Recruitment Compass

A guide to ASU best practices and Workday use

This comprehensive guide supports ASU hiring teams through each phase of the recruitment process. It features best practices, step-by-step guidance and Workday instructions to support successful recruiting.

Note: Lightbulbs indicate a best practice or helpful tip. 💡

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Create position for administrator/staff/student worker

This step helps users create administrative, staff and student positions in Workday. You can create positions to recruit candidates immediately or in the future.

Creating a position is not required when initiating a confidential job requisition or when recruiting into a Job Management supervisory organization. In these cases, you can create the job requisition without first creating a position.

Departments should evaluate the unit's needs to determine the most effective approach for the position, including identifying essential duties, qualifications, appropriate salary range, interview committee members and a realistic timeline for the recruitment process.

Refer to the Edit position restrictions job aid to edit position details after it has been approved.

Review the Create a job requisition for academic personnel for guidance on creating academic positions.

Complete these steps to create a position:

1. Search for and select the **Create Position** task in the search bar.

2. Select the position's **Supervisory Organization.**

   a. Submit a ticket to create a new supervisory organization or modify the supervisor.

   b. Once a position is fully approved and attached to a job requisition, the supervisory organization cannot be changed.

   c. Positions can only be created in Position Management supervisory organizations.

   d. Job Management supervisory organizations do not allow positions because they do not have employees sitting in tracked positions.

3. Select **OK**.

4. Select the **Position Request Reason**.

5. Enter the **Job Posting Title**.

   ☼ Use a business title in the job posting that closely reflects the role's responsibilities — it may differ from the official job profile title, but should remain similar and easily recognizable.

6. Enter the **Number of Positions**. This indicates how many identical positions you want to create. It will also influence how many people you can hire from one requisition. Before you can complete a hire, the number of candidates in the requisition must match the number of openings.

- ☼ The number of created positions is also the number of costing allocations you must assign.

7. Select the **Hiring Restrictions** tab.

8. Select the **Availability Date**.

   a. This is the earliest a job requisition can be opened for the position. If the position is dated for the future, you cannot act on it, and it will not appear in reporting until that date.

   b. If backdating a hire, ensure it aligns with the employee's start date.

   c. If future-dating a hire, the employee cannot be hired into any other position in the interim — hire events must occur sequentially.

9. Select the **Earliest Hire Date.** This is the earliest date the position can be filled. The earliest hire date cannot be before the availability date.

10. Select the **Job Profile.**

    a. Select the correct Job Profile, as it determines key details such as minimum qualifications, fingerprinting requirements, exemption status, staff classification, compensation grade and other job-specific information.

    - ☼ When searching job profiles, select the three dots — **Related Actions** — next to the job profile name to view full details. For example, if fingerprinting is required, it will be listed under the Job Classification section.

11. The **Job Description Summary** includes the minimum qualifications for the required education and experience and cannot be edited. This information auto-populates from the job profile and cannot be modified.

12. Enter the **Job Description** using the supplied headers for Essential Duties, Desired Qualifications and Working Environment.

    a. Entering this information into the position is not required if doing so limits its flexibility for future use. However, information entered here will auto-populate in the job requisition.

    b. See the Create a job requisition section for detailed recommendations.

13. Select a **Location** from the ASU HCM Locations hierarchy by choosing ASU HCM Locations in the dropdown. Locations are organized by campus — select the one that best aligns with the supervisory organization and the position's nature.

14. Select the **Time Type**. If you select full-time, 40 hours per week must be scheduled. If the proposed time type is PRN, scheduled weekly hours must be zero. All other options are considered part-time.

15. Select the **Worker Type**.

16. Select the **Worker Sub-Type**.

    a. See the Worker sub-type table in the appendix for descriptions of worker sub-types.

17. Enter the **Scheduled Weekly Hours**. If the FTE is under 100% — i.e., less than 40 hours — the salary will be prorated based on the FTE when compensation is set.

18. Select **Submit**.

19. The initiator receives a task to **Change the Organizational Assignments**, which is where you provide:

    a. Federal funding details.

       i.   For Federal Work-Study Student Worker position, add the **Federal Work Study earnings code:** Federal Work Study – Within Balance – FWSB [USA].

    b. Select the applicable I-9 process.

    c. Authorized driver requirements.

    d. Fingerprinting, if not identified on the job profile.

e.   Mail code is required.

20. The position routes for **approval**.

a.   The type of position and its attributes determine who is involved in the approval process. Approvers receive a task to approve, deny or send back the position. If sending the position back, approvers must include a comment for further action.

21. The HR Partner will receive the **Assign Costing Allocations task**.

22. View the remaining steps in the business process by selecting **Details and Process** and then **Remaining Process**.

Close a position

Use these steps to close a position in Workday when it is no longer needed, eliminated due to reorganization or defunded. Only unfilled positions without an active job requisition can be closed.

Closed positions cannot be reopened. If needed again, a new position must be created and approved.

Refer to the Edit position restrictions job aid to edit position details once approved.

Complete these steps to close a position:

1.   Enter **Close Position** in the search bar.

2.   Find the position.

3.   Select **OK**.

4.   Select the **Close Reason** and enter the **Close Date**.

5.   Select **Submit**.

6.   The position is now closed and cannot be filled.

Create a job requisition

These steps help users create and post a job requisition to the ASU applicant websites. A job requisition is a formal request to fill a position and initiate the recruitment process.

Complete these steps to create a job requisition:

1. Once the position is fully approved, type **Create Job Requisition** in the search bar.

    a. Optional: Copy Details from Existing Requisition.

2. Enter the supervisory organization.

    ☼ Do not use the parent supervisory organization to hire a staff member. The parent organization includes all associated sub-organizations.

    a. If using a job management supervisory organization, skip to Step 3.

3. When selecting the position:

    ☼ Do not use **Create New Position** for staff and student hires. This is for Academic Search only.

    a. If using a position management supervisory organization, select **For Existing Position**.

        i. Enter the open position.

        ii. Select **OK.**

    b. If recruiting for multiple vacancies, use **Multiple Existing Positions**.

        i. Select **OK**.

        ii. Select the positions you want to use for this requisition from the available list.

        iii. Select **OK**.

4. **Recruiting Details**

    a. Select a **Reason**.

        i. When backfilling an existing position, select **Create Job requisition > Replacement (Backfill)** and enter the name of the incumbent being replaced.

ii. When recruiting for a new position, select **Create Job Requisition > New Position** and select the appropriate option:

1. New Position - Increase in Headcount.

2. New Position - Linked to Evergreen. See the [Create an evergreen job requisition](#) section for more information.

iii. When recruiting using a confidential job requisition, select Create Job Requisition > **Confidential Requisition (Waivers)** and select **Voluntary Non-Competitive Fill Waiver.**

b. Enter the **Recruiting Start Date**. This is typically the date you are creating the requisition.

c. Enter the **Target Hire Date** — adjustable during the offer process.

i. If back-dating a hire, ensure the Recruiting Start Date and Target Hire Date align with the position's effective date. All dates must occur before the employee's start date.

ii. If future-dating a hire, the employee cannot be hired into any other position in the interim. Hire events must occur sequentially.

d. If hiring a fixed-term employee, enter the Target End Date. Leave this field blank for all other hires.

e. Select **Next**.

5. **Job Details**

☼ If the Job Details, Job Profile and other information were entered in the Position, they will automatically populate in the requisition.

a. Confirm the **Job Posting Title**. Use a business title that closely reflects the role's responsibilities. This title may differ from the official job profile title, but should remain similar and easily recognizable.

b. Enter the **Justification** for the posting. Include any relevant details that will assist downstream approvers in understanding and managing the request.

c. Confirm your **Job Profile.** This determines key details, such as minimum qualifications, fingerprinting requirements, exemption status, staff classification, compensation grade and other job-specific information.

☼ When searching job profiles, select the three dots — **Related Actions** — next to the job profile name to view full details. For example, if fingerprinting is required, it will be listed under the Job Classification section.

- ☼ When selecting a job profile, filter by **Job Family** and **Subfamily**. Under the Job Profile dropdown, select **By Job Family**. Then, pick the applicable family and subfamily to view available profiles.

    1. Example: If hiring a Facilities Assistant, select the **Facilities, Services, and Infrastructure** Job Family, then the **Facilities Management** Subfamily, and finally choose the appropriate title, level and grade for the position.

- ☼ For assistance on selecting a job profile, use the **Job code to profile crosswalk** on the [OHR Talent Acquisition website](#).

d. The **Job Description Summary** includes the minimum qualifications for the required education and experience and cannot be edited. This information auto-populates from the job profile.

e. Enter a **Job Description**.

- ☼ Be mindful of formatting. Ensure all text is consistent in font, size and style. If you copy information from another source, such as a document or email, paste it into the Notepad or TextEdit app first to remove any hidden formatting before entering it into Workday. This helps maintain a clean, professional appearance and displays the job posting correctly.

- ☼ Include an opening paragraph introducing the position and explaining how it functions within your unit.

    1. This helps applicants understand the role's context before reviewing the qualifications and responsibilities.

    2. This paragraph appears at the top of the job posting, so it should be both engaging and informative.

    3. Highlight what makes your department a great place to work.

ii. Include a **salary range** for the position. If no range is provided, you will be locked into the maximum amount listed in the posting.

    1. Example: Position Salary Range: $XX,XXX - $XX,XXX per year; Depends on experience.

    - ☼ Offer a salary within the job profile's established salary range. Offers outside the range will require additional approvals.

iii. **Essential Duties:** List the core tasks the employee is expected to perform to be successful. Keep them concise and appealing. A well-written job description inspires candidates to take action.

iv. **Desired Qualifications:** Skills, experience and knowledge that are preferred but not required for the job.

- List qualifications in order of importance, from most to least critical — prioritizing hard skills over soft skills, which tend to be more subjective.

  a. Experience career coaching students, professionals or employees — hard skills.

  b. Evidence of effective communication skills, including presentation, facilitating groups, influence and persuasion — soft skills.

- Focus on the qualifications that will help a candidate succeed in the role. Think about what you would want to see on the ideal resume.

v. **Working Environment:** The conditions where the employee will carry out the job's essential functions. It also includes accessibility considerations and ensures compliance with the Americans with Disabilities Act — ADA.

- Best practices:

  a. Clearly describe the physical and environmental conditions where the job is performed — e.g., office, outdoor, lab.

  b. Include special conditions, such as noise levels, travel requirements or hazard exposure.

  c. Remove any outdated language or references to obsolete tools and technology.

  d. Be clear and specific to set realistic expectations for candidates.

6. Enter the department statement under **Additional Job Description**.

- A strong department statement concisely communicates your team's mission, vision and values while aligning with ASU's goals. It should inspire action, guide decision-making and reflect your department's unique contributions to the university.

7. The **Worker Sub-Type, Time Type, Primary Location, Primary Job Location and Scheduled Hours** will populate from the position.

8. Optional: Edit **Remote Type**:

   a. Select **Fully Remote** if the position does not require the employee to report to any ASU location.

b. Select **Partially Remote** for positions that offer hybrid work arrangements, combining remote and on-site responsibilities.

☼ Positions with hybrid or fully remote options will require the completion of a flexible work arrangement form. Review SPP 306: Flexible Work Arrangements for more information.

☼ If you designate a position as hybrid or fully remote, that information will display in the ASU Jobs Hub and appear as a filter option for job seekers, helping to attract candidates specifically searching for flexible work arrangements.

9. Optional: If the job requisition will be linked to an Evergreen, confirm that the correct evergreen requisition number is listed in the **Link to Evergreen Requisition** section.

10. Select **Next** until you reach the **Organizations section** — skip the Skills and Qualifications sections.

11. The requisition will automatically populate the **Organizations section** details from the position or supervisory organization. Edit the following sections as needed.

a. Edit **Cost Center or Costing**.

b. Select the appropriate **Federal Funding** value if the position is grant-funded or part of the Federal Work-Study program.

c. Select the **I-9 location**: In-Person I-9 or Remote Anywhere I-9.

i. Only fully remote employees are eligible for Remote Anywhere I-9.

d. If authorized driver status is required, select **Driving Required**.

i. Visit the Driving for ASU webpage for more information.

e. If fingerprinting is needed and not built into the job profile, select **Fingerprints Required.**

☼ Check if the selected job profile requires fingerprinting. Some profiles are designated as security- or safety-sensitive. Refer to ACD 126: Reference Check and Background Verification to learn about security- and safety-sensitive designations.

f. Enter the **Mail Code**. This field is required.

12. Optional: Upload any applicable attachments.

13. Select **Next**.

☼ Workday is not a content management system, and many uploaded documents may be visible to candidates. Only upload documents that are appropriate for candidate viewing.

14. **Compensation**

    a.   Under **Guidelines**, verify the **Compensation Package**, **Compensation Grade** and **Compensation Grade Profile**.

    b.   Under **Salary**, edit **Amount** — determined by job profile and appears as Max Pay on posting.

            ☼   Use the unit's budgeted maximum salary for the position, including room for potential negotiations.

            i.   Confirm **Currency** and **Frequency**.

    c.   Optional: Add an additional Salary plan if needed.

    d.   Optional: Add an eligible Allowance — e.g., tech subsidy.

15. **Assign Roles**

    a.   Select **Add**.

    b.   Select **Primary Recruiter** from the dropdown menu.

    c.   Under **Assigned To**, include the names of everyone who will actively manage the requisition and should receive tasks requiring action, including the initiator. Only individuals listed will have access to the job requisition.

    d.   Select **Next**.

            ☼   See the How to create a Workday role request job aid for instructions on adding additional Primary Recruiters after the requisition has been approved.

16. **Review** the job requisition and **Submit**.

17. The initiator receives **My Tasks** inbox items to complete:

    a.   **Medical Surveillance Questionnaire**.

            i.   Used to identify and monitor employees who may be exposed to certain occupational health risks as part of their job duties.

    b.   **Advertisement Chargeback Questionnaire**.

            i.   Used to capture chargeback account information for advertising requisitions on external job sites — e.g., LinkedIn, HigherEdJobs, Jobing.com. See the Advertising section below for additional helpful information.

    c.   For confidential job requisitions, the initiator receives a **Job Requisition Max Compensation Amount** questionnaire task in their My Tasks inbox.

18. Once all tasks are submitted, the requisition routes to downstream approvers.

Advertising

Advertise your position widely. ASU data shows that positions promoted through external advertising are more likely to result in a successful hire. A broad and thoughtful advertising strategy increases visibility and supports a faster, more effective recruitment process.

1. When completing the **Advertisement Chargeback Questionnaire**, include accurate chargeback account information. This ensures advertising expenses are billed to the correct funding source.

   - ☼ This includes the **Cost Center** and may include a **Program** or **Additional Worktags**. If information is missing or incomplete, the costing allocation defined for the worker position will be used for chargeback costs.

   - ☼ Enter N/A if you are not using any third-party advertising sites.

2. Contact HR Central – Recruitment for data-driven guidance on the most effective job advertising platforms by role type — e.g., LinkedIn, Jobing, HigherEdJobs. Our team can help you choose platforms with the best results for your hiring needs.

3. Consider advertising on industry-specific websites to connect with specialized talent in your field. Advertising in niche spaces can greatly improve candidate quality and alignment with your department's needs.

   - ☼ Some industry-specific websites require an active membership or subscription to advertise positions. Review the site's requirements before proceeding with posting.

4. Promote your job postings through multiple channels:

   a. Share on your department or college's **social media pages** and ask team members to help spread the word.

   b. Post the opportunity in **professional organizations**, **career forums** or **community job boards** related to the field.

   c. Use **internal ASU communication tools** like Slack channels or newsletters to notify current employees who may know strong referrals.

5. Refer to the Post a job section below for instructions on how to request third-party advertising.

Post a job

Once the job requisition is fully approved and all questionnaires completed, the Primary Recruiter receives a **My Tasks** item to post the job.

In some cases, such as when a requisition is linked to an Evergreen, the Primary Recruiter will skip this step. See the [Create a linked job requisition](#) section for more information.

This step differs for Confidential job requisitions — [refer to that section](#) for more information.

Complete these steps to post a requisition:

1. Navigate to your **My Tasks inbox.**

2. Select the correct **Post Job** task.

3. Select **Job Posting Sites**:

    a. All **staff** jobs must be posted on both the **ASU Staff Career Site** and **Internal** career site.

    b. All **student** jobs must be posted on the **Internal Student Career Site**.

    c. If you want to post the requisition on any third-party advertising sites, select the desired options from the drop-down menu.

4. Enter the **Start Date**.

5. Enter the **End Date**

    a. Postings are automatically removed from all ASU sites at 11:59 p.m. the day before the listed end date. For example, if the end date is Aug. 23, 2025, the posting will be removed at 11:59 p.m. on Aug. 22, 2025.

    b. **Staff** postings must be open for a minimum of **five** days.

        i. Post your requisition for at least ten business days to attract a broad candidate pool.

    c. **Student worker** postings must be open for a minimum of **three** days.

    d. Do not enter end dates for **third-party advertising sites**. HR Central – Recruitment will update those dates once the postings are live.

    ☼ Set job postings to close on a weekday to ensure maximum visibility and avoid complications related to timing issues or scheduled system maintenance.

6. Select **Submit.**

7. The job requisition will be posted according to the start date, and a confirmation message will appear.

    a. If you need to request edits after the requisition is fully approved but not yet posted, or if there are no active candidates, submit a ServiceNow ticket. After the edits are made, the requisition must be unposted and reposted so the changes appear on the website.

Extend a job posting

If considering extending a job posting, it is best to do so before the original end date to maintain continuity and avoid additional steps.

If the posting has already closed, all remaining candidates must be dispositioned before the position can be reposted. Remember. that reposting the job will open it to a new applicant pool, and you will need to review and consider all new applicants who apply.

You must have the Primary Recruiter or Hiring Manager role to search for a Job Requisition, even if you are the initiator.

To extend your job posting, complete the following steps:

1. Open the **Job Requisition**.

    a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

    b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. In the job requisition menu, navigate to the **Job Postings** tab.

3. For each posting site, select **Actions** and **Update Job Posting**.

4. Select the new **End Date**.

5. Select **Submit**, and a confirmation message will appear.

    a. This does not change any other job requisition details.

☼ If you have requested the requisition to be posted on a non-Workday site — third-party advertising — you must contact HR Central - Recruitment to extend the advertisement.

Create an evergreen job requisition

Evergreen job requisitions are used for positions requiring continuous hiring or benefit from maintaining a large pool of candidates.

Candidates cannot be hired directly from an evergreen job requisition. Departments must create a position and a linked job requisition, and move the candidate to that requisition before the hire can be completed, ideally before the references stage.

Only job requisitions with the same job profiles as the evergreen requisition can be linked.

At least one job requisition must be linked to the evergreen requisition to hire a candidate.

An evergreen job requisition must be created and approved before any job requisitions can be linked to it.

Complete these steps to create an evergreen requisition:

1. Search **Create Evergreen Requisition** in the search bar.

2. Refer to the Create a job requisition section for further guidance.

3. Follow the Post a job instructions to post the Evergreen. Do not post a linked job requisition.

    ☼ Evergreen requisitions can be posted for up to six months at a time, provided no changes are made to the requisition details during that period.

4. See the Advertising section for instructions on posting your Evergreen to third-party sites.

Create a linked job requisition

After the Primary Recruiter selects a candidate from the evergreen requisition to hire, they must create a position and a linked job requisition to move the candidate through recruitment.

See the Create a position for administrator/staff/student section for more information on creating a position.

Complete these steps to create a linked requisition:

1. Search for and select **Create Job Requisition** in the search bar.

2. Select your Evergreen Requisition in the **Copy Details from the Existing Requisition field**.

3. Select **For Existing Position** or **For Multiple Existing Positions**, depending on your needs.

4. Select **Worker Type**: Employee.

5. Select **OK**.

6. Continue creating the job requisition. Refer to the [Create a Job Requisition](#) section for further guidance.

    a. Under **Reason**, follow the instructions to select New Position > New Position – **Linked to Evergreen.**

7. Select **Submit.**

- 💡 **Do not post a linked requisition.** The initiator receives the Post a Job task once the linked requisition is approved. This task **must be canceled** using the Task Actions button.

    a. If you post the requisition and candidates apply, you must review and consider all applicants as part of your recruitment process.

8. Once approved, the Primary Recruiter can move candidates from the Evergreen to the linked requisition. See the next section for instructions.

Move candidates to a linked requisition

Once the linked requisition is approved, Primary Recruiters can move candidates from the Evergreen to the linked requisition to complete the recruitment process.

Keep applicants in the evergreen requisition during the review and interview stages. Once a finalist is identified, move the candidate to the linked job requisition before initiating the reference check stage. This ensures accurate tracking and compliance throughout the hiring process.

Complete these steps to move candidates to a linked requisition:

1. Open the **Job Requisition**.

    a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

    b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. Select the candidate.

3. Select **more (…)** and then **Move to Linked Job Requisition**.

4. Select the **Linked Job Requisition**.

5. Select **OK.**

6. Candidates who moved from an evergreen requisition are identified by a green checkmark next to their name.

Create a confidential job requisition

Use the confidential job requisition business process when you have a known intended hire.

This process creates a new position at the time of hire and cannot be used to backfill existing positions.

For student workers, only Student Worker IV and V can be hired using this process.

Complete these steps to create a confidential job requisition:

1. Enter **Create Confidential Job Requisition** in the search bar.

2. Refer to the Create a Job Requisition section for further guidance.

3. Before submitting the requisition, attach the following two documents:

    a. The candidate's resume. This allows downstream approvers to verify the candidate's qualifications.

    b. A written justification that explains why a competitive search is not being used to fill the position.

    ☼ The requisition will be returned to the Primary Recruiter if one or both documents are missing.

Post a confidential job requisition

Once the job requisition is approved, the Primary Recruiter will receive a **My Tasks** item to post the job. Completing this step does not publish the job on the recruitment website. Instead, it generates a link to the requisition that candidates can use to apply.

Complete these steps to post a confidential job requisition:

1. Open the **Job Requisition**.

    a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

    b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. In the job requisition menu, navigate to the **Job Postings** tab.

3. Select **Post Job**.

4. Select the appropriate job posting site based on the candidate's status:

    a. External candidate: Select **ASU Staff Career Site.**

    b. Internal candidate: Select **Internal**.

    c. For student workers: Select **Student Internal Career Site**.

    d. Do not select any third-party advertising options for a Confidential Job Requisition.

5. Select **OK**.

6. Select the **Start Date.**

7. Select the **End Date**. This is required.

    ☼ Set the job posting end date one week from the posting start date. If the candidate does not apply by this date, the application link will expire and be unavailable.

    a. If an extension is needed, refer to the [Extend a job posting](#) section for instructions.

8. Select **Submit.**

Create a prospect and invite them to apply

After the Primary Recruiter posts the job requisition, they must create a prospect and send the candidate an invitation to apply. The prospect can only view the job posting and apply through the unique link provided in that invitation.

Complete these steps to create a prospect:

1. Search and select **Create Confidential Prospect** in the search bar.

Before creating a new prospect, search for the candidate in the **Existing Workers** section to check if they already have a Workday profile. This helps prevent duplicate records and avoids errors in future processes.

2. To create from an **Existing Worker**:

   a. Search for your candidate's name. If they have a prior record, even as a terminated employee or student worker, proceed using the existing profile.

      ☼ If the candidate cannot access their ASU email address, the contact information must be updated on the prospect's related worker profile. This can only be done by someone with HR Partner security access.

   b. Select **OK**.

3. To create a **New Prospect**:

   a. Enter **First Name, Last Name** and **Email Address.**

   b. Select **OK.**

4. To create from **Resume/CV**:

   a. Select **OK**.

   b. You will be prompted to upload the resume.

   c. Select **Add and Parse**.

   d. Update any necessary information.

   e. Select **OK**.

5. Select **Actions**.

6. Hover over **Candidate Actions** and select **Invite to Apply**.

7. Under **Job Posting**, search for the job requisition number.

   ☼ If the requisition does not appear in your list, verify that it has been posted to the correct site. Unposted requisitions will not populate.

   ☼ Another common error occurs when the Recruitment Start Date is set for the future. This can prevent the requisition from moving forward. Enter today's date or an earlier date, if appropriate.

8. Select **Invite to Apply Template** under Notification Template.

9. Select **Invite to Apply** under Message Template.

   a. Edit the message, if necessary.

   b. Attach any applicable documents.

10. **Review** the information and select **OK**.

11. Once complete, the candidate can apply for the job. After applying, the candidate will appear in the requisition with a **Review** status, indicating they are ready for consideration.

   ☼ If you are recruiting for a student worker position and your candidate cannot apply, confirm that they are currently registered for classes. Only actively enrolled students are eligible to apply for student worker roles.

   ☼ If you are recruiting for a staff position and your candidate does not receive an email, confirm that the requisition is posted to the correct site — i.e., Internal vs. ASU Staff Career Site. Posting to the wrong site can prevent candidates from receiving application instructions.

Edit Pre-Hire

When the candidate moves to the background check stage, the initiator receives a **My Tasks** to-do item to add a position to the pre-hire profile. This step must be completed to initiate the background check integration.

1. Enter the candidate's name in the search bar and go to their **Pre-Hire profile**.

2. Select **Related Actions** — the three dots next to the candidate's name — and hover over **Job Application**, then select **Edit Pre-Hire Profile**.

3. Select **Add Row (+)**.

4. Since confidential requisitions do not have associated position numbers until the hire is processed, use **P115032 Considered For Position for Background Check** in the **Considered For** column.

5. Select **OK**.

6. Once complete, the background check integration begins.

Close a job requisition

Use this process for evergreen requisitions or when an existing requisition is no longer needed for recruitment. Once a job requisition is closed, a new one must be created to restart recruitment. Before closing, ensure all candidates have been dispositioned. This step is not required for requisitions where all positions have been filled.

When closing the job requisition, you also have the option to close the associated position. This action is permanent. If the position is needed later, a new one must be created before starting a new requisition.

Complete these steps to close a job requisition:

1. Open the **Job Requisition**.

   a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

   b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. In the top ribbon, select the three dots — **Related Actions** — next to the requisition number and posting title.

3. Under **Job Change**, select **Close Requisition**.

4. Enter the **Reason** and **Close Date**.

5. Check the **Close Unfilled Positions** box if you want to close the position and requisition.

   ☼ If you leave this box unchecked, only the job requisition will close, and the position will remain active.

6. Select **Submit**.

Review and interview candidates

This section outlines how to review and screen candidates in Workday. Thoroughly evaluating applications helps ensure qualified individuals move forward in the hiring process. Screening involves assessing minimum qualifications, preferred experience, and overall fit for the role. You will also find tips and best practices for managing candidate pools, identifying top talent and maintaining consistency and fairness.

Screening

Complete the following steps to review candidates:

1. Open the **job requisition**.

    a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

    b. You can also navigate to the Job Requisitions tab on the left sidebar.

2. Select the **Candidates** tab.

3. Review each candidate to determine whether they meet the minimum and desired qualifications, considering transferable skills and educational equivalencies.

    - ☼ **Consider equivalency when evaluating whether a candidate meets the minimum and/or desired qualifications for the position:** A bachelor's degree equals four years of experience, a master's adds two years, a Juris Doctor adds three years, and a Doctorate adds four years. Relevant professional certifications may count for up to six months total. Additional degrees do not provide extra credit beyond the highest level earned and should not be counted twice.

    - ☼ Use the **Resume** subheader under the **Active Candidates** tab to view a brief summary of the applicant's education, job titles and employment history.

    - ☼ Review the applicant list daily and promptly disposition candidates to keep the recruitment process moving efficiently.

    - ☼ To bundle applicant materials to share with managers or hiring committees, check the box next to the applicable candidate's name in the Job requisition Workspace Summary View and select **Bundle Resumes** under **more (…).** The initiator will receive a Workday notification when the report is ready.

4. Select the candidate's name to access their profile. In the profile, select **Summary** to review their information, including active job applications, education, work history, etc.

    - ☼ If the candidate has applied for more than one position within your supervisory organization, you will see each position on the Summary screen of their profile, and you can review them for both.

    - ☼ Use the arrows in the top right corner of the requisition to navigate between candidates. Below the arrows, there is an option to leave notes about candidates.

5. In the candidate's profile, select **Move Forward** or **Decline** at the bottom of the page to disposition the candidate.

    a. If you decline a candidate, their application moves to the inactive pool, and they receive an automated disposition email. See the appendix for a list of disposition notifications.

b. You must select a disposition reason — only one can be chosen.

Mass dispositioning and moving

Primary Recruiters can mass disposition and move candidates in Workday. This allows you to efficiently manage candidate pools by selecting multiple applicants simultaneously and taking the appropriate action based on their status in the recruitment process.

1. Open the **Job Requisition**.

   a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

   b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. Select the **Candidates** Tab.

3. If you want to move multiple candidates to the next recruitment stage, select the checkboxes next to their names and select **Move Forward**. Choose the most appropriate option from the dropdown menu.

   ☼ Primary Recruiters can move candidates forward in the recruitment process, typically at designated decision stages. In most cases, this action occurs at the end of a decision stage, but in some instances, recruiters can move candidates while still in the middle of a decision step.

   i. To move a candidate forward in a decision step, open their profile, select the **Actions** button, choose **Job Application**, and then select Move Candidate. This allows progression to the next appropriate step in the hiring process.

   ii. If you select multiple candidates in different stages, Workday will automatically group them by status and present the appropriate options for each group.

4. If you want to decline multiple candidates, select the checkboxes next to their names and select **Decline**. You can also select the checkbox in the candidate grid header to select all.

   a. A **Decline Job Applications** window pops up asking for the **Disposition Reason**. You can opt to populate the top reason field or disposition each individually.

   b. Declined candidates will receive an email notification indicating their application status. The candidate's application status will also update from **In Progress** to **Process Completed**.

5. Select **OK**.

6. If you believe you have made a mistake or selected the wrong disposition reason, refer to the [Reactivating Applications](#) section to learn how to reactivate the application and select the correct disposition reason.

7. Please [submit a ServiceNow ticket](#) if you improperly moved your candidates. [Email the Student Employment Office](#) if the candidate is a student.

Reactivating applications

Primary Recruiters can reactivate candidate applications in Workday if a candidate was previously declined in error, or if circumstances have changed.

If a candidate withdrew in error and reaches out to request reactivation, follow these best practices:

- **If the requisition is still posted:** Reactivate the applicant upon request.

- **If the requisition is no longer posted:** Do not reactivate the applicant, as departments should have already begun reviewing applications.

This section outlines how to reactivate an application:

1. Open the **Job Requisition**.

   a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

   b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. Select the **Candidates** tab.

3. Select the **Inactive Candidates** tab.

4. Select the top left checkbox on the chart to select all candidates, or individually select the checkbox next to the candidate's name.

5. Select **Reactivate Job Application** from the bottom menu when you have chosen the candidate application to reactivate.

   a. Optional: Add a comment

6. Select **OK**.

7. The candidate should now appear in the **All Active Candidates** tab.

   ☀ Remember, the applicant previously received a rejection email. Be sure to contact them directly to let them know they have been reactivated and are now being considered for the position. This helps avoid confusion and maintains a positive candidate experience.

- ☼ If a candidate is reactivated, they may return to the middle of a business process, which may prevent the Primary Recruiter from taking action. If this happens, please submit a ServiceNow ticket for assistance.

Interviewing

The interview process is a critical step in selecting the right candidate for your position. It allows you to assess qualifications and potential for success in the role. This section outlines best practices, tools and guidelines to ensure a consistent, inclusive and effective interview process that supports informed hiring decisions and a positive candidate experience.

Most interview questions can be derived directly from the position's minimum and desired qualifications by using behavioral-style prompts. Ask candidates to describe how they've demonstrated a particular qualification in a previous role, and explore how their actions benefited their team, the organization and their own development.

To ensure fairness and consistency, core interview questions should be the same for each candidate. However, follow-up and clarifying questions are appropriate and encouraged to gain deeper insight. As a best practice, provide candidates with a copy of the interview questions at the start of the interview.

Applicant interviews should be scheduled after the position's close date to ensure all candidates with similar qualifications are given equal consideration for an interview.

Choose one of the following options under **Move Forward** for managing your interview process:

1. **Optional Primary Recruiter Phone Screen** or **Optional Manager Phone Screen**.

    a. The Primary Recruiter or the Manager will receive a **My Tasks** to-do to enter a summary of the screening conversation.

    b. Once the summary is submitted, the Primary Recruiter can find the results of the screening conversation on the candidate's profile by selecting the questionnaire results and then selecting the screen tab. The Primary Recruiter can then move forward to the next interview stage or disposition the candidate.

2. **Offline Interview Document Upload.** This option allows the Primary Recruiter to manage the interview process outside of Workday.

    a. Primary Recruiter receives a **My Tasks** item.

    b. Upload interview documents.

        - ☼ If interview records and evaluations are not stored in Workday, they must be stored by the department for three years.

          ☼   Please remember that Workday is not a content management system, and many uploaded documents may be visible to candidates. Upload only documents that are appropriate for candidate viewing.

   c. Select **Submit**.

   d. Primary Recruiters decide whether to **Move Forward** or **Decline**.

3. **Manager to Schedule Interview.** This option allows the Hiring Manager listed on the requisition to manage the interview process instead of the Primary Recruiter. If selected, the task appears in the Recruiting Hub under the left-hand menu. A notification is also sent, but Primary Recruiters should coordinate with the Manager to ensure they know about the task.

   a. Select **Schedule**

   b. Sign in to **Microsoft Outlook** to grant the interview committee calendar access.

   c. Sign in to **Zoom** to manage interviews via web conferencing.

      i. Your login credentials are saved, so you do not need to enter them each time.

   d. Select the **Interview Date**.

   e. Enter the names of all interview committee members into the same row.

          ☼   Only add a row when scheduling multiple interviews at different times or using different interview types — e.g., video, in-person, etc.

          ☼   Search committees should be kept to a reasonable number of participants, and one-on-one interviews are not recommended. All committee members should make every effort to attend all interviews; however, it is not necessary to replace members who cannot attend some.

          ☼   The interview method should be consistent for all candidates. If it is not reasonable for some candidates to attend in person, a video interview may be offered as an alternative for those who select that option. Recording interviews via video is not recommended.

   f. Enter the **interview duration**.

   g. Select the **interview type, competencies and the questionnaire**.

   h. To include a Zoom link for the interview, select the checkbox under **Include Web Conference Link.**

   i. Select **Next**.

j. **Select the Interview Time.**

   ☼   Select **Recommend Times for Me** to have Workday generate a list of common availability for the interview committee members.

k. Select **Next**

l. If you select the checkbox to include a web conference link, select **Confirm** to create a Zoom link for the interview.

m. Optional edits:

   i.   Update the email subject.

   ii. Add your message for the committee.

   iii. Check the boxes to provide a Link to the Candidate Profile and/or to Include the Interview Schedule.

   iv. Upload any attachments for the interview committee — i.e., resume and cover letter.

n. Select **Submit**. An Outlook calendar invite is sent to the interview committee.

o. **Communicating with the candidate:**

   i.   Contact the candidate directly or share the interview details via the **Send Message** feature. To use the **Send Message** feature:

   ii. To send a message via Workday:

      1. Select the checkbox next to the candidate's name.

      2. Select **Send Message** at the bottom of the screen.

      3. Choose a message template or write your own message.

      4. Attach any relevant documents.

p. **Interview feedback:**

   i.   Each interview committee member must complete a **Give Interview Feedback** task to move the process forward. This task is available 24 hours before the scheduled interview time.

   ii. Feedback includes:

      1. Complete the **Interview Questionnaire** with questions and candidate responses.

      2. Select an **Overall Rating**.

3. Add an **Overall Comment**.

   iii. Committee members submit feedback by selecting **Submit and Done**.

q. **Manage Interview Feedback:**

   i. Primary Recruiters receive a **My Tasks** item to review the committee's feedback.

   ii. They can reschedule or cancel interviews if necessary.

   iii. After review, Primary Recruiters decide to **Move Forward** or **Decline** the candidate.

Initiate and manage reference check

Reference checks must be conducted after completing interviews and when the candidate is considered a finalist. Candidates should provide references who can speak directly to their qualifications and work experience. It is preferred that at least one reference be a current or former supervisor.

Workday requires information in all three reference fields. If you believe one or two references are sufficient, you may enter "N/A" in the remaining fields to meet the system requirement.

If using an evergreen requisition, move candidates to the linked requisition before this stage.

Strong questions to ask a reference often mirror those asked during the candidate's interview. This approach helps confirm the candidate's responses and provides additional insight into their qualifications.

Follow the internal hiring procedure when a current ASU employee is considered a finalist. Review the Internal Hiring Procedure webpage for detailed guidance.

To request a personnel file, complete the Request to view personnel file form on the HR Forms website.

Follow the directions and submit it by email to Personnelfilerequest@exchange.asu.edu or by eFax to 480-993-0001.

Complete these steps to initiate a reference check:

1. Select the **Job Requisition**.

2. Select the **Candidate**.

3. Select **Move Forward**.

4. Select the reference check type.

Automatic online request — predefined questions

This option is available only for external candidates. The questions under this option cannot be modified. Refer to the appendix for the different types of questionnaires based on the referee's relationship to the candidate.

1. If selected, the candidate will receive a task in their Candidate Home account to enter three to four references. See the Candidate provides references section for steps.

2. Once the candidate submits their references in Workday, each identified referee will automatically receive an email from Workday requesting they complete the reference questionnaire.
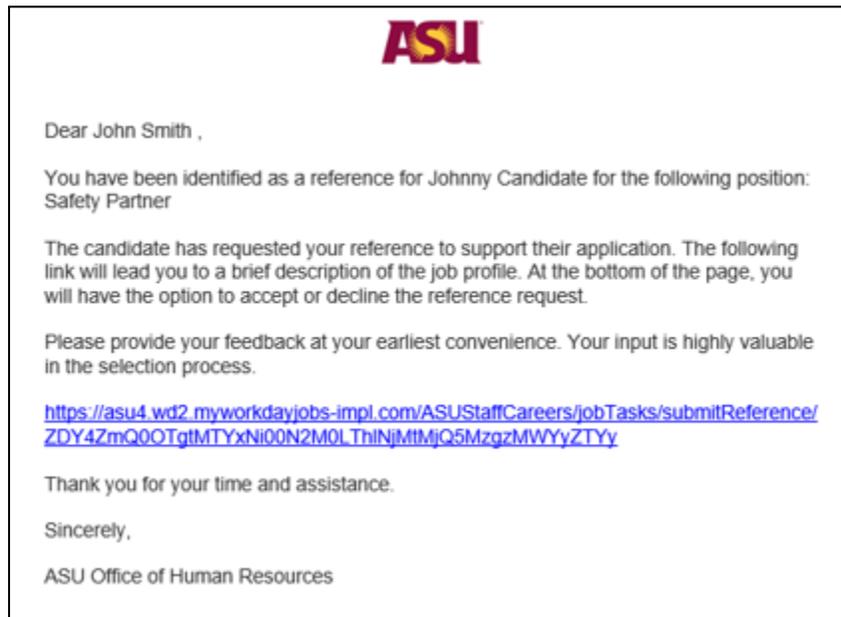
3. If using the **Automatic online request - predefined questions** option, Primary Recruiters receive a task to manage a reference check when the candidate submits their references.

Manage automatic online request reference check

1. Select the **Manage References** item in **My Tasks** and complete these steps as needed:

   a. Select **Resend** to send the questions to the referee again.

   b. Select **Submit Reference** — see related steps on the following page.

   c. Select **Edit Referee Details**, update the referee contact information and select **OK**.

2. The Primary Recruiter can see when a referee has completed the questionnaire from a table on the candidate's profile.

3. After the Primary Recruiter completes the reference check tasks, they will be presented with the **Reference Check** decision to move the candidate forward to the offer stage or disposition.

Submit a reference on behalf of the referee

Follow these steps to submit a reference on behalf of the referee:

1. Select the **Manage References** item in **My Tasks.**
2. Contact the referee.
3. Select **Submit Reference.**

On the **Submit Reference on behalf of [name of referee]** page:

4. Enter their responses for each field.
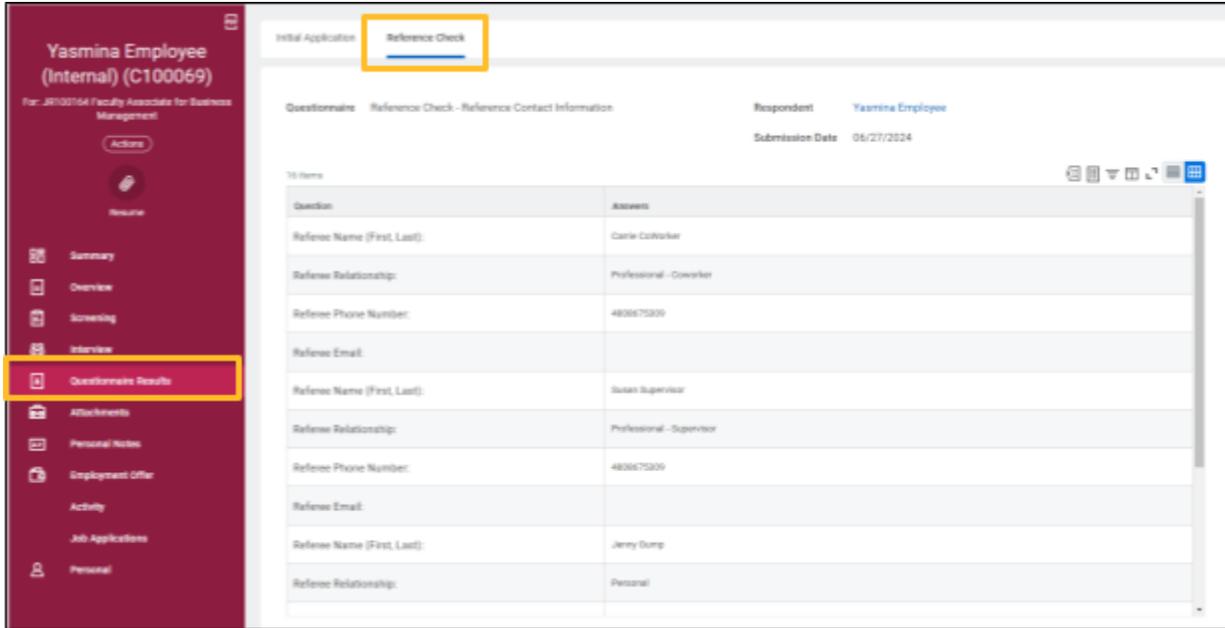
5. Select **Submit**.

Recruiter phone call request — flexible questions

The Primary Recruiter may also request a phone call to ask flexible questions. This option is available for both internal and external candidates. Primary Recruiters should document the flexible questions asked during these calls after speaking with referees.

1. The candidate receives the task of identifying references. See the Candidate provides references section for steps.

   a. **For internal candidates:** The task is received within their **My Tasks** inbox.

   b. **For external candidates:** The task will be received in their **Candidate Home** account.

2. Primary Recruiters receive two tasks once the candidate submits their references: **Manage a Reference Check** and **Call References and Document Feedback** in their My Tasks inbox. Follow these steps to complete the recruiter phone call request.

To view the reference contact information:

1. Navigate to the candidate's profile.

2. Select **Questionnaire Results.**

3. Select the **Reference Check** tab to view the candidate's references.

4. After contacting references, select the **My Tasks** item **Call References and Document Feedback**.

5. Enter the referee's name, your questions and their responses.

6. Select **Submit.**

7. To view the answers to the flexible questions, the Primary Recruiter can navigate to the candidate profile menu pane, select **Questionnaire Results** and navigate to the reference contact information at the bottom of the page.
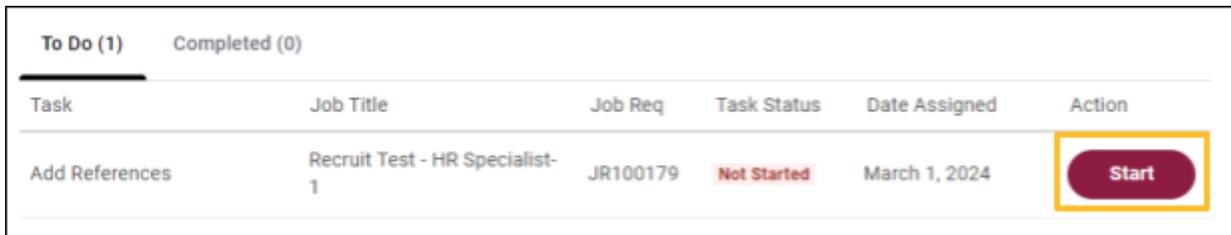
Candidate provides references

The candidate may ask how to add references in Workday. Internal candidates receive a **My Tasks** item to do so. External applicants must log in to their Candidate Home account and complete these steps:

1. Select **Candidate Home** on the top right of the screen.

On the Candidate Home page:

2. Under **To Do**, select **Start** to the right of **Add Reference.**

On the **Add References** page:

3. Select **Country**.

4. Enter **First Name**.

5. Enter **Last Name**.

6. Enter **Email** address.

7. Select **Relationship Type**.

8. Select **OK**.

    ☼ The candidate must submit at least three references. Repeat steps 3 to 7 to add additional references.

9. Select **OK**.

10. A confirmation message displays. The references are added to the candidate's profile and sent to the Primary Recruiter.

Initiate and generate a job offer

Once a candidate has successfully completed the interview and reference check process, the next step is initiating and generating a job offer in Workday. This process ensures all necessary approvals, documentation and details are captured accurately and efficiently. Primary Recruiters play a key role in initiating the offer and collaborating with hiring managers and HR partners to finalize the terms of employment.

Follow the internal hiring procedure when a current ASU employee is considered a finalist. Review the Internal Hiring Procedure webpage for detailed guidance.

Complete these steps to initiate a job offer:

1. Open the **Job Requisition**.

   a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

   b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. On the candidate's profile page:

   a. Select **Move Forward.**

   b. Select **Offer.**

3. Select the **Offer for Job Application** in **My Tasks**.

4. Enter the **Hire Date**.

5. Select the **Hire Reason**.

6. Edit the **Location** if necessary. The location auto-populates from the job requisition.

   a. If the employee is fully remote, the location should be updated to their remote state — e.g., PA – Remote.

7. Select **Edit** to update Business Title.

   a. **Working Time** values auto-populate from the job requisition.

8. Select **Edit** to update Salary.

   ☼ If adding another job or changing jobs for an internal employee, the salary of the other job shows as removed, but it will not remove the other position's salary.

   ☼ Salary increases route for additional approvals.

9. Optional: Select Add to include an eligible allowance, such as a tech subsidy.

10. Optional: Select Edit to add a one-time payment, such as a hiring bonus.

11. Enter the **Effective Date**.

12. Enter the **Reason**.

13. Optional: Select Add, then One-Time Payment plan. Enter the scheduled payment date, the amount and the required worktags.

14. Select **Submit**.

15. The offer routes for approval.

16. Once approved, the Primary Recruiter receives a **My Tasks** item to generate the offer letter.

    ☼ If the job requisition is for a student position, the Student Employment Campus Solutions Integration checks their eligibility status and sends a Workday notification of their eligibility status. See the Verify student employment eligibility section of the appendix for more information.

17. Open the task to edit the offer letter template. When the template opens, read all content thoroughly and remove any language that does not apply. These are formal documents and should be clear, concise and free of unnecessary or irrelevant information.

    a. **Update** the Primary Recruiter's name and email address, which defaults alphabetically to the first assigned Primary Recruiter.

    b. Enter additional information in paragraph six. If the position is temporary, include the expected termination date. Edit, review or remove sections as needed.

18. Enter the **Due Date**.

19. Select **Submit**.

    a. External candidates log into their Candidate Home account to sign their offer letter.

    b. Internal candidates receive a **My Tasks** item to complete.

    c. Two days after the initial task to sign the offer letter is sent, reminder notifications are sent to the Primary Recruiter, Manager and Candidate regarding the pending offer signature.

Renegotiate an offer

The Primary Recruiter completes these steps if they want to change the amount or date of the original offer letter.

Complete these steps to initiate the Renegotiate offer step:

1. Open the **Job Requisition**.

   a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

   b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. Open the candidate's profile page and select **Move Forward**.

3. Select **Renegotiate Offer**.

4. Follow the steps outlined in the [Initiate and generate a job offer](#) section above.

(Optional) New Offer Letter/Change Start Date

If you need to modify the offer letter after the background check has cleared, use the **(Optional) New Offer Letter/Change Start Date** status. This must be completed before selecting **Ready to Hire** and moving the requisition to completion status.

1. Open the **Job Requisition**.

   a. Workday uses prefixes for searching. To find a job requisition, enter "JR:" followed by the requisition number — e.g., JR:JR123456.

   b. You can also navigate to the **Job Requisitions** tab on the left sidebar.

2. Open the candidate's profile page and select **Move Forward**.

3. Select **(Optional) New Offer Letter/Change Start Date**.

4. Follow the steps outlined in the [Initiate and generate a job offer](#) section above.

Offer letter correction — regenerate an offer document

Use this process to correct an offer letter after the job requisition has moved to the Completion stage. This includes updates like adjusting a candidate's hire date or other details within the offer letter.

Complete these steps to correct an offer letter:

1. [Submit a ServiceNow ticket](#) to request a correction.

2. If the ServiceNow administrator cannot move the requisition from completion back into recruitment, they will update the offer event to correct the start date and request that the initiator regenerate the offer letter.

   Once the offer event has been corrected, complete the following steps:

   a. Enter **Regenerate Offer Documents** in the search bar.

   b. Enter the Candidate's name.

   c. Select the job application. This auto-populates if the candidate only received one offer.

   d. Select **OK.**

   e. The Primary Recruiter receives a **My Tasks** item called **Review Offer Letter.**

   f. Select the **Review** button.

   g. The offer letter template opens. Confirm that the information at the top is correct. The green items were generated from the Initiate Offer business process. Confirm the information on the new offer letter was appropriately updated.

   h. Add, edit or delete instructional paragraphs as needed.

   i. Select **Submit.**

   j. The candidate receives a notification to review and sign the regenerated offer document.

   k. Respond to the [ServiceNow ticket](#) previously submitted to request an update to the Hire event.

   l. The hire can proceed once all steps are completed.

Background check and fingerprinting

This section outlines the background investigation stage, which begins after a candidate accepts an offer. The process may include a name-based criminal record check, a fingerprint-based check or both. Turnaround times vary based on the agency conducting the check and the candidate's record. Be sure to allow time for this step during recruitment.

Certain roles require a **Fingerprint check**. Per ASU policy, finalists for security- or safety-sensitive positions must complete a fingerprint check, even if they are current employees with a prior fingerprint clearance on file. If the job profile or requisition indicates the role is security- or safety-sensitive, the fingerprint check will be initiated after the offer is accepted.

If fingerprinting is required but was not identified on the requisition or job profile, a check may be initiated after hire. Skip to the How to submit an ad-hoc background or fingerprint check section of this job aid for instructions.

Refer to ACD 126: Background Verification for details on the background check process or to understand security- or safety-sensitive designations.

This stage involves the following participating stakeholders to complete the process:

- Primary Recruiter

- Candidate

- Fieldprint

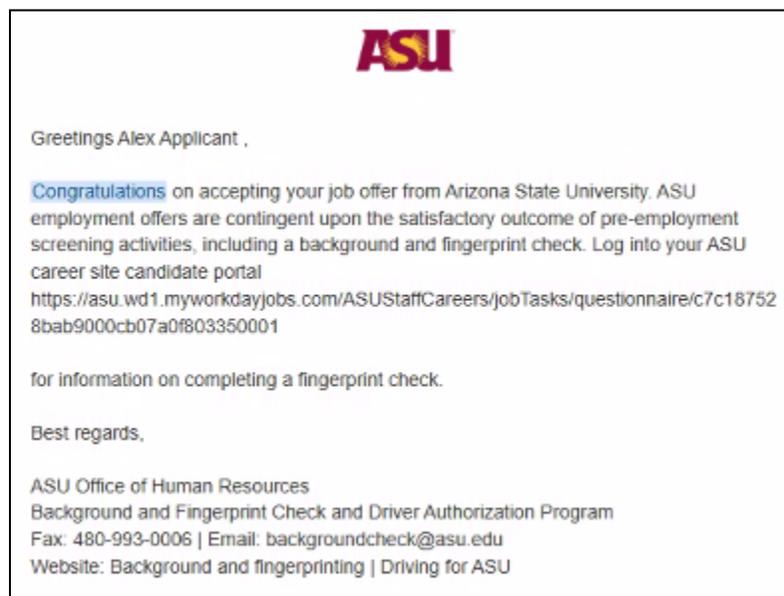- Arizona Department of Public Safety

- HR Central Service Delivery

Background checks are required in the following scenarios:

- All incoming staff, academic personnel or internal workers who do not have a background check on file.

    - ☼ Academic personnel are always required to complete a background check.

- Employees returning after 60 or more days following termination or leave.

- Graduate research assistants, graduate teaching assistants and graduate service assistants.

- Background checks are not required for student workers, but may be included at the department's discretion. If a background check is not needed, do not select the Background Check option during the process.

- **Important:** Do not allow the candidate to begin work until the background check shows that the candidate **Meets Company Standards** and the fingerprint check is complete. The candidate is not cleared to begin work until these processes are complete, which may require changing the start date and offer letter.

Visit the [Office of Human Resources background and fingerprint webpage](#) to learn about the university's policy and for frequently asked questions. [Contact HR support](#) for assistance or to check the status of your inquiry at any time.

## How to complete the fingerprint check requirement

1. The Primary Recruiter selects **Move Forward** and then **Fingerprint Check**. If a fingerprint is required, that process will be initiated first.

2. Once initiated, three processes begin simultaneously:

    a. The **Primary Recruiter** receives a **Complete Questionnaire** task in their **My Tasks** to provide a chargeback account for the fingerprint check. A chargeback account is required for financial accounting purposes.

        i. If information is missing or incomplete, the costing allocation defined for the worker's position will be used for chargeback costs.

    b. **HR Central Service Delivery** receives a task to **Review Fingerprint Data on Government IDs**.

        i. When a fingerprint check is initiated, and the candidate or internal employee has a fingerprint check or fingerprint clearance card on file, HR Central Service Delivery will receive an inbox task to review and expire any stored fingerprint data. Completing this task ensures a new fingerprint check is initiated. Active fingerprint clearance cards will not expire or need a new fingerprint check.

    c. **Candidates receive the following email** from Workday with a link to open:

ASU

Greetings Alex Applicant ,

Congratulations on accepting your job offer from Arizona State University. ASU employment offers are contingent upon the satisfactory outcome of pre-employment screening activities, including a background and fingerprint check. Log into your ASU career site candidate portal
https://asu.wd1.myworkdayjobs.com/ASUStaffCareers/jobTasks/questionnaire/c7c187528bab9000cb07a0f803350001

for information on completing a fingerprint check.

Best regards,

ASU Office of Human Resources
Background and Fingerprint Check and Driver Authorization Program
Fax: 480-993-0006 | Email: backgroundcheck@asu.edu
Website: Background and fingerprinting | Driving for ASU

i.   **External** candidates will see the following tasks listed in the **ASU Career Site** under **Candidate Home** in the **My Tasks** section:
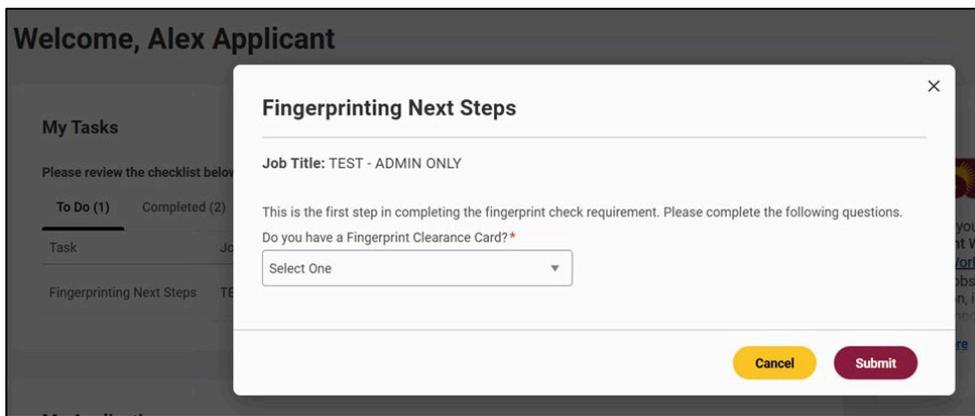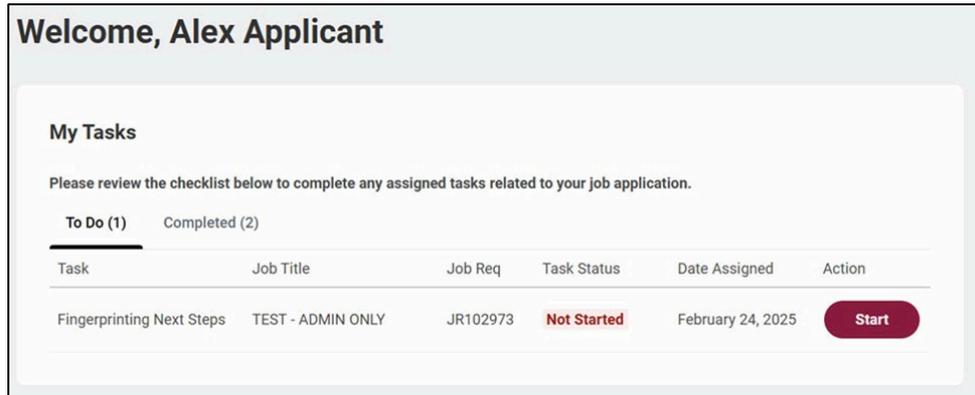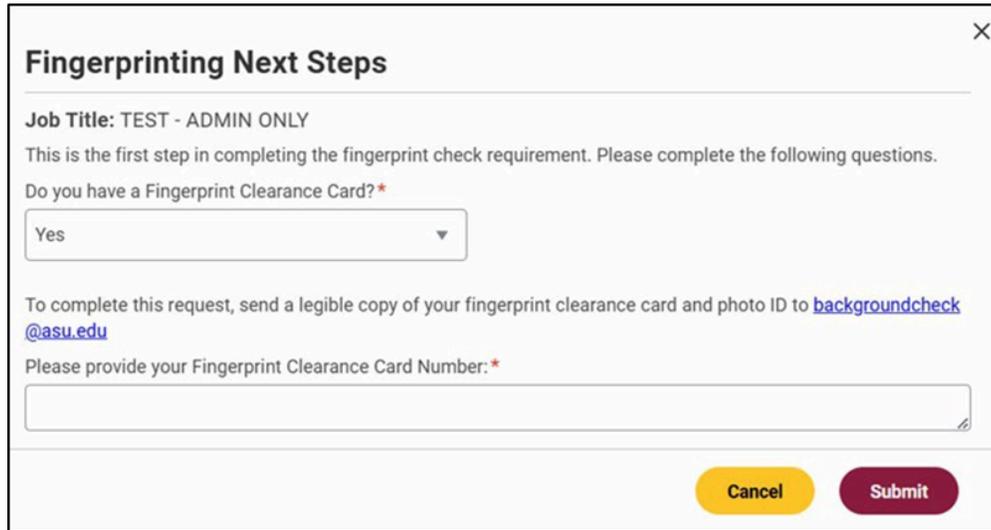

ii. **Internal** candidates will see the Fingerprinting Next Steps task in their **My Tasks** inbox:
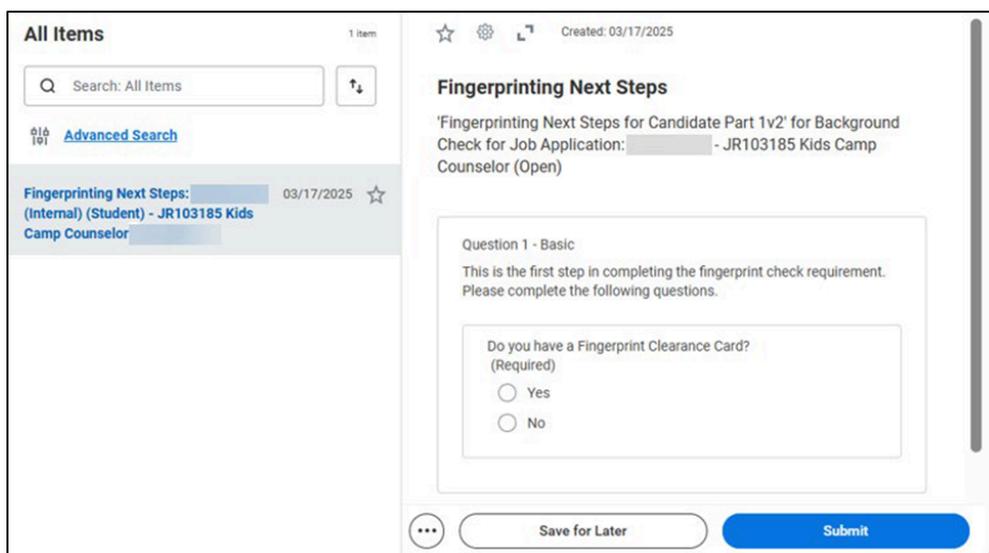
Candidates with active fingerprint clearance cards

1. **Candidates** must complete the following questionnaire. Candidate who respond "Yes" to having an active Arizona fingerprint clearance card will be instructed to email a copy of the card along with a government-issued photo ID to HR Central Service Delivery to backgroundcheck@asu.edu.

2. **HR Central Service Delivery** receives the email and validates the fingerprint clearance card. HR Central Service Delivery will contact the Primary Recruiter to discuss next steps if more information is needed or the card cannot be validated.

3. Once validated, **HR Central Service Delivery** manually updates the Government ID section of the candidate or worker profile.

Candidates without active fingerprint clearance cards

1. Candidates who respond "No" to the questionnaire — see image above — and do not have a fingerprint clearance card will receive instructions to complete a fingerprint check.

2. In Workday, users will receive two **My Tasks** related to this process. These tasks appear in sequence. Task 2 will only generate if the answer to Task 1 is "No." If the answer to Task 1 is "Yes," Task 2 will not appear.

Task 1

Required: Do you have a Fingerprint Clearance Card?

Fingerprinting is a two-step process. Complete the first step through the Arizona Department of Public Safety and the second with Fieldprint. Please follow the instructions below to complete your registration and consent forms.

Go to the AZDPS website: https://psp.azdps.gov

1. Select the "Background Check for Employment/Licensure" icon.

2. Create an Individual account if you do not have one. DO NOT create another Individual account. You can access the Background Check feature with your existing account.

3. Complete the required fields. You must use your full legal name as it appears on your government-issued ID. Other names may delay the process.

4. AZDPS does not need to approve individual accounts. However, you must validate your email address by clicking the link sent to your registered email address.

5. Once you create and verify your account, provide the following Fingerprint Code when prompted: SSP-074.A.

6. Complete the rest of the application by providing your demographic information and electronic signature on consent forms.

7. Confirm your information is accurate, then select Continue to My Order. Select the Request Employer/Agency Pay option to coordinate payment. You must confirm two pop-up messages to complete the order:

    a. The first one will ask for "Order Acknowledgement" - select Continue to Pay.

    b. The second requires "acknowledgment of payment" - select Submit Payment Request. Another pop-up message will confirm the order.

    Note: Please allow 24 hours for payment to process, excluding weekends and holidays. Do not submit a new request payment.

8. Once the payment request is approved, you will receive an email with instructions and a link to log into the AZDPS portal. Go to the Message Center for the next steps and retrieve your Reference Number.

Required: Enter the reference number.

Task 2

Note: Fingerprints are done electronically through a third-party vendor, Fieldprint. You will need the Reference Number retrieved from the AZDPS Message Center to set up your Fieldprint account.

1. Go to the Fieldprint website.

    a. If prints will be conducted within Arizona, please visit
       https://fieldprintarizona.com/individuals

    b. If prints will be conducted outside of Arizona, please visit the following and select the state in which fingerprinting will be conducted:
       https://www.fieldprint.com/fieldprint-websites

Select **Schedule Appointment**, then **Sign Up** to create an account.

Note: Do not create a second account if you have already registered. You can access the first account you created.

2. Complete the required fields. You must validate your account by entering the verification code sent to your registered email address.

3. Follow the prompts to provide a **Fieldprint Code** - Reason. Enter **FPASUfingerprintFACT** into the text field, then select **Continue with Fieldprint Code**.

4. Provide the **Reference Number** retrieved from your **AZDPS Message Center**. Enter your demographic information and electronic signature on the consent forms to complete the application.

    Note: You must use your **full legal last name** as it appears on your government-issued ID. Your name should be the same as the one used to create your AZDPS account. Other names may delay the process.

5. Select a location and schedule your fingerprint appointment with Fieldprint. You will receive email confirmation with instructions on what to expect and bring with you.

Enter fingerprint appointment date:

3. **Candidate** follows the instructions to schedule a fingerprint appointment and completes the fingerprint requirement.

   ☼ Rescheduling fingerprint appointments may result in additional charges.

4. Once the results return, **HR Service Delivery** enters the results into Workday.

5. Once the fingerprint results are cleared, and if a background check is <u>not</u> required, the Primary Recruiter may select **Ready for Hire** to begin the hiring process. Skip to the <u>Hire an employee</u> section to continue the process.

☼ The person who moves the candidate to a **Ready to Hire** state must have the appropriate HR security role since they will complete the staffing event.

How to check fingerprint status

Individuals with the HR Partner security role can view fingerprint status details using one of the following methods:

1. **Through the employee profile**

   a. Navigate to the employee's profile.

   b. Go to **Personal**.

   c. Select **IDs**.

   d. View the section titled **Additional Government IDs** to check fingerprint status.

2. **Using a report**

   a. Search for and run the report **CR-HCM-Fingerprint Status**.

   b. Review the fingerprint status for employees in your supervisory organization.

How to complete the background check requirement

1. The **Primary Recruiter** will select **Move Forward** then **Background Check** to initiate a background check.

   a. If the candidate is an internal applicant with a background check on file, the Primary Recruiter will not see the background check step in the process. However, those with HR Partner access can view the candidate's prior background check clearance in their worker profile.

   b. A name-based criminal background check is required for all hires except students, for whom it is optional. If the background check option does not appear at this step, a valid background check is already on file in the system.

   c. To bypass a student worker background check, ensure that the number of candidates matches the number of openings listed on the job requisition. This applies only to student workers who are not required to drive and have not been selected for Fingerprinting Required.

2. The **Primary Recruiter** receives a **Complete Questionnaire** task to provide a chargeback account for the background check. A chargeback account is required for financial accounting purposes. If this information is missing or incomplete, the costing allocation defined for the worker's position will be used for the chargeback costs.

3. The **Candidate** receives two emails:

    a. An email from **Workday** notifying them that they will soon receive a separate message from HireRight, the background check provider.

    b. A follow-up email from **HireRight** instructs the candidate to complete their background information and submit electronic consent forms to initiate the background screening process.

4. **HireRight** completes the background check screening process.

5. Once the background check is cleared, the HR Central Service Delivery team submits the **Select Background Check Overall Status** task, and the department receives a notification to **Make Background Check Decision**.

    ☼ This does not indicate that the overall stage is complete. If fingerprints are not yet complete or the active candidate count is greater than the number of positions available, the option to move the candidate to Ready for Hire will not be available.

    a. The HR Central Service Delivery team will contact the Primary Recruiter to discuss how to proceed for results that do not meet company standards.

6. If you need to modify the offer letter after the background check has cleared, use the (Optional) New Offer Letter/Change Start Date status.

7. The **Primary Recruiter** selects **Ready for Hire**, and the hiring process begins. The person who moves the candidate to a **Ready for Hire** state must have the appropriate HR security role since they will complete the staffing event. Skip to the Hire an employee section to continue the process.

    ☼ If the background check has cleared but the **Ready for Hire** option is still unavailable, confirm that any required fingerprinting has also been completed.

    ☼ If all requirements have been cleared and the **Ready for Hire** option is still unavailable, check that the number of active candidates matches the number of openings listed in the requisition.

8. Once the employee is hired, the job requisition is automatically marked as filled. There is no need to manually close the requisition. Manually closing it will cancel the requisition in Workday, which may cause issues with reporting and records.

How to check background check status

Follow these steps to check the status of a background check that is tied to a recruitment:

1. Open the requisition.

2. Select the candidate's name to open their candidate profile.

3. Select **Actions**.

4. Hover over **Business Process** and select **Business Process Event History**.

5. In the **View Event History for Candidate** screen, confirm the job requisition number. Select **OK** to view the **Recruiting Event**.

6. Select the **Process** tab.

7. Navigate to the bottom of the **Process History** table and select the most recent **Background Check** event from the bottom of the list. The business process activity is displayed chronologically from oldest to newest.

8. Under the **Details** tab is the HireRight information, including the completion percentage.

    a. **Pending Requester:** A recent background check may already exist. HR Service Delivery will review to avoid duplication.

    b. **Sent to Applicant:** The HireRight invitation was sent to the candidate, but they have not taken action.

        i. If this status does not change, the candidate may not have seen the email, or it may have been sent to an incorrect address.

    c. **Pending Applicant:** The candidate has started the background check application but has not submitted consent. HireRight cannot begin processing until consent is received.

    d. **In Progress:** The candidate has submitted their application, and HireRight is processing the background check.

    e. **Client Review Required:** A potential issue was flagged. The HR Service Delivery team must review the background check results.

    f. **Meets Company Standards:** The background check is complete and cleared.

How to submit an ad-hoc background or fingerprint check

An HR Partner or HR Analyst must complete the steps below to initiate a background or fingerprint check outside of recruitment. Individuals are not permitted to initiate their own background or fingerprint checks.

Only one type of background check or fingerprint check can be requested at a time. If both are required, it is recommended that you initiate the fingerprint check process first.

An ad hoc fingerprint check is required **after** the contract or hiring process is complete, when the department hires in the following categories:

- Contingent workers.

- Direct hires.

- Hires from APARS.

To complete an ad hoc check:

1. Search **Select Background Check Package** in the search bar and select the task.

2. Enter the **Recipient**.

3. Select **OK**.

4. Select the package name.

   - ☼ Please reference the Background and Fingerprint Rate sheet for guidance on package selection. For existing workers, Motor Vehicle Reports are initiated through the Authorized Driver Extend Application and do not require any action from an HR representative to initiate an ad hoc MVR request.

5. Select **Submit**.

   - ☼ After submitting a request, this task may take a few moments to appear in your Workday inbox.

6. The initiator receives a **Complete Questionnaire** task in their **My Tasks** to provide a chargeback account for financial accounting purposes. If this information is missing or incomplete, the costing allocation defined for the worker's position will be used for the chargeback costs.

7. Select **Submit**.

8. The initiator receives an email notification once the background check is cleared.

   a. Users with the HR Partner security role can type the candidate's name into the search bar, locate the background check event and open it. From there, select the **Details** tab to view the background check status.

Ready for hire checklist

Are you ready to move forward and select the **Ready for Hire** button? Take a moment to review the questions below before you do. They can help prevent common issues and reduce the need for ServiceNow support.

> 💡 It is important that everyone involved in recruitment at ASU is familiar with and follows [SPP 201-01: Recruitment/Employment](#) to support a fair, consistent hiring process.

For Hiring Managers:

☐ Do you understand the hiring timeline and requirements? The candidate cannot begin working until all pre-hire steps are complete, including background checks.

☐ Do you have an onboarding and training plan to support the candidate during their first few weeks of employment?

☐ Have you kept your Primary Recruiter informed of any conversations with the candidate? Regular communication should begin at the start of recruitment and continue throughout.

    ☐ Has the candidate confirmed they are ready to begin on the intended hire date? A direct check-in can help prevent any last-minute delays.

    ☐ Be sure to share any conversations that affect start dates, compensation or job expectations.

    ☐ Have you asked your candidate if they are considering other ASU job offers? If they have a future hire date set for another role, it may affect your hiring timeline. Coordinate with the other area if needed.

    ☐ Confirm whether your candidate is a current employee at another Arizona Board of Regents institution — i.e., Northern Arizona University, University of Arizona or a state of Arizona agency — who is transferring to ASU.

For Primary Recruiters:

☐ Have you confirmed the background check and fingerprinting — if required — are complete? Refer to [ACD 126: Reference Check and Background Verification](#) for additional information.

☐ Is the offer letter accurate?

    ☐ Confirm hire dates with the Hiring Manager or the candidate directly.

    ☐ Confirm that the compensation is listed correctly.

    ☐ Confirm that the Hiring Manager's name and title are correctly listed in the offer letter.

- ☐ If the employee will be working outside of Arizona, ensure this is reflected in the offer. Incorrect locations may prevent initiation of onboarding steps and flexible work arrangements. Additionally, the onboarding tasks — specifically for California — will not initiate the default tax election To Do for HR roles.

- ☐ Has the candidate completed any required examinations, such as a physical, vision screening or other exams?

- ☐ Are you modifying a job for a current employee? Confirm the employee's end date with the transferring department before starting the **End Job** process.

- ☐ Have you confirmed that all pre-hire tasks and to-dos are completed?

- ☐ Are you hiring into the correct job requisition? Double-check that you are moving the correct candidate forward to avoid errors.

- ☐ Is something not going as expected? Avoid changing dates or other fields in Workday. This may result in errors that cannot be corrected. Submit a ServiceNow ticket for support instead.

Hire an employee

This section outlines the steps to initiate a hire, which may include a new employee, rehire, internal transfer, competitive promotion or the addition of a second job. A "hire" refers to any action that places an individual into a position within the university who is not currently active in that specific role. This may include someone joining ASU for the first time, returning after a break in service, moving between jobs within the same unit or taking on additional employment opportunities. This section will guide you through each step of the process, from entering key details to finalizing the hire in Workday.

The person who moves the candidate to a **Ready for Hire** state must have the appropriate HR security role since they are responsible for completing the staffing event.

Requisitions with remaining positions not hired through the recruiting process will not show a status of **Filled**. Once all positions have been processed, the status will update automatically. You do not need to manually close these requisitions. They will drop from active status in your Recruiting Hub after 30 days. Remember that manually closing a requisition will cancel it in Workday.

Staffing action for internal candidates

When a current ASU employee is hired internally, a staffing action is triggered after the **Ready for Hire** option is selected. Review the Ready for hire checklist above before moving forward. Skip to the Hire a candidate section if your candidate is external or a prior worker.

1. Select **Move Forward** and **Ready for Hire** on the candidate profile.

   ☿ The person who moves the candidate to a **Ready for Hire** state must have the appropriate HR security role since they will complete the staffing event.

2. Select the appropriate **Action** option from the drop-down menu.

Staffing Action Elena Employee (Internal) - JR100117 OHR Business Partner (C100039) ···

Action * | select one ▼

select one

Add Additional Job

Change Job

Target Hire Date 06/17/2024

Holly HR
Recruiter

Martha Manager
Hiring Manager

enter your comment

[Submit] (Cancel)

   ☿ Be mindful of the differences between **Change Job** and **Add Additional Job**.

   i.   **Change Job** replaces the employee's current position with a new one.

   ii. **Add Additional Job** creates a secondary position, while the primary job remains unchanged.

   iii. Using the wrong action can lead to issues with compensation, time tracking, supervisory organization alignment and reporting structure. Always confirm whether the employee is changing roles entirely or adding responsibilities alongside their current position.

3. Select **Submit**.

4. The type and nature of the hire determines who is involved in the approval process. Typical approvers receive a task to approve, deny or send back the hire.

    a. An approver must provide a reason for sending back the hire.

5. Select **Remaining Process** to view the remaining steps of the business process. Skip to the next section to hire a candidate.

Hire a candidate

If your candidate is internal, complete the [Staffing action for internal candidates](#) task above before continuing.

☼ If the candidate is a prior ASU worker, Workday should identify their prior worker account during the background check process and merge it with their external candidate profile. Once merged, the candidate's tasks will no longer appear in their external Candidate Home account. Instead, the tasks will be accessible through their Workday profile.

Complete the following steps to finalize the hire of an internal or external candidate in Workday:

1. Select the **Hire** task from **My Tasks**.

2. Select **Revise**.

3. Validate the **Hire Details** section. This information populates from the job requisition.

    a. Review the **Hire Date**. If this date needs to be corrected, [Submit a ServiceNow ticket](#) to bring the candidate back into the recruitment process.

    b. Enter the **First Day of Work** and **Reason.**

4. Validate the **Position** section.

    a. View the **Supervisory Organization**. If incorrect, you must initiate the [Change a Job](#) process to update.

    b. Validate the **Position, Employee Type** and **Location.**

5. Validate the **Job Details** section:

    a. Validate the **Job Profile, Business Title, Pay Rate Type, Job Exempt** and **Job Classifications.**

6. Validate the **Working Time** section:

    a. Validate the **Time Type, Default Weekly Hours** and **Scheduled Weekly Hours with FTE**.

7. Select **Next**.

8. In the Hire Employee form, validate or update the **Organization Assignments**.

    a. Validate the **Company, Cost Center** and **Fund**.

9. Validate the **Other** section:

    a. Validate **Federal Funding, I-9, Authorized Driver, Fingerprints Required** and **Mail Code**.

        i. Selecting "Yes" in the Authorized Driver section does not grant driving authorization. The appropriate authorization process must be initiated separately at a later time.

        ii. Selecting "Fingerprints Required" will not initiate a fingerprint check if one was not completed during the recruitment process. In such cases, you must initiate the ad hoc fingerprint process separately.

10. Select **Next**.

11. Validate or update the **Compensation**.

    a. View the **Total Base Pay, Proposed Comp Ratio** and **Proposed Position in Range**.

12. View the Guidelines section:

    a. View **Total Base Pay Range, Compensation Package, Grade** and **Grade Profile**.

13. View the **Hourly** or **Salary** section:

    a. View the **Plan Name, Assignment Details** and **Effective Date**.

14. Select **Next**.

15. Review the **Hire Employee Summary** and select **Submit**. Enter a comment or attach a file, if needed.

16. Complete the **Costing Allocation for Hire**.

    ☼ If the position falls under a Position Management supervisory organization, the person initiating the hire must complete the costing allocation.

    ☼ If the position is part of a Job Management supervisory organization, an HR Partner is responsible for completing the costing allocation.

    a. Refer to the Assign costing allocation job aid for details.

17. New hires are assigned an ASURITE ID, employee ID and campus ID. The Hiring Manager and the person who initiated the hire will receive a notification once these details have been generated.

18. The initiator is responsible for completing the onboarding setup for the new hire. Completing this setup ensures the employee can begin their onboarding tasks. Skip to the Employee onboarding section below for further instructions.

   ☼ If the **Onboarding Setup** task is not submitted within three days of the hire date, it will be automatically submitted on your behalf.

19. The initiator may also receive tasks, including:

   a. Request or add flexible work arrangement.

   b. Request one-time payment.

Employee onboarding

This section helps users set up onboarding for new employees and employees who are adding additional jobs or changing jobs in Workday. It also outlines the onboarding tasks the employee will receive.

Onboarding setup

Complete the following steps to create an employee's onboarding setup.

Submit the onboarding setup task promptly to prevent delays in the onboarding process. If the task is not completed within three days of the hire date, it will auto-complete to continue the onboarding process.

1. Go to **My Tasks** and select the **Onboarding Setup** task.

2. Update the **Message**.

   ☼ Consider drafting a short welcome message that helps the new hire feel supported and informed as they begin their role.

   ☼ Including a URL does not create a clickable link.

3. In the **People to Meet** and **Helpful Contacts** sections, add people who will be useful contacts for the new hire.

   a. By default, these individuals come from the new employee's supervisory organization.

   ☼ The initiator can add or remove people from the list as needed, but cannot add individuals outside the supervisory organization.

   b. Everyone selected will receive a notification unless the **Notify** box is deselected, which prevents them from being prompted to meet with the new hire.

4. Optional: Update the **Notification Subject** and **Notification Message** fields in each section if needed.

5. Select **Submit**. The new hire can now begin their onboarding tasks in Workday.

Employee onboarding tasks

The new employee receives several onboarding tasks in Workday. These tasks should be completed within the first week of hire, except benefits-related tasks. Onboarding task delays can cause downstream impacts and disrupt important processes.

Below is a screenshot of the new employee's **Onboarding Dashboard**, which provides an overview of the tasks, messages and shared contacts.
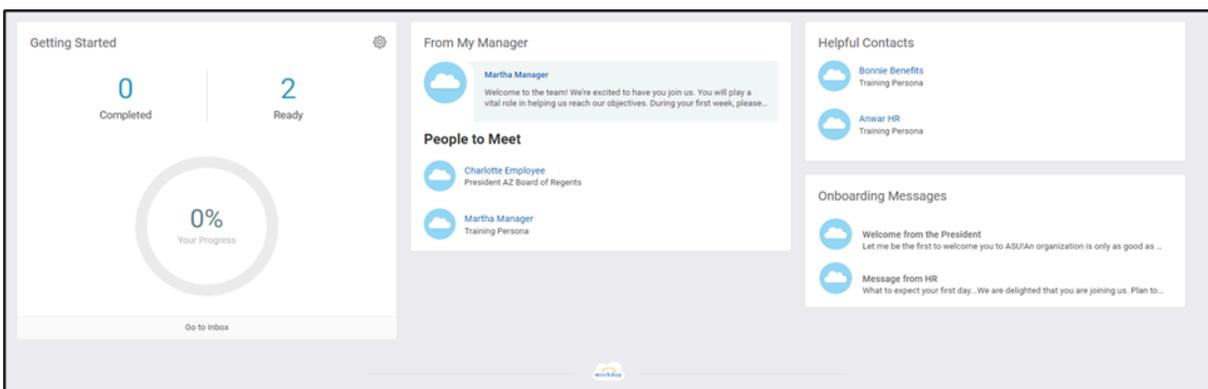
The onboarding tasks launch in groups, with each group of tasks appearing at the same time in **My Tasks**.

Group 1

- Update **Contact Information.**

- Update **Personal Info and Preferred Name.**

- **Equifax I-9**. Remote and in-person employees receive different to-do items.

  - 🔅 I-9 must be completed within three business days of the employee's hire date.

    - Employees are asked to complete **Section 1 of the I-9 form** via Equifax.

    - Employee selects **Submit**.

    - Certified signers complete **Section 2**.

- If the position requires the Authorized Driver designation, the employee completes the **Edit Licenses** task.

Group 2

- International employees will complete the **Edit Passports and Visas** task.

- ○ Non-international employees can **Submit** this task without entering any information.

Group 3

- **Manage Payment Elections**.

- If the employee is a student, they review and acknowledge the **Tax Withholding of Student Wages** PDF.

Group 4

- **Complete State and Local Withholding Elections.**

  - ☼ If this task is not completed, state withholding elections will default to the highest rate based on the employee's home address and work location.

- **Federal Withholding Elections.**

  - ☼ If this task is not completed, federal withholding will default to the highest rate.

Group 5

- **Change Veteran Status Identification.**

- **Change Self-Identification of Disability.**

- **Change Emergency Contacts.**

- **Update My Talent Profile.**

- **Public Employee or Officer Loyalty** — via Adobe Sign.

- **Social Security Number Next Steps To Do** — if the social security number is blank.

- **Review Documents** — The employee is prompted to review and acknowledge the following documents depending on their position type and organizational assignment:

  - ○ **Conditions of Employment**.

  - ○ **Employee Handbook.**

  - ○ **Health Insurance Marketplace Coverage**.

  - ○ **Student Employment Guidelines**, if applicable.

  - ○ **California Hire Packet**, if applicable.

  - ○ **Workday HCM Security Agreement** if the position has organization assignments.

Group 6

- Benefits-eligible employees complete the **Change Benefits for Life Event** task on or after their start date.
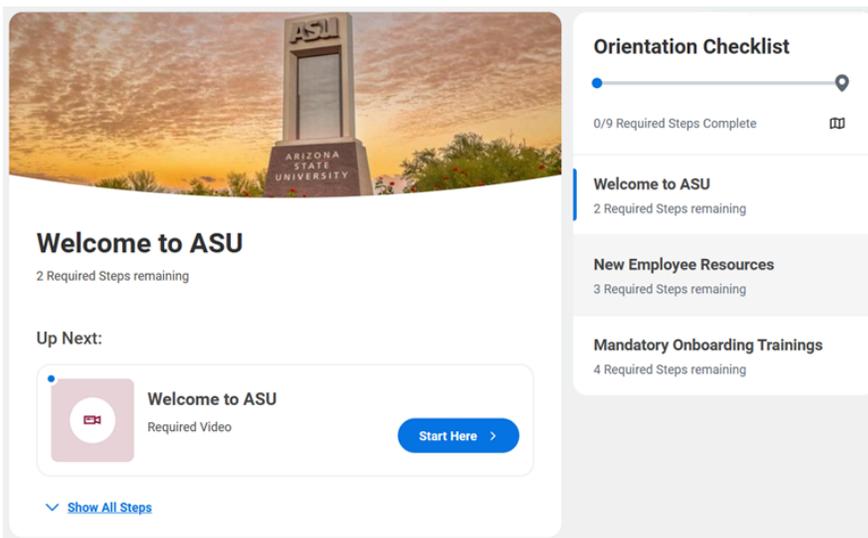
Orientation Checklist

This section reviews the new employee experience and what they will see during onboarding. Employees receive the Orientation Checklist on their first day of work. It appears under **Awaiting Your Action** on their Workday homepage.

Selecting the Orientation Checklist allows employees to view tasks related to orientation. However, completing these tasks does **not** confirm that the employee has taken training, signed up for NEO or completed other orientation-related activities.

1. Select **Continue** to get started, view the orientation dashboard and access the complete list of tasks.
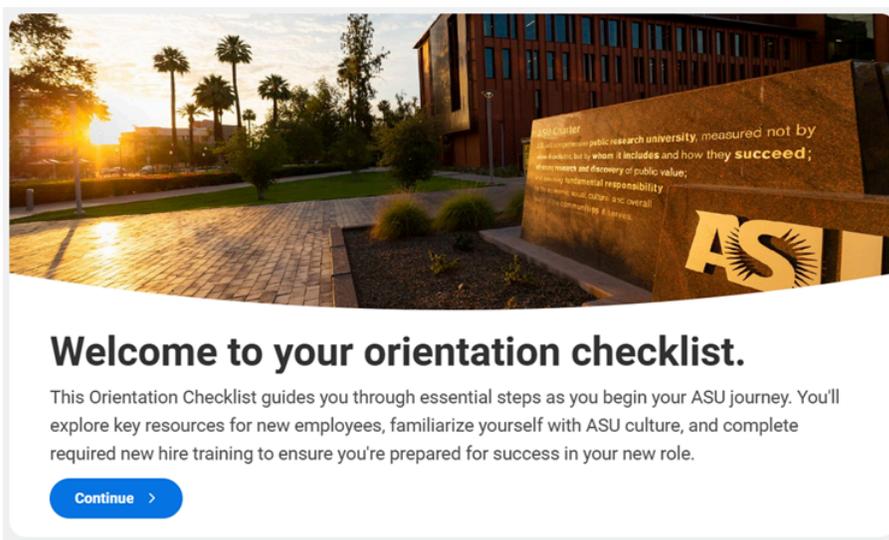
2. Select **Start Here** to begin.

3. Each task may include a link to an external website or a Workday learning course. After completing a task, employees should select **Complete Step** and **Continue** to move on to the next task. Employees can exit the Orientation Checklist anytime and return to it later.

4. The orientation checklist contains the following tasks:

   a. Watch a **Welcome to ASU** video. Select **Complete Step** when the video finishes.
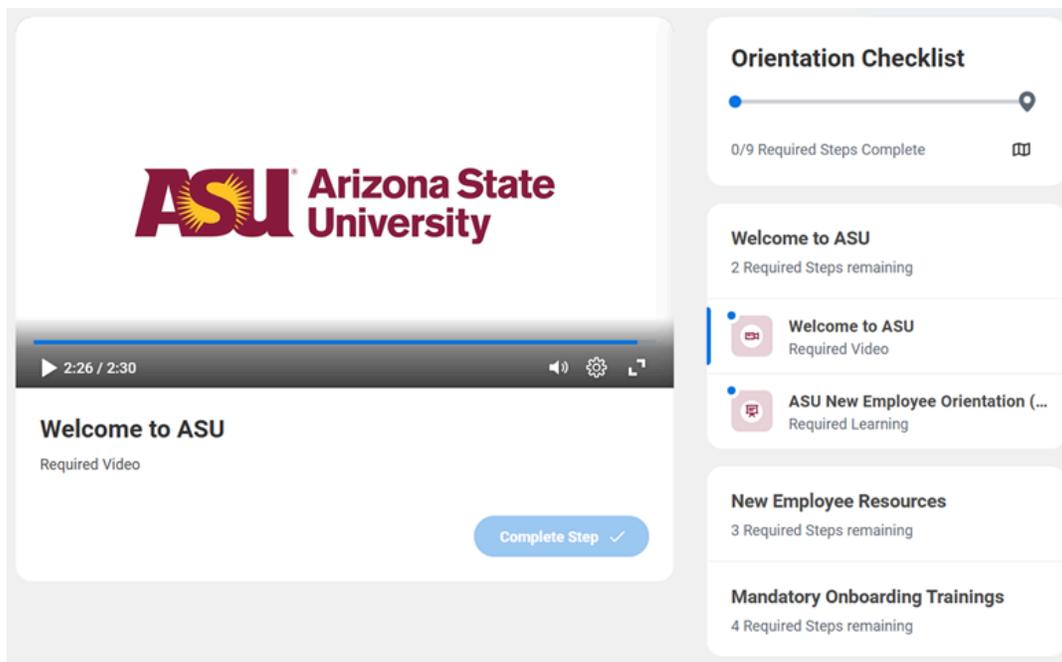
   b. Register for **New Employee Orientation** via Workday Learning if they are a benefits-eligible employee. Select **Open Learning** and **Select Offering** to choose a session. Sessions are offered every Wednesday. Once complete, return to the checklist to **Complete Step** and continue onward.

c. Obtain an **ASU Photo and ID** card via Sun Devil Card Services by uploading a photo. Once complete, return to the checklist to **Complete Step** and continue.
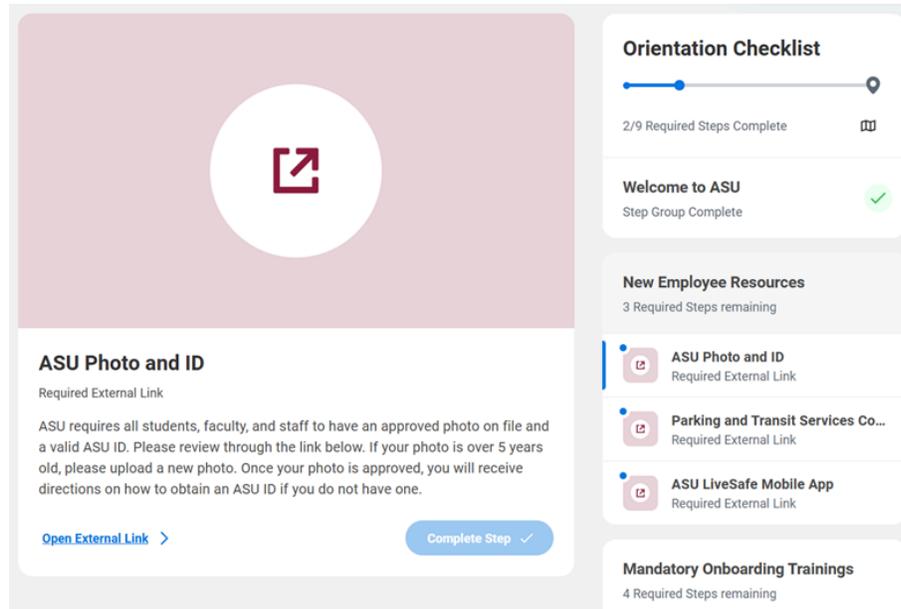
d. Obtain a temporary parking permit and purchase a permit from Parking and Transportation Services if needed. Once complete, return to the checklist to **Complete Step** and continue.

e. Download the ASU LiveSafe Mobile App. Once complete, return to the checklist to **Complete Step** and continue.

f. Enroll in **Required Onboarding Trainings** via Workday Learning. For each course, select **Open Learning** to start the course, then return to the checklist and select **Complete Step**.

   Training includes:

   i. EHS Annual Fire Safety and Prevention Training

   ii. ASU Information Security Training

   iii. ASU Your Duty to Report

   iv. ASU Preventing Discrimination and Harassment or ASU Anti-Harassment Training
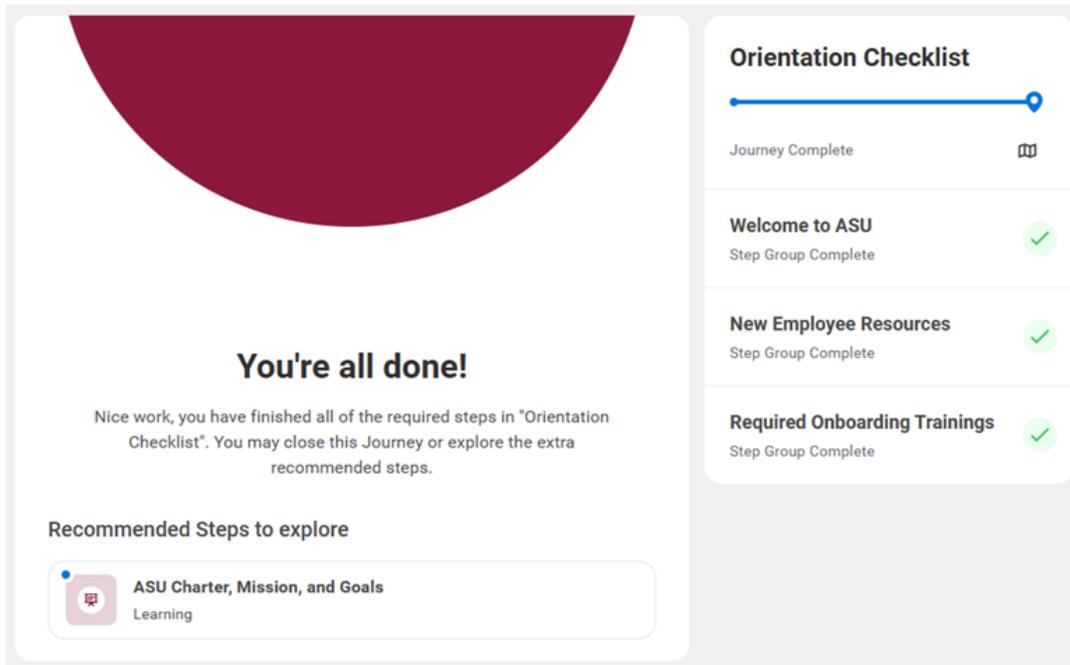
g. Once all Orientation Checklist steps are complete, they can select **ASU Charter, Mission, and Goals** under **Recommended Steps to Explore**.

    i. Select **Open Learning** and then **Start Course**. Then return to the checklist and select **Complete Step**.
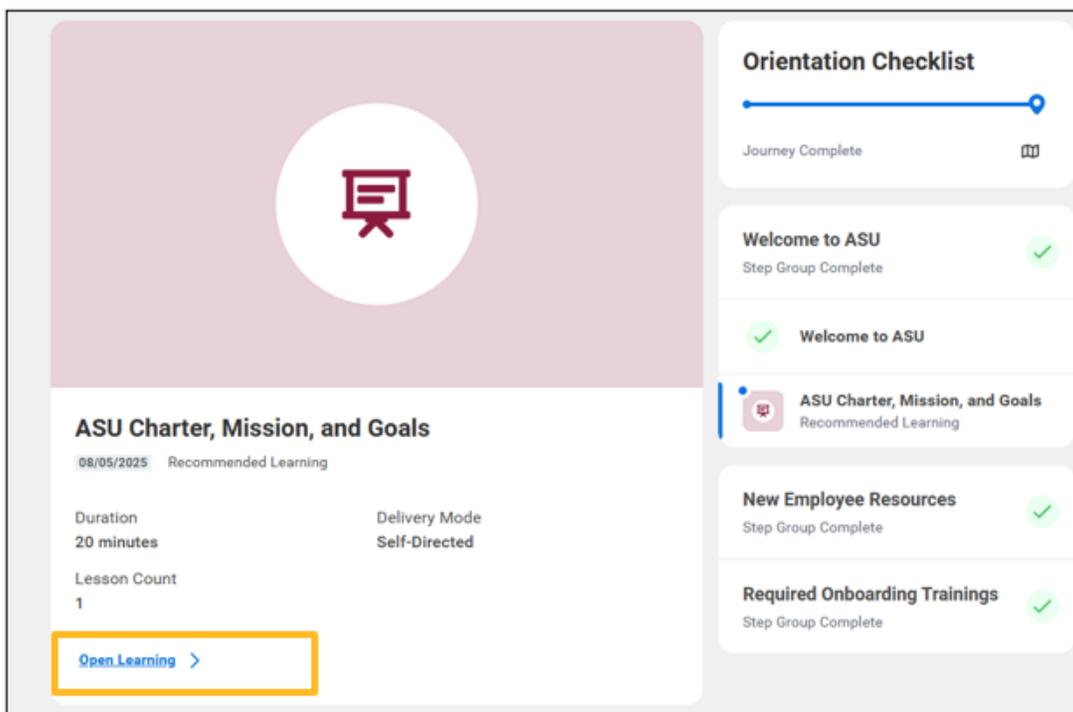
The employee has completed their Orientation Checklist, but this does not confirm they have completed tasks, such as training. Managers should follow up with the new hire to ensure all tasks are finished. They can do this by running the **HCM – Learning – Orientation Checklist** report.

Appendix

Worker sub-type table

Worker sub-type	Use case
Regular	An employee who works 90 days or more. They may be eligible for benefits based on FTE and employee classification. Reg/temp = R (regular).
Regular fixed term	An employee with an expected end date. They may be eligible for benefits based on FTE and employee classification. Reg/temp = R or L (Regular or Nt/NC Acd). You are not required to assign the fixed term sub-type to all employees who are hired with an expected end date. The end date does not automatically end the job, pay or benefits, but it can be used for reporting purposes. You must modify the end date if the employee's assignment is reduced or extended. Otherwise, you must end the job or change the position to another sub-type at the end date.
Student	A student worker/employee (SW I-V). Employee classification = STU

Worker sub-type	Use case
Variable fixed term	An employee with an expected end date. They may be eligible for retirement based on hours worked. Reg/temp = H (Variable). It is not required to assign the fixed term sub-type to all employees hired with an expected end date. The end date does not automatically end the job, pay or benefits, but it can be used for reporting purposes. If the employee's assignment is reduced or extended, you must update the end date accordingly. Otherwise, you must either end the job or change the position to a different sub-type when the end date is reached.
Variable/Temporary	An employee expected to be employed less than 90 days at any FTE. They may be eligible for retirement based on hours worked. Reg/temp = H (variable). Research Assistants, Teaching Assistants and Graduate Student Assistant should be listed under this sub-type. Do not use this sub-type for student workers. All student workers should be classified as Student.

Disposition notifications

Below are the automated emails sent to candidates after they are dispositioned. The Disposition Reason determines the specific email language.

The email subject for each notification is "Job Requisition for Candidate Notification," followed by the status update.

Disposition reason	Email
Auto - Disposition - Candidate self-withdrew Candidate withdrew by contacting manager Accepted another position	Dear "Legal Full Name", We appreciate the time you invested in your application and your interest in working for ASU. This email confirms that you have withdrawn yourself from consideration for this job. If you believe this action was made in error and would like your application reinstated, please contact us at DL.ORG.HR.Staffing@asu.edu before the position's close date. We appreciate your interest in ASU and encourage you to explore other opportunities with us by visiting https://cfo.asu.edu/applicant. This is a system-generated email. Please do not reply to this message, as this email address is not monitored.
Administrative	No notification sent. Typically used for APARS issues or for any situation where a candidate should not receive correspondence.
Candidate rejected salary offer	Dear "Legal Full Name", This email confirms that you have declined the offer for this position at ASU. Please visit www.asu.edu/asujobs to search for another job opportunity. Thank you, "Manager" Have questions? DL.ORG.HR.Staffing@exchange.asu.edu This is a system-generated email. Please do not reply to this message, as this email address is not monitored.

Disposition reason	Email
Department withdrew offer	Dear "Legal Full Name", As discussed, this email serves as confirmation that the offer for this position at Arizona State University has been rescinded. We appreciate your interest in ASU and encourage you to explore other opportunities with us by visiting https://cfo.asu.edu/applicant. Thank you, "Manager" Have questions? DL.ORG.HR.Staffing@exchange.asu.edu This is a system-generated email. Please do not reply to this message, as this email address is not monitored.
Does not meet qualifications Incomplete application Minimum and desired qualifications met but not top tier Minimum qualifications not met Unable to determine qualifications Unfavorable references	Dear "Legal Full Name", We thank you for your interest in the position of "Job Posting Title" at Arizona State University. After careful consideration, we have decided to pursue other options. We appreciate the time you invested in your application and your interest in working for ASU. We encourage you to continue to apply for other positions at ASU that match your qualifications. The website www.asu.edu/asujobs is regularly updated with new opportunities, so please check it often for the latest open positions. Sincerely, ASU Office of Human Resources This is a system-generated email. Please do not reply to this message, as this email address is not monitored.

Disposition reason	Email
Ineligible for position - Visa	Dear "Legal Full Name", Thank you for your interest in the position of "Job Posting Title" at Arizona State University. Based on your response to our application or interview question(s), it appears that you are not currently eligible to work in the United States without sponsorship from ASU. As this position does not offer sponsorship, we are unable to consider you for employment at this time. We sincerely appreciate the time you invested in your application and your interest in joining ASU. If your work authorization status changes in the future, we encourage you to explore and apply for other opportunities that align with your qualifications. Our careers website, www.asu.edu/asujobs, is regularly updated with new openings. Thank you again for considering Arizona State University. Sincerely, ASU Office of Human Resources This is a system-generated email. Please do not reply to this message, as this email address is not monitored.
Declined after interview	Dear "Legal Full Name", Thank you for interviewing for this position at Arizona State University. After careful consideration, we have decided to move forward with other candidates. We appreciate your interest in ASU and encourage you to explore future opportunities at asu.edu/asujobs. We wish you success in your job search and future endeavors. Thank you, "Manager" This is a system-generated email. Please do not reply to this message, as this email address is not monitored.

Disposition reason	Email
Job requisition closed or cancelled - No hire made	Dear "Legal Full Name", Thank you for your interest in Arizona State University. This recruitment has been closed without hire and may be reposted at a future date. We appreciate the time you invested in your application and your interest in working for ASU. The website www.asu.edu/asujobs is regularly updated with new opportunities so please check it often for the latest open positions. Thank you, "Primary Recruiter" This is a system-generated email. Please do not reply to this message, as this email address is not monitored.
No response/No show for interview or assessment	Dear "Legal Full Name", Thank you for your interest in the position of "Job Posting Title" at Arizona State University. As you were unable to attend a scheduled meeting that was part of the selection process, we were unable to move forward with your application, and you are no longer being considered for this position. Sincerely, "Manager" This is a system-generated email. Please do not reply to this message, as this email address is not monitored.

Reference check predefined questions

This section lists the questions automatically sent to referees in Workday based on the selected relationship to the candidate.

Professional supervisor external reference check

1. How long has the candidate worked for the company and in what capacity did you work with them?

2. How does the candidate handle having various assignments, changing priorities and deadlines?

3. How did the candidate respond to feedback and constructive criticism?

4. Were there any concerns with attendance, punctuality or behavior?

5. What are the candidate's areas for improvement?

6. How well did the candidate work with colleagues, supervisors or cross-functional teams?

7. Did the candidate supervise others? If so, how would you describe their leadership style?

8. How would you describe the candidate's overall performance in their role?

9. Would you rehire this individual if given the opportunity? Why or why not?

10. Do you have additional comments about the candidate's employment or job performance?

Professional coworker external questionnaire

1. How long have you known the candidate and in what capacity did you work with them?

2. How would you describe the candidate's dependability? Is the candidate someone you can rely on to be on time or complete a project or task?

3. How does the candidate work collaboratively with others and/or facilitate collaboration?

4. Did the candidate ever supervise you or other employees? If so, how effectively?

5. Would you hire the candidate if you were the hiring manager for the position the candidate has applied for?

6. Is there additional information you wish to share about the candidate?

Verify student employment eligibility

These steps help users verify student employment eligibility in Workday. When a job offer is initiated for a student worker, it triggers an integration with PeopleSoft Campus Solutions to review the student's data. The Primary Recruiter receives a Workday notification once the integration is complete. A My Task item is also sent to the Primary Recruiter if any information requires review.

Please submit a ServiceNow ticket with questions related to this process.

Follow these steps to verify student employment eligibility:

1. Open the **Student Employment Eligibility** task in your My Tasks inbox.

2. Review the **Reason for Ineligibility** and check the **Critical status**.

    a. **If Critical is Yes**: The student candidate **cannot be hired** unless the reason for ineligibility is resolved.

    b. **If Critical is No**: Review the ineligibility reason with your department to decide the next steps.

        i. If updates are needed in the student's **Campus Solutions student profile** before hiring, contact the student or the **Student Employment Office**.

        ii. Select **Re-verify** if updates are made and need to be rechecked. This will retrigger the Student Employment Eligibility integration, which must be reviewed again.

        iii. If updates are needed on the **Offer details in Workday**, select **Send Back** and add a comment. This returns the Offer task to your My Tasks inbox for correction. Once resubmitted, the eligibility check runs again. If the student is still ineligible, repeat the process starting from Step 1.

        iv. **Special note for America Reads**: If the student candidate is applying for an America Reads position and is **not eligible for Federal Work-Study**, they **must be dispositioned**.

    c. **Approve the task** only if no changes are needed. The student employment eligibility check has been completed. Continue with the offer if appropriate. See the Initiate and Generate Offer section for additional steps.

When to contact the Student Employment Office:

- Ineligible Citizenship or Visa for Hourly or Stipend.

- Multiple Visa or Permit Types Found.

When to contact the student candidate:

- Insufficient Enrollment.

When to use department discretion — for 70/30 only:

- FAFSA is incomplete or ineligible.

- No Federal Work-Study.

When to Send Back and Update Offer Letter:

- Federal Work-Study cannot start before the Begin Date.

Key HR Reports

☼ View a comprehensive list of reports you can run with your security access by entering **"Reports I Can Run"** into the Workday search bar.

View All Positions

- Summary of all positions in an organization. Provides information for Position Management supervisory organizations only. Users may include open, frozen and filled positions and specify an effective date to include Positions available in the future. Closed positions are not available.

- HR Analysts, HR Partners, Academic HR Analyst, Academic HR Partner, Primary Recruiter, Manager, Dean VP or Provost/EVP access is required.

View Open Positions

- Summary of open positions in an organization. Enables you to audit the total number of available positions and hours and the number of pre-hires for each position.

- HR Analysts, HR Partners, Academic HR Analyst, Academic HR Partner, Primary Recruiter, Manager, Dean VP or Provost/EVP access is required.

- You will only see information in this report for the supervisory organizations you can access. If you do not see a worker listed, it is likely because they are outside your assigned access.

CR - HCM - Fingerprint Status

- Provides the fingerprint clearance status for workers required to complete a fingerprint check.

- HR Partner or Academic HR Partner access is required.

CR - HCM - Worker I-9 Completion Report

- Provides a quick view of I-9 completion status for workers to ensure employment eligibility compliance. This report does not include I-9s initiated or completed before Workday go-live or those completed outside the standard Workday process.

- HR Analyst, HR Partner, Academic HR Analyst or Academic HR Partner access is required.

- You will only see information in this report for the supervisory organizations you can access. If you do not see a worker listed, it is likely because they are outside your assigned access.

CR – HCM – Worker Position Detail

- Provides information on all positions in Workday when filtering by staffing status, position or job, supervisory organization, job profile, worker and multi-jobs.

- HR Analyst, HR Partner, Academic HR Analyst or Academic HR Partner access is required.

CR - HCM - Workers with Flexible Work Arrangements

- Provides a list of employees with an approved Flexible Work Arrangement — FWA — recorded in Workday.

- HR Analyst, HR Partner, Academic HR Analyst, Academic HR Partner or Manager access required.

- You will only see information in this report for the supervisory organizations you can access. If you do not see a worker listed, it is likely because they are outside your assigned access.

Onboarding Business Process Status Summary

- View the summary of a recently hired worker's onboarding status for a supervisory organization.

- HR Analyst, HR Partner, Academic HR Analyst, Academic HR Partner, Primary Recruiter or Manager access required.

- You will only see information in this report for the supervisory organizations you can access. If you do not see a worker listed, it is likely because they are outside your assigned access.

Department Role Manager Assignments

- Each college and administrative department has designated Department Role Managers responsible for approving departmental role requests. Run the Department Role Manager report to view a comprehensive list of all Department Role Managers.

- Available to all users.

Find Role Requests

- The Find Role Requests report enables you to monitor the status of role requests. Use the report prompts to refine your search results. You can check the status of your request, including any pending approvals.

- Available to all users.

Source Effectiveness

- This report lets you view a breakdown of recruiting source types (e.g., Internal, External Job Board, Referral) and the number of active candidates associated with each source.

- HR Analyst, HR Partner, Academic HR Analyst, Academic HR Partner or Manager access required.

- You will only see information in this report for the supervisory organizations you can access. If you do not see a worker listed, it is likely because they are outside your assigned access.

If you need to request a report not currently available in Workday, please submit a ServiceNow ticket. Be sure to include as much detail as possible about the information you seek so the request can be routed and completed efficiently.