



NEOED Online Hiring Center (OHC) Recruiting Guide Civil Service

A Guide for Hiring Managers

Southern Illinois University Carbondale

12/1/2025

Contents

Basic Navigation of Your Recruitment	2
Notification of Referred Candidates.....	3
Customizing the Hire Workflow	4
Edit Application Review Step:.....	5
Edit Interview Step:.....	5
Interview: Self—Scheduling	6
Moving the Candidates Through the Hire Workflow Steps	7
Applicants in the Application Review Step:	8
Edit Ratings.....	8
Interview Process:	9
Manual Interview Scheduling.....	9
Utilizing the Self-Schedule Feature in NEOED.....	9
Offer Process:	12
Sending An Offer & Completing Onboard Paperwork:	12
Summary.....	13
Glossary.....	13
Frequently Asked Questions (FAQ)	14
Quick Reference Checklist.....	14

Basic Navigation of Your Recruitment

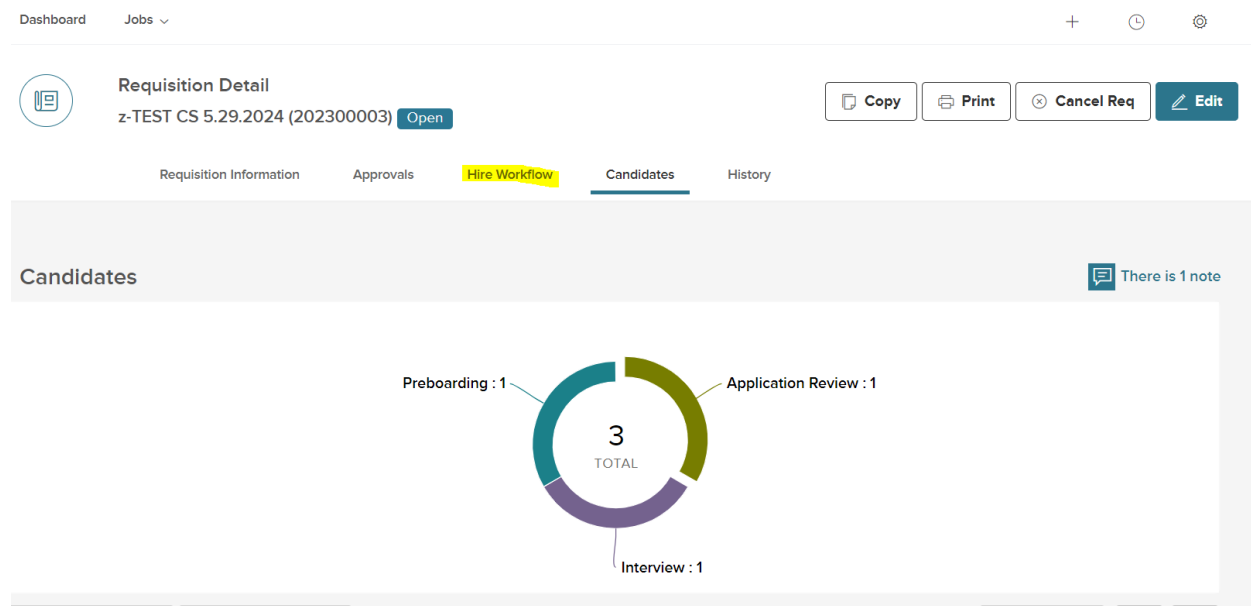
Requisition Information – to look back on the requisition details

Approvals – to view approvals that your requisition went through

Hire Workflow – to customize how your applicants will flow through the recruitment process. For Civil Service we recommend using the flow pictured below and deleting the other workflow steps that are used primarily for Faculty and A/P hires.

Candidates – See picture below, you can see a snapshot of where your candidates are at in the recruitment process after being referred by our office. This is where you would also move applicants from one step in the workflow to another (referred to interview), send out notices (emails), etc. This is where you will also find comments that HR has made when referring candidates (any notes about contact deadlines, processes, etc. You will see the icon highlight below on the candidates tab if Human Resources has left a note for your department.

History – This tab allows you to view history of how the applicant has moved in the OHC requisition/recruitment.



The Hire Workflow tab and Candidates tab will be available when the requisition is in an 'Open' status. If you are not able to see these tabs that indicates the requisition is not in a supported status for these tabs; such as the approved and draft status.

The Hiring Manager listed on the requisition will receive an email when an application(s) has arrived (email example pictured below). The Hiring Manager is responsible for moving applicants through the steps listed in the Hire Workflow. The committee will not be able to see the applications until the hiring manager has customized the necessary workflow steps and move the candidates into the appropriate workflow step, either Application Review or directly into Interview step.

[EXTERNAL EMAIL ALERT]: Verify sender before opening links or attachments.

Dear Renee,

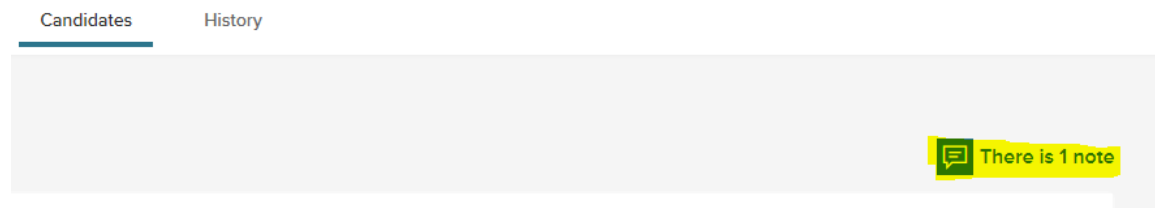
Job Title: _____
Requisition: _____

This referred list has been sent to the department representatives that you have designated. To ensure fairness for all candidates in the hiring process, please review the referred list carefully and report any potential conflicts of interest that you may have to your manager.

If you have any questions regarding this recruitment, please contact:

Originator
@siu.edu

If the HR Analyst has included any notes when referring candidates you would find them on the candidates tab. Click on the message symbol to view the note. (See picture below)



Customizing the Hire Workflow

The hire workflow will need customized for each requisition. For Civil Service we recommend using the flow pictured below and deleting the other workflow steps that are used primarily for Faculty and A/P hires.

To customize/edit the default workflow for the position you would navigate to the requisition, click 'hire workflow' and select the edit icon 

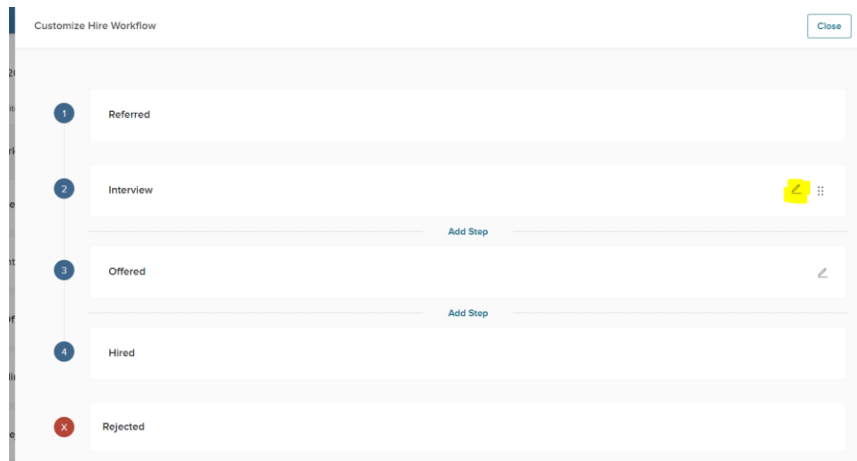
The following workflow steps will need customized (if used); Application Review and Interview

You can use the Application Review step and populate your rating teams within that step if you would like the interview committee members to see the applications prior to interviews being scheduled.



The screenshot shows a 'Hire Workflow' table with five rows. The first row, 'Referred', is highlighted in blue and shows '1 Active' and '1 Total'. The other rows ('Interview', 'Offered', 'Hired', 'Rejected') show '0 Total'. A yellow button labeled 'Customize Workflow' is in the top right corner.

Hire Workflow		
1	Referred	1 Active
2	Interview	0 Total
3	Offered	0 Total
4	Hired	0 Total
5	Rejected	0



Edit Application Review Step:

- Populate the Hiring Team. This will pull those listed within the search/interview committee members field on the requisition. *(See picture below)*

If using this step you will need to edit for every requisition/recruitment.

Step Details

* required fields are marked with asterisk

* Name

Display Status to Candidate As

Raters [Populate Hiring Team](#)

Due Date

Comment

Evaluate Using

☐ Pass/Fail

☒ Star Rating

☐ Percentage

Scale

☒ 5 Stars

☐ 10 Stars

Pass Point

★★★★★ 3 Stars

Rating Criteria OFF ☐ ON ☒

Edit Interview Step:

- Populate the Hiring Team. This will pull those listed within the search/interview committee members field on the requisition.
- Adjust the Rating Scale: Default is 5 star scale, where 3 is passing. Can be customized with on-screen options.
 - Enter the Four Rating Criteria: Knowledge, Experience, Special Training, Communication Skills *(See picture below)*

- Name the criteria. (Those listed above)
- Describe what the Committee Members should be looking for
- Click “add rating criteria”

You will need to edit the Interview step for every requisition/recruitment. The information you will add is the raters (interview committee), rating criteria, and set up self-scheduling time slots if pre-configuring interview dates/time.

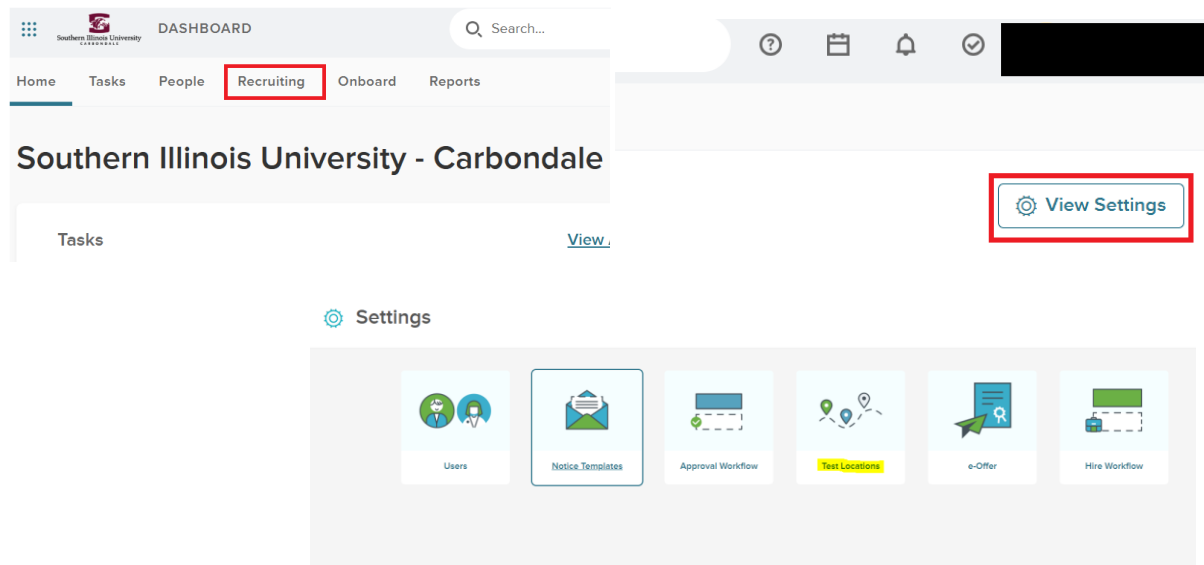
The screenshot shows the 'Interview' step in a recruitment system. At the top, there are tabs for '1. STEP DETAILS' and '2. SCHEDULING', with '2. SCHEDULING' being the active tab. Below the tabs, there is a 'Comment' text area. Underneath, there is a 'Rating Criteria' section with a toggle switch set to 'ON'. Below the toggle, there is a form for adding a rating criterion. The form has a 'Rating Criteria Name' field with the value 'Knowledge' and a 'Description' field. A 'Required' checkbox is checked. At the top right of the form, there are 'Cancel' and 'Save & Close' buttons.

Interview: Self—Scheduling

To Use Self-Scheduling Toggle both the Pre-Configure Interview Slots and Allow Candidate Self-Scheduling to On. Fill out the interview date(s), start and end time of the interview day, breaks, interview duration, etc. Once your done entering in the information select ‘Save & Close’. *(See picture below)*

The screenshot shows the 'Interview' step in a recruitment system. At the top, there are tabs for '1. STEP DETAILS' and '2. SCHEDULING', with '2. SCHEDULING' being the active tab. Below the tabs, there is a section titled 'Appointment Scheduling'. In this section, there are two toggle switches: 'Pre-Configure Interview Slots' and 'Allow Candidate Self-Scheduling', both of which are set to 'ON'. Below the toggles, there is a note: '* required fields are marked with asterisk'. Underneath, there is a section titled '1 Select Location(s) *' with a text input field that says 'Start typing to find a location...'. At the bottom, there is a section titled '2 Select Available Dates *'.

Locations: If your interview location is not yet populated in the ‘Select Location(s)’ You will need to navigate to the ‘View Settings’ box within your recruiting dashboard. Select ‘Test Locations’. Make sure to search for your location before adding a new one. *(See pictures below)*



If you need to add a new interview date with differing start time, breaks, etc then you would go back in to the interview step by using the edit button and select 'New Interview'. This will prompt you to complete the same interview configuration steps with the new date. *(See picture below)*

Interview Cancel **Save & Close**

1. STEP DETAILS ✓ **2. SCHEDULING** ✓

Appointment Scheduling

OFF ☒ ON Pre-Configure Interview Slots

OFF ☒ ON Allow Candidate Self-Scheduling

Schedules + New Interview

Date	Start Time	End Time	Location	Deadline	Available	Schedule
06/28/2024	8:00 AM	5:00 PM	Woody Hall - Human Resources - Employ...	06/28/2024	12	0

First Previous **1** Next Last Showing 1-1 of 1 items

Moving the Candidates Through the Hire Workflow Steps

The candidates will automatically land in the referred status/step when they apply. It is the hiring managers responsibility to move each applicant through the appropriate workflow steps. The first step will be Application Review if your department chooses to use this step, otherwise they can be

moved directly into the Interview Step. **Please keep in mind, all Civil Service applicants referred must be given the opportunity to interview if they are interested in the position.**

Applicants in the Application Review Step:

This will allow interview committee members to view the applications prior to interviews being scheduled. This should only be used as a first glance for interview committee members. All interested applicants should be moved to Interview for scheduling.

When the hiring manager has moved applicants into an Application Review status, the interview committee members should get an email telling them they have applicants to review. They will also see this as a Task on their NEOED dashboard.

The dashboard will have a link in the Task widget that will take them directly to those applicants. Once there, the CM will see a list of names and 3 columns: Total, Unreviewed, and Reviewed applications. *(See pictures below)*

Dashboard

Tasks [View All \(1\)](#)

To-Do (0) **Overdue (1)**

View my tasks related to: **All** Myself My Direct Reports Others

RECRUITING • RATING ⚠ Due 05/22/24

WC [Redacted]
Department: [Redacted]
Candidates: 3

Candidates Print Q

3 Total			3 Unreviewed		0 Reviewed	
	Person ID	Candidate Name	Last Reviewer	Last Reviewed	Interview Date	My Score
☐	[Redacted]	[Redacted]	[Redacted]	10/10/2024	05/10/2024 8:00 AM - 8:30 AM	--
☐	[Redacted]	[Redacted]	[Redacted]	10/10/2024	05/10/2024 8:30 AM - 9:00 AM	--
☐	[Redacted]	[Redacted]	[Redacted]	10/10/2024	05/09/2024 4:00 PM - 4:30 PM	--

Edit Ratings:

If an interview committee member/rater needs to edit their rating the hiring manager will have access to do this. Navigate to the candidates tab of the requisition and click on the rating. If the current rating is passing you would click on the green box that says 'Pass'. If the current rating is

failing you would click on the red box that says 'Fail'. Once you do this it will open up a fly-out showing the different ratings completed by the raters. Navigate to the rater that needs to update their rating. Click on 'Back to Rater'. (See picture below)

More ▾			☰	🔍	
E-References	Status		Rating		
N/A	Interview	Scheduled for 10/02/2024, 1...	Pass	★	Back to Rater ✎
N/A	Interview	Scheduled for 10/02/2024, ...	Pass	★	

Interview Process:

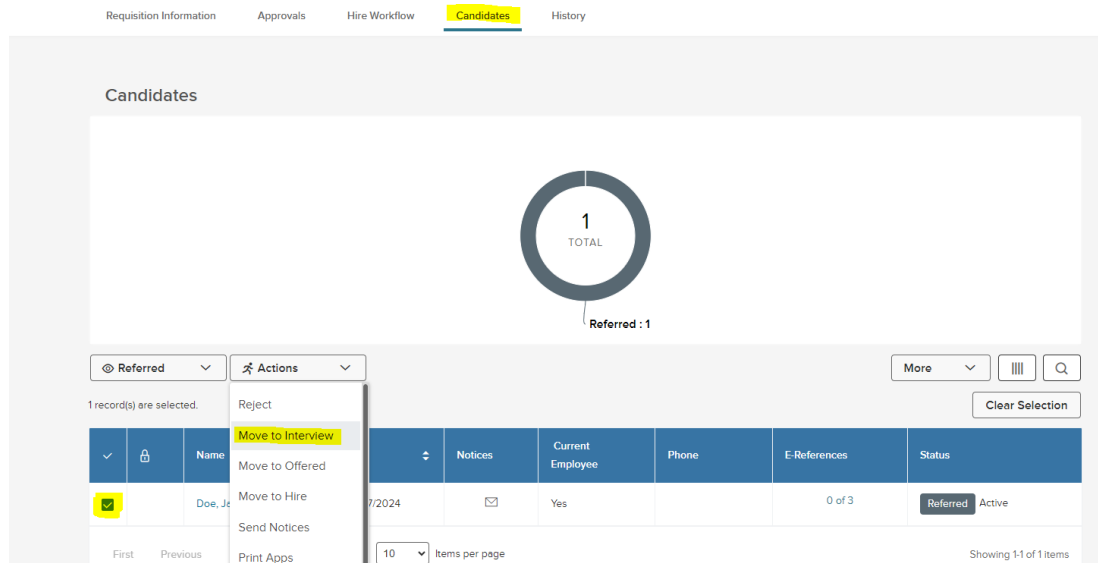
Manual Interview Scheduling

If you manually schedule interviews, you still need to reflect the actual time/date/location in the system. This is an important part of recordkeeping and audit protection for SIU and your unit.

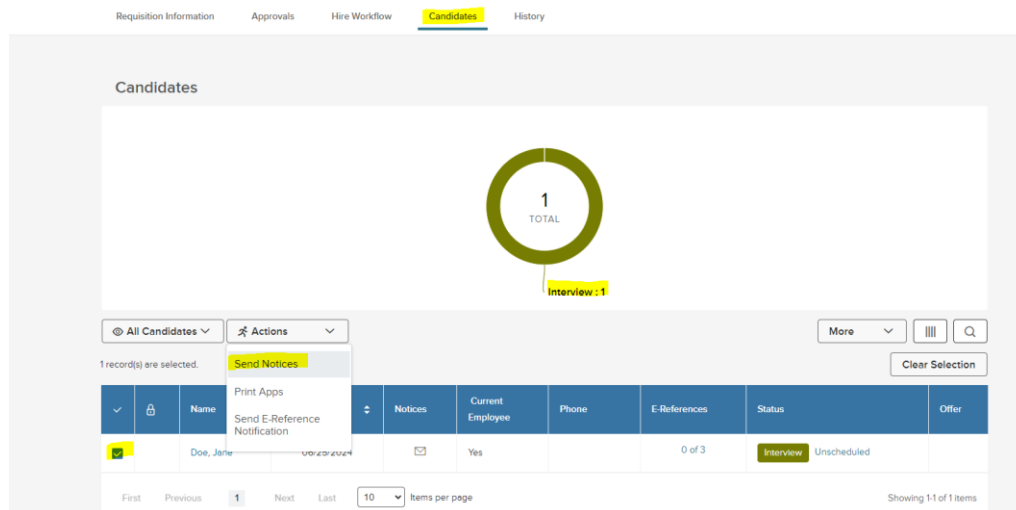
- The applicant will appear as “unscheduled” in the Candidates tab. Click that word to open an Interview Details flyout.
 - The flyout will prompt you to note the interview details. Date, location, time, and interviewers. A schedule appears below that should show conflicts in scheduling with other finalists. **This is a record only and does not automatically send an email notice to the candidate.** Once you save, the candidate will be in a “scheduled” status and will show the interview date and time in the workflow list.
 - You can send the candidate an email confirmation of their interview schedule. To do this:
 - click the checkbox next to their name in the workflow and click the “actions” dropdown.
 - Choose “send notices”. This will open a flyout with a search box.
 - Click the magnifying glass to open another flyout with a list of notice templates. For now, “oral interview confirmation notice” is your best option.
 - When you click that, it will return you to the first flyout. Review the language and merge fields in the email. If you wish to change some of the language and do not have an ‘override’ button please reach out to Human Resources at 618-453-3369.
 - Click “send” in the upper right corner.

Utilizing the Self-Schedule Feature in NEOED

Once you are ready to send out the interview time slots available you will move the candidates from their current status/step to ‘interview’. If the necessary customization has been completed prior to moving the candidates into this step it will give them access to select their interview date and time but they do not receive notification that this is available. You will need to send out a notice/email through NEOED in order to notify them that this feature is available. (See picture below)



To send out the notice/email select the candidates in the interview step, under the actions menu select 'Send Notices'. (See picture below)



Use the magnifying glass to select the email template 'Invite to Self-Schedule for Interview' (See picture below)

Send Notice

Doe, Jane (Person ID : 55873858)

Notice Details

* Required fields are marked with asterisk

* Notice

Find a Notice Template

Notice is required

Select a Notice

Cancel

Q

Name	Description
Q Search	Q Search
Background Authorization Notification	External letter to applicant to complete th...
CS_Onboarding Information - CSc	External sent to applicant to complete nec...
E-Offer Email	
Faculty/AP General Updates	To provide an update when the hiring pro...
Faculty/AP Interviewee rejection letter	Email for interviewees/finalists.
Faculty/AP Position Canceled	Used to notify all applicants when a searc...
Faculty/AP rejection letter	Basic template for rejections. Applicable t...
Generic Rejection Letter	Generic Rejection Letter
Invite to Self-Schedule for Interview	Invite to Self-Schedule for Interview
Onboarding Information - FA/AP	External sent to applicant to complete nec...

First

Previous

1

2

Next

Last

10 Items per page

Showing 1-10 of 11 items

Once the template is selected it will pull up the email that will be sent, press send. As candidates schedule their interviews emails will be sent out to the raters (Interview committee) entered on the Interview step. Their rating tasks will be conducted in the same manner as the Application Review step. (See picture below)

Send Notice

Doe, Jane (Person ID : 55873858)

Cancel

Send

Notice Details

* Required fields are marked with asterisk

* Notice

Click here or press enter to view notice in a window.

Invite to Self-Schedule for Interv...

Notice Preview

Template

Sample Candidate

<Today>

<Applicant_FirstName> <Applicant_LastName>

<Applicant_Address1> <Applicant_Address2>

<Applicant_City>, <Applicant_State> <Applicant_ZipCode>

Re: <Position_Title>

Dear <Applicant_FirstName>,

Thank you for your interest in the <Position_Title> position at <Agency_Name>. Your application has been reviewed and we would like to invite you to

Interview Ratings:

After the interviews are complete, the committee should complete the ratings in NEOED for each candidate interviewed and provide information to the HM(hiring manager) about which candidate(s) they want to hire.

Offer Process:

Once your department is ready to make an offer please send the HR Analyst an email requesting a salary calculation. Once Human Resources provides the salary information the department can move forward with a contingent offer to the candidate. When accepted, the department should move the candidate to the offered status completing all relevant fields that would be found on the Notice of Appointment paperwork including approvals. Please be sure to leave Human Resources in as the last approver.

Sending An Offer & Completing Onboard Paperwork:

- E-offer's will be initiated by Human Resources only. Departments should not send out the E-offer through NEOED.
- Once the E-offer is accepted by the candidate Human Resources will initiate the NEOED onboarding process.

Summary

The Civil Service NEOED Workflow Guide provides a comprehensive overview of the hiring process for Civil Service positions. Below is a brief recap of the key steps:

1. **Basic Navigation of Your Recruitment**:
 - Understand the different tabs in NEOED, including Requisition Information, Approvals, Hire Workflow, Candidates, and History.
2. **Notification of Referred Candidates**:
 - Hiring Managers receive email notifications when new applications arrive.
 - Move candidates through the workflow steps to ensure committee members can access applications.
3. **Customizing the Hire Workflow**:
 - Customize the hire workflow for each requisition.
 - Edit the Application Review and Interview steps to include the hiring team, rating criteria, and self-scheduling options.
4. **Moving Candidates Through the Hire Workflow Steps**:
 - Move candidates from the Referred status to Application Review or Interview.
 - Ensure all referred Civil Service applicants are offered an interview if interested.
5. **Interview Process**:
 - Schedule interviews manually or use the self-scheduling feature.
 - Record interview details in NEOED and send confirmation emails to candidates.
6. **Offer Process**:
 - Request a salary calculation from HR before making an offer.
 - Once the verbal offer is accepted outside of NEOED, move candidate to the offered status and complete all relevant fields including approvals. Human Resources will send the official E-offer to the candidate and initiate onboarding.

Glossary

Requisition

A formal request to fill a position within the organization.

Workflow

The sequence of steps or processes that candidates go through during recruitment.

Application Review

An optional step where committee members preview applications before interviews are scheduled.

Interview Step

A step in the workflow where candidates are scheduled for interviews.

Rating Criteria

The criteria used to evaluate candidates during the interview process, such as Knowledge, Experience, Special Training, and Communication Skills.

Self-Scheduling

A feature that allows candidates to choose their own interview time slots.

Offer Process

The steps involved in extending an offer to a candidate, including salary calculation, verbal offer to the candidate, and official E-offer to candidate.

Frequently Asked Questions (FAQ)

How do I access applications in NEOED?

To access applications, navigate to the 'Candidates' tab of your requisition. Here, you can view all referred candidates and their application details.

How do I customize the hire workflow?

To customize the hire workflow, go to the 'Hire Workflow' tab in your requisition. Click the 'Edit' icon to modify the workflow steps according to your department's needs.

How do I schedule interviews manually?

To schedule interviews manually, go to the 'Candidates' tab and click on the 'Unscheduled' status next to the candidate's name. Enter the interview details in the fly-out panel and save.

How do I use the self-scheduling feature for interviews?

To use the self-scheduling feature, ensure the interview step is customized with dates and times. Move candidates to the 'Interview' step and send them a notification email with the self-scheduling link.

What should I do if my interview location is not listed?

If your interview location is not listed, navigate to the settings gear icon at the top right of the page, select 'Test Locations', and add your location.

How do I make an offer?

Request a salary calculation from your HR Analyst. Once approved, extend the offer to the candidate. After acceptance, move the candidate to the 'Offered' status in the 'Candidates' tab and complete all relevant fields, including approvals. Human Resources will send the official E-offer to the candidate and initiate onboarding documents once the candidate has accepted.

Quick Reference Checklist

1. Check Requisition Status: Ensure the requisition is in 'Open' status to access Hire Workflow and Candidates tabs.
2. Customize Workflow: Navigate to 'Hire Workflow' and customize steps for Application Review and Interview.
3. Review Candidates: Move candidates from 'Referred' to 'Application Review' or 'Interview' step.
4. Schedule Interviews: Use manual scheduling or enable self-scheduling for candidates.
5. Offer Process: Request salary calculation from HR, extend offer, and move accepted candidates to 'Offered' status.