.
3. Complete the Ranking Criteria form.
4. Click **Submit**.

When an application is in the selected state, the search committee members will have the option to select Evaluate Applicant from the Applicant Review screen and to enter ranking values to the criteria and comments. A checkbox will appear next to the applicant name on the Review screen to indicate that the committee member has completed the evaluation of this candidate.

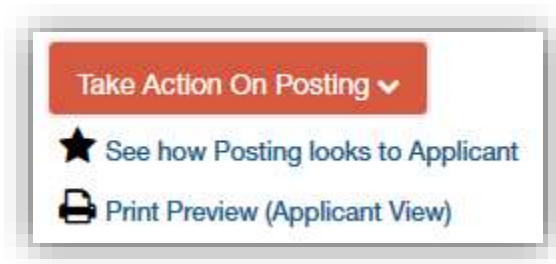


The search committee chair has the option to select **Overall** to view the assessments of all search committee members.



Formatting a Posting

Postings appear in the eJobs system in web format. If you created your posting information in Word and copy and paste to eJobs, some content such as bullets will not paste correctly. It is a good practice to paste your content into Notepad to remove any formatting from Word that may not be compatible in eJobs. Please note that formatting options like bold and italics will need to be reapplied in Notepad. Always review the posting as the applicant sees it from the summary page to identify any unexpected formatting or characters that may be the result of cutting and pasting from another application.



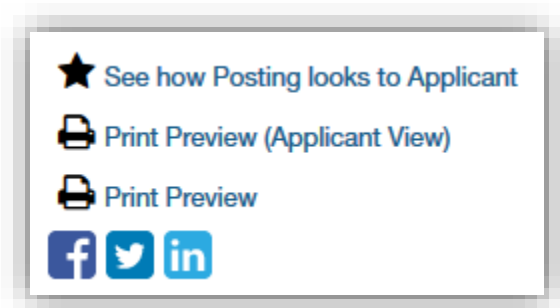
To improve the look of your posting, you can add html or Textile code to format bullets, numbers, bold text, etc. Here are some common Textile codes:

Desired appearance	How to do it
Make a space between paragraphs.	p. Make a space between paragraphs.
Add Bold text.	Add *Bold* text.
Add <i>Italic</i> text.	Add <i>_Italic_</i> text.
<ul style="list-style-type: none"> • Make a bulleted list • Leave a space between the * and the first word of the list entry 	<ul style="list-style-type: none"> * Make a bulleted list * Leave a space between the * and the first word of the list entry
<ol style="list-style-type: none"> 1. Make a numbered list 2. Leave a space between the # and the first word of the list entry 	<ol style="list-style-type: none"> # Make a numbered list # Leave a space between the # and the first word of the list entry
<ol style="list-style-type: none"> 1. Numbered list item <ul style="list-style-type: none"> ○ Make a sub-bulleted list ○ Inside a bulleted or numbered list 2. Numbered list item 	<ul style="list-style-type: none"> # Numbered list item ** Make a sub-bulleted list ** Inside a bulleted or numbered list # Numbered list item
Link to your homepage .	Link to your "homepage": <code>http://www.etsu.edu/</code> .

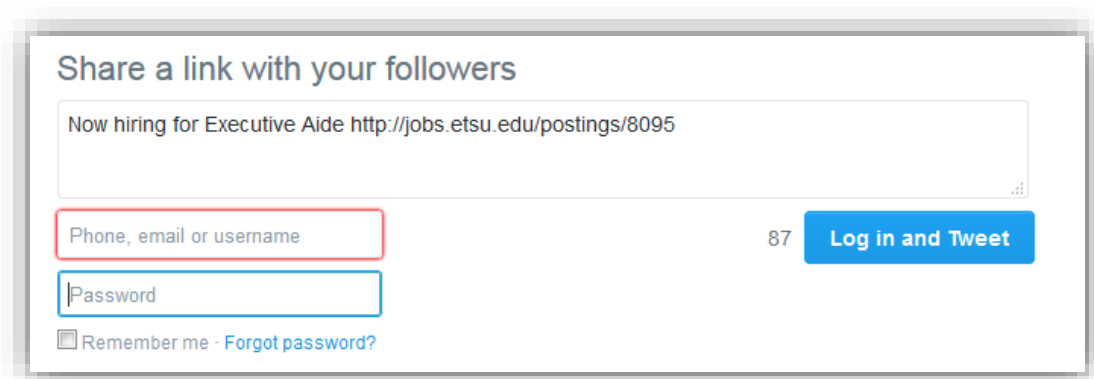
Posting Positions to Social Media

In addition to posting to resources you specify in the posting request (Higher Ed Jobs, HERC, etc.), Human Resources will post a link to the position to our www.etsu.edu/jobs page and to the Human Resources Twitter, Facebook and LinkedIn accounts. You can use your social media sites to increase exposure by following us and also by ‘retweeting’ your post. You can also tweet the posting to your own Twitter account by clicking on the Twitter icon on the posting page.

1. Select the posting.
2. Click on the Twitter icon.



3. Log in to your Twitter account to tweet this posting.
4. Select ‘Remember me’ to save your login credentials.



Generating Applicant Documentation PDFs

Individual Applicant

The options for PDF Documents are located at the bottom of the applicant review screen.

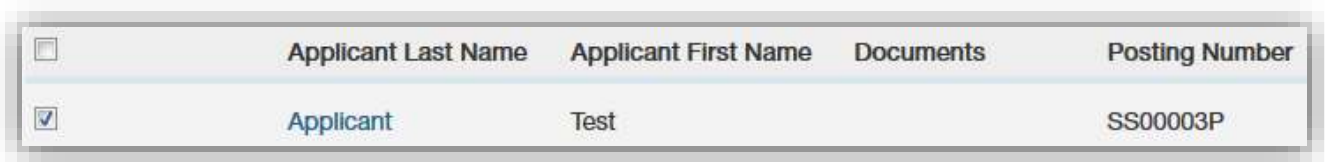
- Select **View** next to ‘Application’ to view the pdf version of the application.
- Select **Generate** next to ‘Combined Document’ to create and then view a pdf that includes the application along with any documents uploaded with the application.



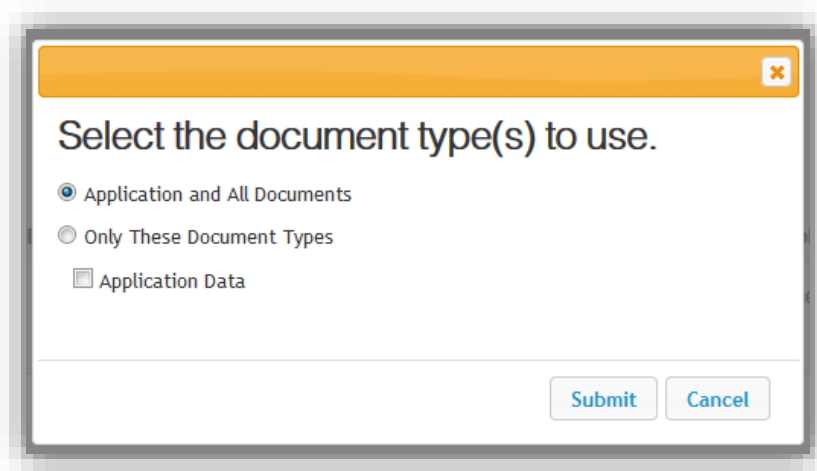
Multiple Applicants

From the Applicant Review page, you can generate pdfs for multiple applicants.

1. Select the applicants to generate.



2. Hover over the main Actions button and scroll down to select either **Download Applications as PDF** to generate a single report for all select application or **Create Document PDF per Applicant** to generate multiple pdfs.
3. Choose either **Application and All Document** to include all document uploaded to the application or select specific documents.
4. Click **Submit**.



5. Save or print the document and use your browser Back button to return to the Applicant Review page.

Changing and Saving Search Results

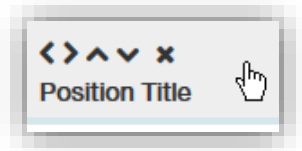
When you select the ‘Applicants’ tab or on of the ‘Postings’ pages, you are taken to a search results page. System users can modify the search results by adding, moving, sorting or deleting information columns or by filtering the data in the list. After you have customized your search settings you can export the result and/or save your settings for quick access each time you view this page. Here are a couple of examples of different views of the “Postings” page.

Position Title	Posting Number	Department	Active Applications	Workflow State
Test - Faculty Posting	F00001P	Human Resources (50200)	1	Posted
Assistant Professor		Biomedical Sciences (31270)	0	Draft
Lecturer - maw		University Honors Program (28010)	0	Draft
Test Professor	F00002P	Curriculum and Instruction (23050)	1	Posted

Posting Number	Position Title	Active Applications	Close Date
F00001P	Test - Faculty Posting	1	
(None)	Assistant Professor	0	12/15/2016
(None)	Test Lecturer	0	
F00002P	Test Professor	1	

Move/Delete/Sort Columns

To move or delete columns from a search result page, hover over the column title and use the left and right arrows to move the column and the ‘x’ to delete (some columns cannot be deleted).

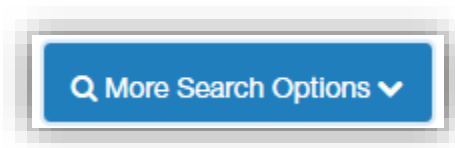


Use the up and down arrows to sort the column.

Add Columns

To add a column,

1. Select **More Search Options** next to the search box.
2. Click the down arrow next to ‘Add Column’.
3. Select the new column from the list.



Filter Results

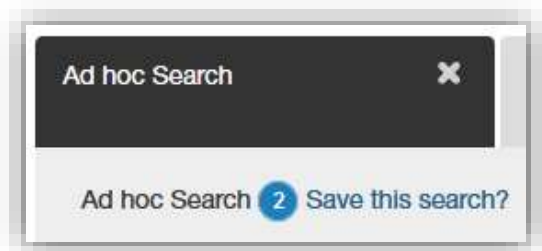
Use the search filters to limit the data in the list. For example, select 'Draft' from the 'Workstate' filter and select **Search** to show only postings that are the 'Draft' state.

The screenshot shows two filter sections. The 'Department' section has a list of four options: 'AFG Chair (22457)', 'Academic Affairs, College of Medicine (31100)', 'Academic Affairs, College of Pharmacy (36300)', and 'Academic Programs, College of Nursing (35100)'. The 'Workflow State' section has a list of four options: 'Draft' (highlighted in blue), 'Hiring Manager', 'Dept. Chair/Director', and 'Dean/Administrative Unit'.

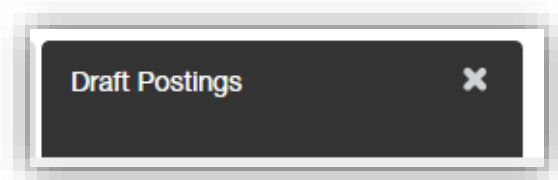
Save the Search

To save these search settings,

1. Select **Save this search?** under 'Ad hoc Search'.
2. Mark **Make this the default search?** if you want this to be the settings each time you return to this page
3. Give the search a name (e.g. Draft Postings)
4. Select Save this Search



A new tab is created with your search name. To run this search, click the tab. To delete the saved search, click the 'x' on the tab.



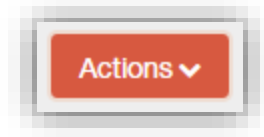
Creating and Viewing Reports

Data from the eJobs system can be extracted either through generated reports or through search results.

Export the Search Results

To save search data such as an applicant search or posting search,

1. Following the instruction in Changing and Saving Search results to customize and filter your results data.
2. Hover the main ‘Actions’ button and select **Export results**.



Posting-specific Reports

From a posting, the Reports tab lists standard EEO and applicant reports that provide data related to the posting. To generate and view a posting-specific Report

1. Click the ‘Reports’ tab.
2. Click on the report name to generate it (this may take a few seconds). The report list will open in a new window. If you are not taken to a new window, click the messages link next to your name.



3. Next to the report name, hover over ‘Actions’ and select **View** or **Download to Excel**.

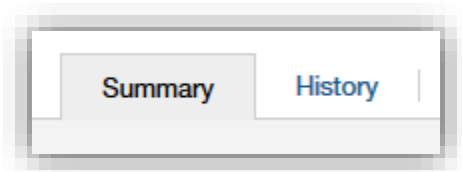
Assigned Reports

Human Resources can create and assign reports to specific user groups. To access your group-assigned reports,

1. Select **My Reports** from the eJobs Home page ‘Shortcuts’ list.
2. Next to the report name, over the ‘Actions’ and select **View** or select **Download CSV** to open the report in Excel.

Viewing Posting/Application/Hiring Proposal History

All changes to postings, applicants, hiring proposals and position descriptions are recorded and available to review in the History tab. For example, from a posting, the History tab displays all workflow changes including ‘owner’, owner comments and the time spent in the workflow state. It also displays HR notes and all related emails that were sent to approvers.



Performed "Post"

Posting status changed to "Posted". It was in this state for 15 full days.

You can filter this list by clicking off the information you do not want to see. For example, clicking **Email** removes the emails from the list.

Workflow, Notes, and Email | Data Changes

Workflow

Notes

Emails

Scroll to the bottom of the history page to add comments to a job posting that all approvers can view.

Add a new note

Note text

Restrict the viewing of this note to HR only?

Add Note

The **Data Changes** option for Postings lists details about each change to the posting along with the date, time and owner.

Workflow, Notes, and Email | Data Changes

Posting Updated

System

December 16, 2016 at 12:02 AM

- Workflow State Definition was changed from "Posted" to "Closed/Removed from Web"
- Last Updated At was changed from "2016-12-01 14:41:36" to "2016-12-16 05:02:50"