

FAQ for Employers

▶ LOGGING IN

Q: I keep forgetting the URL of the new student employment Web site. What is it?

A: <http://seo.georgetown.edu>

Q: What's my login and password?

A: Each user must establish an account before using the system. To do so, go to

<http://seo.georgetown.edu>, then click On-Campus Employers from either the middle of the screen or the

left-side navigation bar. Once the new page loads, click Request a Log-In from the top of the right-hand column. Fill out your information as indicated on the screen. (For detailed instructions, please refer to page 3 of the Employer's User Guide.) Click Submit at the bottom of the page when finished. Your account will be approved as soon as possible, and you will receive an e-mail once it has been approved. You cannot access the functions of the Web site until your account is approved.

▶ 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 and must select an employer 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 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 that I want?

A: The SEO determines the employers with which you are affiliated and therefore allowed to post jobs. This designation is based on the SEO's understanding of your location within and among departments, but these things change. If you need posting privileges for a different or additional employer, please contact the SEO.

Q: What's the difference between a primary and secondary contact person?

A: In our university's case, nothing. The primary and secondary contacts will receive email about a job posting from administrators 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.

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 s/he isn't a possible contact person. Why not?

A: That person may not be affiliated with your department or s/he may not be a user of the system at all. Contact that user first and find out the situation, then contact the SEO.

CONTACT Us!

The Student Employment Office (SEO) realizes that you may need some extra guidance learning how to use the new student employment Web site. We're here to help! The best way to contact us is by e-mailing finseo@georgetown.edu.

Q: Can I edit the job application?

A: Yes, you can add, edit, and delete questions to the job application. The only questions that Georgetown requires be asked of students are those marked with gray backgrounds. 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 by an administrator. For detailed instructions on how to revise the application, please see page 9 of the User's Guide.

► 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 either the primary or secondary contact, the system will send you email. You can follow the link in that email to review applications or you can logon as usual to the Web site, 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. 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. Be aware that the system will automatically move applications with yellow flags to the top of the list of applications.

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, this is one the purposes of placing a job 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 also be re-posted if you need to receive additional applications.

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 applicants 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/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 got to the last page of the hiring process and it tells me to print out the student employment transaction form. Now what?

A: When you click Print next to the student you hire, a new window will open with portions of the form automatically completed. You can fill out the remainder of the form within that browser window, then print it out or just print it out and fill in the rest by hand. To print, press either CTRL-P or click the [Print This Page] link at the bottom of the form. Be sure that all portions of the form are filled out, especially social security number, and that you and the student sign the second page of the form. That form must then be submitted to the SEO along with a completed I-9, W-4, and DC-4 form for each student. You must also include copies of the documentation for completion of the I-9. This student may not begin working until the form and documentation have been submitted to the SEO.

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). The hiring process will ask for the student's Georgetown ID number and mailing address - please be sure to have that information available to you at the time of hiring.

Q: I posted a job with multiple openings, but I've only hired one student for it 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 three different ways:

- *Listed* - The job is currently posted among the list of available jobs. Students may search and apply for this job. Changes to the job posting will be reflected immediately on the website.
- *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.

- **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 later - 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 job's status, its application. 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). SFS encourages 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.

▶ 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 SEO 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 finseo@georgetown.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?

Unlike your word processor, which is software kept on your computer, the SEO 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 SEO 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. To resolve any problems, you may be contacted directly by Foresite Solutions, the company that is helping Georgetown to manage its new student employment site.