

# Frequently Asked Questions

## General Questions

### How long will the job openings be listed on the web?

New postings must be posted for a minimum of 7 days. However, the majority of 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. At the discretion of the hiring unit, the job opening can remain posted for longer periods of time.

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

If the position is not listed on the website, 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 or 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 614-292-1050 or [hr-employmentservices@osu.edu](mailto:hr-employmentservices@osu.edu). Do not create a second account.

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

All College of Medicine job openings (including **Research** and **Administrative support**) are located on the Wexner Medical Center website at [medicalcenter.osu.edu/careers](http://medicalcenter.osu.edu/careers).

### If I do not have a computer, how do I apply?

There are public computers available at many locations, including public libraries and the Customer Service lobby in the Office of Human Resources located at 1590 N. High Street, Suite 300, Columbus, OH 43201.

### What resources are available if I need assistance completing my application online during business hours?

You can contact the Office of Human Resources Customer Service between the hours of 8:00 a.m. and 4:30 p.m. at (614) 292-1050 or email [hr-employmentservices@osu.edu](mailto:hr-employmentservices@osu.edu).

## Application Questions

### Is the number of jobs I can apply for limited?

There is no limit.

### Do you accept paper applications?

No. All applications, resumes and cover letters are required to be submitted online by the posted deadline date. For faculty opportunities, please submit materials per the instructions found in the job opening.



THE OHIO STATE UNIVERSITY  
HUMAN RESOURCES



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

Everyone who applies for a staff 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 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 job opening?**

No. Applications must be tied to a job opening 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. When you return, log into the system and click on "Your Applications" to complete the remaining fields before submitting the application. Once you have submitted, you may not edit your application. Withdrawing your application will not allow you to edit or reapply.

## **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. Often, 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.

### **Why is EEO information requested and how is it used?**

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.

### **Why is veteran information requested and how is it used?**

As a government contractor, Ohio State 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. 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. Although these 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.**" After clicking that button and completing any position-specific questions associated with that position, an **Attach Documents** screen will appear. The application accepts documents in Microsoft Word or Adobe Acrobat (pdf) format that are

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 job opening I applied to?**

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

**NOTE: To use a new resume and/or cover letter when applying for a new job opening, upload the new document and attach to the application.**

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

The online employment system only accepts documents in Microsoft Word or Adobe Acrobat (pdf) format that are 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 or other documents that are in hardcopy form?**

If you have a personal scanner, these documents can be scanned into your computer and then attached in the “other” category. If you do not have access to a scanner, you can create a Word document (similar to a reference page) that indicates you have letters of recommendation or other pertinent documents.

#### **How do I request reasonable accommodation during the application and/or hiring process?**

The Ohio State University provides reasonable accommodations to applicants and employees with disabilities. Applicants with questions about access or requiring a reasonable accommodation for any part of the application or hiring process should contact the ADA Coordinator’s Office by phone at (Voice) 614-292-6207 or (TTY) 614-688-8605, or by email at [ada-osu@osu.edu](mailto:ada-osu@osu.edu) to request a reasonable accommodation. Inquiries will be treated as confidential to the extent permitted by law. Determinations as to granting reasonable accommodations for any applicant will be made on a case-by-case basis

## **Questions after Application Submission**

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

Once submitted to a job opening, the application will remain active as long as the job opening is active, for a minimum of three years.

#### **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 can check your application status at any time by logging into the system.

#### **Can I edit a previously submitted application?**

No. You cannot edit your application once it is submitted for a job opening.

#### **I accidentally withdrew my application. It won’t let me reapply. What can I do?**

Please be extremely careful when withdrawing your application from a job opening because once you have applied to a job opening, the system will not allow you to reapply. Please do not create a new account and apply using the new account. Contact the Office of Human Resources (614) 292-1050 or email [hr-employmentservices@osu.edu](mailto:hr-employmentservices@osu.edu) if you have further questions.

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

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

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

You can log into the system anytime with your username 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?**

Once you receive notification that your application has met minimum qualifications (you will receive that notification as soon as you finish the application process), your materials will be forwarded to the hiring department. Each search requires a unique timeframe. If you have questions, please allow at least 2 weeks following the posting end date before you reach out to the contact person designated in the job opening.

### **Will the system allow me to submit an application after the posting end date?**

No. The online system will **not** accept an application once the job opening is removed.

### **Why can't I apply for the same job opening more than once if it was posted more than once?**

Once you have applied for a specific job opening, the system will not allow you to reapply to that same job opening. Your application is tied to the job opening and your status is reflected accurately.

## **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 job opening, 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 opening 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 side. Please note that bookmarked jobs will automatically be removed after the job opening end date.