CAPPS Desk Aid

Interviewing Applicants

Note: This Desk Aid was written to the specifications of CAPPS Central agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

TABLE OF CONTENTS

Interviewing Applicants

Overview

This desk aid guides recruiting users on accessing, scheduling and managing information related to applicant interviews.

The information provided is based on CAPPS' multiagency use of recruiting templates and displays all functionalities available within CAPPS Recruit. Access to the functionalities depends upon the user's assigned security roles and permissions. Contact your agency's Human Resources department with any questions. The benefits of using CAPPS Recruit during the interviewing process include:

- Verifying a job opening has an Open status
- Identifying applicants who are prepared for the interview step
- Determining recruiting users who:
  - Conduct the interview process (users assigned to the Hiring Team as interviewers)
  - Require access to view or update the job opening (e.g., recruiters and hiring managers)

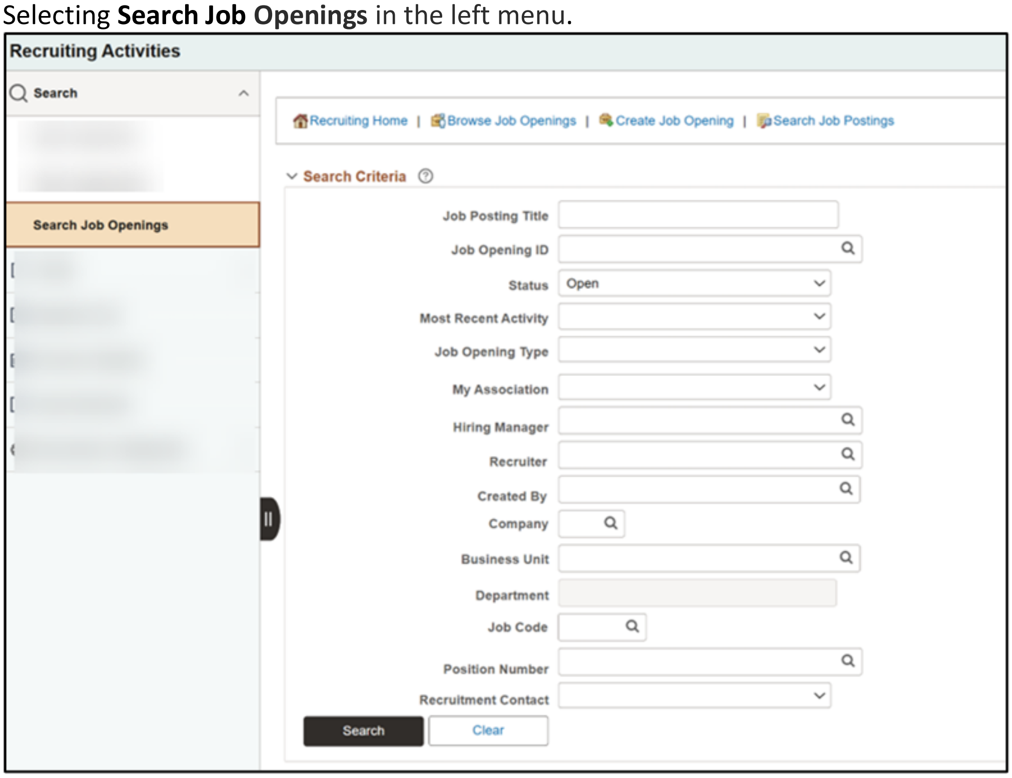
Accessing the Manage Job Opening Page (Interview Information)

The *Manage Job Opening* page serves as the gateway to all applicant-related tasks.

Navigation
Dashboard: Recruiting; **Tile:** Recruiting Activities; Search; Search Job Openings

To view or update interview details, search for the correct *Manage Job Opening* page by:

1. Using the **Recruiting** dashboard and navigate to the **Recruiting** tile.
2. Selecting **Search Job Openings** in the left menu.

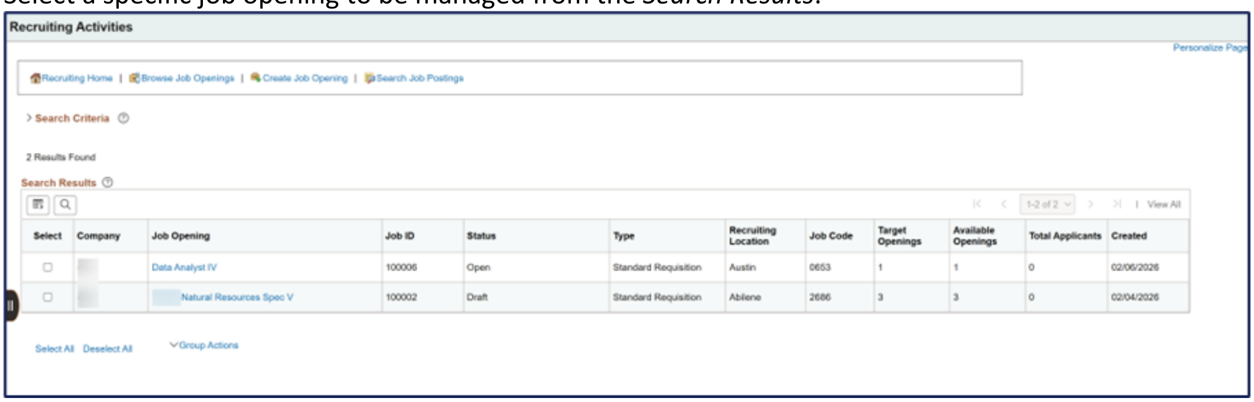


The *Search Job Openings* page displays with various search criteria (fields) available to filter results more precisely. Search criteria:

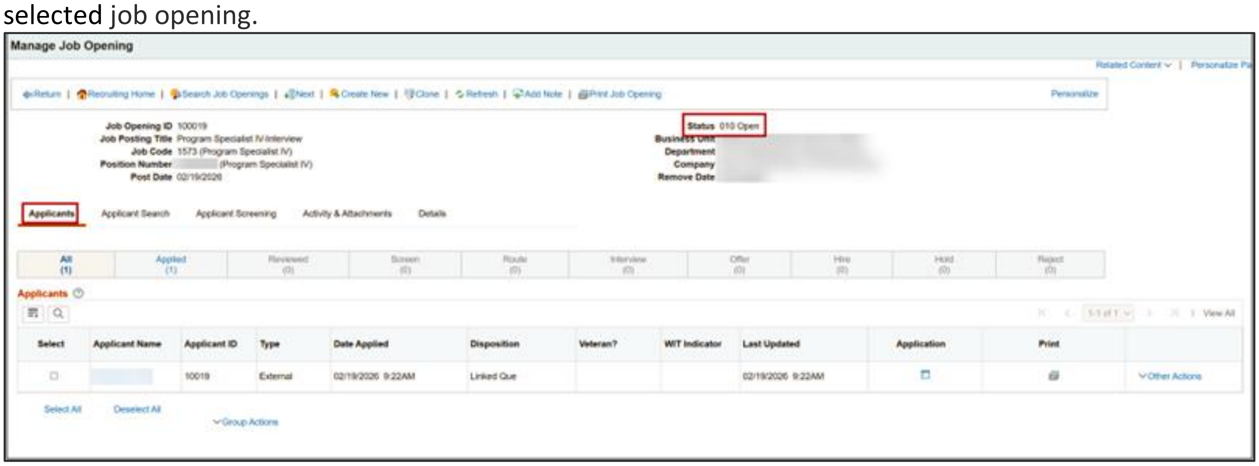
- JOB OPENING ID
- JOB POSTING TITLE
- HIRING MANAGER
- RECRUITER
- STATUS (optional criteria) — defaults to *Open*

> **Note:** Access *Search Criteria* by selecting a job opening from any of the following pages:
> - *Recruiting*
> - *Browse Job Openings*
> - *Manage Applicant*
> - *Manage Application*
> - *Search Applications*

3. Select **Search**.
4. Select a specific job opening to be managed from the *Search Results*.



5. Select a hyperlink in the JOB OPENING column to display the *Manage Job Opening* page for the selected job opening.

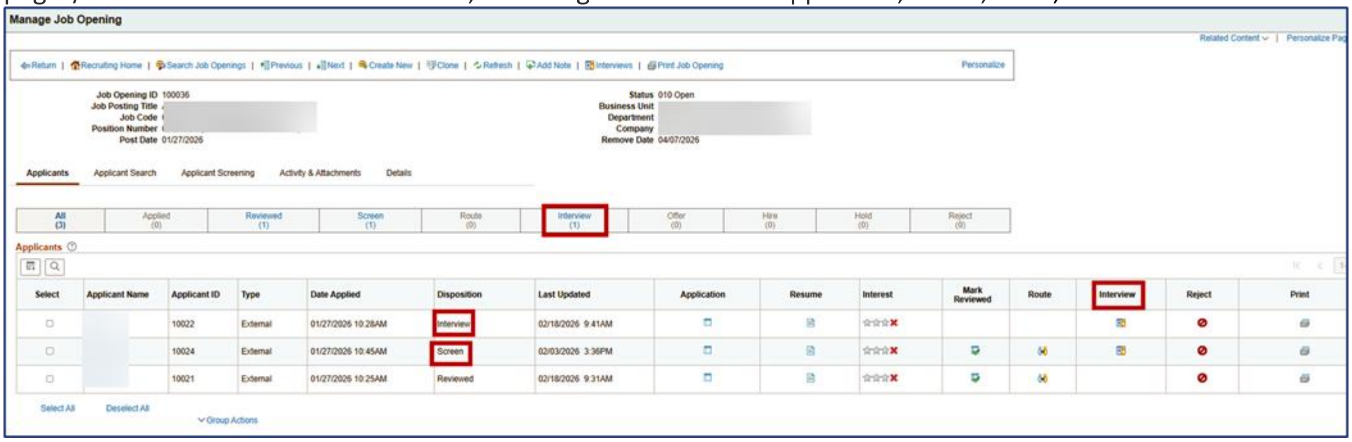


The *Manage Job Opening* page displays the following tabs:

- *Applicants*
- *Applicant Search*
- *Applicant Screening*
- *Activity & Attachments*

Applicants Tab

The *Applicants* tab provides a central location to review applicant data and perform applicant-related tasks. The page displays a grid of fields with control options for each applicant associated with a job opening. The various pages/sections contain relevant details, including the number of applicants, offers, hires, interviews and more.



Note: The current DISPOSITION (status) must be *Screen* or *Interview* to enable interviewing functionality. Interview information is available if:

- An applicant's DISPOSITION is *Screen.*
- The interview icon displays.
  – and –
- The *Interview* page is available.

Managing Interviews Action

Two pages allow access to the managing interviews action and options for viewing read-only interview summaries.

Pages

Interview Schedule

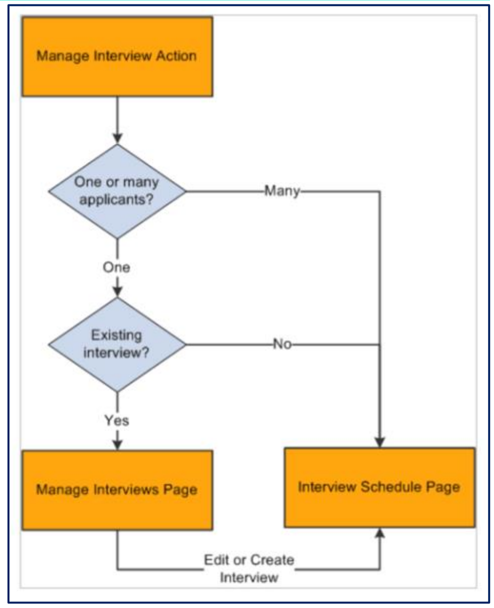
The *Interview Schedule* page displays if:

- The applicant does not have an interview
  – or –
- There are multiple applicants.

The page contains data for one or more applicants for a single job opening. It is used for entering and maintaining detailed information about interviews, including the:

- INTERVIEW STATUS
- TYPE
- DATE
- TIME
- LOCATION
- LIST OF INTERVIEWERS

Manage Interviews



When the *Manage Interviews* action is performed, the *Manage Interviews* page displays if the action was initiated for a single applicant who already has an interview scheduled.

If the applicant does not yet have an interview scheduled or if the action is performed for multiple applicants, the *Interview Schedule* page displays instead.

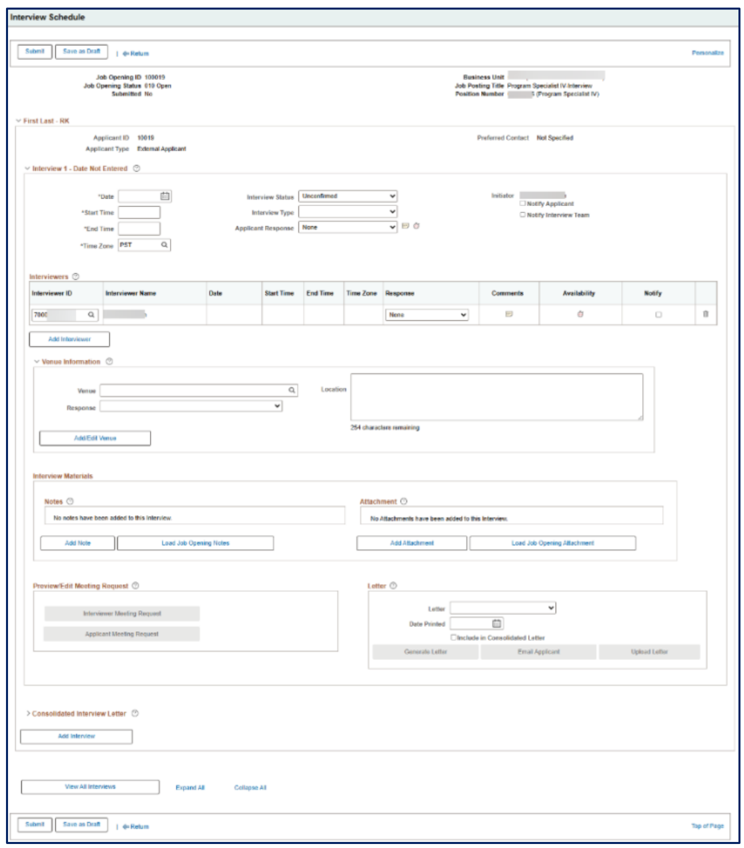
Access the *Manage Interviews* page to:

- View summary information about an applicant's interviews.
- View interview evaluations for a specific job opening.
- View applications for multiple job openings (an error occurs if the selected rows do not all have the same `JOB OPENING ID`).
- Enter the final recommendation regarding the next step for the applicant.

Summaries

Other options for viewing read-only summaries of interviews:

- For an applicant-centered interview summary, navigate to the *Manage Applicant* page and select the **Applicant Activity** tab to access the *Interview Schedule/Evaluation* section.
- For a job-centered interview summary, navigate to the *Manage Job Opening* page and select **Interviews** in the toolbar to access the *Interview Summary* page.
- For a summary of the interviews that you are currently working with on the *Interview Schedule* page, select **View All Interviews** to access the *Interview List* page.



Note: The length of the *Interview Schedule* page can make it difficult to review data for multiple interviews. This summary allows users to check times and interviewers when scheduling interviews with the self-service:

Interview Calendar page — view your personal interview calendar when participating in interviews.

Interview Team Schedule page — view a list of job openings or applicants while on the interview team.

Interview Correspondence

Interview correspondence (e.g., letters, emails and notifications) is optional and:

- Generated from templates that can be altered if necessary.
- Sent to applicants within CAPPS Recruit.
- Accessed when the user enters interview information.

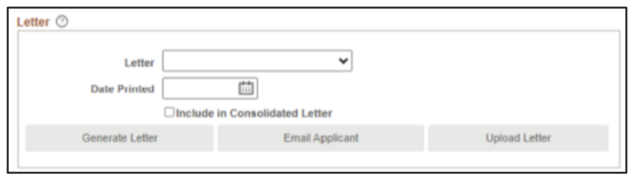
During system generation, a contact note is created for an applicant that includes:

- Letters — generated and uploaded from a local drive.
- Emails — attachments sent with the email.

In the *Letter* section, the user accesses templates to create an interview-specific letter or mark the interview for inclusion in a consolidated letter. An individual interview letter includes details for one interview, while a consolidated interview letter combines the selected interviews for the applicant into a single message. Each template is valid for both scenarios, even when there is only one interview included.

Generating, Uploading and Emailing Letters

Generate interview letters on the *Interview Schedule* page in the *Letter* section.



Interview letters can be generated:

- With a new interview.
- After saving the interview information.

Note: Interview letters remain available even if the user updates the interview information.

Generating and Uploading a Letter

1. Select a LETTER to send to the applicant when an interview is scheduled. Choose from templates in the HRS_INT_LET menu.
2. Select the INCLUDE IN CONSOLIDATED LETTER checkbox to include the interview in a consolidated letter that lists all selected interviews. Selecting this checkbox inactivates interview-specific fields and links to suppress the generation of an individual interview letter.

   Note: If you select this checkbox for any interview, generate the consolidated interview letter using fields in the *Consolidated Interview Letter* section for the applicant.
3. Select **Generate Letter** to generate the letter immediately.
   The system will:
   - Open the generated letter in a new browser window, where you can print or save it locally.
   - Create a note on the *Notes* tab of the *Manage Applicant* page and attach the letter to the note.
   - Attach the generated letter to the email if **Email Applicant** was selected after generating a letter.

   Note: The letter generation process uses saved data, so save changes to ensure that the letter contains the most current information.
4. Review and update the letter.
5. Save the letter to a local drive.
6. Upload the revised version.

   Note: The system enters the current date in the DATE PRINTED field and generates a contact note for the applicant.

Emailing a Letter to an Applicant

1. Select **Email Applicant**.

   > **Note:** If you select **Email Applicant** after generating a letter, the system automatically attaches the modified letter (rather than the original) to the email.

   The *Send Correspondence* page displays and includes the interview letter as an attachment if the user manually generated an interview letter.

2. Enter a `SUBJECT` and `MESSAGE`.

3. Select **Send**.
   The system creates a contact on the *Notes* tab of the *Manage Applicant* page, and the email attachments are saved as contact note attachments.

4. Select **Upload Letter** to upload a saved letter from a local drive as an attachment.
   The system creates a note entry on the *Manage Applicant* page in the *Notes* tab, and the letter is saved as an attachment to the note.

> **Notes:** The upload link is typically used to upload a modified version of the original generated letter. However, it is not necessary to generate a letter before uploading one.

Interview Notifications

The *Interview Schedule* page includes checkboxes to notify applicants and interviewers. The notifications are templates with appropriate text based on:

- The action that triggered the notification.
- If the interview is for an application associated with a job opening or for an application with no job opening.

The system sends notifications to participants when:

- A user submits, resubmits, confirms or cancels an interview.
- Participants' Notify checkbox is selected.
- A participant's appointment status changes (a notification is sent to the interview creator).

Notifications that selected interview participants can receive:

- Email with iCalendar attachment (applicant and interviewers).
- Text-only email notification (applicant and interviewers).
- Candidate Gateway CAPPS Careers (job postings) site notification (applicant only).

The applicant can:

- View notifications in the Candidate Gateway on the *My Notifications* page.
- Select the interview notification for complete interview details.
- Open the iCalendar attachment to add, modify or remove the meeting request entry from their calendar.

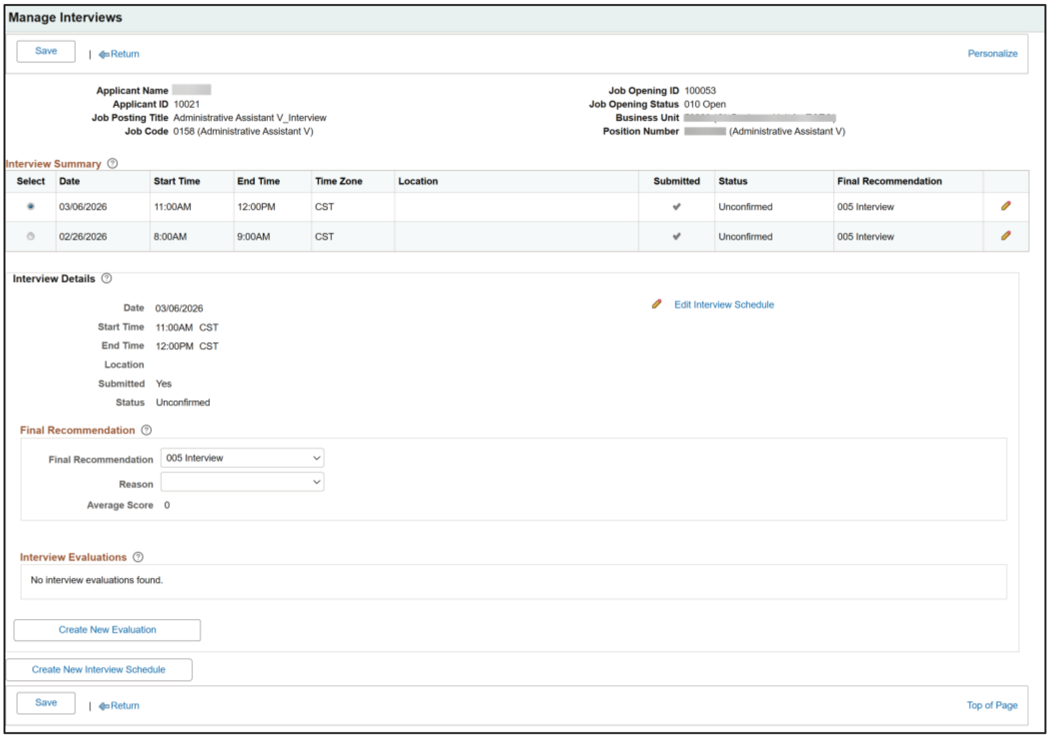
> **Notes:** If an applicant already has an interview notification and a recruiting user makes a change and sends a new notification, the system does not create an additional notification. Instead, the detail page that is accessed from the notification shows the updated interview data. If the applicant deleted the previous interview notification, then the system creates a new one.
>
> The iCalendar attachment email is editable and sent in addition to a standard text-only email notification.

Manage Interviews Page

Use the *Manage Interviews* page to review summary data about existing interviews and evaluations and to enter a final recommendation for an interview. This page can only be used when viewing a single applicant and a single job opening or an application without a job opening.

Navigation

Dashboard: Recruiting; **Tile:** Recruiting Activities; Search; Search Job Openings; Manage Job Opening; Applicants; Interviews; Manage Interviews



Interviews can be managed from any of the following pages:

- *Manage Job Opening* page, *Applicant* tab.
- *Manage Applicant* page; *Applicant Activity* page; *Current Status* section.
- *Search Applications* page.
- *Manage Application* page.

Sections, Fields and Pages

Toolbar

Save

Secures changes to the `FINAL RECOMMENDATION` and `REASON` fields.

Return

Returns to the page where you initiated managing interviews.

Header Section

Displays identifying information about the applicant and the job opening for which the applicant has interviewed.

Interview Summary Section

Lists the applicant's interview details for the specified job opening.

- SELECT — Displays information in the *Interview Details* section.
- DATE — Interview date.
- START TIME, END TIME and TIME ZONE — Indicates interview start and end times and the time zone.
- LOCATION — Interview site.
- SUBMITTED — Displays a checkmark if the interview has been submitted. If the interview has not been saved as a draft or submitted, this field is blank.
- STATUS.
- FINAL RECOMMENDATION — Displays as entered in the *Interview Details* section of the page.

> **Note:** This field is initially blank for unsubmitted interviews. The default value for newly submitted interviews is 005 Interview.

Interview Details Section

Displays information about the selected interview. The interview summary information repeats in this section.

Edit Interview Schedule

Select to access the *Interview Schedule* page to review and edit complete information about the applicant's interviews for the specified job opening.

Final Recommendation Section

- FINAL RECOMMENDATION
  - The drop-down list values are the statuses configured for the *Interview Status* area on the *Recruiting Status and Reason* page.
  - This field is initially blank for unsubmitted interviews.
    - When the interview is submitted, the default status 005 Interview applies.
    - If you use the status change effects and the applicant is currently in a pre-interview DISPOSITION, the system creates a new interview request with this status and changes the applicant's DISPOSITION to **Interview**.
  - When entering a final recommendation for a completed interview, choose a status that indicates the recommended next step in the recruiting process. Options include:
    - 020 Make Offer
    - 100 Hold
    - 110 Reject
    - 120 Withdrawn
    - 130 Withdrawn Application

  > **Note:** Saving changes to this field may trigger additional changes to the applicant's DISPOSITION, depending on how the status change affects configuration.

- REASON (optional) — Select a reason for assigning the selected final recommendation.

  > **Note:** Values are available only if the status entered in the FINAL RECOMMENDATION field has associated reasons.

- AVERAGE SCORE — Displays the average score from all submitted interview evaluations for the interview.

  > **Note:** Unsubmitted evaluations do not affect this calculation.

Interview Evaluations Section

Post-interview, the system adds all scheduled interviewers to this section.

- NAME — Evaluator name
- INTERVIEW RATING — Overall rating by the evaluator.

> **Note:** The rating scale determines the values from the interview evaluation template associated with the job opening.

- INTERVIEW TYPE — Displays as entered on the *Interview Evaluation* page, which can differ from the interview type entered on the *Interview Schedule* page.
- RECOMMENDATION — Evaluator's recommended value.

> **Note:** Values are the same as those available for the FINAL RECOMMENDATION field.

- SCORE —The sum of the scores for each evaluation category.

> **Note:** The evaluation categories and the points associated with each rating on the scale derive from the interview evaluation template for the job opening.

- ACTION — Indicates the status of the evaluation. When applicable, the Action column text has a link to access the *Interview Evaluation* page. Values in this column include:
- Evaluate Applicant
  - Displays when the evaluation has not been started.
  - Access is limited to the current evaluator.
  - Select to open the *Interview Evaluation* page and begin the evaluation.
- Complete Evaluation
  - Displays when the evaluation has been saved but not submitted.
  - Access is limited to the current evaluator.
  - Select to open the *Interview Evaluation* page and continue the evaluation.
- View Evaluation
  - Displays when the evaluation has been submitted.
  - Accessible to all evaluators.
  - Select to open the *Interview Evaluation* page in read-only mode.
- Edit Evaluation
  - Displays instead of View Evaluation.
  - Select to open the *Interview Evaluation* page with edit, delete and return options for the completed evaluation.
- Create New Evaluation — Select to access the *Interview Evaluation* page.

Create New Interview Schedule Page

Select **Create New Interview Schedule** to open the **Interview Schedule** page, which includes a *New Interview* section.

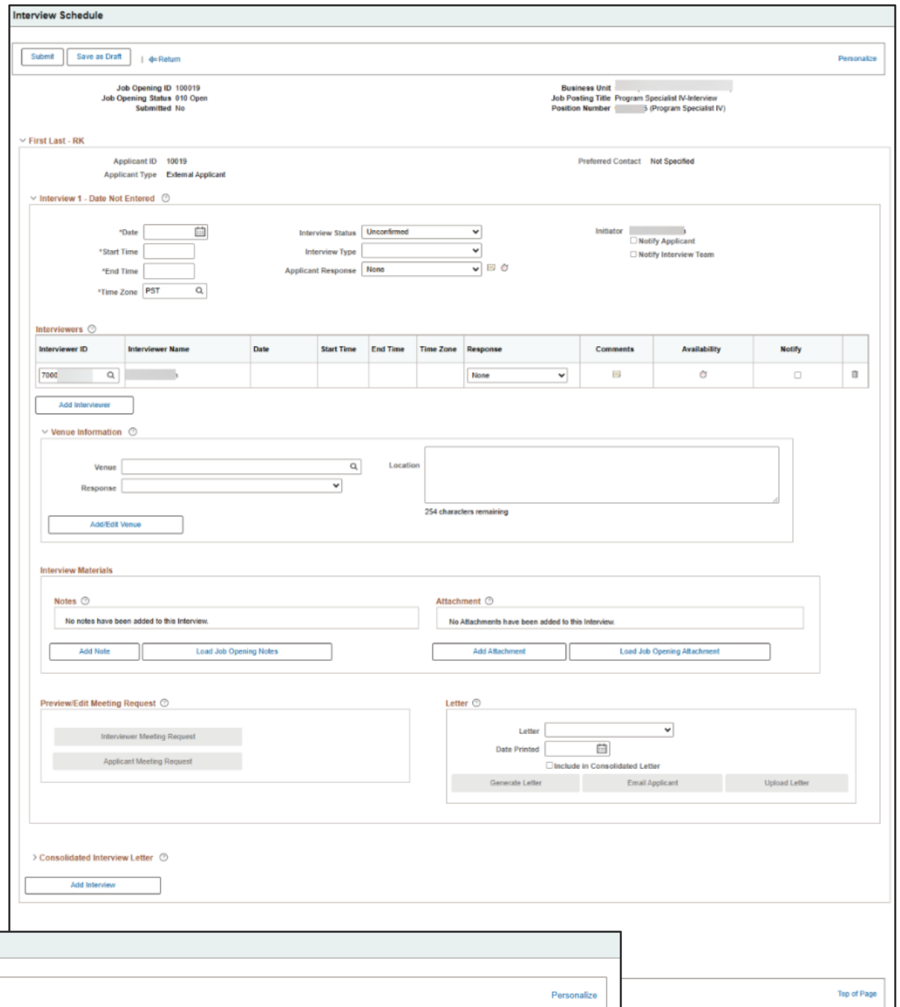
Interview Schedule Page

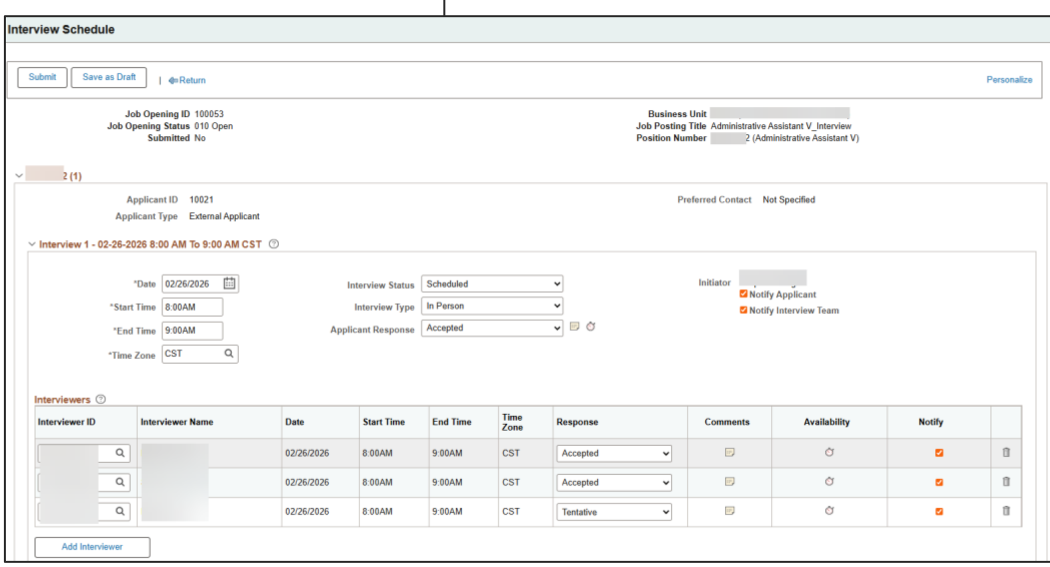
Use the *Interview Schedule* page to schedule applicant interviews and create a consolidated interview letter. The page has collapsible sections for each applicant and interview and is accessible throughout the system from the:

- *Manage Interviews* page
- *Manage Applicant* page; *Applicant Activity* tab (in the *Interview Schedule/Evaluation* section)
- *Select Job Opening for Interview* page
- *Interview Calendar* page
- *Interview Team Schedule* page

To schedule interviews for a group of applicants or for a single applicant with no existinginterviews, use the:

- *Manage Job Opening* page; *Applicant* tab
- *Manage Applicant* page; *Applicant Activity* page; *Current Status* section
- *Search Applications* function
- *Manage Application* function





Collapsible Sections

Controls at the bottom of the page allow users to expand or collapse three sections:

Applicant

- Displays schedules for one or more applicants, depending on how the user accesses the page.
- Contains a collapsible section for each applicant that includes:
  - Section title with applicant name and number of interviews.
  - Applicant ID.
  - Applicant Type: employee, non-employee or external applicant.
  - Preferred Contact.

Interview

A block of time for one applicant, with one or more interviewers. To schedule separate time slots for different interviewers, recruiters must set up multiple interviews.

- *Section Title: Interview Number, Date and time*.
- `DATE` shows when the interview is scheduled.
- `START TIME`, `END TIME` and `TIME ZONE` indicate interview start and end times and the time zone.

> **Note:** These times apply to all interviewers. To schedule different interviewers at different times, create multiple interviews for the applicant.

- `INTERVIEW STATUS` denotes the stage of the interview process:
  - Unconfirmed — initial status for new and reinstated interviews.
  - Scheduled — meeting invitation has been sent.
  - Confirmed — all participants have accepted the invitation.
  - Completed — interview has occurred, and all interview evaluations are done.
  - Canceled — users can cancel interviews by:
    - Updating the status directly (though the change does not take effect until the changes are submitted).
      – or –
    - Selecting **Cancel** at the end of each interview section.

    > **Notes:** All interview data for a canceled interview is read-only.
    >
    > This field is not associated with the *Interview Status* area that is configured on the *Statuses and Reasons* page.

- `INTERVIEW TYPE` indicates the interview format that your organization defined on the *Interview Types* page. (The specific values depend on how your organization classifies interviews.)
- `APPLICANT RESPONSE` records if the applicant selected **Accepted**, **Declined**, did not respond (**None**) or tentatively accepted (**Tentative**).
- `COMMENTS` icon accesses the *Interview Schedule Comments* page to enter applicant-specific comments. (Comments display on the *Interview Details* page that the applicant sees on the Candidate Gateway CAPPS *Careers* page.)
- `AVAILABILITY` accesses the *Interview Schedule* page, which displays all interview dates and times scheduled for an applicant.

> **Note:** This page only displays interview data from CAPPS Recruit.

- `INITIATOR` displays the user who created the interview.

- NOTIFY APPLICANT checkbox sends a standard notification email and an iCalendar attachment when the interview is submitted.

  > **Note:** If the applicant is a registered user of the Candidate Gateway, the system also sends a notification from the Candidate Gateway CAPPS *Careers* page.

- NOTIFY INTERVIEW TEAM checkbox prompts the system to select all of the NOTIFY checkboxes for individual interviewers.

Consolidated Interview Letter

The individual interview sections have separate page elements that can be included in the consolidated letter to provide information to the applicant about multiple interviews.

1. Select **Generate Letter** after the list of the applicant's interviews.
2. Select a template using the following fields:
   - LETTER
   - DATE PRINTED
   - GENERATE LETTER
   - EMAIL LETTER
   - UPLOAD LETTER

   > **Note:** These page elements work similarly to the ones that appear for individual interviews. For consolidated interview letters, however, the system includes data from multiple interviews.

3. Select the EXCLUDE PAST DATED INTERVIEWS checkbox.

   > **Note:** Interviews scheduled for the current date are not considered past interviews.

4. Choose SELECT ALL INTERVIEWS (includes interviews before the current date, which are not considered past) to retain the INCLUDE IN CONSOLIDATED LETTER checkbox.
   – or –
   Choose DESELECT ALL INTERVIEWS to clear the INCLUDE IN CONSOLIDATED LETTER checkbox and make specific interview selections.

   > **Note:** Deselecting past-dated interviews does not occur when selecting the:
   > - EXCLUDE PAST DATED INTERVIEWS checkbox (selecting it only excludes interviews when SELECT ALL INTERVIEWS is selected).
   > - SELECT ALL INTERVIEWS checkbox before selecting the EXCLUDE PAST DATED INTERVIEWS checkbox.
   >
   > To prevent interviews from appearing in the consolidated interview letter, deselect them or select the DESELECT ALL INTERVIEWS checkbox.

5. Select or deselect the INCLUDE IN CONSOLIDATED LETTER checkbox for each interview (optional).
6. Select or deselect the ALL INTERVIEWS CONSOLIDATED LETTER checkboxes for the applicant's displayed interviews.

Noncollapsible Sections, Fields and Pages

Page Elements

The calendar is visible when the following fields in the *Interview* section are hidden:

- INTERVIEW STATUS field.
- NOTIFY checkboxes for the applicant, individual interviewers and the interview team.
- PREVIEW/EDIT MEETING REQUEST field.

Toolbar Section

Submit

- Adds interview schedule.
- Generates notifications for participants whose NOTIFY checkboxes are selected.
- Sets the FINAL RECOMMENDATION field (if the interview was not previously submitted) to the default status for the *Interview status* area, Interview.
  - This field is not viewable on the *Interview Schedule* page.
  - Using the system's statuses and status change effects updates the applicant's disposition to 060 interview (if the applicant is currently in a pre-interview disposition).

> **Note:** This page does not display the interview status selected when submitted. On the pages where it is visible, it is labeled Final Recommendation.

Save as Draft

Saves changes without generating notifications, updating the applicant's disposition or creating calendar meetings.

Return

Discards any unsaved changes and returns to the previous page.

Applicant Section

See the section Collapsible Sections on the *Interview Schedule* page in this document.

Interview Section

See the section Collapsible Sections on the *Interview Schedule* page in this document.

Interviewers Section

Use to identify interviewers who will participate in the interview, including interviewers from the job opening hiring team. Add or remove interviewers using:

- INTERVIEWER ID and INTERVIEWER NAME — Enter employee IDs and select the interviewers. The system populates the INTERVIEWER NAME column.
- DATE, START TIME, END TIME and TIME ZONE — Displays the interview date, times and time zone according to the interviewer's location. Every interviewer is scheduled for the entire block of time.

  > **Note:** To schedule different times for different interviewers, create additional interviews.

- RESPONSE — Records if the interviewer selected **Accepted**, **Declined**, did not respond (**None**) or tentatively accepted (**Tentative**).

- COMMENTS (interviewer) — Select to access the *Interview Schedule Comments* page and enter interviewer-specific comments.

> **Note:** If interviewer-specific comments exist, a comments icon will show on the *Interview Calendar* page.

- AVAILABILITY (interviewer) — Select the icon to access the *Interview Schedule* page and view the interviewer's current schedule.

> **Note:** This page displays only interview data from CAPPS Recruit.

- NOTIFY — Select the checkbox to send an email to an individual interviewer when the interview is submitted, resubmitted or canceled. (The system uses the email addresses from the interviewers' personal data records.)
- **Add Interviewer** — Select the link to add another row to the *Interview Schedule* section. Selecting the NOTIFY checkbox for the new row sends a notification to the newly added interviewer upon submission of the interview.

Venue Information Section

This section is not used in CAPPS Recruit.

Interview Materials Section

Use to add notes and attachments for the interview.

Notes

- Add notes and attachments specific to the interview (not the job opening or applicant).
- Not directly associated with either the job opening or the applicant.

Attachments

Select **Add Attachment** to attach external documents (such as interview scripts) to the interview.

> **Note:** When a file is uploaded, its description defaults to the file name. You can modify it until you save or submit the interview, when the description becomes read-only.

Load Job Opening Attachment and Load Job Opening Notes

Copy selected attachments and notes from the job opening to the interview. Job opening attachments and notes are associated with specific audiences (private, public or interview).

To find job opening attachments and notes:

1. Open the *Manage Job Opening* page.
2. Select the **Activity & Attachments** tab.

> **Note:** When job opening attachments or notes are loaded into the interview, the system copies only the notes and attachments for the interview audience.

Preview/Edit Meeting Request Section

Access the *Interview Request* page to personalize the meeting invitation text. The **Interviewer Meeting Request** and **Applicant Meeting Request** allows interviewers to:

- Review and modify (if necessary) the notification text the system sends to interviewers or applicants.
- Add attachments to the notification.
- Make changes to the interview date, time and location that are automatically reflected in the notification (as long as no changes were made to the default notification).

> **Note:** If you change the interview date, time or location after modifying the notification text, you must update the notification text accordingly.

- Save changes to the default text to prevent the system from updating the text.

Letter Section

See the *Interview Correspondence* section in this document.

Canceling and Reinstating Interviews Section

Cancel Interview

Displays only after an interview has been saved and submitted. Canceling an interview:

- Triggers notifications to participants whose `NOTIFY` checkboxes are selected.
- Prompts the system to change the `INTERVIEW STATUS` to Canceled.
- Changes all fields for the canceled interview to read-only.

Although these changes appear to take effect immediately, you still need to submit or save the interview to complete the cancellation.

> **Note:** Interviews that have evaluations or where the applicant has proceeded past the interview disposition cannot be canceled.

Reinstate Interview

Displays after an interview is canceled, replacing the Cancel Interview option. Select to change the interview status to **Unconfirmed** and make the `INTERVIEW` fields editable again. The system will not allow you to submit a reinstated interview without:

- Changing the interview date or time
  – or –
- Adding or deleting at least one interviewer.

Applicant-Level Actions

At the end of each applicant section and at the bottom of the *Interview Schedule* page, the **Add Interviewer** option adds an interview section for the applicant.

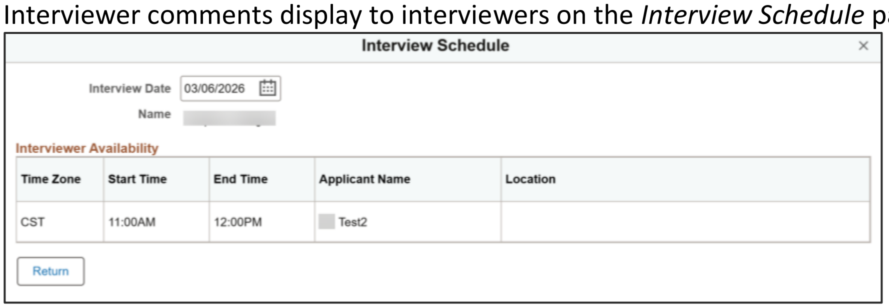
View All Interviews

Select to access the *Interview List* page, which displays a read-only summary of the information on the *Interview Schedule* page.

Interview Schedule Comments Page

Interviewers and applicants can select the `COMMENTS` icon on the *Interview Schedule* page to add interview comments:

- Applicant comments display on the *Interview Detail* page in the Candidate Gateway CAPPS *Careers* page.
- Interviewer comments display to interviewers on the *Interview Schedule* page.

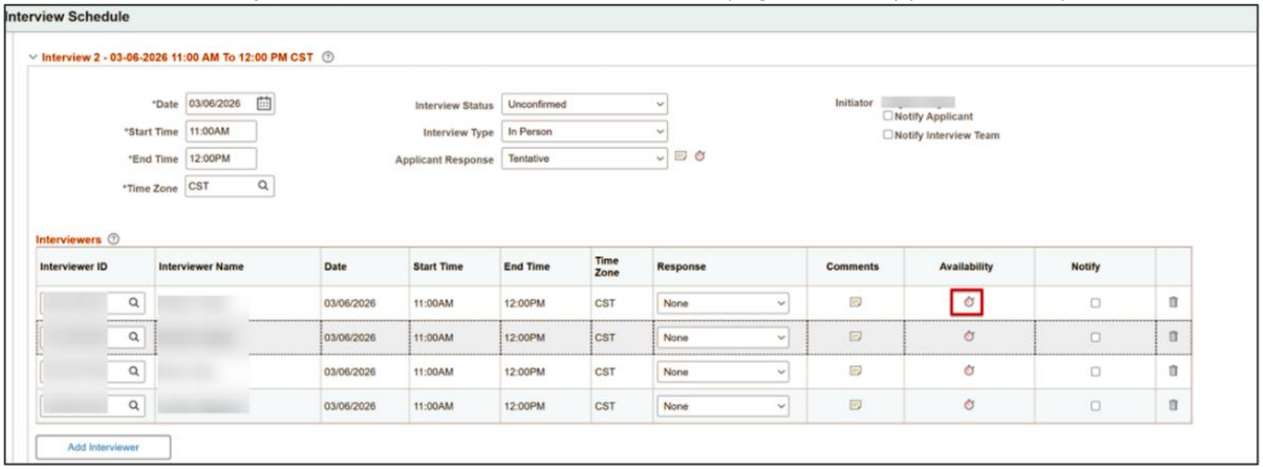


Interview Schedule (Participant Availability) **Page**

Use to view relevant interview schedules.

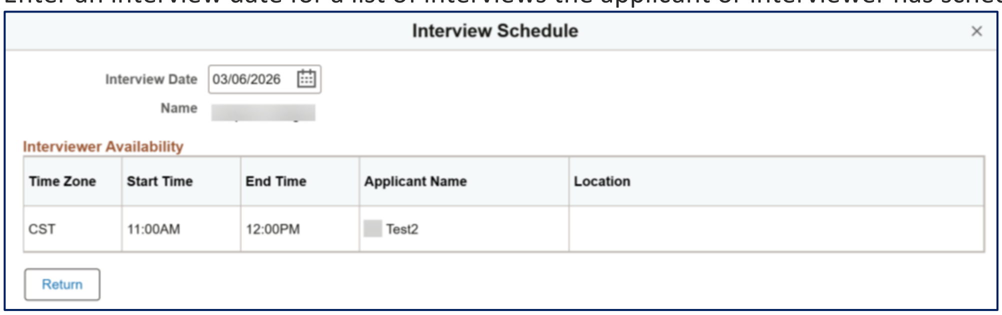
> **Note:** The system does not reference any external calendar tools to determine availability; it relies solely on interview schedules stored in PeopleSoft.

Select the **Availability** (clock) icon on the *Interview Schedule* page for the applicant or a specific interviewer.



– or –

Enter an interview date for a list of interviews the applicant or interviewer has scheduled.



Interview Notes Page

Includes dates, subjects, details and optional attachments.

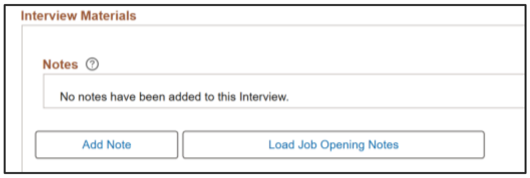
Navigation

Dashboard: Recruiting; **Tile:** Recruiting Activities

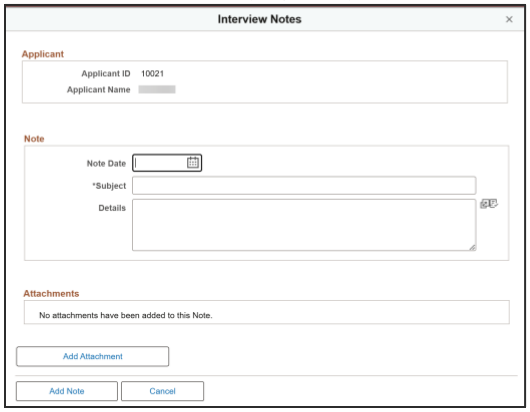
To maintain notes on the *Interview Schedule* page, from *Recruiting Activities*:

1. Select **Search**.
2. Select **Search Job Openings**.
3. Select **Manage Job Opening**.
4. Select **Applicants**.
5. Select **Interviews**.
6. Select **Manage Interviews**.
7. Select **Edit Interview Schedule**.

8. Select **Add Note** to enter a new note.



The *Interview Notes* page displays.



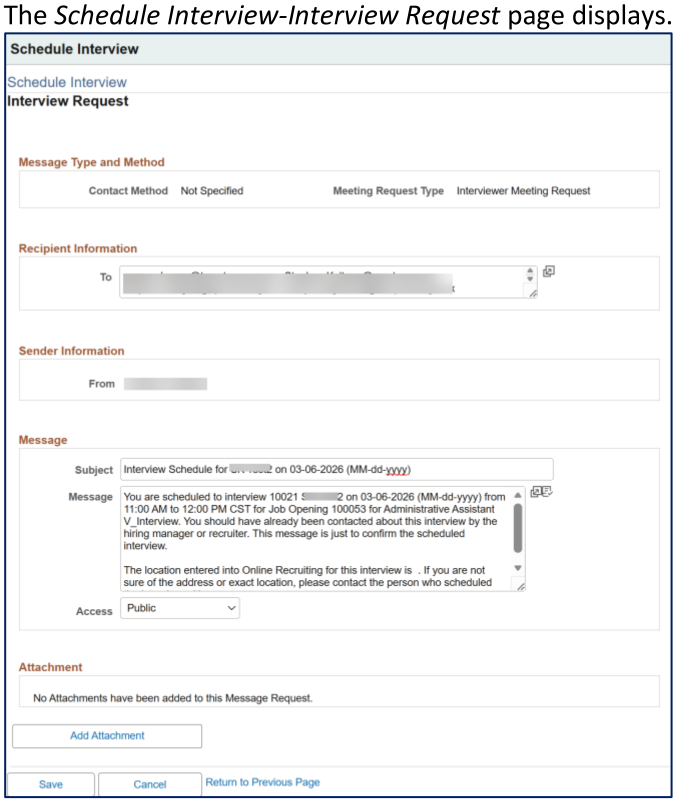
9. Select the **Edit** (pencil) icon to edit an existing note.

Interview Request Page

To review or modify notification text for interviewers and applicants:

1. Select **Interviewer Meeting Request** or **Applicant Meeting Request** on the *Interview Schedule* page in the *Preview/Edit Meeting Request* section.

The *Schedule Interview-Interview Request* page displays.



2. Review the *Subject* and *Message* default text in the *Message* section.
3. Edit the text if necessary.

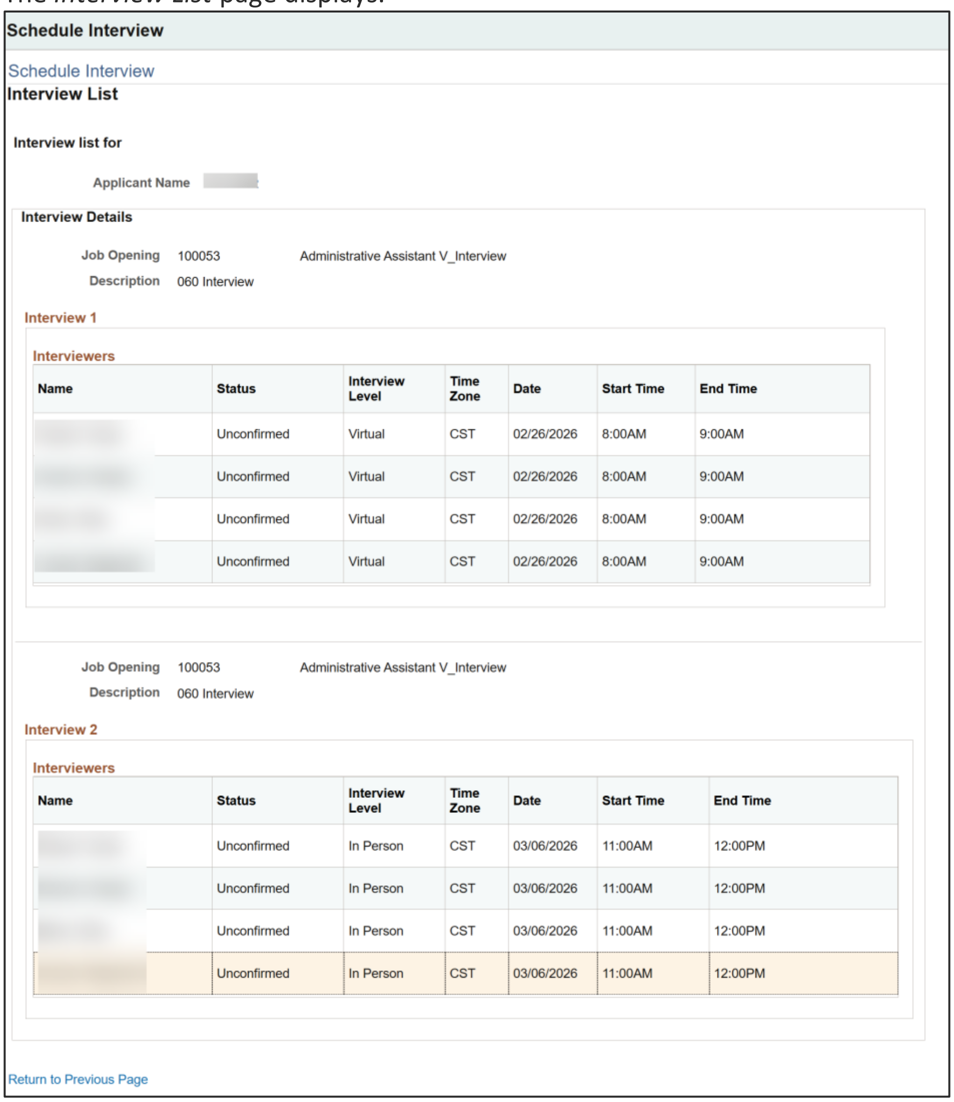
> **Note:** After modifying the notification text, the system will no longer align the notification date and time to the interview date and time. If you change the interview date or time after modifying the notification text, return to this page to make necessary updates.

4. Select **Public** (default status and viewable by all users) or **Private** (only viewable by note creator) for the notification's contact note in the `ACCESS` field drop-down menu.
5. Add attachments as needed (such as a map to the interview location) in the *Attachment* section.
6. Select **Save**.

Interview List Page

To view a compact summary of data from the *Interview Schedule* page, select **View All Interviews**.

The *Interview List* page displays.



Schedule Interview

Schedule Interview

Interview List

Interview list for

Applicant Name

Interview Details

Job Opening 100053 Administrative Assistant V_Interview

Description 060 Interview

Interview 1

Interviewers

Name	Status	Interview Level	Time Zone	Date	Start Time	End Time
	Unconfirmed	Virtual	CST	02/26/2026	8:00AM	9:00AM
	Unconfirmed	Virtual	CST	02/26/2026	8:00AM	9:00AM
	Unconfirmed	Virtual	CST	02/26/2026	8:00AM	9:00AM
	Unconfirmed	Virtual	CST	02/26/2026	8:00AM	9:00AM

Job Opening 100053 Administrative Assistant V_Interview

Description 060 Interview

Interview 2

Interviewers

Name	Status	Interview Level	Time Zone	Date	Start Time	End Time
	Unconfirmed	In Person	CST	03/06/2026	11:00AM	12:00PM
	Unconfirmed	In Person	CST	03/06/2026	11:00AM	12:00PM
	Unconfirmed	In Person	CST	03/06/2026	11:00AM	12:00PM
	Unconfirmed	In Person	CST	03/06/2026	11:00AM	12:00PM

Return to Previous Page

Completing Interview Evaluations

This section provides an overview and instructions for interview evaluations.

Note: Only administrators can update submitted evaluations.

Understanding Interview Evaluations

After an interview, interviewers enter their evaluations on the *Interview Evaluation* page.

Creating an Interview Evaluation

To access the *Interview Evaluation* page:

1. Navigate to either:
   - *Manage Job Opening* page (also available as a group action)
   - *Manage Application* page
   - *Manage Applicant* page
   - *Search Applications*
2. Select **Recruiting Actions** and **Create Interview Evaluation** from the *Other Actions* menu or from the *Group Actions* menu.

Summary Pages

Summary pages include:

- Evaluations that have been started or completed for an interview.
- Links to view existing evaluations.
- Options to create a new evaluation or add additional evaluations.

Summary pages can be found on the:

- *Manage Interviews* page.
- *Manage Application* page in the *Interview* tab.
- *Manage Applicant* page, on the *Applicant Activity* tab, in the *Interview Schedule/Evaluation Section*.

Note: The self-service *Interview Evaluations* page includes only evaluations and interviews in which you are a participant, regardless if you started the evaluation. Since the page lists evaluations for an interviewer rather than for a specific applicant, it does not provide an option to begin new evaluations.

Completing Evaluations

To complete an evaluation, evaluators:

1. Assign ratings for individual evaluation categories.
2. Provide an overall rating and recommendation.
3. Enter comments.

When a user submits an interview evaluation, the system sends a notification to all recruiters and hiring managers for the job opening.

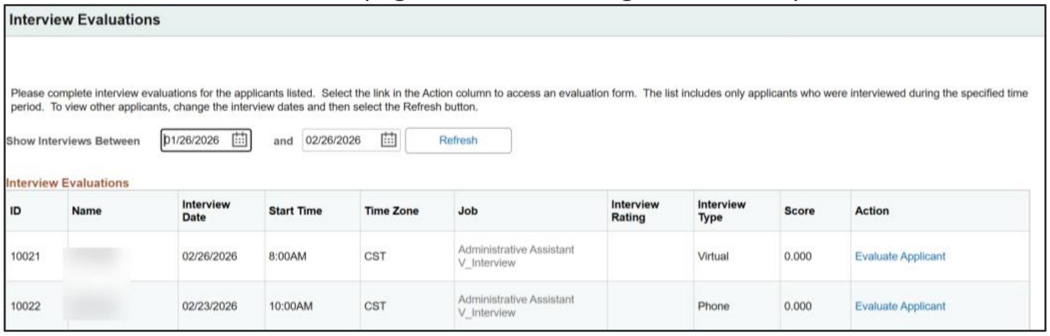
Note: Evaluators cannot make additional changes to submitted evaluations unless an administrator reverses the submission by selecting **Send Back**.

Interview Evaluations Page

Navigation

NavBar: Recruiting; Interview Evaluations

Use the *Interview Evaluations* page to review, manage, create or update evaluations.


Interview Evaluations

Please complete interview evaluations for the applicants listed. Select the link in the Action column to access an evaluation form. The list includes only applicants who were interviewed during the specified time period. To view other applicants, change the interview dates and then select the Refresh button.

Show Interviews Between 01/26/2026 and 02/26/2026 Refresh

Interview Evaluations

ID	Name	Interview Date	Start Time	Time Zone	Job	Interview Rating	Interview Type	Score	Action
10021		02/26/2026	8:00AM	CST	Administrative Assistant V_Interview		Virtual	0.000	Evaluate Applicant
10022		02/23/2026	10:00AM	CST	Administrative Assistant V_Interview		Phone	0.000	Evaluate Applicant

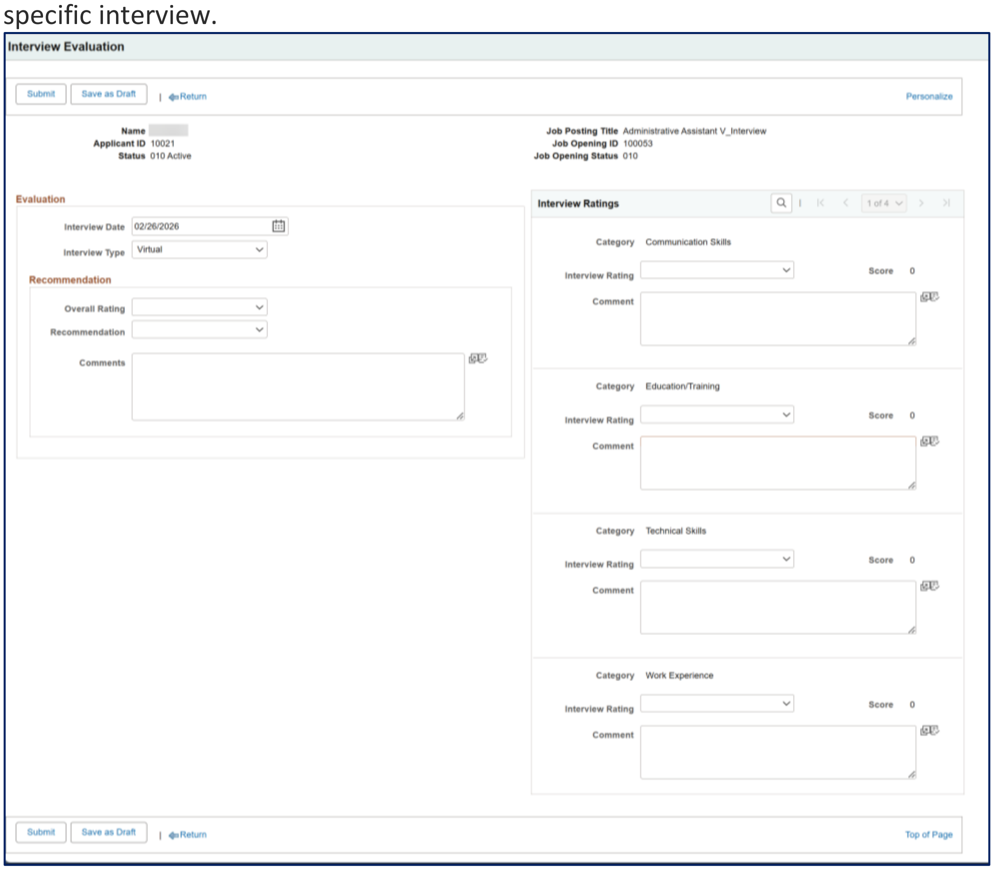
Filtering

Use the following for filtering searches:

- `SHOW INTERVIEWS BETWEEN` — Enter a date range to filter evaluations using the interview date.
- **Refresh** — Select to update the list of evaluations based on the specified date range.

Interview Evaluations Section

This section displays all the user's interviews, along with any evaluations created independently of a specific interview.



The *Action* column displays one of the following links and opens the *Interview Evaluation* page:

- **Evaluate Applicant** — Select to begin the evaluation
- **Complete Evaluation** — Evaluation was saved but not submitted. Select to continue working on it.
- **View Evaluation** — Select to view a submitted evaluation (read-only).

> **Note:** This page allows users to manage a personal list of evaluations but does not allow users to edit completed evaluations.

To create interview evaluations:

1. Navigate to one of the following pages:
   - *Manage Job Opening* (also available as a group action)
   - *Manage Applicant*
   - *Manage Application*
   - *Search Applications*
2. Select **Other Actions**.
3. Select **Recruiting Actions**.
4. Select **Create Interview Evaluation**.

To update or review interview evaluations, access evaluations from the following pages:

- *Interview Evaluations* (list).
- *Manage Interviews* page.
- *Manage Application* page in the *Interview* tab.
- *Manage Applicant* page, on the *Applicant Activity* tab, in the *Interview Schedule/Evaluation Section*.

Toolbar

Previous and Next

Use **Previous** and **Next** to scroll to each applicant being evaluated (available when the page is accessed using a group action on the *Manage Job Opening* page).

Return

Select **Return** to cancel any unsaved changes and return to the previous page.

Toolbar for Evaluators

Submit

Select **Submit** to submit completed evaluations and return to the previous page.

> **Note:** If the user accessed the page using a group action, all evaluations included in the selection must be complete before submitting. The system displays error messages for any missing data.

Save as Draft

Select **Save as Draft** to save work without submitting any evaluations.

Toolbar for Administrator Edits

Send Back

Select **Send Back** to return the evaluation to the original evaluator. Returning an evaluation reverses the evaluation submission; it is as if the original evaluator saved and didn't submit.

Delete

Select **Delete** to delete the evaluation. All data is cleared, and the system displays the page you used to access the evaluation.

> **Note:** The *Interview Evaluation* page no longer displays data for the deleted evaluation. Instead, the `ACTION` column displays **Evaluate Applicant** (text displays when no evaluation data exists).

Edit

Select **Edit** to alter a submitted evaluation.
The administrator can:

- Update the original evaluator's ratings, recommendations and comments.
- Select **Edit Evaluation** to access a submitted evaluation.
  The page changes to editable mode and:
  - **Send Back** and **Delete** disappear.
  - **Save** displays.
  - EDITED BY, DATE EDITED and EDIT EVALUATION COMMENTS fields display in an *Edit Evaluation* section.

Save

Select **Save** to save the updates/changes, send the modified evaluation back to the original evaluator and return to the previous page.

> **Note:** Sending an evaluation back reverses the submission; it is as if the original evaluator saved it without submitting it. Therefore, after saving, the administrator cannot access the evaluation until the original evaluator resubmits it.

Header Section

- NAME AND APPLICANT ID
- STATUS — Displays the applicant's overall status (not the applicant's disposition).
- JOB POSTING TITLE and JOB OPENING ID — Display identifying information about the job opening.

  > **Note:** All evaluations require a job opening (or an application with no job opening). You cannot enter a general evaluation of the applicant across all applications.

- JOB OPENING STATUS — Displays the current status.

Evaluation Section

The following fields can be overridden:

- INTERVIEW DATE — The default is the applicant's most recent interview date (if you create a new evaluation without a specific interview).
  – or –
  The current date (if no interview is scheduled).
- INTERVIEW TYPE — The default populates from the interview schedule when a user creates a new evaluation for a specific interview.

> **Note:** It is not necessary to keep the interview type the same in the interview evaluation and the interview schedule.

Recommendation Section

- OVERALL RATING — Enter a rating by selecting a value defined on the *Interview Evaluation Ratings* page.
- RECOMMENDATION — Enter a recommendation from the available statuses.
- REASON — Indicates if the selected recommendation requires a reason. If enabled, available values are reasons associated with the recommended status.
- GENERAL COMMENTS — Enter text comments to support the overall recommendation.

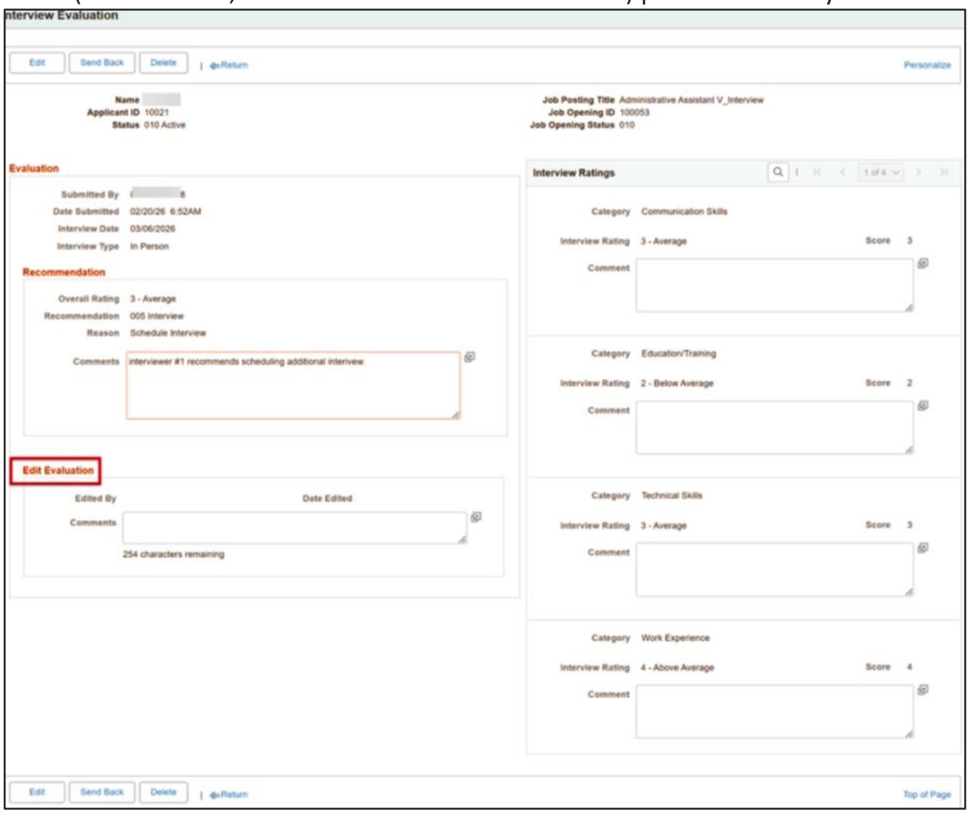
Interview Ratings Section

- CATEGORY — Lists the rating categories that are associated with the interview.
- INTERVIEW RATING
- SCORE — Displays the score associated with the selected rating.
- COMMENT — Enter an evaluation comment for the specified category.

Edit Evaluation Section

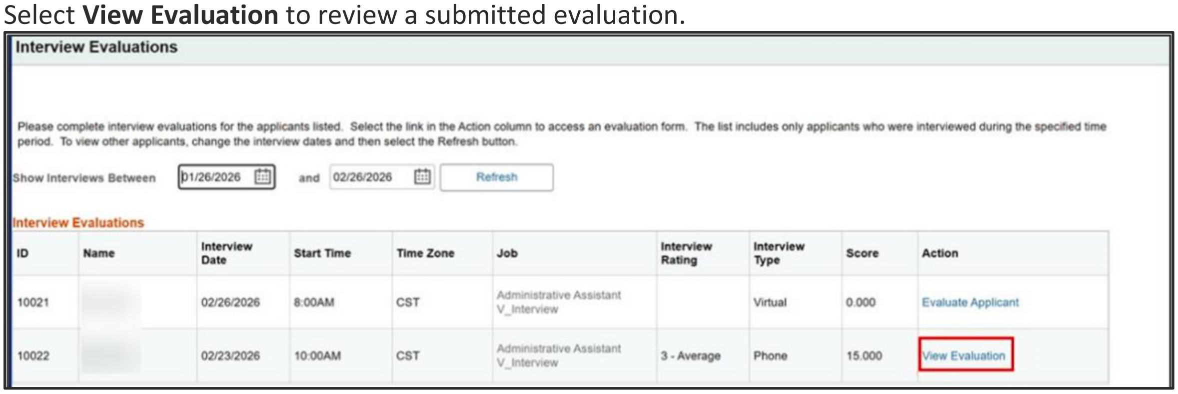
Displays when an administrator accesses the page in administrative update mode (by selecting **Edit Evaluation** on the *Interview Evaluation* page).

If the administrator saves changes, the fields remain visible to anyone who views the evaluation. These fields (EDITED BY, DATE EDITED and COMMENTS) provide the only audit trail for modified evaluations.

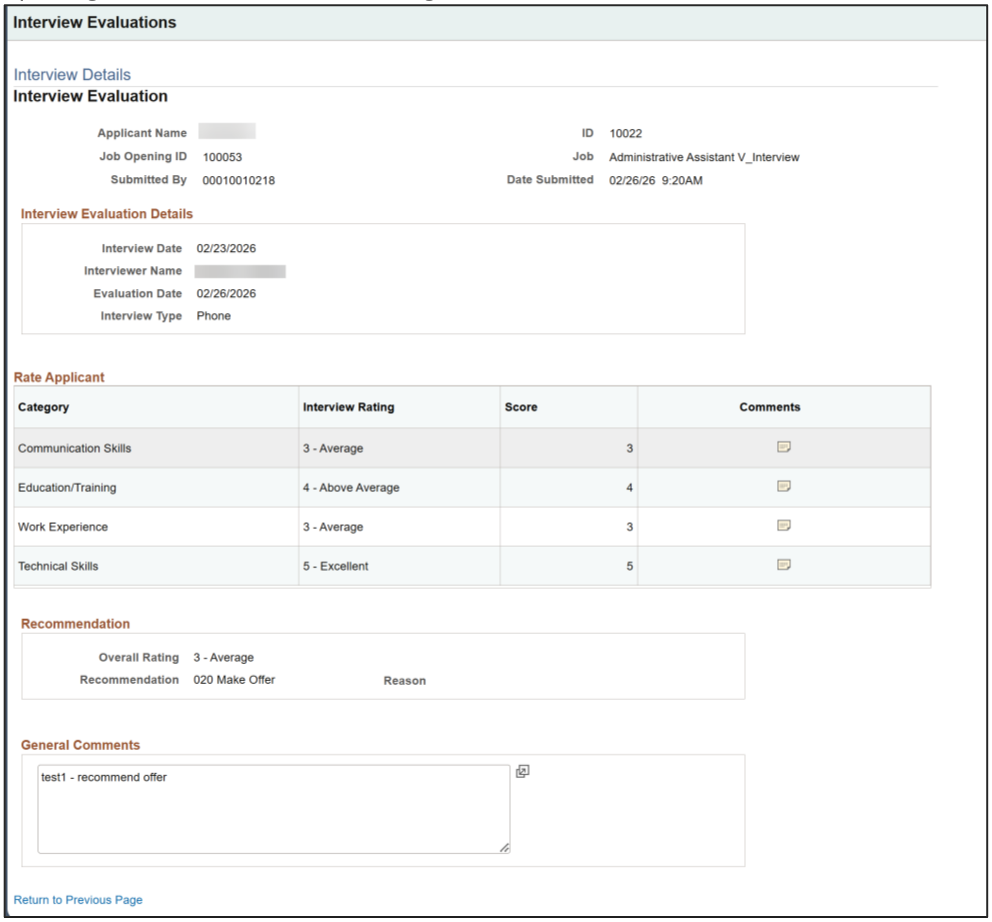


Interview Evaluation Page (Read-Only)

Select **View Evaluation** to review a submitted evaluation.



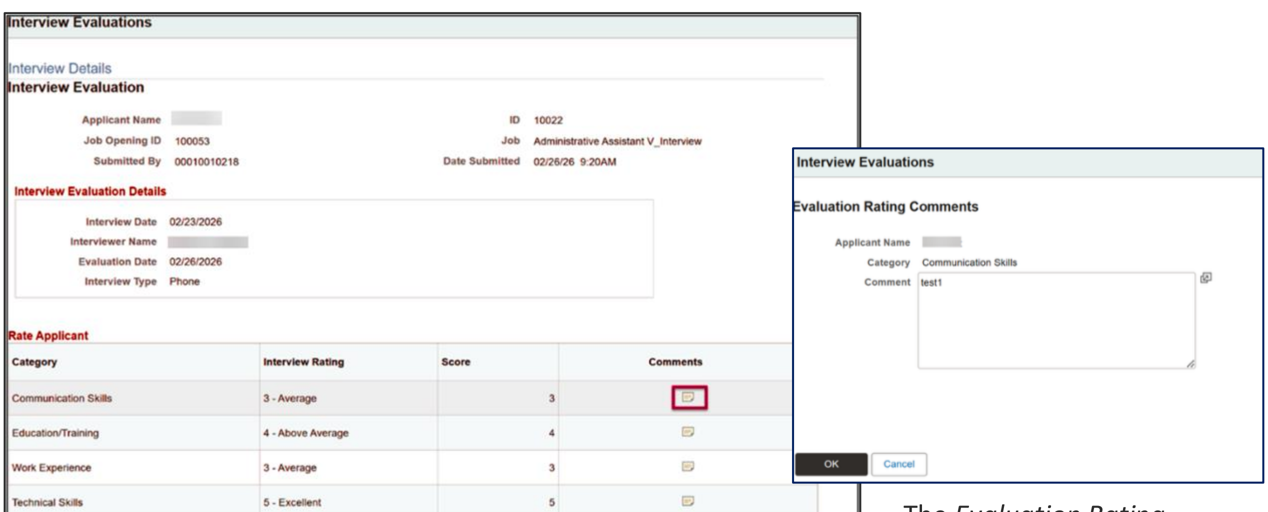
When selected, the read-only *Interview Evaluations* page displays information about the applicant, job opening, interview, evaluator, ratings and overall recommendation.



Note: Select the Comments icon to view comments for specific evaluation categories.

Evaluation Rating Comments Page

Use to view evaluator comments for a specific evaluation category by selecting the Comments icon on the read-only *Interview Evaluations* page.



The *Evaluation Rating Comments* page displays.

Finalizing Interviews and Sending Evaluation Reminders

This topic provides an overview of interview evaluation reminders and describes the process for sending them.

Interview Finalization and Evaluation Reminders

The Interview Evaluation Reminder Application Engine process:

- Applies the *Completed* interview status when all past interview evaluations are complete.
- Can send a notification to interviewers who have not submitted past interview evaluations.

The *Run Control* page for the process includes a checkbox to enable the optional task of sending reminders.

Specify a date range to prevent the system from processing every interview. Enter actual dates or the number of days from the current date.

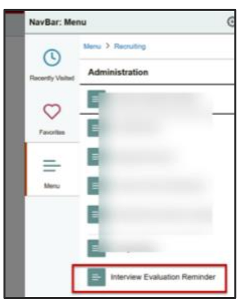
> **Note:** Entering a final recommendation for the interview is a separate task. Enter it on the:
> - *Manage Interviews* page.
>
>   **– or –**
> - *Manage Application* page, using the *Interview* tab.

Interview Evaluation and Finalization Page

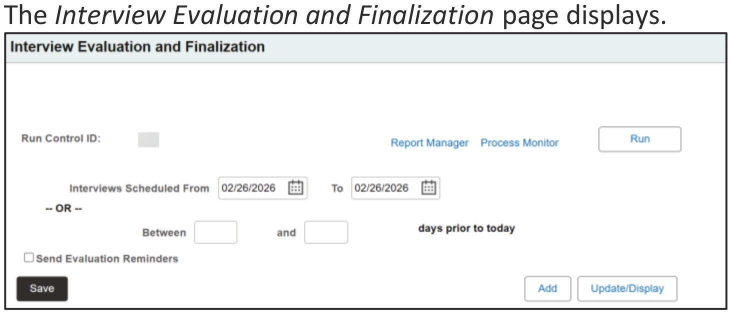
Use to run a process for marking interviews complete and send optional interview evaluation reminders.

Navigation

NavBar: Recruiting; **Menu:** Administration; Interview Evaluation Reminder



The *Interview Evaluation and Finalization* page displays.



Fields

- INTERVIEWS SCHEDULED FROM and TO — Enter specific dates when processing interviews.
- BETWEEN <NUMBER> AND <NUMBER> DAYS PRIOR TO TODAY — Enter a number in each field to determine the total number of days for processing interviews. For example, enter **1** and **7** to process interviews scheduled for one to seven days before the process runs. Use only if you do not enter specific dates in the INTERVIEWS SCHEDULED FROM and TO fields.
- SEND EVALUATION REMINDERS — Select the checkbox to send reminder notifications to interviewers who have not completed interview evaluations. Deselect this checkbox to skip reminder processing.

Reminders

Reminders are:

- Sent if the interview is in the past.
- Not sent if the interview is canceled.
- Not sent to interviewers who decline the interview.

> **Note:** The Interview Evaluation Reminder process always applies the Completed status to completed interviews that it processes. There is no option to deactivate this part of the process.

Reviewing Interview Schedule Pages

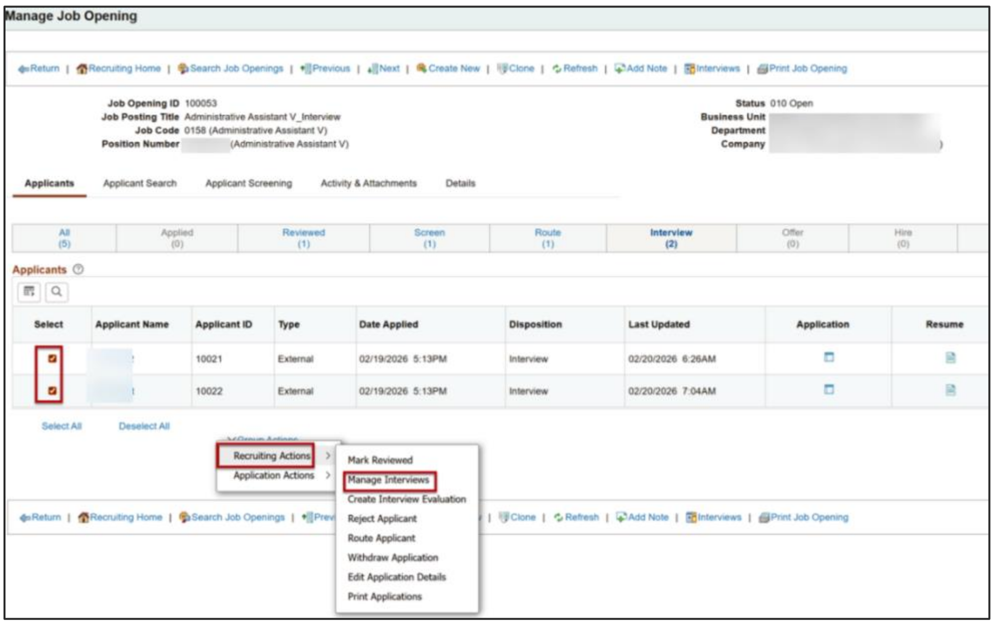
This topic discusses how to review personal and team interview schedules.

Interview Summary

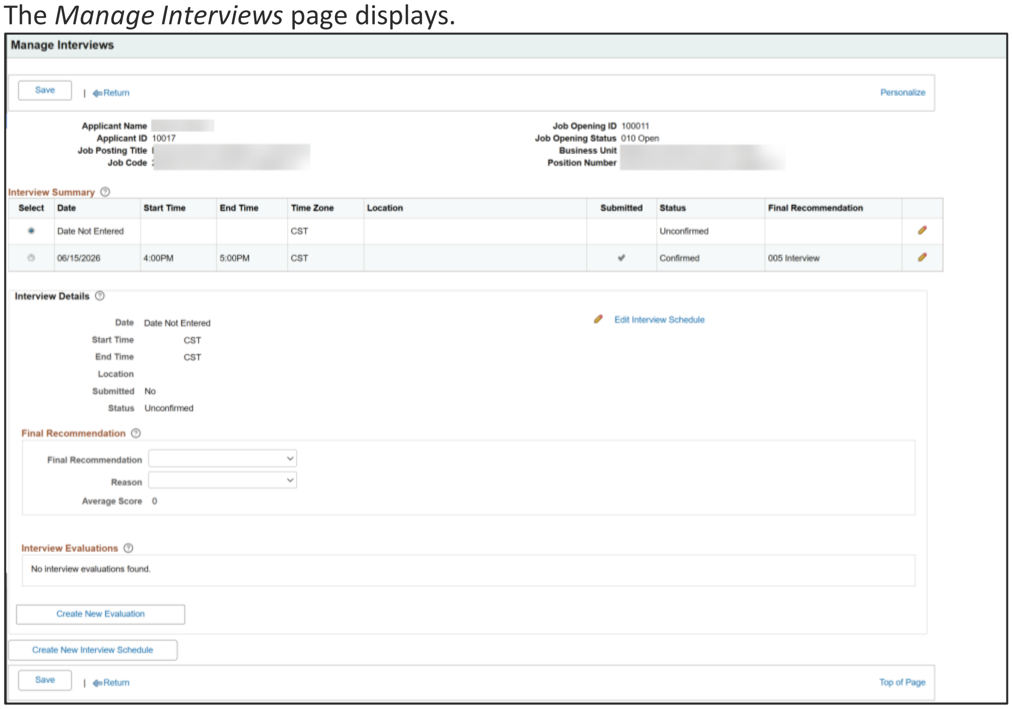
Navigation

Navbar: Manage Job Opening; Group Actions; Recruiting Actions; Manage Interviews

To review all interviews that were scheduled for a single job opening (including draft interviews that were not submitted), on the *Manage Job Opening* page, select *Interviews* in the toolbar — this option is visible only if interviews have been scheduled for the job opening.



The *Manage Interviews* page displays.



Interview Calendar

Use the *Interview Calendar* page to see a weekly interview schedule.

Navigation

Dashboard: Recruiting; **Tile:** Today's Interviews, Calendar, Self Service Recruiting; Interview Calendar

– or –

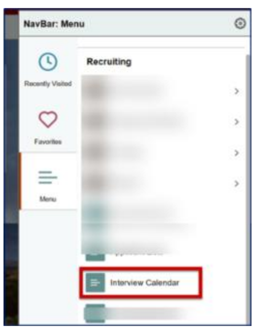
NavBar: Recruiting; Interview Calendar

– or –

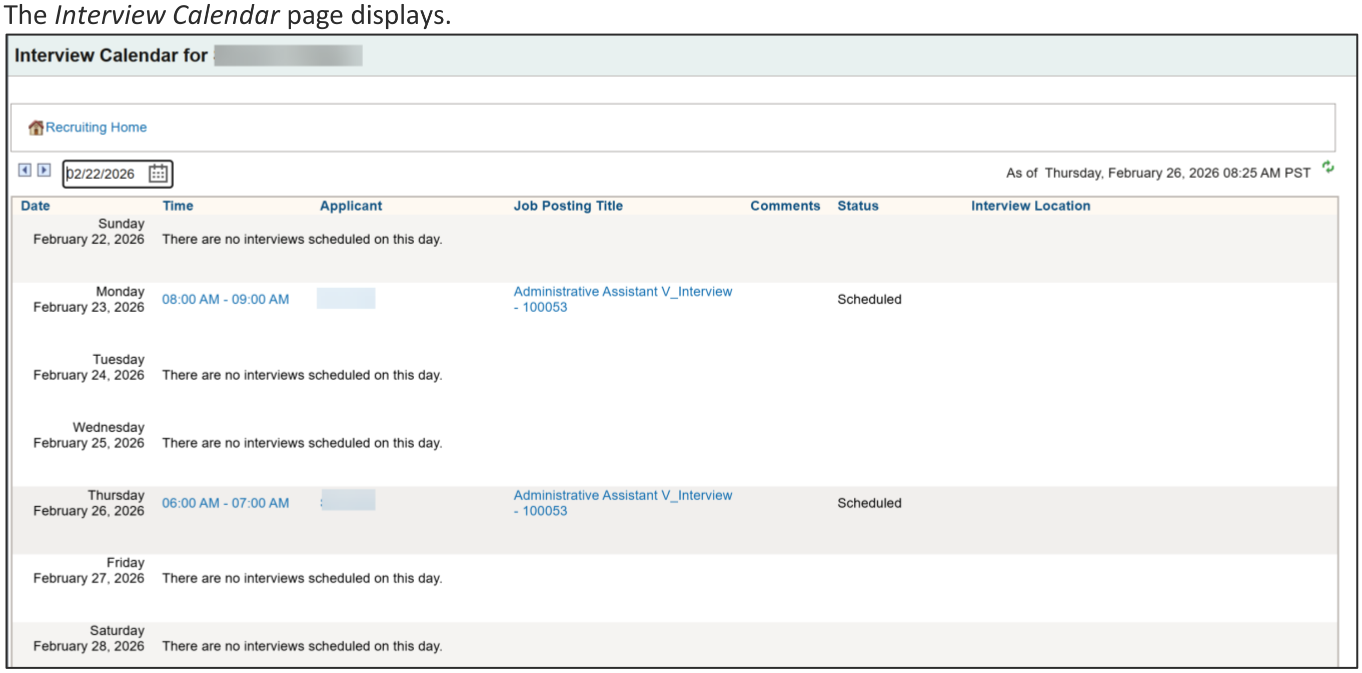
NavBar: Self Service; Recruiting; Interview Calendar

Select *Interview Calendar* from the:

- Recruiting Dashboard or Recruiting NavBar
- Self Service NavBar



The *Interview Calendar* page displays.



Date Controls

The interview calendar displays a weekly schedule, with users choosing the first day of the week through personalization settings. To adjust the settings:

1. Navigate to *My Personalizations* in the main menu.
2. Select **Personalize Regional Settings**, where you can customize:
   - DISPLAY WEEK OF — Enter a date and the system displays the week containing that date and updates the DATE field to display the first day of the selected week.
   - Previous Week and Next Week — Select to scroll through weeks without entering specific dates.
   - AS OF DATE — Informational text shows the date, time and time zone in which the data on the page was last refreshed.
3. Select the **Refresh** icon to refresh the data on the page.

Weekly Calendar

The calendar shows all submitted, non-draft interviews for the week and includes links to related pages.

Note: Links are disabled for users without security access.

- DATE
- TIME — Displays interview start and end times. Times are in the same time zone as in the informational text at the top of the page.
  - Select the time to access the *Interview Schedule* page, which is editable only if the user has row-level access to the job opening and to the *Manage Job Opening* or *Manage Applicant* component.
  - When no interviews are scheduled, a message displays indicating "There are no interviews scheduled on this day," and the remaining columns in the calendar are blank.
- APPLICANT — Displays the applicant's name as a link if the user has security access to the *Manage Applicant* page.
- JOB POSTING TITLE — Displays the title of the job for which the applicant is interviewing as a link if the user has security access to the *Manage Job Opening* page and the specific job opening.
- COMMENTS — Displays interviewer-specific comments if they were added on the *Interview Schedule* page.
  Select to view the comments on the *Recruiter Comments* page.
- STATUS — Displays the interview status from the *Interview Schedule* page.
- INTERVIEW LOCATION

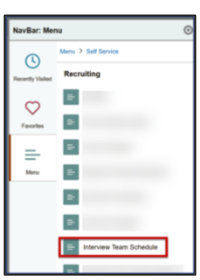
Interview Team Schedule

Use the *Interview Team Schedule* page to:

- View a list of job openings or applicants (if you are part of the interview team).
- Access detailed information about the interview schedule as needed.

Navigation

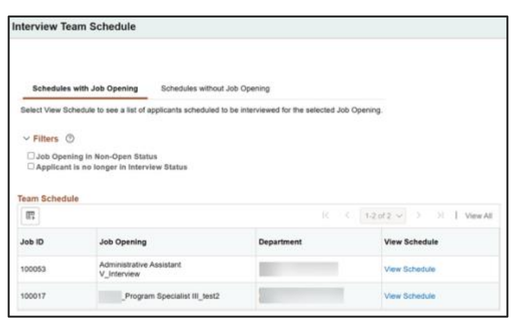
NavBar: Self Service; Recruiting; Interview Team Schedule



From the Self Service NavBar:

1. Select Recruiting
2. Select Interview Team Schedule.

The *Interview Team Schedule* page displays:



Schedules with Job Opening Tab

Lists the jobs for which the user is scheduled to interview applicants. Each row displays the JOB ID, JOB OPENING and DEPARTMENT, along with a link to access the *Interview Schedule* page (read-only).

Schedules without the Job Opening Tab

CAPPS does not use this functionality.

Filters

Select an option to refine a search for specific job openings and applicants:

Job Opening in Non-Open Status

View job openings in Closed, Hold or Canceled status.

Applicant is no longer in Interview Status

View job openings with one or more applicants not in Interview status.

Revision History

Date	Description of Change	Changed By
July 21, 2026	Initial release.	S. Keltgen