FAQ for Employers

▶ LOGGING IN

Q: I keep forgetting the URL of the student employment website. What is it?
A: https://studentemployment.neu.edu/

Q: What’s my login and password?
A: Your login is your NEU email address; please enter the full email address including the @neu.edu. Upon requesting login permission you set your password, if you forget your password select Information for Employers from the left-side navigation bar. Select Login, and then click Here next to “Help! I forgot find my password.” Enter your Northeastern email address. Your password will be emailed to you.

If you enter your email address and the system does not recognize you as a user, please double-check that you are using your University-issued address, be sure that you have entered it correctly, and if that fails, please contact the Student Employment Office.

Q: How do I change my password?
A: Once you have logged in, select My Profile from the left-side navigation bar. Then select Click Here to Update Your Password. This password is kept separately from any other University 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 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: Upon requesting login permission you selected the employer with which you are affiliated and therefore allowed to post jobs if this changes and you need posting privileges for a different or additional employer, please contact the Student Employment Office.

Q: What’s the difference between a primary and secondary contact person?
A: In Northeastern’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; in fact, only put a secondary contact if you want them to actively partake in the process of reviewing 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 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 Student Employment Office.

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 by the Student Employment Office for appropriateness, compliance with Federal Regulations and consistency in position and pay.

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.

- **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 website.
A: Every job posted on the student employment website must first be approved by the Student Employment Office. This can take 48-72 hours. 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 email about the posting.

**REVIEWSING 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 website, 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.

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 website, 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 Office (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 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: Emails you send through the student employment website 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 Office approving or rejecting the hire.

Q: A student applied in-person for a job I posted online. Can I hire them through the student employment website?
A: Yes, the system is designed to handle hiring of both online and in-person applicants. Wherever you click the Hire Applicant icon (様々) from - My Control Panel, Manage Jobs, or Hire from the Applicants list - the next screen will allow you to select from a list of online applicants or write in other name(s). Enter the student's Last Name ONLY and continue through the hiring steps.

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.

Q: I want to hire a student using multiple account codes, how can I do that?
A: The hire request only allows one account code at a time. For multiple account codes you would need to submit a hire request for each associated account code. It is important that you communicate this information with the student for proper time sheet submission.

Q: I’m going through the hiring process and I cannot find the job title that I want to hire the student into on the drop down menu, what should I do?
A: All new jobs to the system must have a time sheet title created for it. The first time you submit a hire request for a new job click the “Create New Job” link. This will bring the “new” job title into the next step. You will only need to do this the first time you are submitting the request, after that the job title will show up in the drop down menu.

Q: The hire request I submitted was approved, however I want to make some changes to the pay rate, supervisor and hire date, how do I submit those changes?
A: Supervisors cannot make changes directly to the hire. All changes to a hire, after submission, must be submitted to the Student Employment Office. Changes can be requested via phone or email.

> 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 on the job title of 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. Jobs cannot be moved to Listed Mode if there are no openings on the job. Edit the job and change the number of openings to more than zero to update the position.
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 the Student Employment Office 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 an administrator. 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 Office.

- **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. 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 Office – 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 website 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). The Student Employment Office 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 website. What should I do?

A: If you manage a lot of jobs, you may receive a lot of email from the student employment website. The Student Employment 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 website will come from the address StudentEmployment@neu.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 Student Employment 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 Student Employment Office immediately. Include with your message to the Student Employment Office 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.