

CU Careers Frequently Asked Questions

This guide lists some frequently asked questions and answers for internal users of CU Careers. If you have a question about CU Careers that is not listed here, refer to the step-by-step guides listed below, or email hcm_community@cu.edu.

- Creating Job postings: <http://www.cu.edu/hcm-community/create-job-postings>
- Select Candidates: <http://www.cu.edu/hcm-community/select-candidates>

Requisition Management

Q. What information will feed over from HCM into my requisition?

- A. Many elements from HCM will populate in CU Careers. Some of the main items include: position number, working title, department, job summary, duty statements (description of work), job competencies, core competencies, minimum and preferred qualifications. For a more detailed list, please refer to the HCM Feed document located with the step-by-step guides.

Q. Why can't I post my requisition to the web?

- A. Only human resources users have the ability to post a requisition to the web. Please contact your campus HR office or use the "request action" option in the "more actions" dropdown to notify them that the requisition is ready to be posted.

Q. How does the posting date feature work?

- A. The start date on the posting will determine when it will be posted to the web. The end date can be set to remove from the web automatically on a certain date. This date can be left as "Ongoing" which would require the user to manually remove the posting from the web.

Q. Can I create and save pre-screening questions to use again? Who can create and edit questions in the library of pre-screening questions?

- A. Human Resources and department users can edit pre-screening questions in a requisition. Only Human Resources users are able to save requisition-specific questions to the library to be used for future postings.

Q. Can we collect transcripts and how?

- A. When editing the requisition make sure to include this item in the application materials required section. This will insert the requirement into the posting language. The applicant will then attach the documents as part of the application process.

Candidate Management

Q. Can an applicant make changes to their application? How will we know if they do?

- A. Applicants can make changes to their application as the posting is active in the career section. Once the posting is removed from the web, applicants can no longer update their submission. All candidate updates can be viewed in the history tab of their candidate profile.

Q. Can attachments like letters of recommendations be manually uploaded to a candidate profile?

- A. Yes. A member of Human Resources can upload documents to a candidate's profile.

Q. How many documents can be attached to a candidate's profile?

- A. Only 25 documents can be attached to a candidates profile at any time.

Q. Can I update a candidate's email address?

A. Human Resources users can modify an applicant's email address within CU Careers. Candidates have the ability to access their candidate profile and update their email address within CU Careers.

Q. Can we keyword search resumes?

A. Human Resources users can use keywords to search through candidate profiles and resumes. This can be done in the Advanced Search feature on the top right of each page.

Offer Questions

Q. How can I extend an offer of employment to a candidate using CU Careers?

A. An offer letter can be printed, emailed, or routed using an e-offer. Printing and emailing the offer will require users to capture the response manually in the system. E-offers allow candidates to view and accept/decline the offer electronically within CU Careers.

Q. Before we send an offer, can approvals be obtained through CU Careers?

A. An approvals process can occur in CU Careers that will allow for multiple approvals to be obtained prior to sending an e-offer. However, once the offer letter has been sent for approvals, it cannot be modified. If a letter is rejected, a new letter needs to be populated and routed for approvals.

Q. How long are offer letters stored in CU Careers?

A. Offer letters and other applicant documents will be stored in CU Careers based on document retention guidelines. The retention guideline for searches is currently two years.

Q. Is there an offer close date?

A. There is an offer "Expiration Date" used for e-Offers. Once the date arrives, the e-Offer document will be deactivated and unavailable for candidate acceptance.

Q. Who manages the offer templates?

A. Campus System Administrators will create and maintain the campus specific offer letters. Please contact your campus Human Resources department for questions specific to your offer letters.

System Related Questions

Q. How do I know what an icon is used for?

A. Hovering over an icon will reveal the purpose of most icons. Use the Icon List located with the step-by-step guides for more information in the purpose of icons.

Q. Are there different levels of access and how do I obtain access?

A. Several different levels of access exist within CU Careers. These levels are dependent on the level of access you have in HCM. To request access for both HCM and CU Careers, click the following link: <https://www.cu.edu/employee-services/human-resources/getting-access>