

CU Careers Candidate Care Guide

Overview

The University of Colorado Anschutz Medical Campus is committed to providing an exceptional applicant experience created through inclusive, timely, and transparent communication. As a recruiter or HR Business Partner, you represent the University and play a key role in fostering a positive applicant experience. Applicant experience is crucial in the hiring process. As applicants can have multiple opportunities to consider, providing a positive applicant experience provides us with a competitive advantage to aid in the recruitment of current and future career opportunities.

This guide will provide a clear overview of the dispositioning and notification process in CU Careers. Following this guidance will help us create positive, lasting connections with applicants and fulfill our compliance obligations.

Investing in Internal Talent:

As part of our commitment to candidate care, the University of Colorado is dedicated to investing in and developing our internal community (including CU Boulder, Colorado Springs, Denver, and Anschutz Medical Campus). Some ways that we can foster internal talent include:

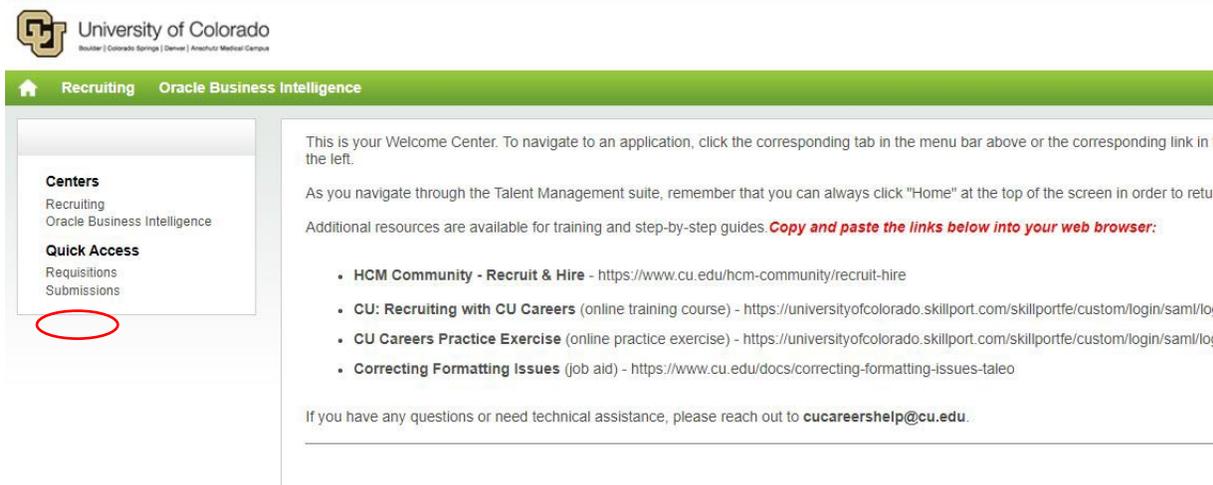
- Developing preferred qualifications that speak to a candidate's experience working within the University of Colorado system (all locations)
- Identify internal candidates through CU Careers by adding pre-screening questions, reviewing email addresses provided as part of the application and/or experience outlined in a resume or cover letter
- Use our custom notifications when communicating with internal candidates
- *Use candidate care to develop employees and continue to encourage their career progression at CU

**When possible, we highly recommend providing personal notifications that include professional development, feedback, encouragement, and support when working with candidates who are members of your team/department/school/college.*

The Talent Acquisition Team is here to help if you would like any support navigating candidate care for internal employees.

Accessing a Requisition in CU Careers

1. From the CU Careers Home Page, click the **Requisitions** option under the Quick Access section.



University of Colorado
 Boulder | Colorado Springs | Denver | Anschutz Medical Campus

Recruiting Oracle Business Intelligence

Centers
 Recruiting
 Oracle Business Intelligence

Quick Access
 Requisitions
 Submissions

This is your Welcome Center. To navigate to an application, click the corresponding tab in the menu bar above or the corresponding link in the left.

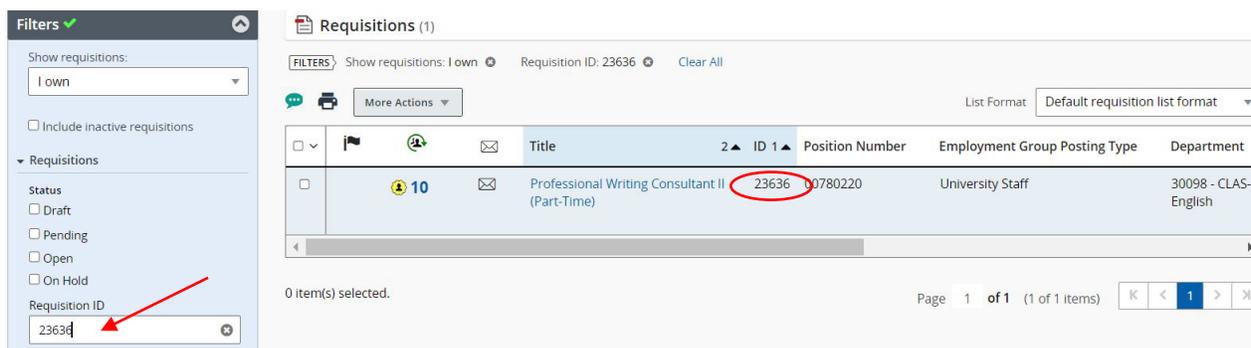
As you navigate through the Talent Management suite, remember that you can always click "Home" at the top of the screen in order to return.

Additional resources are available for training and step-by-step guides. **Copy and paste the links below into your web browser:**

- HCM Community - Recruit & Hire** - <https://www.cu.edu/hcm-community/recruit-hire>
- CU: Recruiting with CU Careers** (online training course) - <https://universityofcolorado.skillport.com/skillportfe/custom/login/saml/lo/>
- CU Careers Practice Exercise** (online practice exercise) - <https://universityofcolorado.skillport.com/skillportfe/custom/login/saml/lo/>
- Correcting Formatting Issues** (job aid) - <https://www.cu.edu/docs/correcting-formatting-issues-taleo>

If you have any questions or need technical assistance, please reach out to cucareershelp@cu.edu.

- This will take you to a list of Requisitions that you own and/or collaborate on. You can narrow your search results by using the filter options on the left-hand side of the screen.



Filters ✓

Show requisitions: I own

Include inactive requisitions

Requisitions

Status
 Draft
 Pending
 Open
 On Hold

Requisition ID
 23636

Requisitions (1)

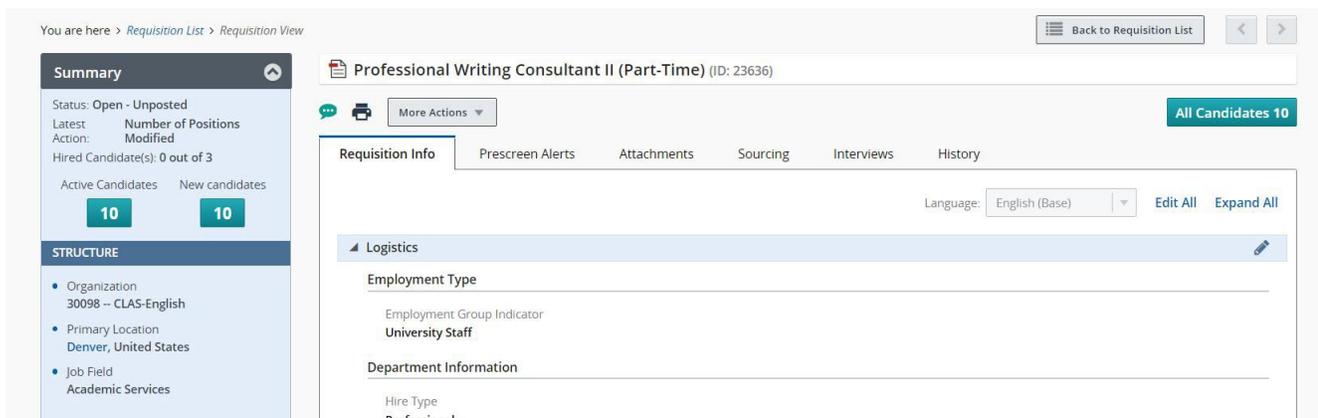
FILTERS Show requisitions: I own Requisition ID: 23636 Clear All

More Actions List Format: Default requisition list format

	Title	ID	Position Number	Employment Group	Posting Type	Department
10	Professional Writing Consultant II (Part-Time)	23636	00780220	University Staff		30098 - CLAS-English

0 item(s) selected. Page 1 of 1 (1 of 1 Items)

- Once you find the corresponding Requisition, click into the blue position title. This will take you the recruitment home page and allow you to disposition and notify candidates tied to this specific search.



You are here > Requisition List > Requisition View

Back to Requisition List

Summary

Status: Open - Unposted
 Latest Action: Number of Positions Modified
 Hired Candidate(s): 0 out of 3
 Active Candidates: 10 New candidates: 10

STRUCTURE

- Organization: 30098 -- CLAS-English
- Primary Location: Denver, United States
- Job Field: Academic Services

Professional Writing Consultant II (Part-Time) (ID: 23636)

All Candidates 10

Requisition Info Prescreen Alerts Attachments Sourcing Interviews History

Language: English (Base) Edit All Expand All

Logistics

Employment Type
 Employment Group Indicator: University Staff

Department Information
 Hire Type: Professional

- Throughout the search process, you can use the filter options on the left-hand side of your screen to select, disposition and notify candidates. **Note:** Candidates are batched by their step/status. If you plan to disposition and notify more than one candidate you must select individuals in the same step/status or batch.

You are here > Requisition List > Requisition View > Submission List Back to Requisition

Filters ✓

- Selection process
 - Step
 - New (9)
 - Under Review
 - Interviews (1)
 - Offer Checks
 - Offer
 - Hire
- Candidates

Submissions for: Professional Writing Consultant II (Part-Time) (Requisition ID: 23636)

FILTERS In selection process Clear All

More Actions

List Format Job Function

<input type="checkbox"/>	Candidate	1	★	🏠	Step	Selection Status	Residence	🔗	Date, Sender	Message
<input type="checkbox"/>	Daly, John (1813027)				New	To be Reviewed	US > CO > Denver		Nov 18, 2021 - System - User	Job-Specific Application Acknowledgment - Professional Writing Consultant

Dispositioning & Notifying Candidates

- In alignment with the University’s commitment to candidate care, we ask that Departments disposition and **notify candidates at the conclusion of each major stage of the recruitment process.**

Major Stage of the Recruitment Process	Groups to Disposition
Applicant Screening	Meets Min Quals, Does not Meet Min Quals, Not Selected, & Selected for Interviews
1 st Round Interviews	2 nd Interview, Applicant Withdrew, & Not Selected (including candidates waitlisted for interviews)
2 nd Round Interviews	Recommended for Hire, Applicant Withdrew, Not Selected (including candidates waitlisted for 2 nd interviews)
New Hire Identified	Disposition all remaining active candidates (*including candidates who applied late in the application process)

- After applicant screening is complete, the Department will disposition and notify **all** candidates who applied within the full-consideration window.
- Dispositioning & Notifications: **Candidates who did not meet all of the minimum qualifications of the role.**
 - Click into the “All Candidates” button.

You are here > Requisition List > Requisition View Back to Requisition List

Professional Writing Consultant II (Part-Time) (ID: 23636)

More Actions

All Candidates 10

Requisition Info Prescreen Alerts Attachments Sourcing Interviews History

Language: English (Base) Edit All Expand All

Logistics

Employment Type

Employment Group Indicator
University Staff

Department Information

Hire Type
Professional

Summary

Status: Open - Unposted

Latest Action: Number of Positions Modified

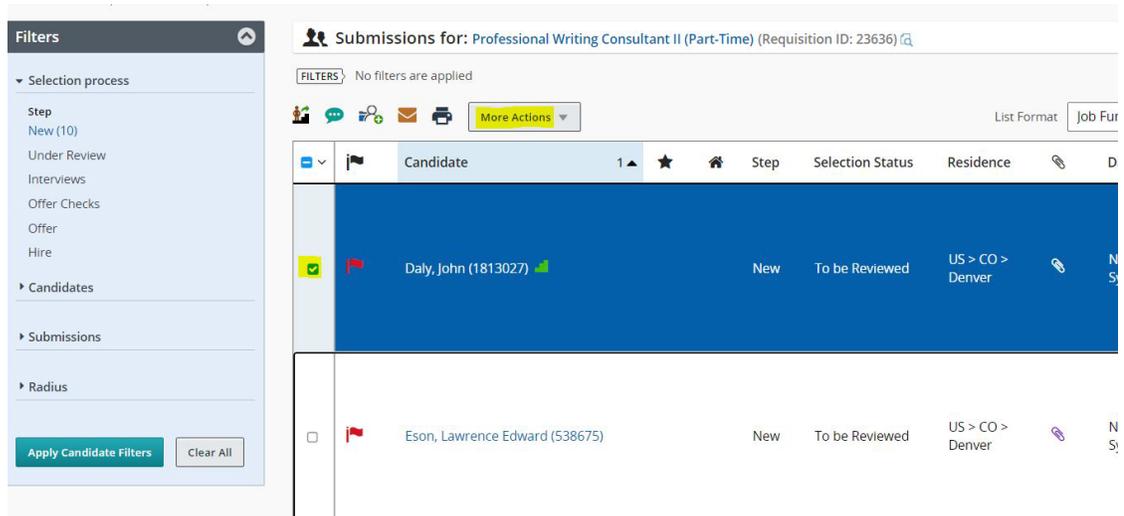
Hired Candidate(s): 0 out of 3

Active Candidates: **10** New candidates: **10**

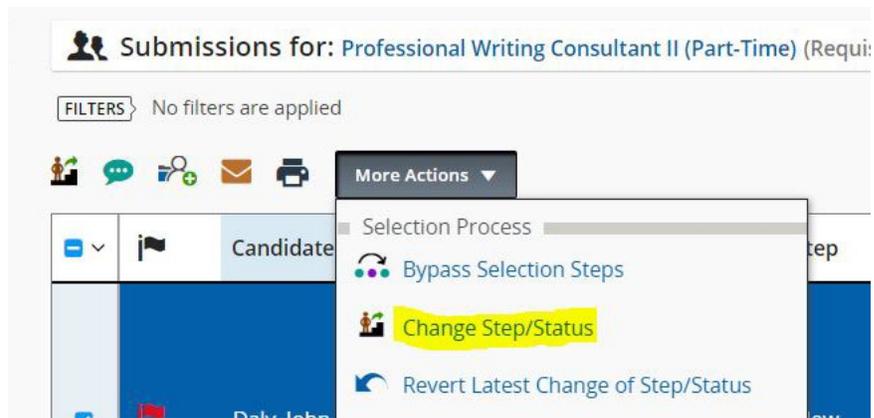
STRUCTURE

- Organization: 30098 -- CLAS-English
- Primary Location: Denver, United States
- Job Field: Academic Services

- Select all candidates who did not meet MQs by checking the box next to their name. Then click the **More Actions** drop down menu.



- Within the drop-down menu select the “Change Step/Status” option.



- Change the Status to “Not Selected”, select the most appropriate Details of Disposition, and check the send correspondence box. Click on the **Apply and Proceed to Next Action** button.

Change Step and Status
✕

Candidate Name
Daly, John(1813027)

Requisition Title
Professional Writing Consultant II (Part-Time) (23636)

Currently in

Step
New

Status
To be Reviewed

➔

Change to

Step
New

Status
 Not Selected*
* = completes the step

Details or Disposition *

- Does not meet min. requirements - Lack of Education
- Does not meet min. requirements - Lack of Experience
- Does not meet min. requirements - Skills/Competencies
- Not eligible to work in this country

Comments

Please enter comments here

Select Other Action

Send Correspondence

Apply and Proceed to Next Action

- The following window will populate. No changes need to be made to this section. Just click **Next**.

Send Correspondence
✕

Candidate Name
Daly, John (1813027)

Current Step
New

Current Status
Not Selected*

Requisition Title
Professional Writing Consultant II (Part-Time)

Send message by:

Email

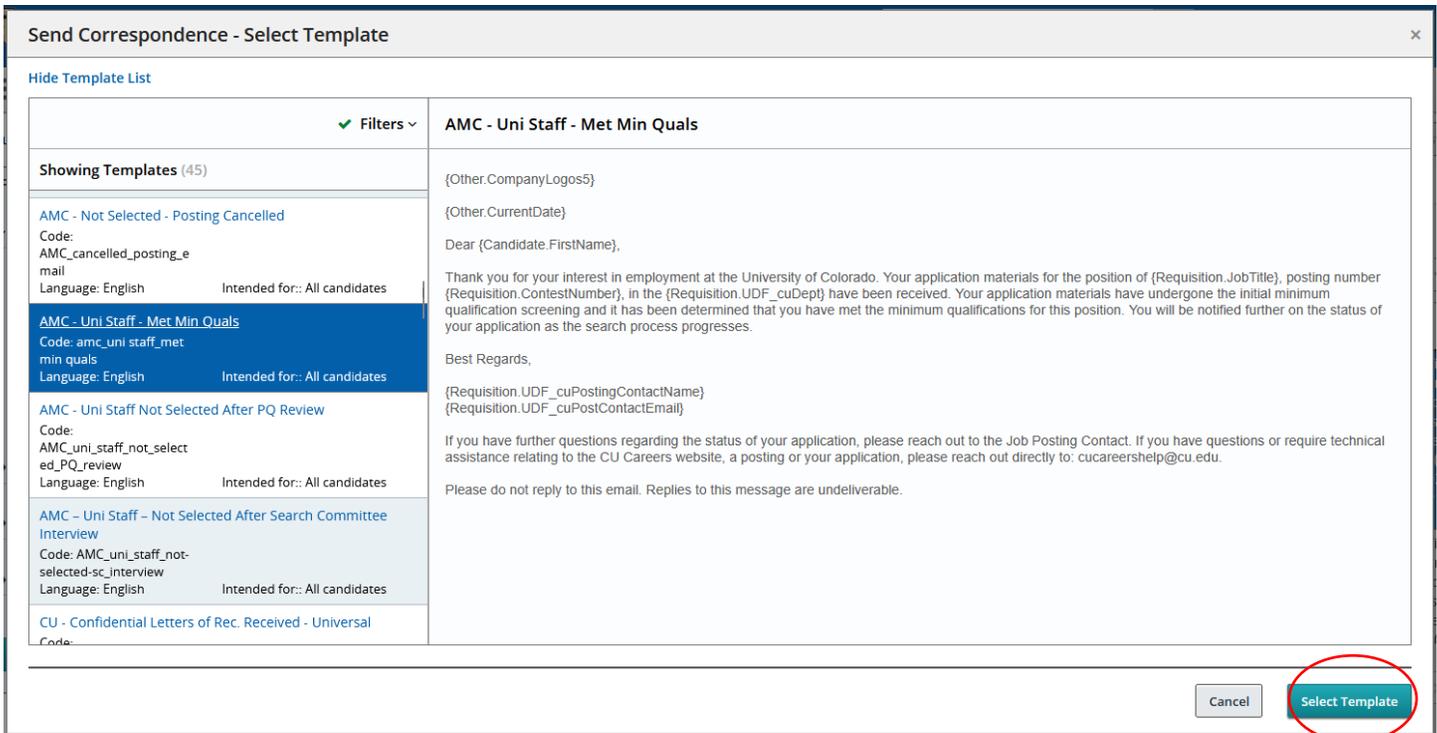
Printed Letter

Write a message

From Scratch
From Template

Next

- Scroll through the options on the left-hand side of the screen and select the following template: “AMC Not Selected: General Notification”. Click the **Select Template** button. *NOTE: Please contact your Talent Acquisition Consultant if you need assistance with candidate inquiries.*



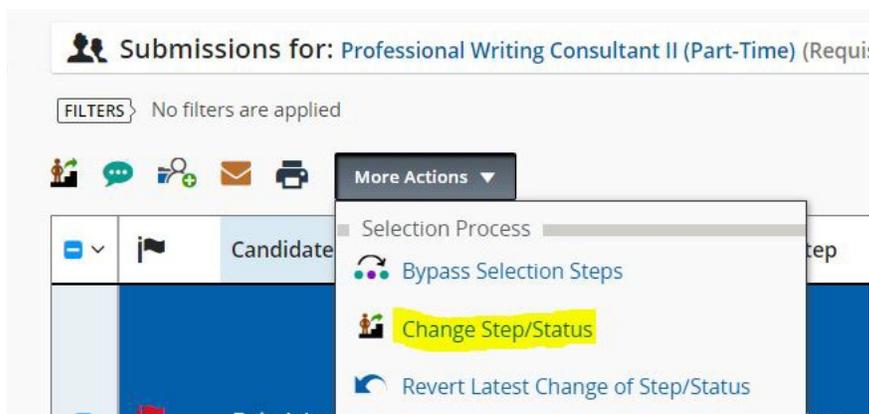
- The system will populate a preview of the notification for your review. If all elements look accurate, click the **Send & Close** button.

Best Practice Tip: Please do not edit the subject line or email message, as the formulas listed will automatically pull information from CU Careers and customize your message for each candidate. Ex. Dear {Candidate.FirstName} will translate to Dear John, when you send the message.

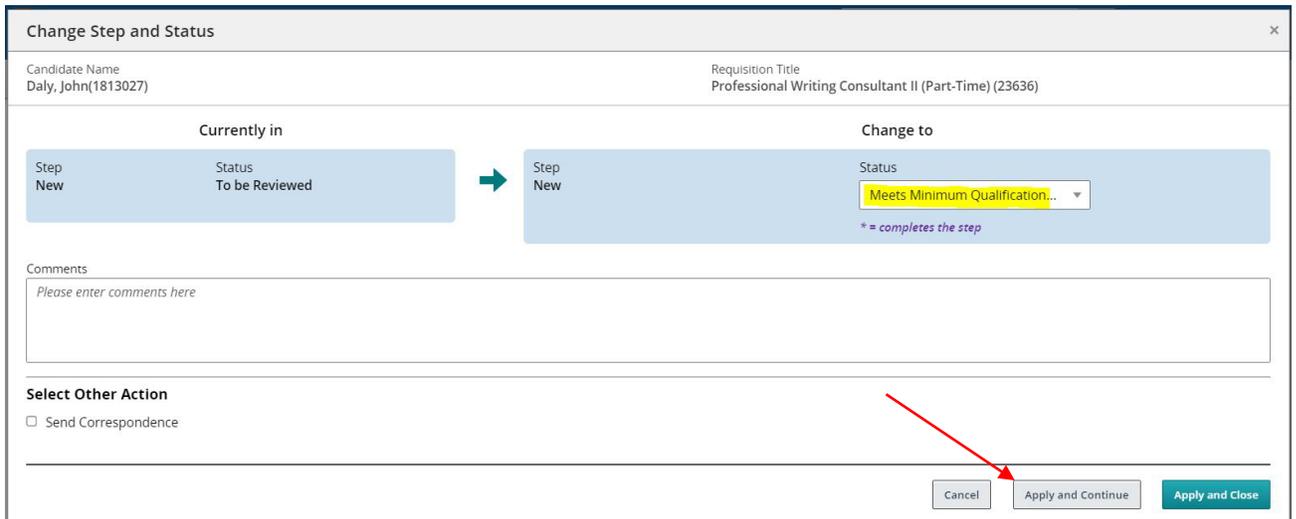
- Dispositioning & Notifications: **Candidates who met all MQs.** *NOTE: Candidates at this point in the recruitment process may be routed into three categories.*

Candidates who meet all MQs, but have not been identified for interviews.

- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Confirm that “Meets Minimum Qualifications” is in the status bar. Then click **Apply and Continue**.



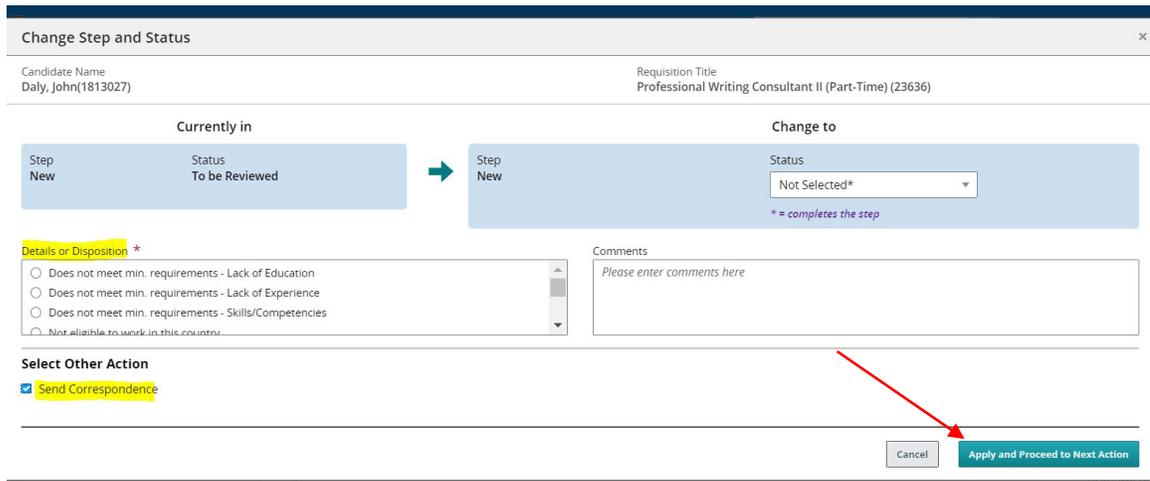
The screenshot shows a web form titled "Change Step and Status". At the top, it displays "Candidate Name: Daly, John(1813027)" and "Requisition Title: Professional Writing Consultant II (Part-Time) (23636)". Below this, there are two main sections: "Currently in" and "Change to".

In the "Currently in" section, the "Step" is "New" and the "Status" is "To be Reviewed". An arrow points to the "Change to" section, where the "Step" is also "New" and the "Status" is a dropdown menu currently set to "Meets Minimum Qualification...". A note below the dropdown states "* = completes the step".

Below the status sections is a "Comments" field with the placeholder text "Please enter comments here". Underneath is a "Select Other Action" section with a checkbox for "Send Correspondence" which is currently unchecked.

At the bottom right, there are three buttons: "Cancel", "Apply and Continue", and "Apply and Close". A red arrow points to the "Apply and Continue" button.

- Change the Status to “Not Selected”, select the most appropriate Details of Disposition, and check the send correspondence box. Click on the **Apply and Proceed to Next Action** button.



This screenshot shows the same "Change Step and Status" form, but with changes. The "Status" dropdown in the "Change to" section is now set to "Not Selected*".

Below the "Change to" section, there is a "Details or Disposition *" section with a list of radio button options:

- Does not meet min. requirements - Lack of Education
- Does not meet min. requirements - Lack of Experience
- Does not meet min. requirements - Skills/Competencies
- Not eligible to work in this country

The "Comments" field remains empty. In the "Select Other Action" section, the "Send Correspondence" checkbox is now checked.

At the bottom right, the buttons are "Cancel" and "Apply and Proceed to Next Action". A red arrow points to the "Apply and Proceed to Next Action" button.

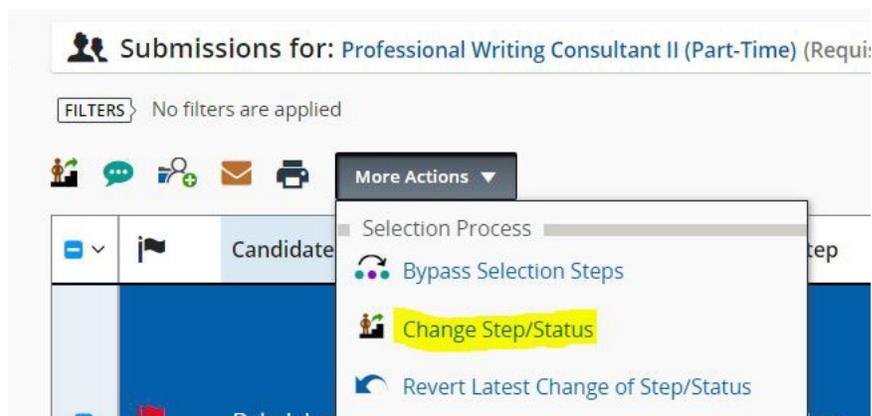
- The following window will populate. No changes need to be made to this section. Just click **Next**.



- Scroll through the options on the left-hand side of the screen and select the following template: “AMC Not Selected: General Notification”. Click the **Select Template** button. *NOTE: Please contact your Talent Acquisition Consultant if you need assistance with candidate inquiries.*
 - The system will populate an example of the notification for your review. If all elements look accurate, click the **Send & Close** button.
9. Dispositioning & Notifications: **Candidates who met all MQs.** *NOTE: Candidates at this point in the recruitment process may be routed into three categories.*

Candidates who meet all MQs and have been waitlisted for interviews.

- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Confirm that “Meets Minimum Qualifications” is in the status bar and check the send correspondence box. Click on the **Apply and Proceed to Next Action** button.

Change Step and Status
✕

Candidate Name
Pepe, Sarah(1942246)

Requisition Title
Professional Writing Consultant II (Part-Time) (23636)

Currently in

Step
New

Status
To be Reviewed

➔

Change to

Step
New

Status

Meets Minimum Qualification...

* = completes the step

Comments

Please enter comments here

Select Other Action

Send Correspondence

Cancel

Apply and Proceed to Next Action

- The following window will populate. No changes need to be made to this section. Just click **Next**.

Send Correspondence
✕

Candidate Name
Pepe, Sarah (1942246)

Current Step
New

Current Status
Meets Minimum Qualifications*

Requisition Title
Professional Writing Consultant II (Part-Time)

Send message by:

Email

Printed Letter

Write a message

From Scratch

From Template

Cancel

Next

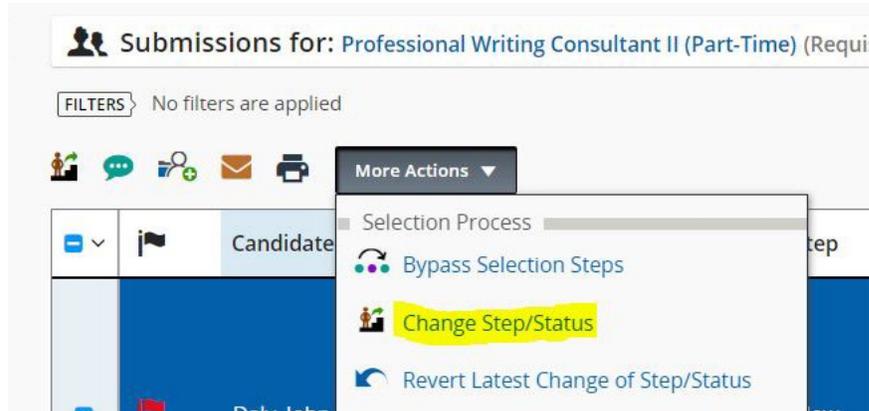
- Scroll through the options on the left-hand side of the screen and select the following template: “AMC Met Minimum Qualifications - University Staff”. Click the Select Template button.
- The system will populate an example of the notification for your review. If all elements look accurate, click the **Send & Close** button.

Best Practice Tip: Once first round interviews have concluded it is best practice that the HRBP notify these candidates of their Not Selected status. Please follow guidance outlined in **Step 8**, to finish the notification and dispositioning process.

10. Disposition Dispositioning & Notifications: **Candidates who met all MQs.** NOTE: Candidates at this point in the recruitment process may be routed into three categories.

Candidates who meet all MQs and have been selected for interviews.

- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Confirm that “Meets Minimum Qualifications” is in the status bar. Then click **Apply and Continue**.

Change Step and Status ✕

Candidate Name: Daly, John(1813027) Requisition Title: Professional Writing Consultant II (Part-Time) (23636)

Currently in	➔	Change to
Step: New Status: To be Reviewed		Step: New Status: Meets Minimum Qualification... <small>* = completes the step</small>

Comments
Please enter comments here

Select Other Action

Send Correspondence

- Change the Status to “Selected for Interviews”. Then click **Apply and Continue**.

Change Step and Status
✕

Candidate Name
Pepe, Sarah

Requisition Title
Professional Writing Consultant II (Part-Time) (23636)

Currently in

Step
New

Status
Meets Minimum Qualifications

➔

Change to

Step

Status

* = completes the step

Comments

Please enter comments here

Select Other Action

Send Correspondence

Cancel

Apply and Continue

Apply and Close

- Change the Status to “Interview”. Then click **Apply and Close**.

Best Practice Tip: Since these candidates will receive an invitation to interview, they will not need to receive a notification from the system.

Change Step and Status
✕

Candidate Name
Pepe, Sarah

Requisition Title
Professional Writing Consultant II (Part-Time) (23636)

Currently in

Step
Under Review

Status
Selected for Interview

➔

Change to

Step

Status

* = completes the step

Comments

Please enter comments here

Select Other Action

Send Correspondence

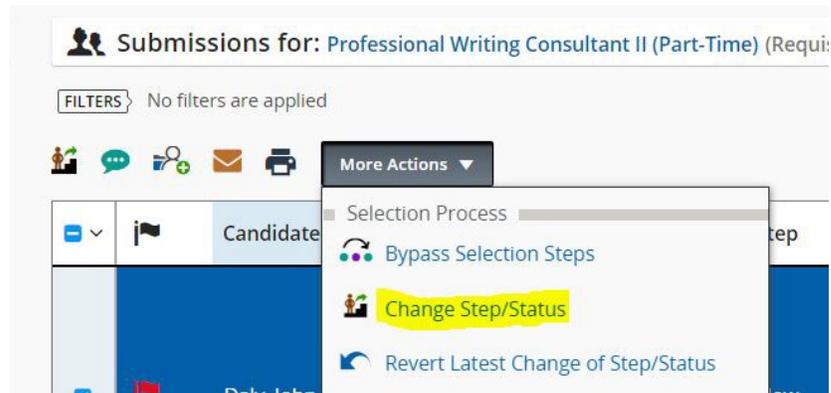
Cancel

Apply and Continue

Apply and Close

11. Dispositioning & Notifications: Candidates who participated in 1st round interviews, but were not referred for 2nd round interviews.

- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Change the Status to “Not Selected” and select the most appropriate Details of Disposition. Then click **Apply and Close**.

Best Practice Tip: Candidates who interview should not receive a template notification from CU Careers. Instead they should receive a personal notification from the Department either over the phone or via email. Please contact Talent Acquisition Consultant with any questions.

Change Step and Status ✕

Candidate Name: Pepe, Sarah Requisition Title: Professional Writing Consultant II (Part-Time) (23636)

Currently in

Step Interviews	Status Interview
--------------------	---------------------

➔

Change to

Step Interviews	Status <div style="border: 1px solid gray; padding: 2px;">Not Selected*</div>
--------------------	--

* = completes the step

Details or Disposition *

- Unsatisfactory employment record
- Position was canceled
- Not eligible to work in this country
- Less Relevant Experience

Comments

Please enter comments here

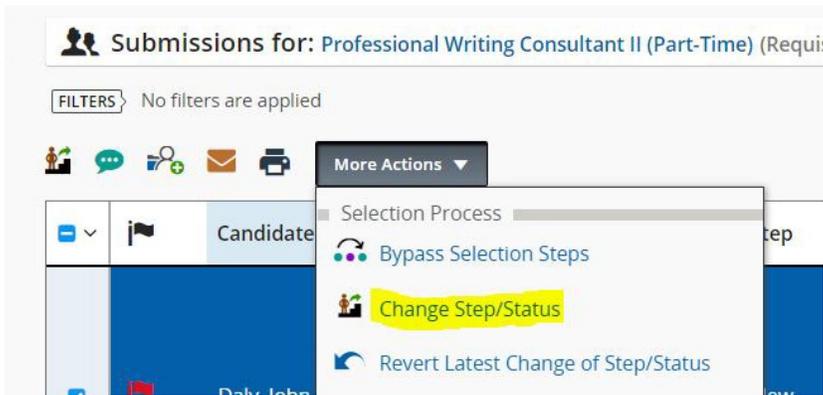
Select Other Action

Send Correspondence

Cancel
Apply and Continue
Apply and Close

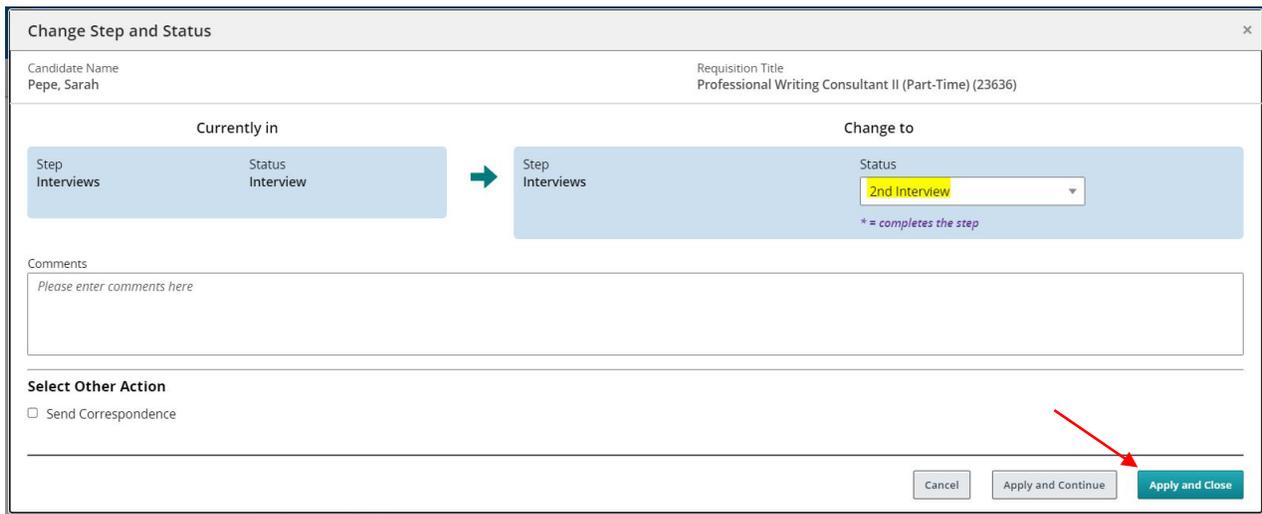
12. Dispositioning & Notifications: Candidates who participated in 1st round interviews and were referred for 2nd interviews.

- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Change the Status to “2nd Interview”. Then click **Apply and Close**.

Best Practice Tip: Since these candidates will receive an invitation to interview, they will not need to receive a notification from the system.



Change Step and Status

Candidate Name: Pepe, Sarah Requisition Title: Professional Writing Consultant II (Part-Time) (23636)

Currently in: Step Interviews, Status Interview → Change to: Step Interviews, Status 2nd Interview

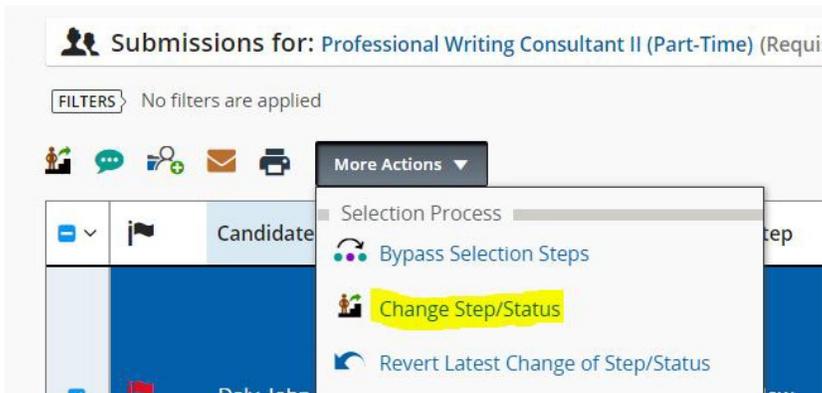
Comments: Please enter comments here

Select Other Action: Send Correspondence

Buttons: Cancel, Apply and Continue, Apply and Close

13. Dispositioning & Notifications: **Candidates who participated in 2st round interviews, but were not selected for the position.**

- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Change the Status to “Not Selected” and select the most appropriate Details of Disposition. Then click **Apply and Close**.

Change Step and Status ×

Candidate Name: Pepe, Sarah Requisition Title: Professional Writing Consultant II (Part-Time) (23636)

Currently in

Step: Interviews Status: Interview

Change to

Step: Interviews Status: Not Selected*

* = completes the step

Details or Disposition *

- Unsatisfactory employment record
- Position was canceled
- Not eligible to work in this country
- Less Relevant Experience

Comments

Please enter comments here

Select Other Action

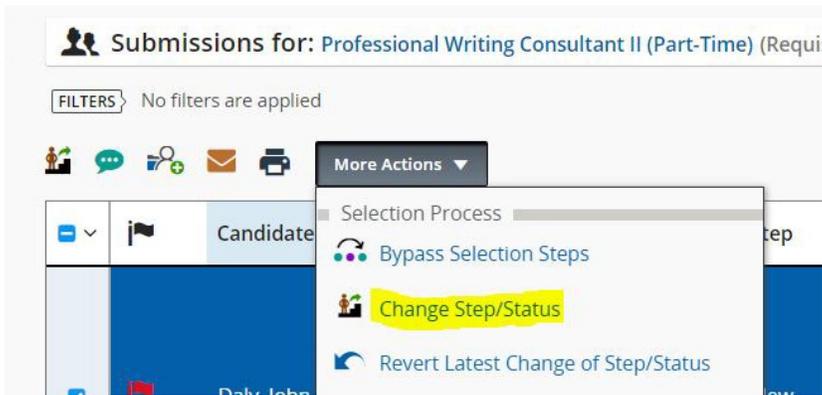
Send Correspondence

Cancel Apply and Continue Apply and Close

Best Practice Tip: Candidates who interview should not receive a template notification from CU Careers. **Instead they should receive a personal notification from the Department over the phone or via email.** Please contact Talent Acquisition Consultant with any questions.

14. Dispositioning & Notifications: **Candidates who applied after the full-consideration deadline or late in the recruitment process.**

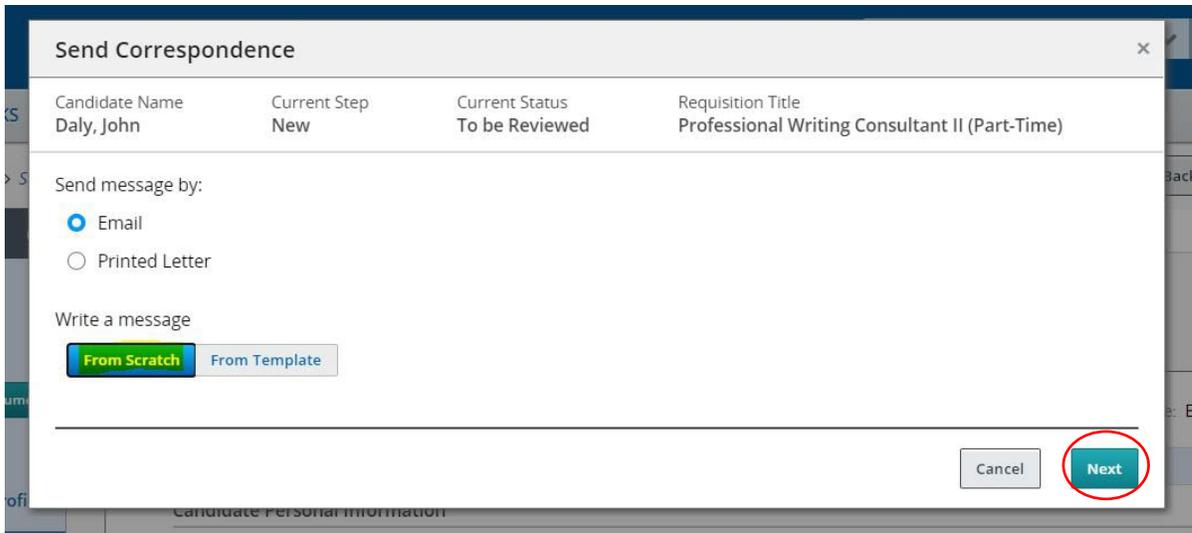
- Select all applicable candidates by checking the box next to their name. Then click the **More Actions** drop down menu.
- Within the drop-down menu select the “Change Step/Status” option.



- Change the Status to “Not Selected”, select the most appropriate Details of Disposition (i.e. Application received past priority deadline), and check the send correspondence box. Click on the **Apply and Proceed to Next Action** button.

- The following window will populate. Since we do not have a saved template for this group, select the “Scratch” option and click **Next**.

Image shows the Send Correspondence menu. On the left hand side, under the Write a Message header, the From Scratch button has been selected. A red circle has been placed around the Next button.



The image shows a 'Send Correspondence' dialog box with the following fields and options:

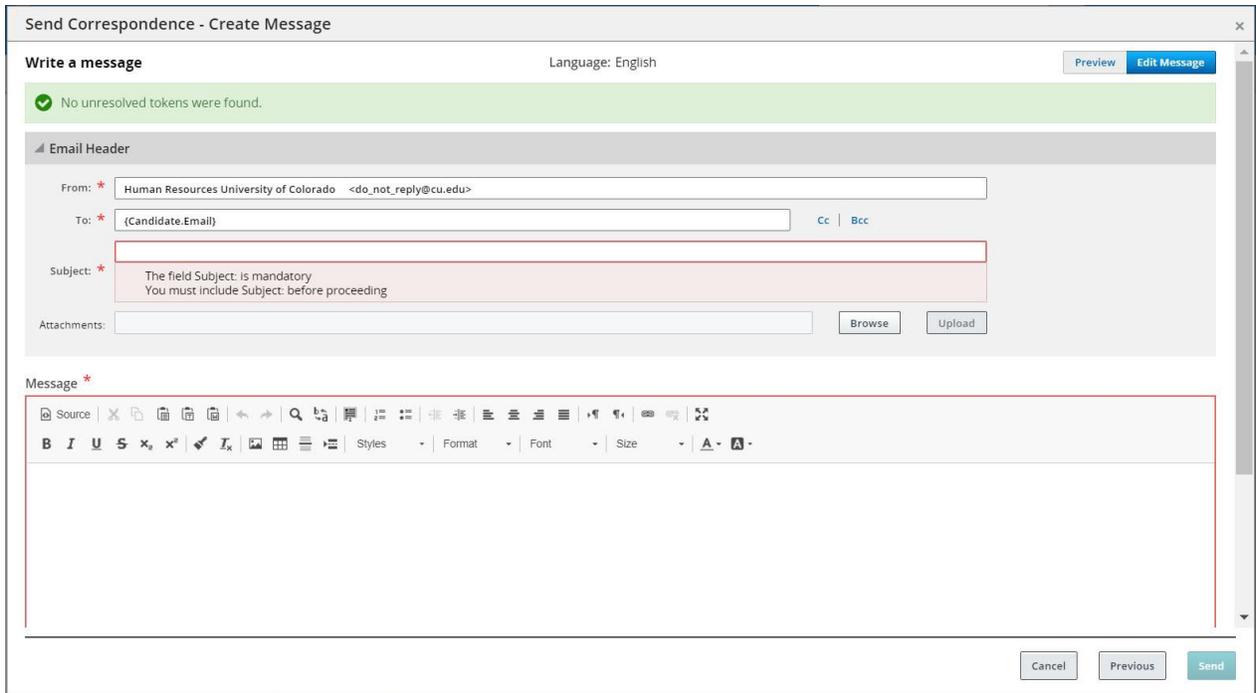
Candidate Name	Current Step	Current Status	Requisition Title
Daly, John	New	To be Reviewed	Professional Writing Consultant II (Part-Time)

Send message by:

- Email
- Printed Letter

Write a message

- The following screen will populate. *NOTE: Our office has created language for the subject line and body of the email. **This information contains formatting and text specific to CU Careers.***



- **Subject Line:** {Requisition.JobTitle} - Applied After Consideration Date or Interviews
- **Body of Email:**

{Other.CompanyLogos1}

{Other.CurrentDate}

Dear {Candidate.FirstName},

Thank you for your interest in the {Requisition.JobTitle} position (Requisition #{Requisition.Number}) with the {Requisition.UDF_cuDept} at the University of Colorado.

Unfortunately, your application arrived after the search committee was already in the process of reviewing and interviewing applicants and we are moving forward with those other candidates.

We wish you success in your current job search and we encourage you to continue to apply for other positions that interest you. To view our current openings, please visit: www.cu.edu/cu-careers.

If you have any questions, please feel free to contact me directly.

Sincerely,

{Requisition.UDF_cuPostingContactName}
 {Requisition.UDF_cuPostContactEmail}

- Once you have completed all required sections, click **Send**.