06/14/2018

Frequently Asked Questions

**PAGEUP APPLICANT TRACKING SYSTEM**

1. Do all the committee members have to be present when reviewing the applications and during the interviews?

Yes; however, if there is a schedule conflict, we understand someone may be absent. An inclusion advocate must be present at all meetings.

1. What is the role of the inclusion advocate?

For any questions regarding the inclusion advocate’s role, please contact Affirmative Action for assistance at 616-331-3296. You may also visit their website, [www.gvsu.edu/affirmative](http://www.gvsu.edu/affirmative).

1. When do I as the search chair, or the department, communicate with the applicants?

As the search chair you would only be responsible to communicate with the applicants when you are setting up prescreen interview, on-campus interviews, or to let them know whether they are a final candidate for the position.

1. When does Human Resources communicate with the applicants?

Human Resources contacts the applicants depending on the committee’s preference.

* 1. after the interviews have been approved or
	2. after the position is filled

You may want to communicate with some of the applicants earlier in the process depending on the reason for non-selection (for an interview). For example, if the applicant does not meet the minimum required qualifications for the position you may elect to have Human Resources communicate with them once interview approvals are complete rather than waiting until the position has been filled.

1. How will I know if I am communicating with the applicants in the system?

Changing the applicant status is the only time where the system might prompt a communication with the applicant. When moving through a status change, the system will ask if you would like to send a communication. Most of the status changes are defaulted to no, which does not send an email.



1. When do I contact the applicants that interviewed on campus and are not the final candidate?

Once the final applicant has officially accepted the position online and their background check(s) have been completed, the search chair will receive an email that indicates it is the time to contact the other applicants. However, you are welcome to contact them at any time.

1. Do I have to record prescreen and interview times?

Yes, you are required to document both the pre-screen interview and on-campus interview times for each applicant. If you need help with this, you may call Human Resources at 616-331-2215.

1. Can I go back to someone after I have changed their status if I make a mistake?

Absolutely! You may change an applicant’s status if you did not intend to do so or it is the incorrect status. PageUp documents all status changes.

1. What if I cannot find a non-selection reason that I want to use?

You may contact Human Resources for assistance at 616-331-2215 or you may email hremploy@gvsu.edu to either inquire what the appropriate non-selection reason is or to submit a suggestion.

1. Whom do I contact if I need help with the system?

If you need help with the system or have questions regarding the hiring process, please contact us via email at hremploy@gvsu.edu or phone at 616-331-2215 and someone from the employment team would be happy to assist you.

1. When can I schedule interviews?

You may schedule interviews once you have received approval from the following: Dean/Appointing Officer, Human Resources, and Affirmative Action. When all three departments have approved the request for an interview, an email will be sent out to the search chair and their assistant (if applicable) indicating that they may proceed.

1. How do I know when I can schedule interviews?

The search chair and search chair assistant (if applicable) will receive an email that indicates they can start scheduling on campus interviews.



1. How long does the interview approval process take for hourly positions?

It may take up to five business days once the interview approval request has been submitted to Human Resources. After Human Resources, Affirmative Action will also review and approve of the on campus interviews.

1. How long does the interview approval process take for EAP and Faculty positions?

It may take up to five business days once the Dean/Appointing Officer has approved of the interviews and Human Resources has been made aware of the approval. After Human Resources, Affirmative Action will also review and approve of the on campus interviews.

1. What is the difference between Interview 1 and Interview 2?

Interview 1 and 2 refer to on-campus interviews. Interview 1 is the first interview and if conducted, interview 2 is their second.

1. I have selected a candidate that I want to make the offer to, how do I proceed in making the offer?

You must change the final applicant’s status in the system to “Preparing Offer Details” and enter the required information on the offer card (this is auto-populated). You will also change the remaining applicants’ status to “Interviewed Not Hired (Department will call applicant)” and enter the non-selection reasons. You must fill out the offer card for the applicant and submit specific documents, depending on the type of position, before Human Resources can begin the offer approval process. If you need help or have any questions about the materials, please contact Human Resources at 616-331-2215.

1. The candidate verbally accepted the offer. What else do I need to do?

For EAP positions and Faculty positions, upload the appointment letter into PageUp on the offer card and change the applicant’s status to “Verbal Offer Accepted – Letter Sent to Candidate.” The candidate will not be hired until they accept online. This will prompt the candidate to fill out paperwork required to run the background check. You will receive notification once the background check is processed and the job search has been concluded.

For hourly positions, Human Resources is responsible for writing the appointment letter for the applicant. The Human Resources department will upload the appointment letter into PageUp and change the applicant’s status to “Verbal Offer Accepted – Letter Sent to Candidate.” The candidate will not be hired until they accept online. This will prompt the candidate to fill out paperwork required to run the background check. You will receive notification once the background check is processed and the job search has been concluded.

1. How will I know if the candidate has accepted?

Once the applicant has accepted the offer online, the search chair will receive an email that indicates they have officially accepted.

1. Whom do I contact if I need help with Onboarding?

The supervisor and onboarding delegate have access to onboarding tasks. If you have questions or need help with the onboarding portal, please contact Natalie Trent for assistance via email at trentnat@gvsu.edu or phone at 616-331-2215. You may also watch the video for a quick tutorial at [www.gvsu.edu/hro/hiring](http://www.gvsu.edu/hro/hiring).

1. What our final candidate declines the offer? What are my options?

**If your final candidate declines the offer, you must contact Human Resources**, however, a general outline of your options are below:

1. Restart the offer approval process for another applicant that you have already interviewed.
2. If you received approval for Pool 2, you may begin interviewing those candidates.
3. Fail the search and repost. If you need to change information on the position announcement such as the summary or qualifications, please contact Human Resources at 616-331-2215 and ask for Megan Bravo.
4. What do I do with all of my notes and documentation that was generated during the job search?
All notes and documentation must be kept for 2 years from the final candidate’s date of hire. This guideline keeps Grand Valley State University compliant with federal guidelines. If you have any questions about what documentation you need to keep, you may contact Human Resources at 616-331-2215
5. What if I have suggestions for the PageUp hiring system?

If you have any suggestions for the hiring system (PageUp), please contact us at hremploy@gvsu.edu.