

## General Questions

### **How long will the postings be listed on the web?**

University positions are posted to the website at 11:59 p.m. EST/EDT on Friday and will close or have a deadline, 9 days later at 11:59 p.m. EST/EDT the following Sunday. There will be an overlap of the two weeks during the weekend hours.

### **How can I apply for positions that were previously posted?**

If the position is not listed on the Web, you will not be able to apply for it. Additional questions regarding a closed position should be directed to the hiring department.

### **What if I lose/forget my user name and password?**

If you forget your password, click on the "I Forgot My Password" link on the applicant Login page. Your secret question will be displayed for you to answer. If you forget your user name, contact the Office of Human Resources at (614) 688-WORK (9675) or email the message board at [employment@hr.osu.edu](mailto:employment@hr.osu.edu). DO NOT create a second account.

### **What is the difference between [www.jobs.osu.edu](http://www.jobs.osu.edu) and [www.JobsAtOSU.com](http://www.JobsAtOSU.com)?**

[www.jobs.osu.edu](http://www.jobs.osu.edu) is the website that introduces you to all the employment opportunities available at The Ohio State University. From here, you can search postings and apply for both the University and The Medical Center. [www.JobsAtOSU.com](http://www.JobsAtOSU.com) is the website where you can search postings and create an application for only university positions. This is The Ohio State University career site home page.

### **How do I print off the new job listings that appear on line?**

There are several ways you can print the job postings. A printable summary is available at [www.jobs.osu.edu](http://www.jobs.osu.edu). Click on "View OSU Job Opportunities"; and then click on the orange RSS feed to view a list and summary of posted jobs. A second option is to go to [www.jobsatosu.com](http://www.jobsatosu.com), select "search postings" and click "search", select "view" for the position you are interested in. Selecting this option you will then view job details. Under job details, you should notice to the right of screen, "printer friendly version". Select that option to print off the job requisition.

### **Where do I search for College of Medicine positions?**

All College of Medicine and Office of Health Sciences positions (including **Research** and **Administrative support**) have moved to OSU Medical Center Careers page at <http://medicalcenter.osu.edu/careers>

### **What resources are available if I need assistance completing my application on-line during business hours?**

You may contact Customer Service in the Office of Human Resources between the hours of 8:00 a.m. and 4:30p.m. at (614) 688-WORK (9675), or email the message board at [employment@hr.osu.edu](mailto:employment@hr.osu.edu).

## Application Questions

### **Is there a limit to the number of jobs I can apply for?**

There is no limit. You may only edit your application when applying for a specific position.

**Do you accept paper applications?**

No, all applications, resumes and cover pages are required to be submitted online through our career site by the posted deadline date.

**Do I have to fill out an application?**

Everyone who applies for a position at Ohio State is required to create and complete an application. All required information is denoted with an asterisk (\*). However, the more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications.

**Note: Do NOT use N/A or any other substitute as filler for questions for which you do not have a response. Instead, unless an answer is designated as required (\*), leave the answer blank.**

**Can I fill out an application without applying for a specific posting?**

No, applications must be tied to a requisition in order to be completed.

**Can I save an application in the middle of creating it and come back later?**

No. If you exit in the middle of creating your application the information will not be saved. You need to fully complete your application, save it, and then you can go back and make edits. If you must exit mid-process, continue through the application completing just the required fields (denoted with an asterisk). When you return, log into the system and click on “Your Applications” to complete the remaining fields ***before*** applying for a specific position. Once you apply for a specific position, you may not edit your application.

**Questions when Applying**

**Why do I keep receiving an *Incomplete Application* error when I try to submit my application?**

If you are receiving an incomplete error on the Check Errors and Certification page of the application, find the error by clicking on the area marked with a red X rather than a green checkmark. Click on the identified header. Once you are on the page, your error will be identified at the top of the screen in red. Most times, there is an error in the formatting for one of the answers (i.e. an N/A used instead of an answer left blank, or a phone number that does not include an area code). Once the error is corrected, navigate back to the Check for Errors page and click submit. Continue this process until all errors are resolved.

**How is the EEO information used and is this information required?**

The Ohio State University is an affirmative action/equal opportunity employer. As a matter of University policy as well as Executive Order 11246, as amended, and other applicable laws, we are required to request the EEO information from all applicants. The information is kept confidential and is used to fulfill reporting requirements for the university.

**How is the veteran information used and is this information required?**

As a government contractor, the Ohio State University is subject to Section 402 of the Vietnam-era Veterans Readjustment Assistance Act of 1974, the Veterans Employment Opportunities Act of 1998, and the Veterans Benefits and Health Care Improvement Act of 2000, and is required to take affirmative

action to employ and advance veterans. If you are a veteran, you may voluntarily self-identify for consideration under the university's affirmative action programs. A copy of your DD Form 214 must be provided to the Office of Human Resources in order to receive military credit. Information provided will only be used in accordance with the Act and will not go forward to an employing department unless an applicant has self-identified as a veteran.

### **Should I attach a resume and/or cover letter?**

Yes, though documents are usually optional, the hiring managers will expect to receive and review your resume and/or a cover letter detailing your skills, abilities and work experience.

### **How do I attach my resume and/or cover letter?**

If the position you are applying for accepts resumes or other documents, you will have the opportunity to attach your documents after you have clicked the **"Apply for this position"** button for the position you are applying to. After clicking that button and completing any position-specific questions associated with that position, an **Attach Documents** screen will appear. The online employment site accepts documents in Microsoft Word or Adobe Acrobat (pdf) format, of a file size less than 9MB. If neither format is available to you, you may copy and paste the text of your document into the **"Paste a new resume"** box.

### **Can I attach a different resume for each requisition I applied to?**

Yes, you may attach a resume and/or cover letter for every position for which you apply.

### **I'm having trouble attaching documents**

The online employment system only accepts documents in Microsoft Word or Adobe Acrobat (pdf) format, of a file size less than 9MB. If neither format is available to you, you may copy and paste the text of your document into the **"Paste a new Resume"** box. You can attempt this action again by logging into the site, clicking on **"Your Documents"** and then **"Add Document"**.

### **How do I attach letters of reference etc. that are in hardcopy form?**

If the applicant has a personal scanner, these documents can be scanned into their computer system and then attached in the "other" category. If the applicants do not have access to a scanner, they can create a word document (similar to a reference page) that indicates that they have letters of recommendation or other pertinent documents.

### **If I have a disability, should I note it on the application? When should I notify the university of this disability?**

The disability should not be noted on the application, but you may contact the Office of Human Resources at (614) 688-WORK (9675) if you need to request an accommodation in completing the application or thereafter. In accordance with the Americans with Disabilities Act (ADA), Ohio State will provide reasonable accommodation to applicants who make their requests known in advance.

## **Questions after Application Submission**

### **How long does my application remain active in the system?**

Applications remain active in the system as long as the job, for which an application was submitted, remains active in the system. Job postings are required to remain active for three years after their final close date.

### **How do I know my application materials were received and processed?**

You will receive a confirmation message on the screen immediately after you apply for a specific position. Also, you may check your application status at any time simply by logging into the system.

### **If I edit my application will the updated application be sent to all the positions I already applied for?**

No, once you edit your application, it will only update your current application. The system does not have the ability to go back and edit all of your past postings.

### **I accidentally withdrew my application from \_\_ position. It won't let me reapply, what can I do?**

Please be extremely careful when withdrawing your application from positions because once you have applied to a position the system will not allow you to reapply. Contact the Office of Human Resources (614) 688-WORK (9675) or email the message board at [employment@hr.osu.edu](mailto:employment@hr.osu.edu) if you have further questions.

### **How do I get the contact name for a requisition?**

The contact name, address and phone number is provided for each posting on the posting summary page.

### **How do I check my status?**

You can log into the system anytime with your user name and password to check on the status of positions you have applied for. Select **"Your Applications"** to view your position history and look at **"Status"** for updated information under the **"Completed Job Applications"** heading.

### **How long should I expect to wait to hear back once I've submitted my application on-line?**

Once you receive notification that your application has met minimum qualifications (you will receive that notification as soon as you finish the application process for each position), your materials will be forwarded to the hiring department. It's then up to the hiring department to develop the interview and selection process. Therefore, you could hear back as quickly as two weeks or as long as five months. For questions during this time, please refer to the contact person designated in the posting.

### **Will late applications be accepted?**

The on-line system will **not** accept an application once the position posting is taken off the web. Applications received after the posting close date, will **not** be reviewed for consideration.

### **Why can't I apply for the same position more than once – it was posted more than once.**

If you have already applied for a specific position, the system will not allow for you to apply for the same position. Please note that once you have applied to a position, your application will remain with the posting even if it is reposted, so there is no need to reapply.

## **Special Features**

### **What does the “Email to a Friend” function do?**

“Email to a Friend” allows applicants to notify a friend, family member or co-worker of a job opportunity they may be interested in. To share a posting, click on “Email to a Friend”, enter the email address to which you would like the notification sent, add a personal message and click send.

### **How do I use the “Bookmark”?**

If you find a position that interests you, but you are not ready to apply, the “Bookmark” functionality allows you to bookmark the job for a later date. To do this, click on the “Bookmark” button under the job posting title and description. Once a job is bookmarked, you can access it quickly by clicking on the “Bookmarked Jobs” tab in the margin on the left hand side. Please note that bookmarked jobs will automatically be removed after the posting end date.