FREQUENTLY ASKED QUESTIONS (FAQS)

THE WHO, WHAT AND WHY OF TALENT LINK

1. What is the purpose of Talent Link?

   Talent Link is a tool for the campus to expedite the recruitment process in a more user-friendly manner. It enhances the candidates experience and focuses on the most valuable means of identifying the best candidate match for openings at every level. It will also consolidate multiple systems and provide valuable reporting and analytics.

2. Why are we switching to Talent Link?

   We heard your concerns with the current systems and we understand the need for a one-stop shop. Talent Link fits all criteria to ensure a seamless experience from job posting through offer acceptance. Talent Link offers an opportunity to decrease hiring time, while increasing the quality of the hire. It’s user friendly both internally and externally.

3. Who should use Talent Link?

   There will be various roles set up in Talent Link. Each role has different permissions in the system, which you will learn about during training.

   **Search Committee Members & Hiring Managers:** Talent Link provides a one-stop shop for all information about your applicants, you will have the ability to view all application materials and collaborate with your fellow committee members in a robust environment.

   **Department Administrators (HR Managers/Liaisons):** Talent Link provides a seamless experience managing all aspects of your searches, including access to powerful reporting. The system was configured to help make your day-to-day responsibilities more streamlined and provide more robust tools to support your searches.

   **Dean/VPs:** Talent Link provides access to robust reporting that can be scheduled and delivered or available on-demand.
4. What employees are hired through Talent Link?

All staff, faculty, and facilities/maintenance workers will be hired through Talent Link. Part-time employees will continue to be hired through the current process. If you have a concern, please reach out to Human Resources before commencing a search.

5. How can I learn more about Talent Link?

Initial training was rolled out to heavy users of the system and will continue to be shared with the rest of the campus. Everyone across campus who is involved in the hiring process will have access to it. There is a dedicated webpage to the tool, udeledu/talentlink which provides information, updates and relevant links. We also will be providing online training through ConnectingU.

HOW TO USE TALENT LINK?

6. What do I need to do to initiate a search?

If you are looking to open a new position that does not currently have a position number related to it, you will need to fill out the “New Position Form” webform. Once completed, it will put the position into PeopleSoft and then it will be sent to Talent Link. After it is in Talent Link, search for the position name or number, select it and then fill out the required fields of the job card and submit it for approval.
7. What are the various statuses and what do they mean?

**New:**
When a candidate first applies to a position their status is automatically listed as new.

**Search Committee Review:**
Used for candidates who the search committee is interested in.

**Screen unsuccessful:**
When the first screening of the candidate is done and it’s determined to not move forward with them.

**Interview Applicant Pool:**
Used for Staff Search Process for candidates who the search committee is interested in; this allows review through the Compliance Panel, formerly known as Affirmative Action.

**Interview Pool Declined:**
Once the Compliance authorizing authority has reviewed the interview pool and determined a candidate doesn’t meet the qualifications of the role.

**Interview 1:**
What the Department Admin or Central HR moves the candidate into when they have passed the Compliance Panel. Continue to use if scheduling an interview outside of the Talent Link online interview scheduler.

**Interview 1 Event Booking:**
Scheduling the candidate through the tool for an interview.

**Interview 1 Unsuccessful:**
When the first interview doesn’t work out and the candidate will not be moving forward in the process.

**Interview 1 Event Accepted:**
When the candidate has accepted the online interview request.
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Interview 1 Event Declined:
When the candidate has declined the online interview request.

**Interview 2 statuses are the same as the Interview 1, but for the second round.

Offer Preparation:
When the Department Admin is filling out the offer card with the offer details to be approved.

Online Offer Made:
After the offer has been approved and the Department Admin wants to send the online offer to the selected candidate.

Offer Accepted:
After the selected candidate has accepted the offer.

Offer Declined:
After the selected candidate has declined the offer.

2nd Offer Extended:
Used when there is a counter offer situation.

Background/Reference Check unsuccessful:
After offer has been accepted and the background and/or reference check does not have positive results.

Offer Accepted:
After the offer has been accepted and the new starter form has been completed by the new hire.

Offer Removed by HR:
Candidate’s offer has been rescinded due to an event between completion of background check and hire date

Withdrawn:
Candidate has determined that they want to be withdrawn from the recruitment process.

Ineligible:
Candidate is not eligible for role due to not meeting qualifications of the position.
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Submitted:
Candidate has been reviewed by Dept. Admin or Recruiter but no decision on their screening

Incomplete:
Candidate has not finished the application process.

Hired:
Candidate has passed and finished all pieces of the hiring process.

8. How do I know the status of an item I've submitted for approval?

You can view the current approval workflow on any job by navigating to the job card and viewing the approvals section at the bottom. Approval steps that have been completed will show a check mark, and the system will note at what stage of approval you are currently at. You can view the current approval workflow on any offer by opening the offer card for the applicant. If you are the Department Administrator or Hiring Manager, you will receive an email notification when a job is approved.

9. How can I view the resume and cover letters submitted by applicants?

You can click on the applicant's name to view their application form and resume. Any documents uploaded as part of the application process will be available on the application form.

10. How can search committee members access application materials?

Search committee members can access application materials through the search committee box on their dashboard. Searches that committee members are a part of will appear in a list. They can then click on each applicant name to access materials including the application form and resume. Members can also bulk compile applicant materials into a PDF for printing or outside review.

11. When do I send out declination emails to candidates in a search?

Another advantage of Talent Link is the ability to communicate with candidates in a much timelier manner. If it is determined that there are candidates that do not meet the role qualifications as closely as other candidates, you can send out declination emails at that time. You do not need to wait until the search closes and do them all at the same time.
12. What do I need to submit at the end of my search for documentation?

One of the advantages of Talent Link is the ability to have all documentation housed online in one place. You can store interview notes, screenings, references, and other documentation right on the site. It’s important to ensure all documentation on a search is kept in order to validate a hire. As a reminder, all notes and comments regarding hiring decisions need to align with the role qualifications so that it could not be deemed to be discriminatory in nature.

ARE THERE ANY TECHNICAL ASPECTS TO BE AWARE OF?

13. Is there anything different I need to do if I’m using a Mac for creating an offer letter?

In order for the offer document merger process to work properly, it’s important to utilize MS Word. If you don’t currently have it on your computer, you can download it through this link.
https://www1.udel.edu/it/help/office365/index.html

14. What browser works best with using Talent Link?

The vendor recommends the use of Chrome for the best experience. Apart from Chrome, they recommend the following:

<table>
<thead>
<tr>
<th>Browser</th>
<th>Version</th>
<th>Operating Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome</td>
<td>Stable Channel</td>
<td>Windows / Mac / Android / IOS</td>
</tr>
<tr>
<td>Firefox</td>
<td>Release update channel</td>
<td>Windows / Mac</td>
</tr>
<tr>
<td>Safari</td>
<td>Latest version</td>
<td>Mac / iOS</td>
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<tr>
<td>Internet Explorer</td>
<td>11</td>
<td>Windows</td>
</tr>
<tr>
<td>Microsoft Edge</td>
<td>Latest version*</td>
<td>Windows</td>
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For more information visit:
https://knowledgeportal.pageuppeople.com/admin/getting-started/browser-support/
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15. Is the data in the Talent Solutions system secure?

We understand the importance of keeping the data in Talent Solutions secure. External access to PageUp servers are limited by multiple layers of firewalls, intrusion detection systems and security precautions, which are configured and monitored in line with the requirements of the ISO 27001 standard.

COMMON ISSUES OR QUESTIONS AND THEIR SOLUTIONS

16. I can’t find the email that told me I had something to approve. What should I do?

Even without the email, you can always log into the system (https://bluehens.pageuppeople.com, which will take you to CAS to sign on). If you are a hiring manager and need to approve a job, click on “jobs awaiting your approval” on the approvals box on your dashboard. If you need to approve an offer, click on link “offers awaiting your approval” in the offers box on your dashboard to review any offers pending your approval. If you are a Department Administrator or Dean/VP, you will go to the “Manager Activities” box.

17. One of my search committee members cannot view materials. What is wrong?

The most common cause is the applicants are not in a status accessible to search committee members. Check that all applicants are in a status available to a search committee. If they are, please verify that the member has been added to the committee for the job.

18. Can I edit a job while it is in the approval process?

You can edit a job during the approval process if you are an approver and the job is currently assigned to you in the workflow. Once you approve a job, you are unable to make further edits. If you are making substantial edits, it is strongly recommended to check in with the current and prior approvers to ensure everyone is on the same page with the changes.

19. Can I edit a job once it has been approved?
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You can add notes and documents to approved jobs. You cannot edit the content of approved jobs in the system.

20. I want to hire multiple people from one job. How do I do this?

You must add positions in the “Number of Positions” section at the top of the job when you are creating the job.

21. How do I change the names of the approvals on the offer card?

The approvals are hard coded into the system and would need to be discussed with central HR.

22. How do I give people access as a member of the search committee?

You must add members to the search committee on the job before submitting the job for approval in the system. Only individuals named in the search committee will have access to applicant materials and be able to leave comments in the search committee tool. You do have the ability to add individuals that are external to UD by clicking on “add search committee member” and then “add new search committee member” in the pop up window.

23. Why is my view different than someone else’s? (search committee vs hiring manager)

Different users will have different views in the system based on their assigned responsibilities in regard to searches. Don’t worry if your view looks slightly different! If you have questions about how to navigate something in your view, or feel you should have different permissions, please reach out to our team at AskTalentLink@uduLedu

24. What type of notes should I put in the system?

Any note entered into the system is part of the official search record. Notes about applicants should be appropriate and comments should be job related.

25. What statuses send emails to applicants?

For staff and AFSCME searches applicants receive an email confirming submission of their application. They also receive emails if they are
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moved into a status requiring that they take an action such as booking an interview through Talent Link or accepting an offer.

Applicants also receive an email when they are moved to an “unsuccessful” status. For faculty searches, candidates receive emails when they are approved to be interviewed, if they decline an interview booking or are moved to Interview 1 Unsuccessful status. They also receive an email when an offer has been issued. Internal candidates receive emails throughout the recruitment process for statuses relating to interviews, background checks, and when an offer is issued to them.

*It should be noted that emails can be sent to candidates at other times in the process to keep them engaged and aware of timing and their status.

26. How do I merge an offer letter?

Click “merge document” on the offer card and select the appropriate offer letter. For additional assistance and more detailed step-by-step instructions please see the quick reference on merging offer letters.

27. How do I add an offer letter template to Talent Link for my area?

Please send an email to AskTalentLink@udel.edu with the offer letter template as an editable word document.

28. How do I know when an applicant has been issued an offer if I didn’t extend it?

You can see the issued offer in the “History” section of the offer card.

29. Do I get notified when an Offer has been approved?

As a Department Administrator, you will receive an email when an offer is approved. You can also view the approval status on the offer card itself.

I DON’T SEE MY QUESTION, HOW CAN I GET HELP?
30. How do I get help with the system? (Phone, email, in person, training, local trainers, etc.)

We want to ensure that everyone feels comfortable with the new system. We understand it will be different than what you are used to, but we are happy to say that Talent Link is very user friendly and intuitive.

We will be providing online resources to be utilized as needed, as well as live training sessions that can be scheduling in ConnectinqU. In addition, we will be available for any questions that come up. You can email AskTalentLink@udel.edu with any questions and we will respond within 24 hours.