Q & A

Talent Acquisition
Questions: 1-31 - questions prior to the newest BP Walkthrough, start at page #7

1. New deadline to get the catch up postings in?
   A. January 13th

2. Is there a report that has the details of the job requisition? You can type in 'open job reqs' and that'll give you the open reqs by organization. As a recruiter you can see the requisitions for all the requisitions for the company.
   A. You can type in 'open job reqs' and that'll give you the open reqs by organization. As a recruiter you can see the requisitions for all the requisitions for the company.
   B. Manage Job Requisitions report - will be able to view job requisitions in any stage. Will need to see who all has visibility to this report
   C. My Open Job Requisition Report - will show the details of all of the job requisitions created by the user

3. Labor resource approver report (is only visible if you're a labor resource approver) has everything but financial orgs-
   A. Rich will copy this report to the audit report

4. When you edit fields/values on the requisition you'll have to un-post and then re-post to get the edits shown. Cost center is exposed to the candidate.
   A. Yes, once a change is made to the job requisition it will not automatically show on the internal or external site. It will need to be unposted and posted so that the new process of editing a job requisition will trigger and show the changes.

5. Primary job posting location will populate after you select the primary location
   A. Yes, because whatever the primary location is it will be the same for the primary job posting location. If any additional locations need to be entered there is a field to enter in the other location.

6. Dashboard - Should you see other recruiters on your dashboard?
   A. It will depend on your security assignment.

7. What are the recruiting instructions are driving what option to pick for the catch-up transactions?
   A. This was sent out around 12/12 for the catch-up transactions.
8. Will new hires have onboarding items to complete even if they were completed in position manager? The information will be entered into WD by HR on behalf of the candidate. How do these items get out of the candidate’s inbox? (Mt. Carmel question)

   A. We have requested a new reason code be set up so that onboarding is not triggered for these hires who have been previously onboarded through PM. In the meantime, you will need to cancel the onboarding BP. Verify the hire data is still entered into WD and the Payroll information is entered.

9. When choosing where to post the requisition, what should they select?

   A. Under the job postings tab you can see which jobs are going to post and when. If you want to add Broadbean you would click on post job and then add Broadbean. Then you click on the blue to do and click on the sites that you want them posted on.

10. Under create job requisition, job description summary, job description are being pulled into the posting, but additional job description is not. A special schedule or hours should be entered into the job description field.

    A. The additional job description field will always remain blank unless information is entered in. This feature is workday delivered.

11. Target end date is used for initial reporting, it is not a fixed date and can be updated.

    A. This is for temporary or contingent employees with a fixed time period. It can be changed at the time of offer or hire.

12. There won’t be any manager or labor resource approvers for catch-up transactions.

    A. Correct. Approval steps were removed in order to speed up the process.

13. When posting an Evergreen requisition, identify the difference in the posting title (all shifts, all locations, or specific location) so the various locations can be differentiated on Evergreen.

    A. Will add to enhancement list.

14. In TH4, when a Manager’s Manager clicks on Add Approver to forward the requisition to their VP, that VP is not seeing the entire job requisition. Has this been fixed in production. Yes.

    A. Everyone does not have visibility to see all of the job requisition details. Depending on the security groups assigned to that person will allow or not allow them to view the details. The selection process is critical to add approvers.

15. The Manager does not have a Find Candidates action in T4 – do they in production?
A. Yes.

16. Where does a Recruiter put comments about the candidates? In the Personal Comments tab on the application? This would compare to the Notes section in Position Manager.
   A. At the bottom of majority of the screens of walking a candidate through the process has where whoever is viewing or approving something can leave a comment and also tag a coworker. When a coworkers name is tagged in

17. Who can see the comments entered into the Personal Comments tab in an application? Managers/Recruiters?
   A. Yes anyone that is involved through the approval/review process will be able to see the comments. Or if they are tagged into one of the comments.

18. Is there a Global Comments section in Workday like we have in Position Manager where Recruiters can see comments about an applicant in general (not just application specific). Applicants frequently apply for multiple jobs and other Recruiters have interviewed them in the past and it’s helpful to see their comments. They then don’t waste their time interviewing a candidate who’s not a good fit. Or we end up asking candidates the same questions multiple times from different Recruiters.
   A. It is possible for anyone who has access to the find candidate report to see a candidate and the comments that were made. There is also a report to see if that candidate is a duplicate. Which then you will be able to determine if they need to be dispositioned.

19. Is the Recruiter able to schedule interviews & document that in Workday? The walkthrough today only showed the Manager putting in dates of interviews. Right now most of the time the Recruiter is scheduling interviews.
   A. Yes the recruiter can now schedule the interviews.

20. How does the Manager inform the Recruiter to make offer?
   A. After the candidate moves out of the review stage the manager has access to view the candidate. The conversation can be through the comment section or offline.

21. Can you designate an applicant as a No Rehire/Red Flag/Non-Viable candidate?
A. Off of the related actions for the candidate it can be set to do not hire status. The candidate can also be dispositioned with the do not hire reason.

22. Can a manager upload a completed Interview Feedback Form – for instance the HCI/HSI Assessment/Interview Feedback Summary Form that we just rolled out to managers
A. There is not an attachment area for the manager or recruiter to upload an interview feedback form on the interview step. There is a comment box, so if they would like to copy and paste that is an option.

23. What is the quickest way for a Manager to pull up a candidate that has been sent to them? I don't see any Find Candidates option.
A. The ‘Find Candidates’ report. They can also access the candidate by going to the job requisition and seeing the candidates that applied.

24. How can I see what forms will get assigned as "Onboarding" forms for my RHM?
A. This visibility is not available to you as it is attached to the onboarding bp and are triggered on certain steps. Copies were sent to the TA Workgroup.

25. We have a New Hire RN Residency letter that we will no longer be able to use since we now only have 1 Offer Letter, can we use the Contract Section like others are using for the Magnet BSN Agreement? Is this something that needs be loaded by an Admin or can I upload?
A. Yes, this can be used in the contract section. Send this to Stacey Mageri who can load it.

26. Can I reject one candidate at a time or can I only do this in bulk/mass?
A. The ‘Mass Action’ action will allow you disposition or move forward more than one candidate at a time.

27. If I want to add additional Onboarding forms, who I can I send them to? I need a way to get information to new hires that was once in the offer letter or an onboarding forms.
A. Since a lot of the documents are standardized, leadership will need to be informed and can make a decision if they need to be added. Essentially all documentation should be tracked and stored in Workday.

28. Can I get copies of a blank application (external & internal) and the onboarding forms – we will need these for manual hires and downtime procedures.
A. **Checking to see if we can send this separately.**

29. Can I see the different Rejection Letters that we will get to choose from?
   A. There are notifications that are sent to the candidate if they are dispositioned. They are not available to view due to them being tied to the ‘Job Application BP’. However, these have been sent to you via email to the TA workgroup.

30. Can I see the emails that the applicant gets along the way?
   A. Copies were sent to the TA workgroup via email.

31. The view that the manager sees on **mobile** is called the Activate Candidate List on Mobile, and the subsequent Active Candidate Card. This view is tied to the domain: "Candidate Data: Job Application". It controls about 60 other views, reports, and tasks in addition to 244 report fields that relate to candidate data.

   A. The short answer is... this is not configurable without accepting that Managers either can see all of this data, or none of it. Workday does not allow this report to be hidden for those with access, nor to customize it like we did for the "My Candidates - Manager" report or the "Candidates Under Consideration" report.
   B. In prior sessions, we have discussed how Workday does not deliver a means of restricting a manager’s view of a candidate by stage in any comprehensive manner. We have tried to "hack" Workday by creating custom reports for key avenues of access, however I have always maintained that a manager will be able to see these candidates if they are merely exploring or savvy enough to access a non-configurable report.
   C. This view on mobile is one of those reports. The Manager will see all of their active candidates, regardless of stage. If they go to the browser version, they will not have this same view, but they could still view a candidate in the review stage if they search by name.
   D. The only avenue to resolve this is to approach Workday with an enhancement request via a brainstorm.
Enhancement Questions:

1. When a recruiter send an application to the Manager, can wording be added so that the manager understand what they need to do, i.e.:
   An application for (insert candidates name) has been forward to you by the Recruiter. To review this application, Please click on the Find Candidates link in your Recruiting Worklet and type the candidates name. Once you have reviewed the application, please come back to this To Do item in your In Box and notify the Recruiter of the action you want to take.
   A. Need to evaluate for enhancements

2. How does the Recruiter know to Make an Offer – there needs to be something that the manager completes that says Make Offer. All you have is the manager completing the Interview Feedback with a rating. In that area, there needs to be a place for managers to say Make Offer.
   A. Need to evaluate for enhancements

If you sent this questions; please enter a Quickbase issue

1. I have a candidate right now that cannot access her Offer letter – what do we do?
   A. If you sent this questions, please enter a QB issue, if not done so already.

2. I went to send an HCS assessment and I believe I am having issues. It does not follow the demonstration from the other day.
   A. If you sent this questions, please enter a QB issue, if not done already.

3. When we started the background check, it took our offer out of Workday and we could not move to hire. We had to reactivate the application and then move to hire. The new hire still had the offer letters but it would not let us select hire.
   A. If you sent this questions, please enter a QB issue, if not done already

4. Once we reactivated the application, we selected hire and when she was sent the personal information. When she logged in and selected review documents, the page was blank
   A. If you sent this questions, please enter a QB issue, if not done already

5. We cannot finish the onboarding process until she logs into her Workday account and enters the details.
   A. Have you review can this person get in now, if not, please enter a QB issue.
Need further details, please provide if you submitted this question

1. Who will file under my team's candidates?
   A. Need further details

2. Will there be additional filtering options to search jobs on the careers site such as organization name or radius from zip code?
   A. Need further details
Business Process Questions

1. Would be very beneficial to have more of these demos for the Recruiters, to show different scenarios they may come across, my team loves them
   A. The trainings are all recorded and can be found on the Workday Help Site for future reference. We are exploring other training opportunities and job aides as part of Wave 3 planning. Stay tuned.

2. Internal and External postings: you mentioned that we need to pick one to be a primary posting. Aren't both internals and externals added to the same main career page? Wouldn't that negate the need for a primary posting?
   A. Primary job posting is the default job posting used for social share and invite to apply referrals. Only one primary posting should be selected. This will either be the standard or nursing career sites if posting externally and internally.

3. When we email candidates through Workday what does candidate see as the sender's email address (i.e. our email or a standard email)?
   A. A standard email address is used

4. What actions will trigger an automatic message to the candidate?
   A. There are notifications on the job application business process that trigger when certain actions are taken.

5. What security roles can view the following reports: (1) Candidate flow and (2) Candidate hire
   A. For Candidate Flow and Candidate Hire the following security groups can view this report:
      • HR Admin
      • Hr Auditor
      • Recruiting Administrator

6. Is donotreply@trinity.com the correct sender for the automatic notification emails?
   A. A standard sender email address is set up. The notifications are automated and you do not need to enter a sender email address.

7. What items follow a candidate to each new application (i.e. notes, attachments, previous interviews, etc)?
   A. The candidate will have their own profile during the job application process. All information entered or submitted through that process will show. When the person is hired it will show all documents signed by the new hire on their worker profile.

8. How does a manager view an application that was shared with them (for example an application from an Evergreen req or an applicant that applied for one position in one department and we want to send them to another manager as well)?
A. The manager will receive a notification to view the shared candidate. They will not receive an inbox item only a notification. They will need to regularly check their notifications and or have outside communication informing them a candidate was shared with them.

9. How do we get access to the recruiting reports if we did not see them today during the call?
   A. Please refer to the recording on how to find the recruiting reports.

10. Please confirm that there is NOT a requirement to self-identify a disability on the application form. This should be optional and not a red asterisk. It is illegal to require.
    A. The candidate selects "I choose not to self-identify."

11. Hiring someone does not automatically close the requisition?
    A. Once the final person is hired the req will close.

12. Is the Hire Date the same as the Start Date?
    A. Yes

13. When does the new hire get access to Workday to complete their onboarding documents. I'm assuming prior to their start date. How does she get access? Know her username/password?
    A. The new hire receives their onboarding access prior to the start date. They will use the same username and password as they did as an applicant.

14. How does the candidate know to log into workday and complete their onboarding documents?
    A. They will receive a notification and inbox items.

15. What is the timeline that new hires start getting To Do items? Is this a matter of minutes? Will all of these To Do's be done prior to the New Hire/Employee Health Appointment?
    A. It depends on the item. Some "To Do's" are associated with specific BPs. They do not receive them all at once. For example, if the background check is not completed, you will not get a to do to complete the employee health screen.

16. Is there a secondary questionnaire or is that up to the RHM to create those?
    A. There is not a secondary questionnaire at this time. We can look at adding one as an enhancement. This would need to be done through the Central Admin.

17. What does the primary questionnaire ask?
    A. Basic qualifying questions of the applicant.
18. If I made education "required" does it screen out those who don’t have the education (through pre qual questions or some other functionality)?
   A. There is no automatic screening out available.

19. Where does all the information about the citizenship, ethnicity, etc. come from? It looks as though the HR person will be entering this as they’re hiring the person?
   A. This is the contact and personal information that the colleague enters during the onboarding Business Process.

20. My Recruiting Jobs—when we filter this, can we make the choices permanent or do we have to select all of our locations each time we go in?
   A. The system will remember your filters.

21. What directions do we provide to candidates who call in and cannot apply?
   A. This depends on the detail that they are providing, you will need to decide if you can assist this it may be something that you can answer, if not, please reach out.

22. How do we look up a candidate by name?
   A. Enter their name in the search box.

23. Why does so much information need to be put in during the Labor Resource approval section?
   A. This is what the TA workgroup designed as the required fields in order for the requisition to be approved.

24. Why isn't address a required field on the application?
   A. Workday only requires that single field be completed in contact section. This could be required, but would need to be submitted as an enhancement.

25. Why aren't work experience and education required fields on the application? (I was able to submit an application with only my name, email, phone number, and the EEO questions. This leaves the TAS with zero information to make a decision to move forward or not.)
   A. As per design. Any changes would need to be requested as an enhancement.

26. Is there a point in the process where we must capture the above information on the application in order to move forward?
A. Personal information is gathered at the “Ready to Hire” stage. The candidate gets the task to provide their personal information. Government ID information step is in the Hire business process and will ultimately be provided via the Hire Right integration.

27. It's confusing to have the first candidate stage named "Review". Can the name be changed to "New"?
   A. This is Workday delivered.

28. What is the 'Duplicates' tab for in the candidate profile?
   A. This is to display a candidate who has applied to multiple positions, and also allows you to combine them if desired.

29. Will the job posting automatically come down if we only have one position on the requisition and we hire someone?
   A. Yes, the req will be removed from the Career site in the case that there was only one position and it has been filled. If there are multiple people, it will close after all positions have been filled. You will have to manually close it if you decided to not fill all of the open positions.

30. Can you please clarify the process for entering and reading "global notes" in the candidate profile?
   A. You can leave notes on the candidate profile and they are visible based on security assignments / supervisory orgs.

31. Is the Primary Recruiter on the job req the only person who can move the candidate, send assessments, enter notes, etc?
   A. Yes, Primary Recruiters are the drivers of this business process. If you wanted to add additional recruiters you can have as many as you want. But all people named as primary recruiters will be getting notifications throughout the process.

32. Will a date stamp be added to comments?
   A. Yes, there is a date stamp.

33. Can we add a secondary recruiter to a req?
   A. See above.
34. Is there a way to print the application so it can be used for interviews? Or, does the TAS and/or Manager have to bring their computer into the interview in order to look at the application?
   A. No, see above. There are no paper applications. You can download the questionnaire if desired.

35. You quickly skimmed over this in training. What does this mean? We have a current account and I entered in outside of workday to get this person hired. What is a Survey ID?
   A. Survey ID is used with Skill Survey – you need to enter a 6 digit code that links to their survey ID in the Skill Survey before doing the reference check.

36. Is there a way for HR to see ALL requisitions In Progress. Even ones awaiting approval from the Manager’s Manager?
   A. Depends on Supervisory Org, but there are multiple ways to get to this information including reports, and drilling down via Sup Org. (This was covered in 1/11/17 training. See recording.)

37. I believe the ‘Broadbean’ link should take us to a site to post to multiple boards, but nothing pops up or we get an error message when we click. Has anyone else been experiencing an error?
   A. This has been resolved as of 1/10/17. If you are still getting the errors, please submit a ticket.

38. Does the new manager of a transferred applicant get the Onboarding To Do?
   A. Yes, it now goes to Manager only.

39. Can you save Filters in Reports or do you have to redo them each time you run the report?
   A. These cannot be saved. This was covered in 1/11/17 training. See recording.

40. How can a Recruiter tell if another recruiter has been working with the same candidate? Personal Notes are not available to all the Recruiters.
   A. The candidate would show up as a duplicate candidate. You can also see how many positions a candidate has applied to.
41. The Move/Move Forward Candidate options are not always using the same wording. Can it be set up that no matter where you access the Move Forward options, they are called the same thing?
   A. This has been built as designed. Would need to submit an enhancement request.

42. Can we get a better understanding of security roles for Primary Recruiter & Recruiter. If we limit access/view for each recruiter to only their assigned positions, can they still go in search/manage/hire candidates for another recruiter?
   A. You would need to delegate to manage and hire, but you would be able to search candidates.

43. Recruiters are still seeing other RHM data on their Dashboards.
   A. These are Workday delivered reports, and also based on Sup Org assignments. If you aren't seeing the right RHMs, you may need your security assignment changed.

44. Is there a way, as the Recruiter, to see who is internal and external at a glance?
   A. Go to the “Find Candidates” report and you can refine using the facets on the side. You can also see in the list of candidates on the req who in internal vs. external.

45. Can we add or delete worklets on our Recruiting Scoreboard page?
   A. Yes.

46. For sending offer letter, Recruiter and Coordinator were choices at the same time, can that be on all transactions?
   A. This was built as designed. Changes would need to be submitted as an enhancement request.

47. Is there a way for a colleague to edit an already submitted application?
   A. No. You would need to work with the hiring manager (view Career Worklet>My Application step to identify the hiring manager) to cancel the application and then have them re-apply.

48. Can we make some fields on the app required? We are getting ones with NO information at all on them. Does us no good.
   A. Yes, it is technically possible to make fields required on the application questionnaire. Changes would need to be submitted as an enhancement request.
49. Are Position Manager applicants going to be brought over to Workday?
   A. No, you should disposition candidates from Position Manager, and should have brought over active applicants during the catch up transaction entry.

50. If I review an application and know that the applicant is very qualified for this position and the manager would be very interested in interviewing this applicant, can I go ahead and schedule an interview for the manager before forwarding the application on, thus avoiding some steps?
   A. You can of course work offline with the hiring manager, but in order to properly track the process and capture information, you would want to use the Workday business process.

51. A requisition has already been posted and now I am being asked by the manager to change the hours. What is the process?
   A. Yes, you can use the edit requisition business process. (Type BP: Edit Requisition into the search box).

52. Is there/ or will there be a way for a manager to view an application and from the application be able to send back to the recruiter to schedule an interview?
   A. No, Managers will be able to see the Application after the candidate is moved out of the Review stage to Screen / Interview stage.

53. When we hired our first person today via TA, we sent the offer letter. I cannot remember, is it designed that the new hire will not get an email with the link to click on to go to the sign into the career site so they can see their offer letter? I think it was designed not to send an email but making sure it was just not turned on.
   A. The candidate will be notified that their offer letter is available.

54. Do we need to contact IT to get temporary password and log in for Workday for new hires or is the integration fixed? When we did our walkthrough today, she did not receive anything in her email.
   A. The integration is working, however There is a backlog for new hires, but it is being worked.

55. How do we view candidates without having to return to the HomePage. For example, once reviewing candidates, and forwarding them to the manager or declining them, it takes us back to the home page. Why wouldn't it go to the next applicant?
   A. There is a report you can use to look at all candidates. It is called “Candidate Pipeline.” You could also use “My Candidates – Primary Recruiter”
56. Can we hire more than 1 candidate on the same requisition that has indicated 2 or 3 or 4 openings?
   A. This is doable but it depends on the requisition.

57. Can we still hire on a requisition even though is no longer posted but active?
   A. Yes, you can hire on it if it is Active.

58. How do we connect a job requisition to an evergreen requisition but with the job requisition remaining unposted but active to hire candidates into?
   A. To make an evergreen req you would need to copy the initial job requisition and create a new one that is evergreen. (Create Job Requisition > select Copy Details from Existing)

59. Why is there 1 candidate, but multiple applications, for the same position?
   A. There are many reasons for this, we are currently reviewing. If the colleague is submitting multiple times or through different career sites, etc. The workaround for this as previously communicated is to disposition the other applications and notify the candidate.

60. If you transfer an associate within a department, or to another department within the hospital, can the manager request to backfill that position, is that seat still there for them to fill?
   A. Yes the position (seat) remains open by default.

61. Why would the system allow a manager to choose a “primary recruiter” when selecting roles, yet that person is NOT a recruiter at all? So now that position went to someone to post the job, yet they do not have those capabilities. Job Req # 00002914
   A. The Primary Recruiter group security is “unconstrained” meaning that anyone can be assigned as a Primary Recruiter. This is as designed so that a non-recruiter could reassign tasks in case of Primary Recruiter no longer being available. This could be modified as an enhancement request if it is causing more issues than it aims to solve.

62. If you post a requisition internally is that open to all of TH? If the answer is yes is there an option to have the req. posted internally for just a specific RHM?
A. It is open to everyone across the organization. You would indicate on the req
that the position is limited to a specific Primary Location but anyone could see
it.