EMPLOYER USER GUIDE

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Getting Started

The Normandale Community College Financial Aid and Scholarship Office is pleased to offer this Web service to help employers (departments) and students in the job posting and hiring process. With this tool, you are able to post jobs, review applications and initiate the hiring process all online. The students and supervisors will then need to meet for an interview and complete the Normandale Student Employment Authorization or Confirmation form along with the standard W-4 and Confidentiality Agreement. Students also have powerful capabilities to search for jobs, receive email about new openings and apply for student employment positions all online.

Features for Employers

- *Post jobs*: build online applications; quickly add multiple positions for the same job; designate multiple Normandale Supervisors (once they have had the necessary supervisor training) to manage a job; submit a job posting to the Student Employment Coordinator to be reviewed.
- *Review applications:* receive notification of completed job applications by email and review online; keep all applications in a central location and manage with preview and notes functions; email students.
- *Hire students online*: set up interviews with students, submit job hiring requests.
- *Manage old jobs:* store lists of students interested in job postings; save job postings for re-use.

Features for Students

- *Search for jobs*: use any number of different criteria to find jobs; receive automated email when preferred jobs become available; review a history of job postings and hirings to get a better understanding of Normandale's student employment needs.
- *Apply online:* complete online job application and instantly submit to prospective employers (departments).

This service uses a Web interface and is designed, like other websites, to be self-explanatory. Additional help on each Web page can be accessed by clicking these icons:

The instructions contained in this document will explain step-by-step both the process of posting jobs, creating and accepting online job applications and hiring, as well as the software itself. Please do not hesitate to email any questions to Karen Kilzer or Ken Bursaw at studentjobs@normandale.edu
.

To begin using the website, type the following address into your Internet browser's address bar.

http://www.normandale.edu/studentjobs/

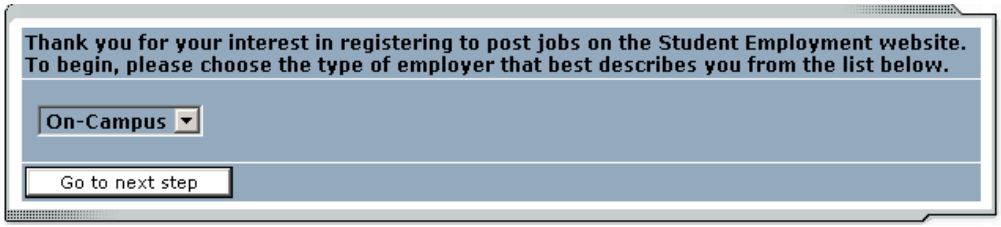
Request Log-In Permission

Students can search and apply for jobs without a user account, but employers (departments) use more sophisticated functions of the website. Thus, each individual must request an account and password to access the system:

1 ▸ Point your browser to http://www.normandale.edu/studentjobs/

2 ▸ Click On-Campus Employers from the left-side navigation bar (or the center of the page).

3 ▸ Click Request a Log-In from the left-side navigation bar.

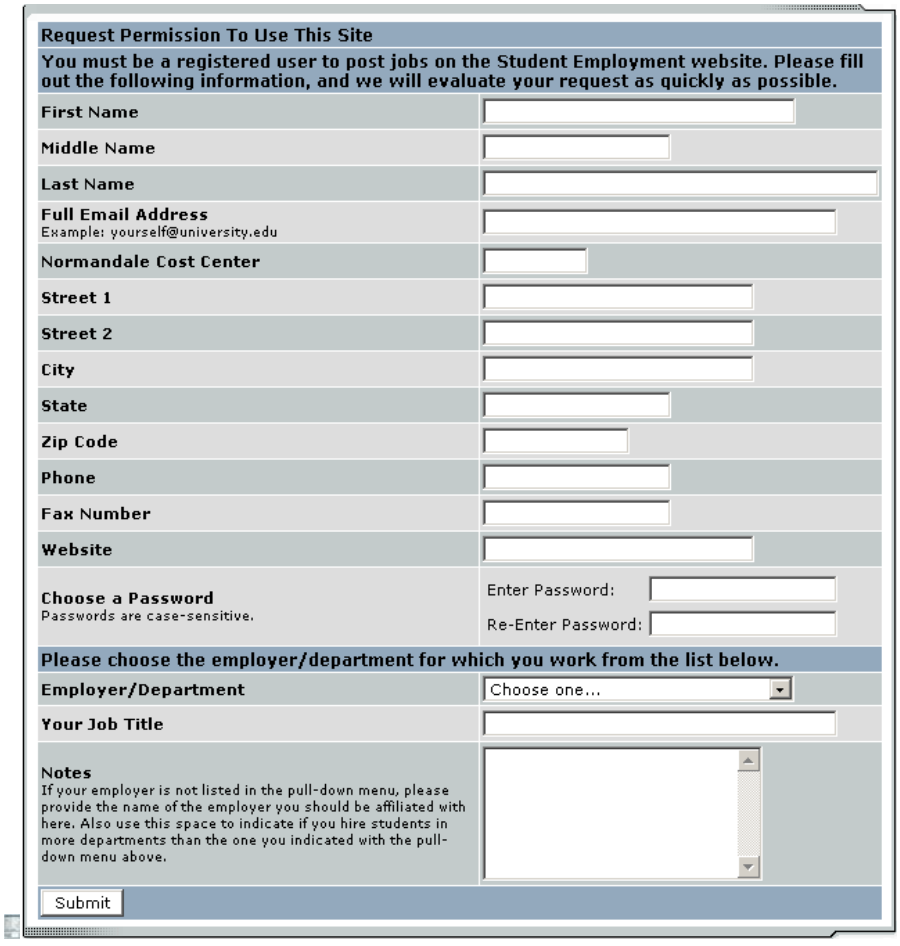


4 ▸ Select *On Campus* from the pull-down menu in the middle of the screen, then click *Go to Next Step*.

5 ▸ Fill in your information as indicated. You should enter 9700 France Ave S, Bloomington, MN 55431 for your address. The phone number should be your on-campus telephone number. This information is to help the Coordinator to identify you. Your password can be any alphanumeric combination up to 50 characters.

If you supervise jobs in more than one department or if your department is not listed, please write that in the *Notes* space. Feel free to add any additional notes there as well.

When finished, click *Submit*.



6 ▸ The "request" for access process is complete, but YOU DO NOT YET HAVE ACCESS to the site. The Student Employment Coordinator will review your information, and upon approval, will send a confirmation email to you with additional instructions.

Log In

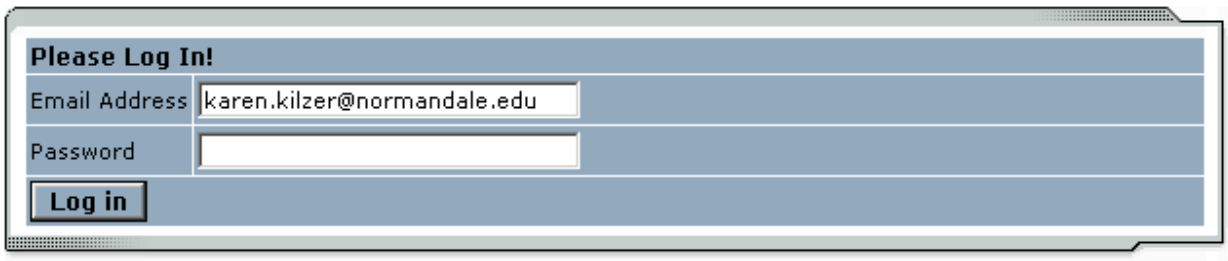
You will receive an email from the Student Employment Coordinator once your account has been approved. In order to access any employer function of the website, you must log in.

1 ▸ Point your browser to http://www.normandale.edu/studentjobs/

2 ▸ Click On-Campus Employers from the left-side navigation bar or center of the page.

3 ▸ Click Log-in to Your Control Panel.

4 ▸ Enter your Normandale email address and the password you selected when applying for log-in permission, then click *Log in*.



Welcome to JobX
(This is followed by user information and a disclaimer)

Below this you will see the links to assist you in requesting permission to post positions and to remember your password:

Employers, don't have a password? Request permission to post jobs by clicking https://normandale.studentemployment.ngwebsolutions.com/JobXRequestLogin.aspx

Help! I forgot my password! (If so, click https://normandale.studentemployment.ngwebsolutions.com/JobXRequestLogin.aspx).

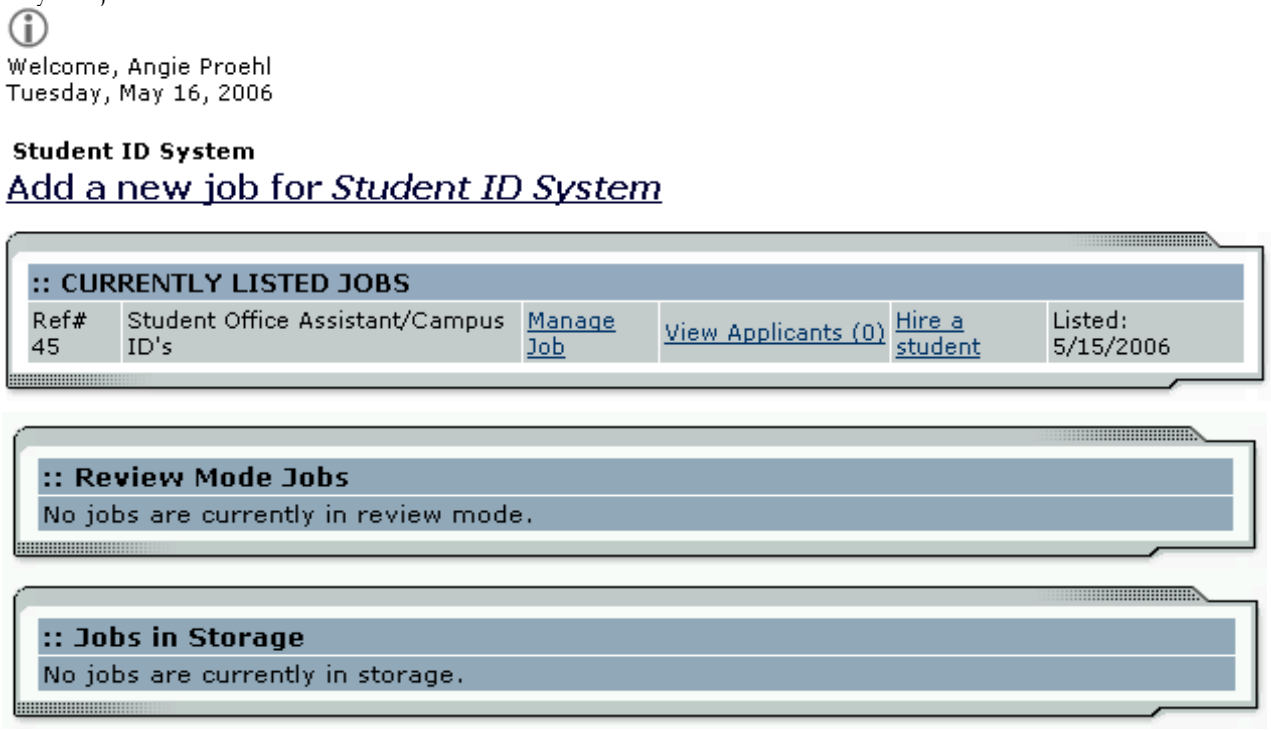
5 ▸ If at any time you forget your password, follow the prompt: "Help! I forgot my password!".

In order to access any employer function of the Web site, you must always log in first. Once you have logged in, you will not have to log in again unless you close your browser window, click Log out from the left-side navigation bar, or have not used the Web site for over 20 minutes.

All of the following directions assume that you have logged in.

My Control Panel

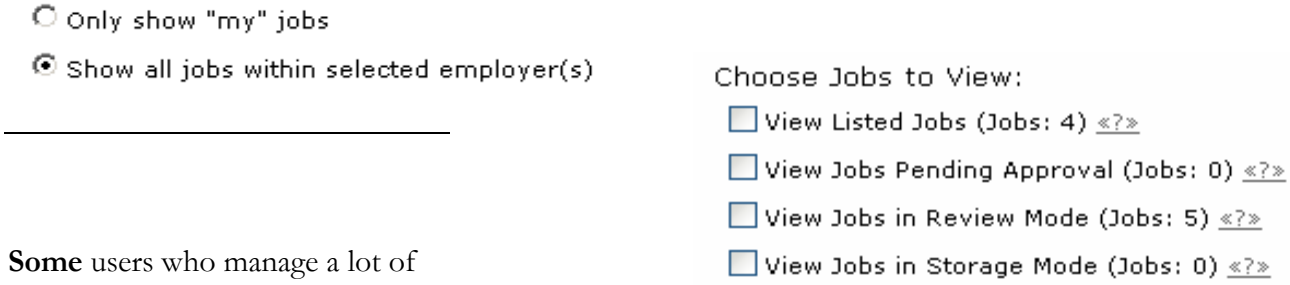
When you log in, it opens to *My Control Panel*. On this page you can perform nearly all tasks related to your jobs.



If you are assigned to only one employer (department), you will simply see the name of the employer (department) for which you are assigned. The current user shown above, Angie Proehl, is assigned to one employer (department), the Student ID Department.

If you are assigned to more than one employer (department), you can select the employer (department) for which you would like to see jobs from the *Filter Employers* drop-down menu at the top of the screen. The current user shown below, Chris Mikkelsen, is assigned to more than one employer (department):

Next to the *Filter Employers* drop-down, you can also select whether to view only "*my" Jobs* or all jobs within the selected employer(s) (departments). "*My" Jobs* only displays jobs for which you are the primary contact. Otherwise, you can select to have all jobs for the selected employer (department) shown.



Some users who manage a lot of jobs may also see the *Choose Jobs to View* options on their screen. →

Click one of the boxes next to the jobs you wish to display. Depending on the number of jobs to be displayed, the software may take a few seconds before it reloads your page.

Listed, Pending Approval, Review,* and *Storage…

What do all these terms mean?

A job's status is defined in one of four ways:

- *Listed* – The job has been approved by the Student Employment Coordinator and is currently posted among the list of available jobs. Students may search and apply for this job. Any change made to the job must be submitted for approval.
- *Pending Approval* – The job has been submitted for approval to the Student Employment Coordinator. The primary and secondary contacts will be notified once it is approved and its status changed to *Listed.* Any change made to the job prior to approval or once approved must be resubmitted to the Student Employment Coordinator.
- *Review* – The job is temporarily de-listed from the Website, and students may no longer apply for it. The associated applications, however, are still available for review and hiring. For example, move a job into *Review* mode once you are satisfied with the applications received and do not want to receive any more, but still want time to review them before hiring. This is a good place for positions that are usually hired from "within" or where you have always hired without actually posting a position. A job in *Review* mode may be re-posted, though changes must be resubmitted for approval.
- *Storage* – The job is de-listed from the website and any associated *applications are deleted*. Details of the job posting are saved. A job is typically moved into *Storage* after hiring is completed and a job is closed. A job in *Storage* may be re-posted with approval from the Student Employment Coordinator – a good way to save time, for instance, if the same job is posted each semester.

Post a New Job

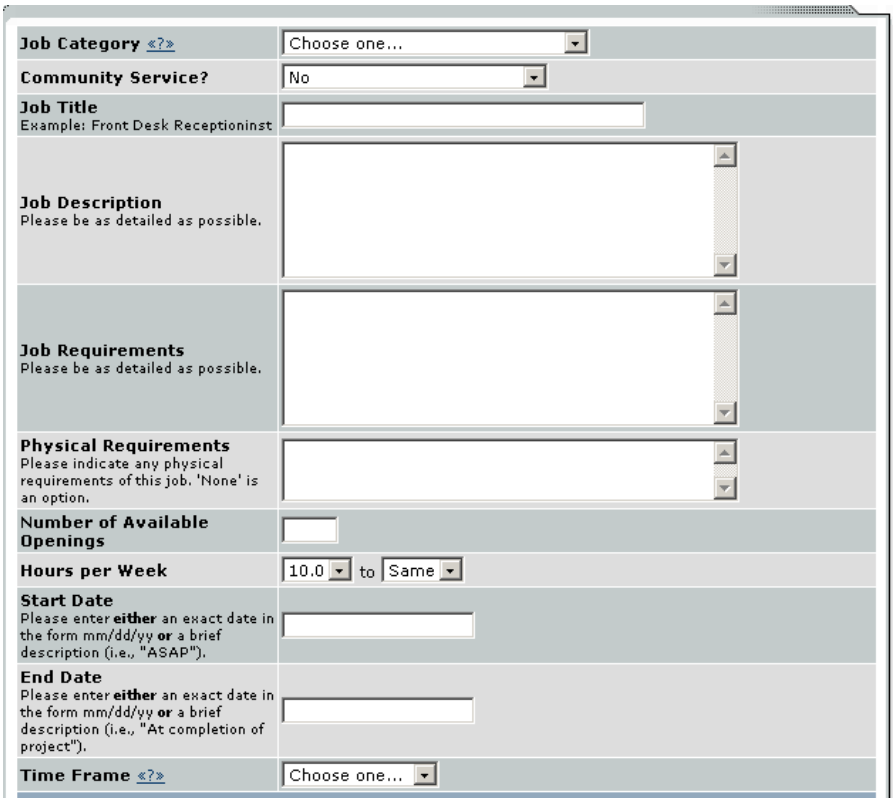
Posting a new job is a three-step process. First you create the job profile, then edit the job's application if desired (based on Normandale's standard application), and finally, submit the job for approval and posting. The website will walk you through each one of these steps.

To post a job, follow these directions:

1 ▸ From *My Control Panel*, click Add a new job for [Employer(Department) Name]. The Job Profile form will open for you.

> **NOTE:** If you are assigned to more than one employer (department), you must first select an employer (department) from the *Filter Employer* pull-down menu, and then the Add a job link will appear. If you are assigned to only one employer (department), this link will already be visible.

2 ▸ Complete the *Job Profile*. Examples of the form and descriptions of the form fields are provided below.



[screen shot continued on next page]

Category – Pick a category that best describes the type of job you are posting. Students search for jobs by category.

Community Service- These are the positions that are considered Community Service to meet Federal Work Study requirements. The Departments at Normandale that this includes are Service Learning, Library, Security, Career and Academic Planning, Child Care, Call Center and Placement.

Job Title – Give a specific job title, e.g. "Beaker Cleaner."

Job Description – Describe the job and set proper expectations for the work you intend for the student.

Job Requirements – List any skills that the student must have. For instance, if you need a student that can type at least 30 words per min, note that here or if they must view the "Right To Know" safety video, etc.

Physical Requirements – Please indicate any physical requirements of this job. Examples would be sitting or standing for long periods of time, lifting 25 or more pounds, etc. If none, indicate 'None'.

Number of Available Openings – Indicate the number of openings available for this job. This number will decrease automatically as you hire students.

2 ▸ (continued)

Hours per Week – Indicate how many hours per week you expect the student to work. Remember 20 hours per week is the maximum a student may work when classes are in session.

Start Date/End Date/Time frame – Indicate to students when you need help. Start/End Date provides specificity for the timeframe selected and may be actual dates or text, like "ASAP." Students search by time frame.

Pay Rates –All positions will start at $8.50 per hour per position (effective July 1, 2007). The Pay Rates described in the sample to the right was taken directly from the Normandale Student Employment Handbook.

Funding Source - This is your option to post the position to only hire "work study eligible students" or to include those not eligible for work study that will need department funds. You can select one or both.

Primary Contact Person – Select yourself as the contact person unless you are posting the job for someone else. The primary contact person will be responsible for managing the job and will receive email about the position from the Student Employment Coordinator and students who apply online. If you do not see your primary contact person listed in the drop-down menu, then he or she is not a registered user of the system and/or is not affiliated with the current department.

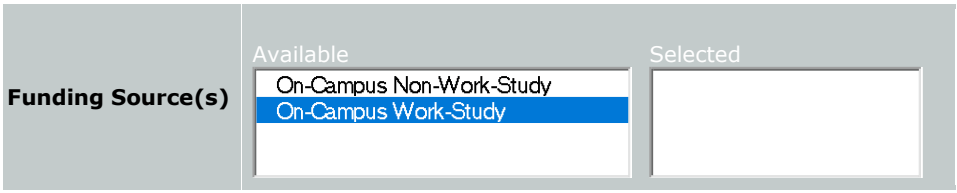
Beginning Salary: $12.00 per hour

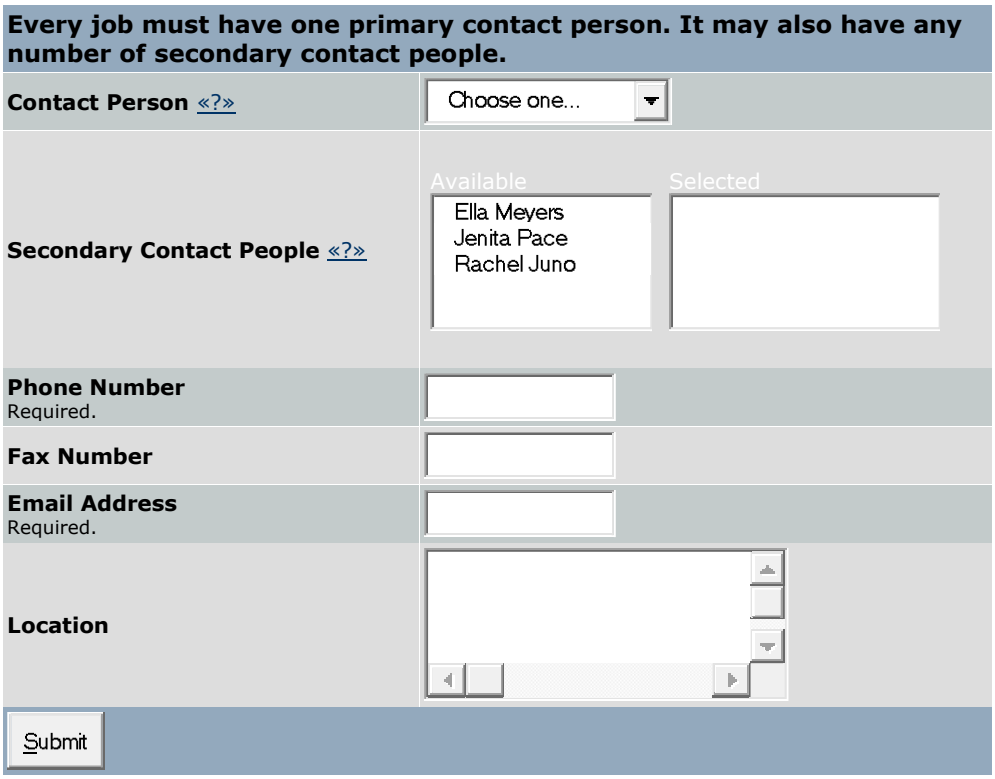
Pay increases:

★ To $12.50ph at the discretion of the supervisor; however, the student MUST have been employed in that position for at least one semester prior to receiving an increase and the increases can only be given in $.50 increments once per semester. Performance review recommended.

★$13.00ph at the discretion of the supervisor; however, the student MUST have been employed in that position for at least one year OR be a "lead" student employee that has shown exemplary skills and abilities and has taken on significantly more responsibility than others. Increases can only be given in $.50 increments once per semester. Performance review recommended.

★$13.50ph at the discretion of the supervisor; however, the student MUST have been employed in that position for at least one year OR be a "lead" student employee that has shown exemplary skills and abilities and has taken on significantly more responsibility than others. Increases can only be given in $.50 increments once per semester. Student must have been at $13.00 pay rate for at least one semester. Performance review recommended.



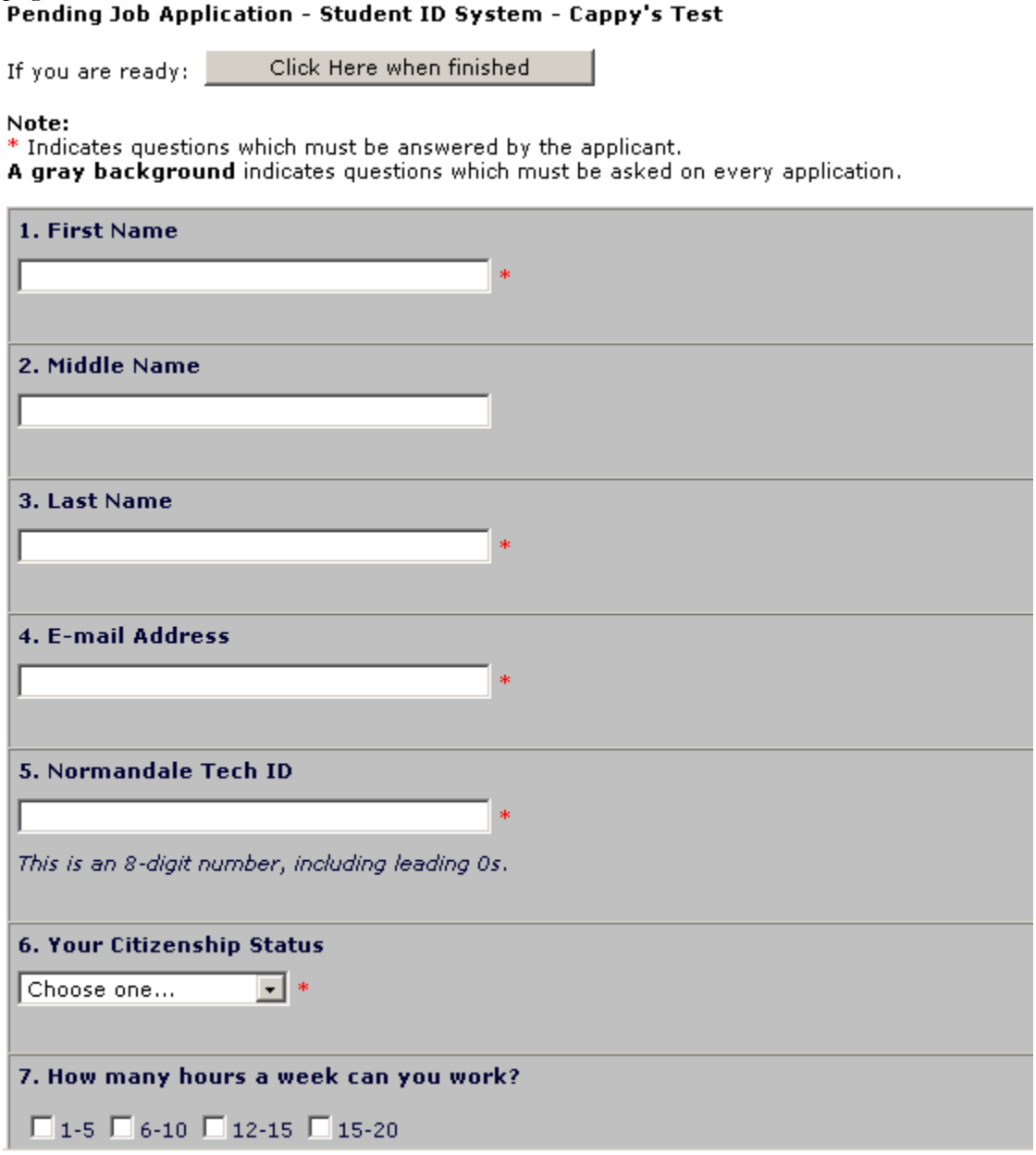


Secondary Contact Person - If there are other people in your department whom students may contact if they have questions about the job, indicate so here by selecting one or more names and Adding them to the list. Secondary contact people will also receive notification email if a student applies for the job online.

Phone/Fax/Email/Location: The phone number, email and location must be available for the student. The fax number can be where you want any faxes (if applicable) sent.

3 ▸ Click *Submit*. The *Review Job Application* page will load.

4 ▸ Review the pending job application (pictured below). This is a generic job application containing basic questions. To use as is, click the Finished button at the top or bottom of the page. If you would like to add additional questions, follow the instructions on the next page.



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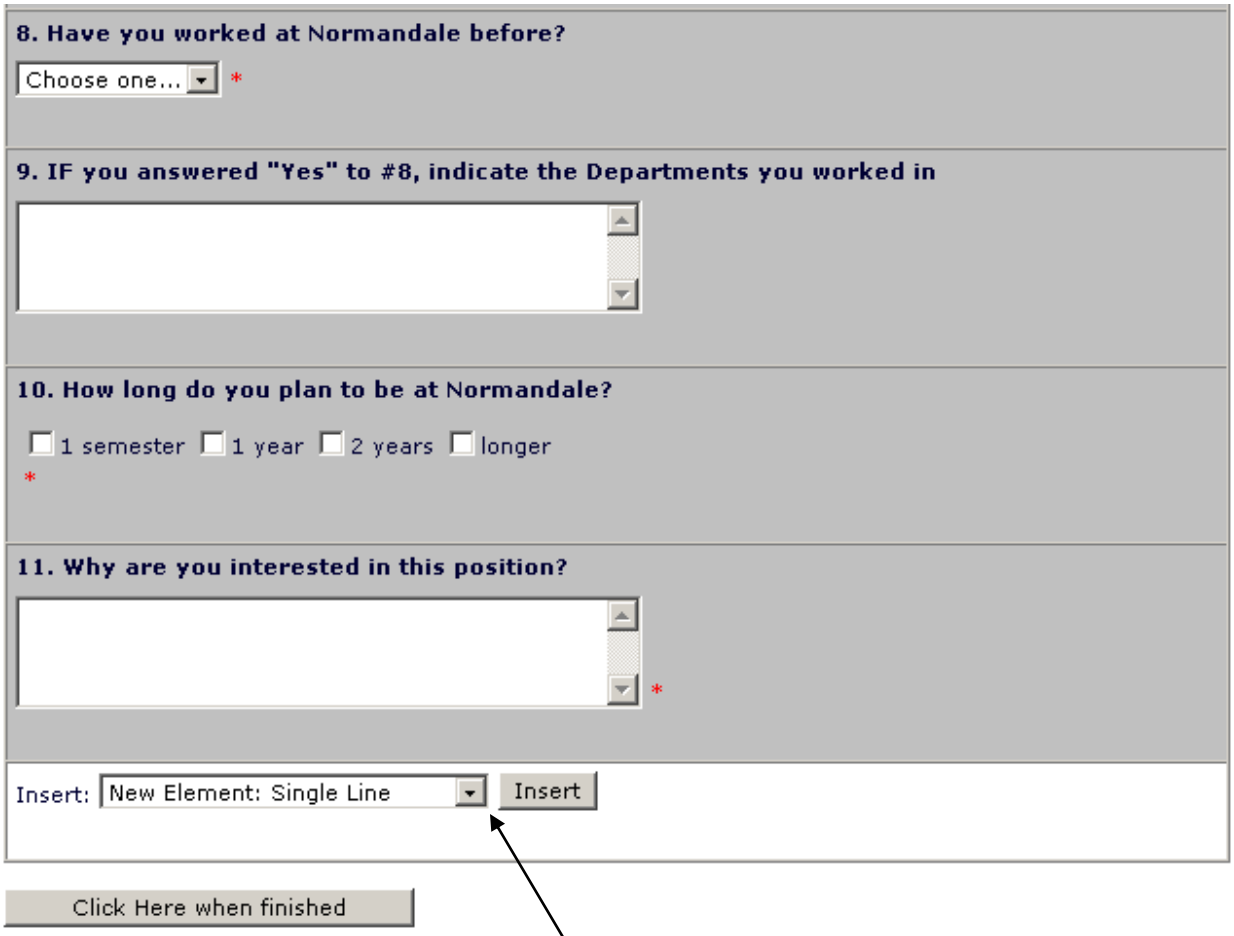


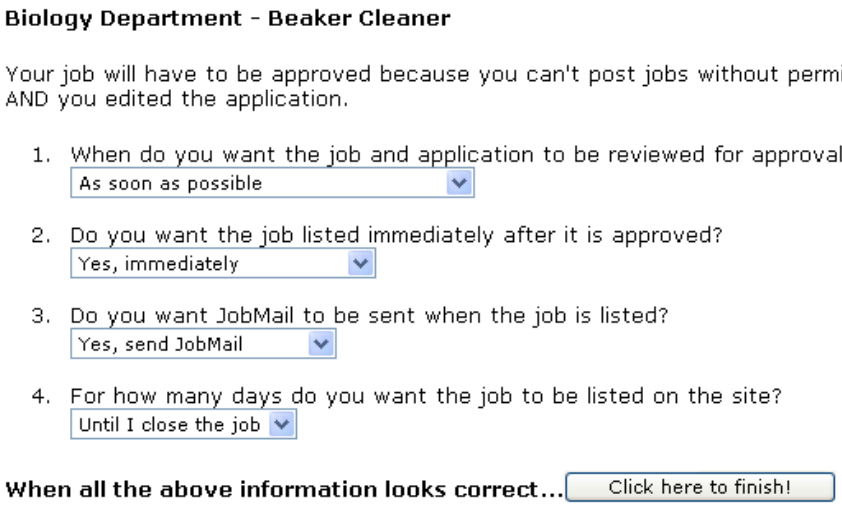
To Add Questions to your Job Application:

Depending on your permission level, you may be able to add questions, which will then be approved by the Student Employment Coordinator. To do so, select a type of question from the drop-down menu (located below the last question), then click Insert. The page will reload and you can then enter the question itself, along with a number of other options.

For multiple-choice questions, please note that *Options* should be a comma-separated list, as seen to the right.

5 ▸ The final step in the job posting process confirms what will be done with your job after it is submitted. Answer the questions, then Click here to finish! Explanations of the questions are provided below.

NOTE: Depending on your permission level, some of the following questions may not appear.



- *Question 1* – (As Soon As Possible; Later) If *ASAP* is selected, the job will be submitted immediately to the Student Employment Coordinator for approval. If *Later* is selected, the job will move into Review mode and not be seen by the Student Employment Coordinator. Jobs moved into Review mode can later be submitted for approval and posting.
- *Question 2* – (Immediately; Send to Storage) If *Immediately* is selected, the job will post once it is approved. If *Storage* is selected, the job will move into Storage after it is approved and can be posted later to the website without additional approval.
- *Question 3* – (Yes; No) Students sign up for JobMail, and it automatically emails them when a job matching their interests is posted.
- *Question 4* – (Until I Close; XX Days) Depending on your permission level, the job may be closed at your will or may be set to automatically close after a certain number of days. The maximum number of days that the job can remain open is 100, unless extended by you or the Student Employment Coordinator.

6 ▸ Your job has now been submitted for approval! You will receive notification about its status by email.

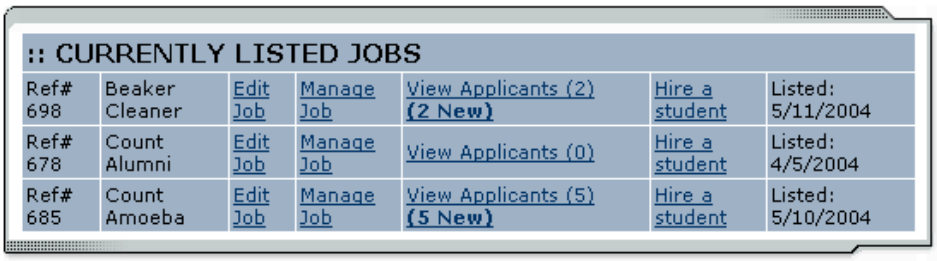
The details of your job are accessible by selecting View Jobs Pending Approval from *My Control Panel*. If you need to change details of the job you have submitted **before** it is approved, you can do so by selecting Edit Job.

Review Student Applications

Now that you have posted a job for your department, you will receive an email every time a student applies for your job. To view those applications, you can click the link in the email or you can log onto the website and go to *My Control Panel*.

1 ▸ From *My Control Panel,* your currently listed jobs will display, indicating how many new and total applicants you have, similar to the screen below. Click View Applicants.

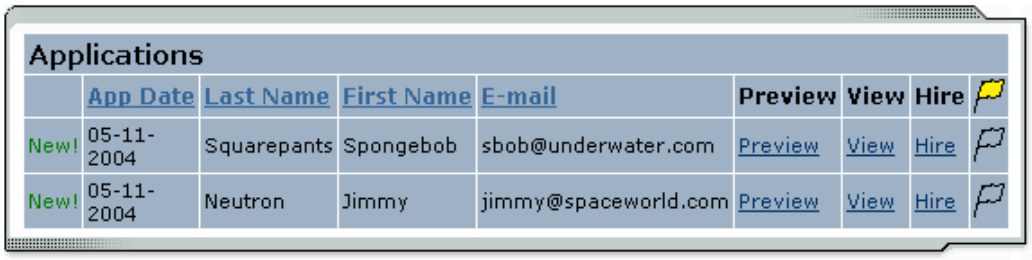
NOTE: Depending on how many jobs you manage, you may first have to choose *Currently Listed Jobs* from the *Choose Jobs to View* list, not shown here.



:: CURRENTLY LISTED JOBS

Ref# 698	Beaker Cleaner	Edit Job	Manage Job	View Applicants (2) **(2 New)**	Hire a student	Listed: 5/11/2004
Ref# 678	Count Alumni	Edit Job	Manage Job	View Applicants (0)	Hire a student	Listed: 4/5/2004
Ref# 685	Count Amoeba	Edit Job	Manage Job	View Applicants (5) **(5 New)**	Hire a student	Listed: 5/10/2004

2 ▸ Each row of the table provides functionality for one particular job. Click View Applicants next to the job for which you want to review applications, in this case "Beaker Cleaner." A new page will load, and a screen similar to the following will display:



E-mail Applicants: Greeting Rejection

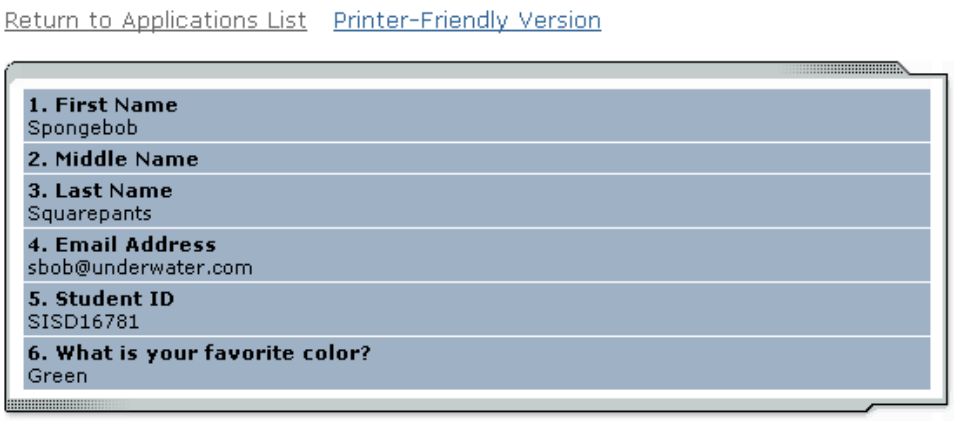
Applications

	App Date	Last Name	First Name	E-mail	Preview	View	Hire	
New!	05-11-2004	Squarepants	Spongebob	sbob@underwater.com	Preview	View	Hire	
New!	05-11-2004	Neutron	Jimmy	jimmy@spaceworld.com	Preview	View	Hire	

3 ▸ Applications are initially displayed in descending order by date/time. New applications are designated by "New!" in the left-hand column. Click one of the column headings, such as *Last Name*, to change the display and organize the applications by that field. You can also flag applications for follow-up by clicking the clear flag (to change it yellow) next to that application. Flagged applications will automatically move to the top of the list.

4 ▸ Click either Preview or View next to the application you wish to review. Both links will display the application in exactly the same manner except that Preview will not eliminate the "New!" designation. This is to help you organize your applications, similar to the "Mark as Read" function in email programs.

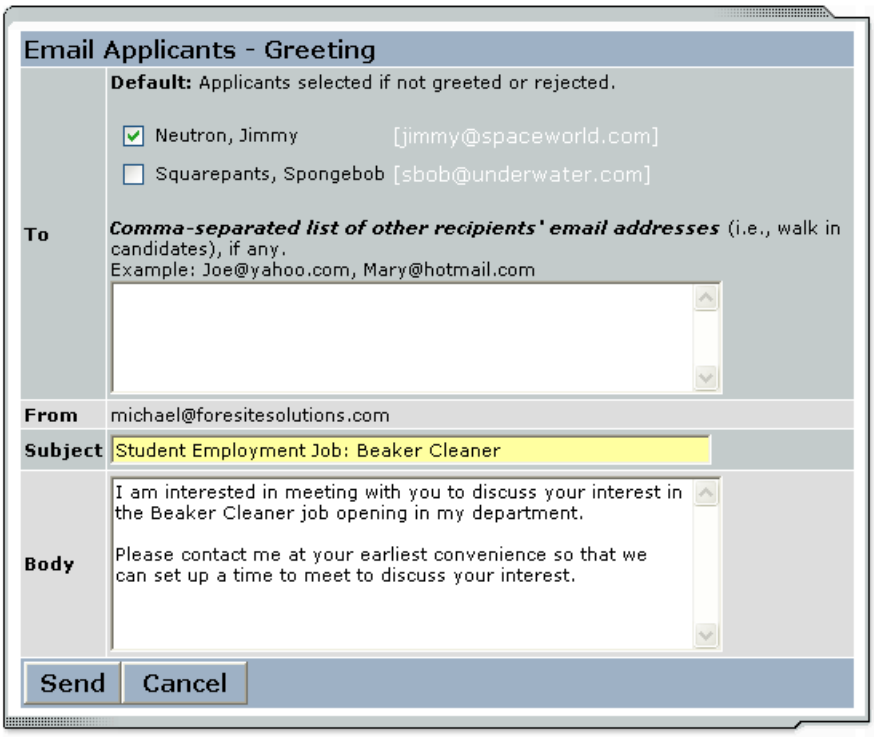
After clicking Preview/View, the student's application will appear:



5 ▸ Review the student application, and if you would like to print a hard copy of it, click Printer-Friendly Version. (A new window will open from which you can print.)

Contact Applicants

After you have viewed applications for your job, you can respond to students by email through this website. To do so, click Greeting or Rejection, located just above the table of applications. A new page will load, presenting you with a screen similar to this, explained below.



To – Place a check mark next to the names of the students you would like to email. By default, all students who have not already received email about this job are selected. If you would like to add students who did not apply online to the list of recipients, type a comma-separated list into the empty text box. If a student has previously been contacted through this system, it will be noted next to his or her name.

From – The system automatically fills in your email address; you may not change it. The email you compose here will appear to come from your (*From*) address.

Subject – The system provides a standard subject line, but you can edit it at will.

Body – The system provides a standard message based on whether you selected Greeting or Rejection, but you can edit it at will.

▸ Click Send when you have completed the form. A confirmation email, including a list of recipients and the body of your message, will be sent to your (*From)* address. Any delivery failure notices (due to bad email addresses, down servers, etc.) will be sent by the postmaster to your (*From)* address.

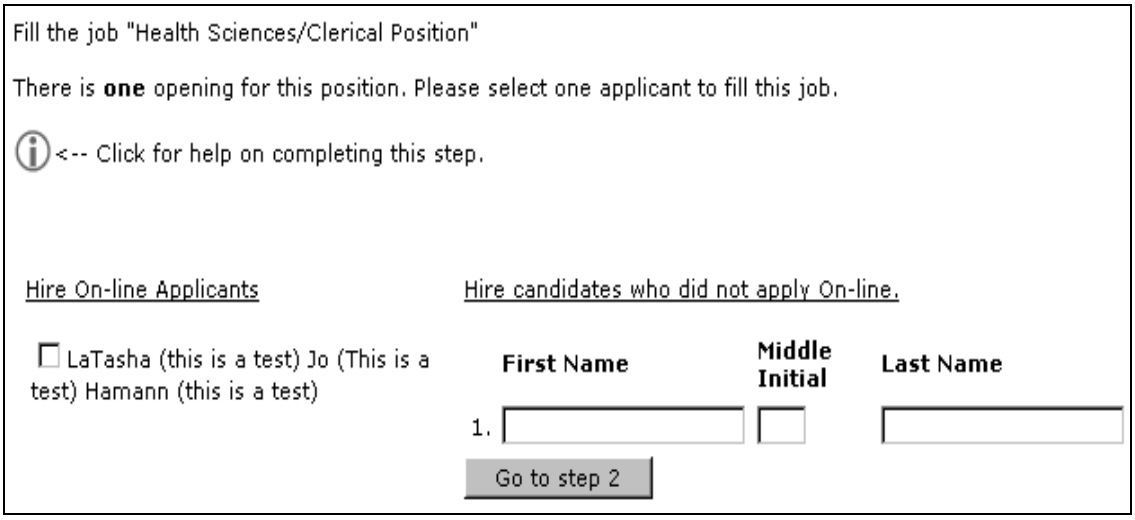
Hire a Student

After you have finished interviewing for your job, you must begin the Normandale hiring process through the Student Employment website. The website allows you to hire students who have applied either online or in person.

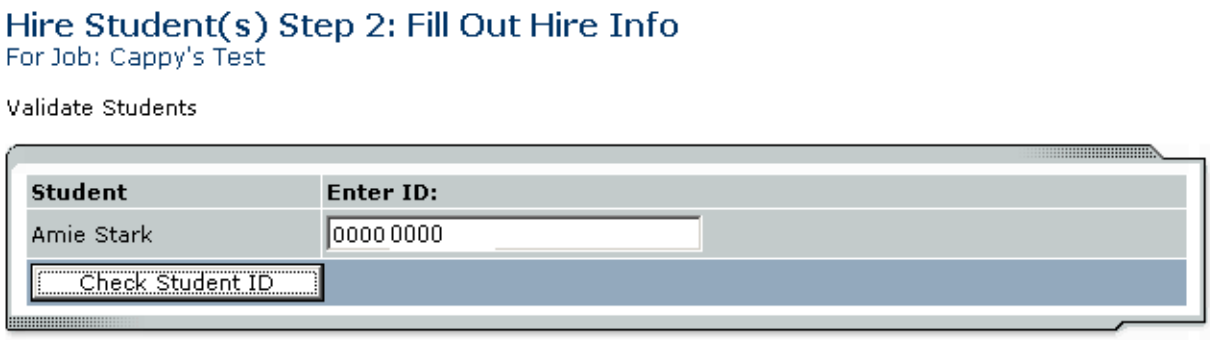
1 ▸ To begin the process, click Hire a Student from any number of locations:

- *My Control Panel*
- *Manage Job*
- *View Applicants*

A page similar to the following will display:



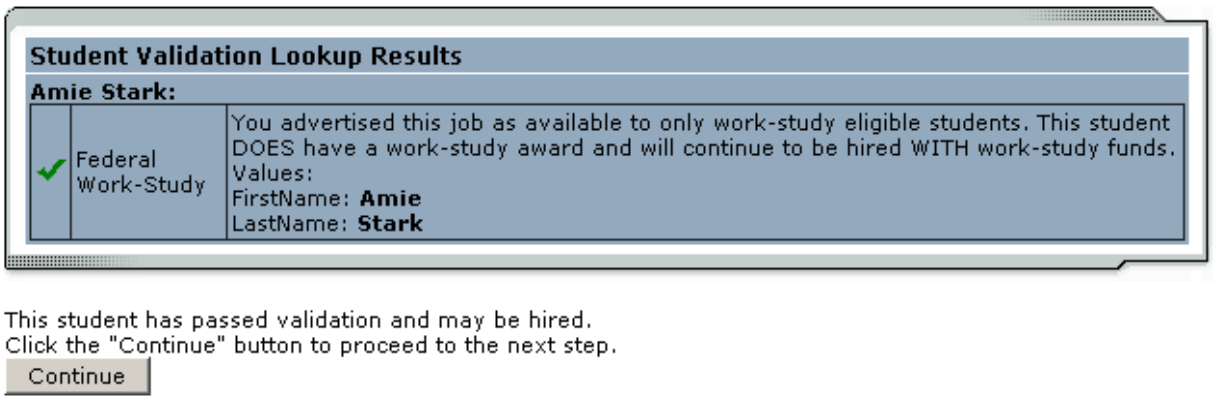
2 ▸ Select the student(s) you wish to hire or if you are hiring an applicant that did not apply online, fill in their name, then click Go to Step 2. (If you reached this step from the *View Applicants* page, your student will already have a checkmark next to his or her name.) The following screen will load:



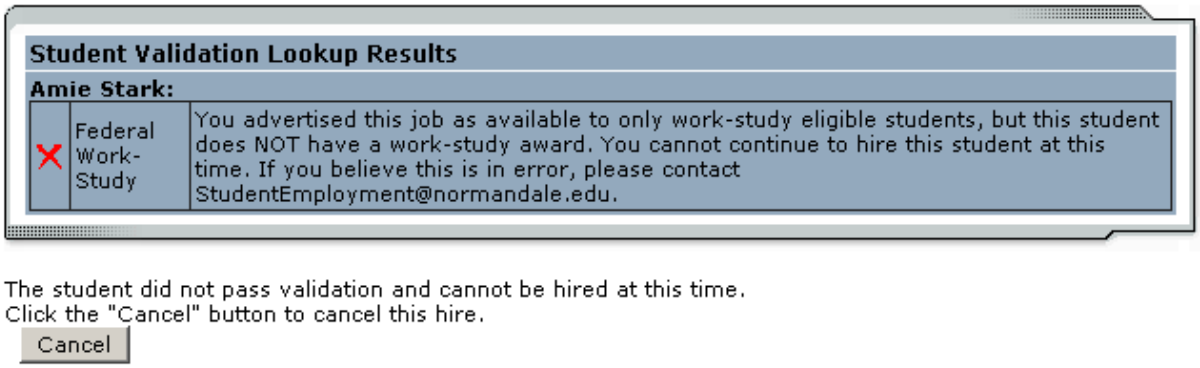
3 ▸ Confirm the student's Normandale Tech ID number so that it may be cross-checked with a list of students eligible to work. Click Check Student ID to move to the next step.

4 ▸ Review the validation results returned by the system. If your applicant passes the validation check, the system will instruct you to move on to the next step by clicking Continue. Otherwise, the system may prevent you from hiring this student.

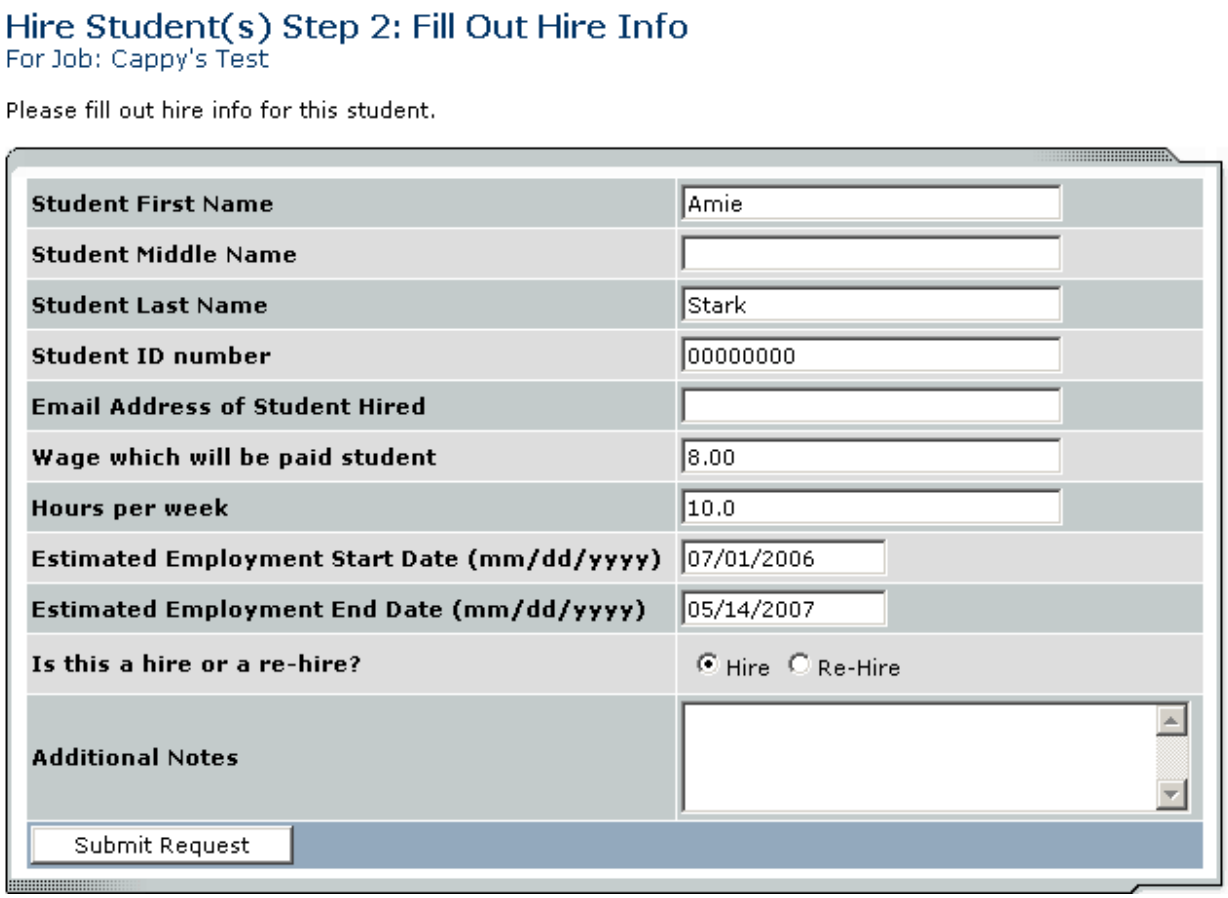
If the student has been awarded work-study, this is what will appear:



If the student has not been awarded work-study, this is what will appear:



5 ▸ The screen on the next page confirms information gathered from your initial job posting and the student's application. Review the information, make any changes necessary, and then click Submit Request. This is the hiring info that will be submitted to the Student Employment Coordinator for approval.



Hire Student(s) Step 2: Fill Out Hire Info

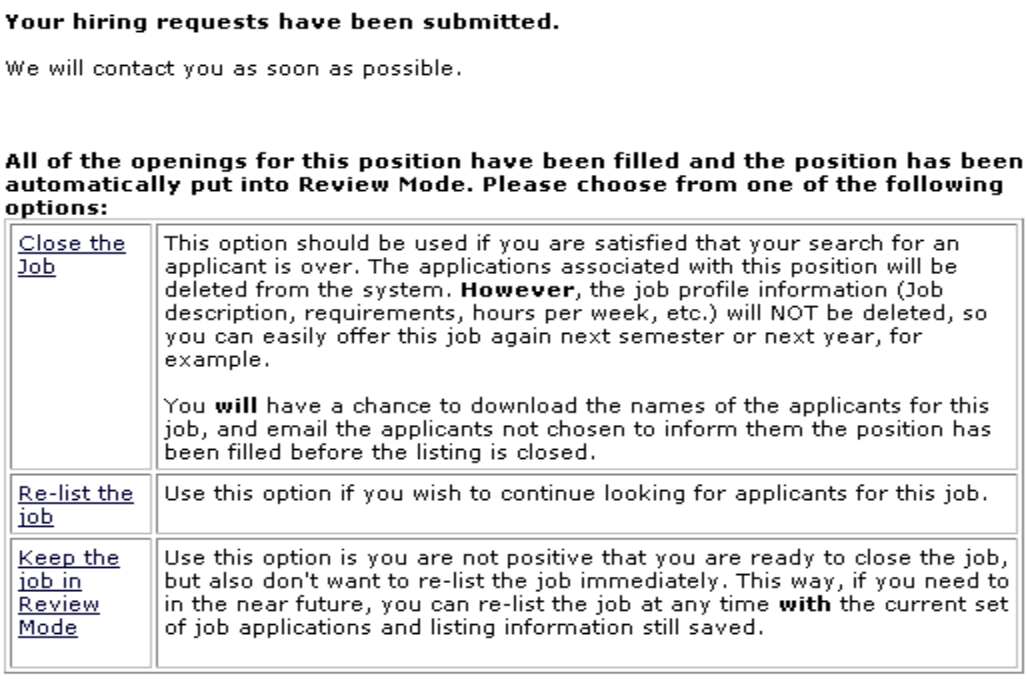
For Job: Cappy's Test

Please fill out hire info for this student.

Student First Name	Amie
Student Middle Name	
Student Last Name	Stark
Student ID number	00000000
Email Address of Student Hired	
Wage which will be paid student	8.00
Hours per week	10.0
Estimated Employment Start Date (mm/dd/yyyy)	07/01/2006
Estimated Employment End Date (mm/dd/yyyy)	05/14/2007
Is this a hire or a re-hire?	(•) Hire ( ) Re-Hire
Additional Notes	

Submit Request

6 ▸ The system will confirm that your job request has been submitted, and depending on the remaining available positions for your job, the following screen may display:



Your hiring requests have been submitted.

We will contact you as soon as possible.

All of the openings for this position have been filled and the position has been automatically put into Review Mode. Please choose from one of the following options:

Close the Job	This option should be used if you are satisfied that your search for an applicant is over. The applications associated with this position will be deleted from the system. **However**, the job profile information (Job description, requirements, hours per week, etc.) will NOT be deleted, so you can easily offer this job again next semester or next year, for example. You **will** have a chance to download the names of the applicants for this job, and email the applicants not chosen to inform them the position has been filled before the listing is closed.
Re-list the job	Use this option if you wish to continue looking for applicants for this job.
Keep the job in Review Mode	Use this option is you are not positive that you are ready to close the job, but also don't want to re-list the job immediately. This way, if you need to in the near future, you can re-list the job at any time **with** the current set of job applications and listing information still saved.

7 ▸ After selecting one of the three options, you have completed the online portion of the hiring process! You will now need to complete the Normandale paperwork (Authorization/Confirmation, etc.) with the student. The student needs to bring the paperwork, their driver's license, social security card, etc., to the Financial Aid and Scholarship Office to be processed.

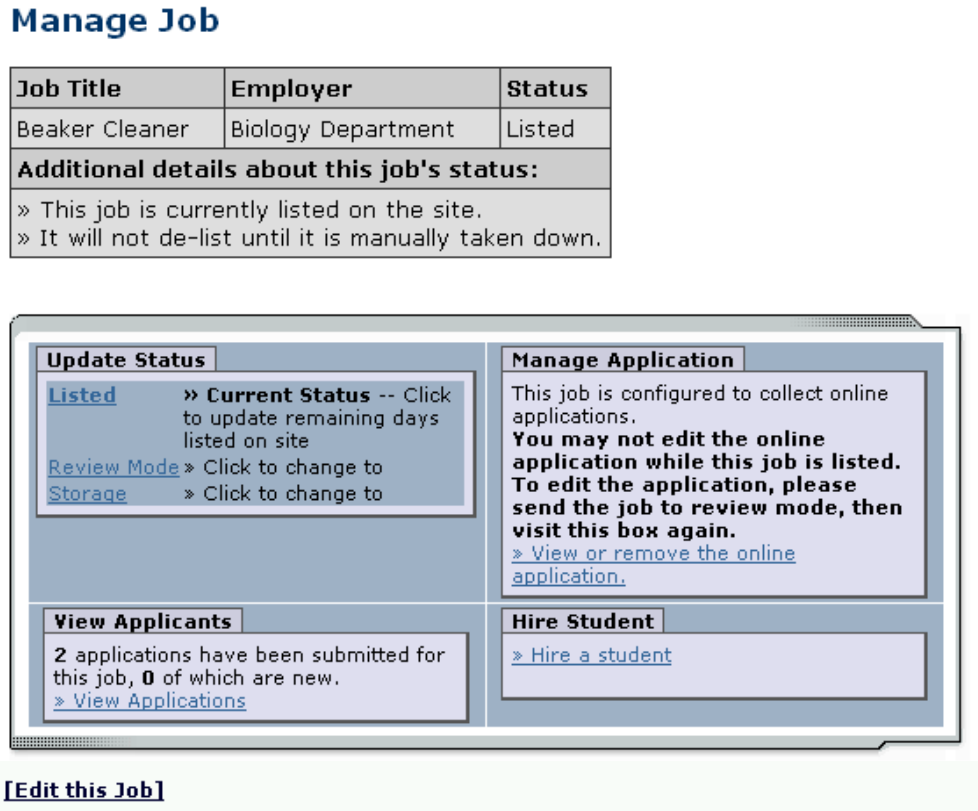
Manage a Job

The *Manage Job* page provides a number of different functions from one central location, including:

- Updating a job's status – e.g. from *Listed* to *Review*, or *Storage* to *Delete*.
- Manage a job's online application.
- Viewing applications (also accessible from *My Control Panel*).
- Hiring a student (also accessible from *My Control Panel*).
- Editing a job's details

NOTE: The Viewing and Hiring functions of the *Manage Job* page are explained earlier in this document and will not be covered again here.

To access these functions, click Manage Job from *My Control Panel,* and the following screen will load with that particular job's details.



Update Job Status

To change a job's status, click the status link (e.g. Listed, Review, and Storage) from the *Update Status* portion of the window.

NOTE: For an explanation of the different statuses, please see page 6 of this document, under the heading, "What do all these terms mean?"

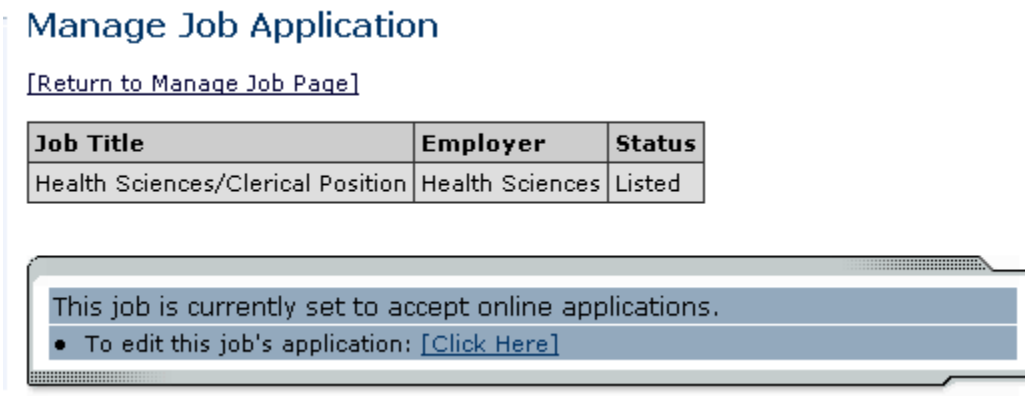
If moving a job from *Review* or *Storage* to *Listed*, you may be required to resubmit it to the Student Employment Coordinator for approval, particularly if you have made changes to the job's details.

Delete a Job -- This is not advisable

If a job is already in *Storage*, a link to [Delete this Job] will be visible on the *Manage Jobs* page. After clicking this link, the system will confirm that you want to delete this job. **By deleting a job, you permanently eliminate all record of it, including any associated details and applications**.

Manage an Online Application

To view or edit a job's online application, click Edit or View the Online Application from the upper right-hand corner of the *Manage Job* table. The *Manage Job Application* screen will load and present you with a preview of the current application. If the job is currently *Listed*, you will also see this window:



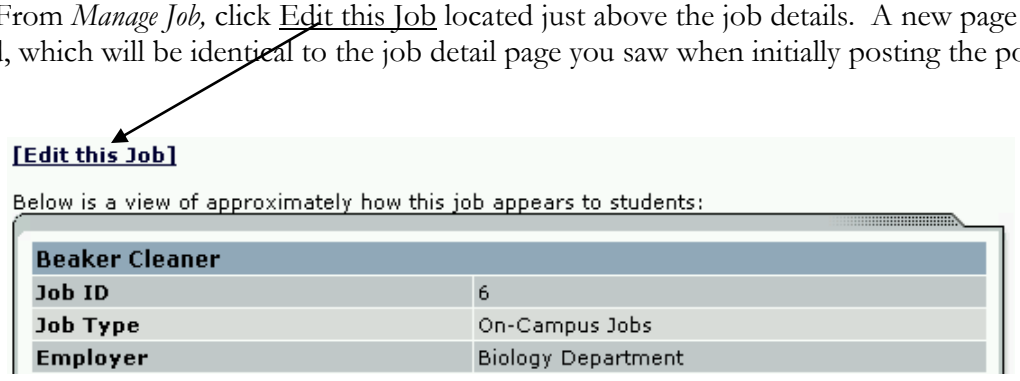
To discontinue accepting applications for the job, click the link indicated in the window. The page will refresh, but you will not notice that the online application is gone until you click back to the *Manage Job* page.

NOTE: By changing the online application and resubmitting the job for approval, you will not lose any of your current applications.

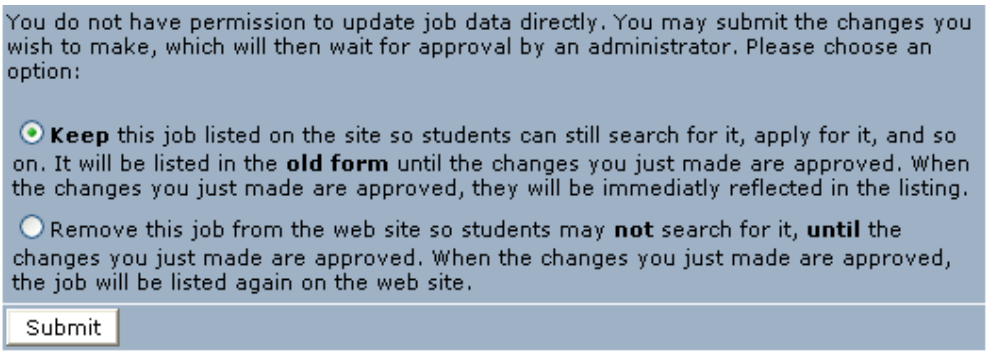
Edit a Job

The Student Employment website allows you to revise the details of a posted job (e.g. description, time frame, location, etc.) through the Edit this Job function.

1 ▸ From *Manage Job,* click Edit this Job located just above the job details. A new page will load, which will be identical to the job detail page you saw when initially posting the position.



2 ▸ Edit the details of the job, then select one of the following options at the bottom of the page, and click Submit.



3 ▸ Your changes will be submitted to the Student Employment Coordinator for approval, and you will receive an email about the job's status.

NOTE: The details of jobs in *Storage* and *Review* modes can be edited in the same way as posted jobs, but those changes will not be submitted for approval until the job's status is changed to *Listed*.

Frequently Asked Questions for Employers

LOGGING IN

Q: I keep forgetting the URL of the new student employment Web site. What is it?
A: http://www.normandale.edu/studentjobs/

Q: What's my login and password?
A: You must apply for access to the student employment Web site. To do so, click On-Campus Employers from the navigation bar of the front page. Once the page re-loads, click Request a Log-In. Enter your user information, including a password, and then submit your request. The Student Employment Office will review your request and email you a confirmation that includes your username.

Contact us!
The Normandale Financial Aid and Scholarship Office and Job Placement Office realize you may need some extra guidance learning how to use the student employment website.

We're here to help!

The best way to contact us is via email at:
studentjobs@normandale.edu

Q: How do I change my password?
A: Once you have logged in, select *My Profile* from the left-side navigation bar. Your Personal User Info will appear. Click on "Update User Info and Password. This password is kept separately from any other Normandale passwords you may have.

POSTING JOBS

Q: Why doesn't *My Control Panel* display the Add a New Job link?
A: If the Add a New Job link doesn't display when you first go to *My Control Panel*, that means you're affiliated with more than one employer (department) and must select an employer (department) before you can add a new job.

At the top of *My Control Panel* is a drop-down menu labeled *Filter Employers*. Select the employer (department) for whom you want to post jobs, then wait for the page to reload. The Add a New Job for [Employer] link will then display.

Q: Why can't I post jobs for the employers (departments) that I want?
A: The Student Employment Coordinator determines the employers (departments) with which you are affiliated and therefore allowed to post jobs. This designation is based on the Financial Aid and Scholarship Office's understanding of your location within and among departments, but these things change. If you need posting privileges for a different or additional employer (department), please contact the Student Employment Coordinator.

Q: What's the difference between a primary and secondary contact person?
A: In Normandale's case, nothing. The primary and secondary contacts will receive email about a job posting from the Student Employment Coordinator as well as from students who apply online. Primary and secondary contacts will also have the ability to manage the job, review applications, and hire students. It is **not** necessary to list a secondary contact; in fact, only put a secondary contact if you want them to actively participate in the process of reviewing and hiring applicants.

Q: I'm receiving email for a job I didn't post. Why?
A: Someone in your department has designated you a secondary contact without your knowledge. If you do not wish to receive email about this job, ask the primary contact to remove you as a secondary contact or edit the job and remove yourself from the list.

Q: I want to post a job for someone else in my department, but he or she isn't a possible contact person. Why not?
A: That person may not be affiliated with your department or he or she may not be a user of the system at all. First contact that user and determine if he or she has attended Student Employee Supervisor Training. If they have attended training and you would like to designate them as a "user" in your department, contact the Student Employment Coordinator. In addition to attending Student Employee Supervisor Training, that user will need to attend the special training for the Website

Q: Can I edit the job application?
A: Yes, you can add questions to the default job application, but you may not revise or delete questions already there, marked with a gray background. The job application is revised in the job posting process or from the *Manage Jobs* page (if the job is already posted), and any additions to the application will be reviewed and approved by the Student Employment Coordinator. Under "Manage Application", click on: *edit, view or remove the online application.*
You will then see:
· To edit this job's application: [click here]

To add questions to the job application, click Insert just below the last question of the job application. The page will reload, and you can then select from 5 different types of questions: single line; multiple line; single choice; multiple choice; section heading.

- *Single / Multiple Line* - Provides your applicant a blank space to answer whatever question you ask. Single and multiple refers to how many lines are available to the applicant.
- *Single /Multiple Choice* - Allows you to designate a list of possible answers that the applicant will choose from. Single and multiple refer to whether the user can choose one option or more than one option. For multiple choice questions, "Options" should be a comma-separated list of possible answers, such as "1 semester, 1 year, 2 years, longer".
- *Section heading* - Section headings are for longer applications that you may want to divide up into sections.

Q: I walked through every step of posting a job, but I don't see it listed on the Web site.
A: Every job posted on the student employment Web site must first be approved by the Student Employment Coordinator. This can take up to 5 days, but will normally be done in 1 to 2 days. Those selected as the contact people will receive an email once the job has been approved and is posted on the site. If you do not choose yourself as a contact person (either primary or secondary), you **will not** receive an email about the posting.

REVIEWING APPLICATIONS AND HIRING

Q: How will I know when someone has applied for one of my jobs?
A: Each time an application is submitted for a job, in which you are named the primary or secondary contact, the system will send you an email. You can follow the link in that email to review applications or you can logon as usual to the Web site, and then select View Applicants from *My Control Panel*.

Q: I looked at an application, but it still has "New!" written next to it.
A: To view an application, you can click either Preview or View. Both links will display the application in exactly the same manner except that Preview will **not** eliminate the "New!" designation. To eliminate the "New!" designation, click on View. This is to help you organize your applications, similar to the "Mark as Read" function in email programs.

Q: Are there any other ways I can help organize the applications I've received?
A: Yes, next to each application is an icon of a clear flag. Click that clear flag to turn it yellow. (Click it again to turn back to clear.) The system will save these yellow flags so that you can return to the list later and refer to your highlights.

Q: Ack! I have *plenty* of applications for my job, but I don't have time to look over them. Can I de-list the job but hold on to the applications?
A: Yes, after a job has been listed for at least 24 hours, you can place it into Review mode. When you move a job into Review mode, the job is temporarily de-listed from the Web site, and students may no longer apply for it. The associated applications, however, are still available for review and hiring. A job in Review mode may be re-posted without approval from the Student Employment Coordinator (unless changes to the job application or posting are made).

Q: I don't want to send a "Greeting" or a "Rejection" to applicants – but some other type of message.
A: "Greeting" and "Rejection" are just terms that the system uses to generate a pre-written email in order to save you some work. But you always have the option to edit this email before it's sent, so feel free to delete the body of the email and type anything you want.

Q: Do I have to email all the applicants or can I select just a few? And how do I keep track of the ones I've already emailed?
A: When you select *Email Applicants:* Greeting or Rejection from the view applicant's page, you will be able to choose who receives the email. Place a check mark next to the names of the students you would like to contact. By default, all students who have not already received email about this job are selected. If you would like to add students who did not apply online to the list of recipients, type a comma-separated list into the empty text box. If a student has previously been contacted through this system, that will be noted next to his or her name with "Greeted" or "Rejected." In addition, any email you send through the student employment website will automatically be carbon copied and sent to your email account along with a list of recipients.

Q: Who will this email come from? Can people reply to the email?
A: Email you send through the student employment Web site will appear to come directly from the email address that you use to login. It will be blind-carbon-copied (BCC:ed) to all recipients, which means that recipients will not see each other on the To: list. Any replies will come directly to your email account, and because recipients are BCC:ed, you do not need to worry that a recipient will by accident reply to the entire To: list.

Q: I went through the hiring process online, and it said my hiring request was submitted. Now what?
A: You will receive an email from the Student Employment Coordinator notifying you that the request has been submitted. You will need to complete the Normandale Student Employment Authorization or Confirmation form with the student. The **student** will then need to **bring** all of the completed forms to the Financial Aid and Scholarship Office along with the originals of their driver's license, social security card, or other work eligibility forms for I-9 verification to be processed and a time sheet generated. Your new student employee may start to work after you receive the yellow copy of the authorization/confirmation AND the new timesheet.

Q: A student applied in-person for a job I posted online. Can I hire them through the student employment Web site?
A: Yes, the system is designed to handle hiring of both online and in-person applicants. Wherever you click Hire from – *My Control Panel, Manage Jobs, or View Applications* – the next screen will allow you to select from a list of online applicants or write in other name(s). However, you must also have the student's Normandale Tech ID to proceed with hiring.

Q: I posted a job with multiple openings, but I've only hired one student so far. What happens to the job posting?
A: The system will automatically decrease the number of available positions after each hire, and that will be reflected in the job posting. After you hire someone for the last available position, the system will alert you and offer several options for the job posting and its associated applications.

MANAGING JOBS

Q: I know I can change the status of a job, but how?
A: To move jobs among Listed, Review, and Storage modes, go to *My Control Panel* and click Manage Job next to the job you want to control. On the next screen, a number of small windows will display, one of which is labeled *Update Status*. Click the **destination** status.

Q: What's the difference between Listed, Review, and Storage modes?
A: Jobs listed in the control panel may have their status defined in one of four different ways:

- *Listed* – The job has been approved by Student Employment Coordinator and is currently posted among the list of available jobs. Students may search and apply for this job. Any change made to the job must be submitted for approval.

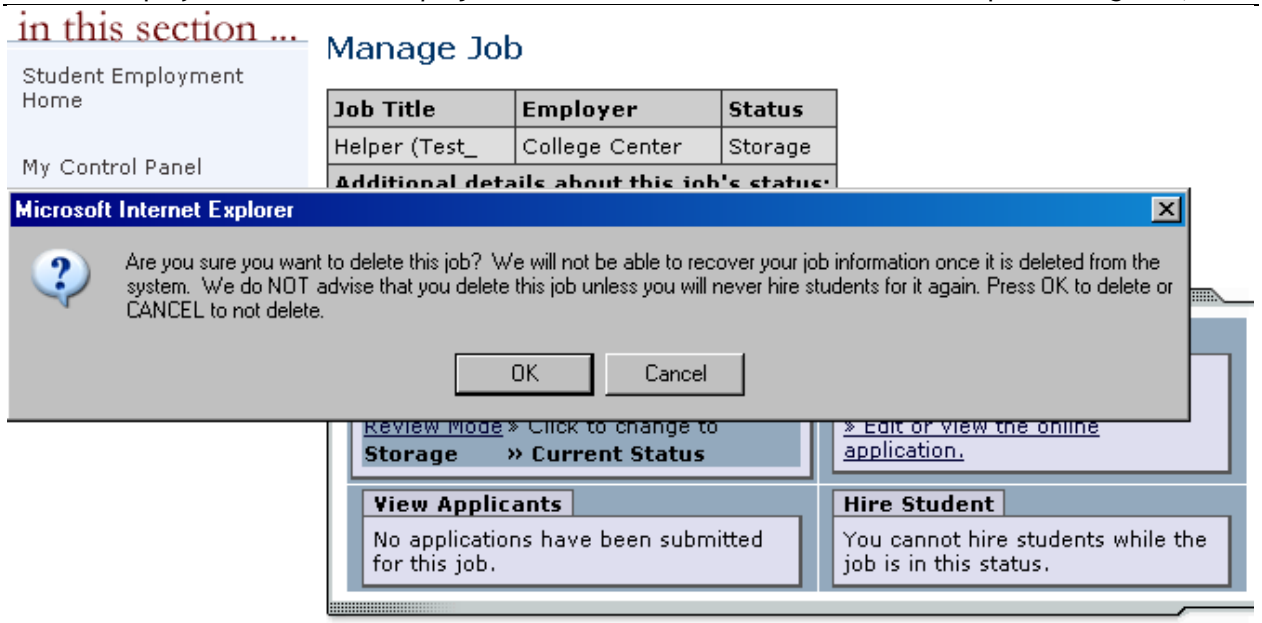
- *Pending Approval* – The job has been submitted for approval to the Student Employment Coordinator. The primary and secondary contacts will be notified once it is approved and its status changed to Listed. Any change made to the job prior to its approval must be resubmitted to the Student Employment Coordinator.

- *Review* – The job is temporarily de-listed from the Web site, and students may no longer apply for it. The associated applications, however, are still available for review and hiring. For example, move a job into Review mode once you are satisfied with the applications received and do not want to receive any more, but still want time to review them before hiring. A job in Review mode may be re-posted, though changes must be resubmitted for approval.

- *Storage* – The job is de-listed from the Web site and any associated applications are deleted. Details of the job posting are saved. A job is typically moved into Storage after hiring is completed and a job is closed. A job in Storage may be re-posted with approval from Student Employment Coordinator. A good way to save time, for instance, if the same job is posted each semester.

Q: What's the difference between Edit Job and Manage Job?
A: From the Manage Job page, you can access **every** function necessary to manage your jobs, including editing the details of the job posting. The Edit Job link is simply a shortcut from *My Control Panel* that allows you to edit the job posting details.

Q: Why can't I just delete a job when I'm done with it?
A: The student employment web site is designed to keep you from deleting a job by accident (and associated applications) and to encourage consistency among job postings from year to year. Thus, all jobs must first be moved into Storage mode, at which point the system will remind you that all associated applications will be deleted (and give you an opportunity to print them out first). **We encourage you to keep jobs in storage mode and not delete them entirely**. If you do want to delete a job entirely, the job must be in Storage mode, and you can then click [Delete this Job] from the Manage Job page. The following will appear:



MISCELLANEOUS

Q: I'm inundated with email from the student employment Web site. What should I do?
A: If you manage a lot of jobs, you may receive a lot of email from the student employment Web site. The Financial Aid and Scholarship Office suggests that you set up a special student employment folder within your email program, then create a rule to automatically sort messages into that folder. All email from the student employment web site will come from the address: studentjobs@normandale.edu, and you can use that as your rule for sorting.

Q: Sometimes I click on a link or an option and it looks like nothing's happening. What's going on? Is something wrong with my system?
A: Unlike your word processor, which is software kept on your computer, the Financial Aid and Scholarship Office is using Web-based software that is kept on servers in a different part of the country. Each time you click a link or select some options (like from drop-down boxes), a server has to process your selection and send you a new Web page through the Internet. This takes time and can be adversely affected by a number of different things: Internet traffic, the number of users currently accessing the student employment system, the number of jobs you manage, and your computer. If you find yourself waiting what seems to be an unusually long time for simple processes to work, please contact the Financial Aid and Scholarship Office immediately. Include with your message the time of day you were using the system; exactly what you were trying to do; approximately how many jobs you manage; and some details about your computer, like its operating system and Internet browser.