Frequently Asked Questions

Q) Where do I begin?

A) To begin the application process, please select a user name and password that you will easily remember. You should **write down** your user name and password. You will need it to apply for other positions or check the status of your application the next time you visit the site.

Q) What information will I be asked to provide?

A) You will be asked to provide personal information such as name, address, phone

number, etc. You will also be asked to provide information about your education and previous employment, as well as contact information regarding your employment history and references. Please gather this information before beginning the application.

Q) What if I am not ready to fill out the application at this time?

A) If you do not want to complete the application at this time, please click "CANCEL" at the bottom of the RICEWorks page at anytime in the application process.   Please note that if the position closes to additional applications, you will not be able to go back and complete the application, therefore you cannot be considered for the position.

Q) Do I have to fill out an application?

A) Everyone who applies for a position is required to create an application which includes certain information. Any required information is denoted with an asterisk (*). However, the more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications.

Q) What if I want to submit a resume?

A) You will be able to attach a resume to your application *if* the hiring department for their specific job has asked for that option. There will be directions prompting you how and when to attach your resume. *Please note that attaching a resume does **not** substitute for completing the application form. In some job postings you will be **required** to submit a resume with your application. Also note, we are unable to accept a resume via fax, mail or e-mail.*

Q) How do I save my application?

A) You must click **SAVE AND CONTINUE TO NEXT** or **SAVE AND STAY ON THIS PAGE** to save the information you have entered. If you close your browser prior to clicking **SAVE AND CONTINUE TO NEXT** or **SAVE AND STAY ON THIS PAGE** your application and account will be saved, but you will lose the information on the last page that was not saved.

Q) Can I copy selected information from another electronic document?

A) Yes; for example, you can copy and paste the information from a Word or WordPerfect document directly into the appropriate fields in the application form.

Q) How do I find out what jobs are available?

A) A listing of all available positions can be accessed by clicking on the link entitled "Search Current Jobs". You may then refine your search by Job Title or Job Category. If you wish to view ALL open positions, leave all search fields at "ANY" and click the SEARCH button.

Q) What if someone does not have a computer or access to the web?

A) There are a number of ways you can still get access to our online employment site:

- A PC is located in the Human Resources office located just off of campus in the Memorial Herman Medical Plaza (6400 Fannin, Suite 2600). Hours are Monday through Friday, 8:00 a.m. until 5:00 p.m.
- Any of the public computers located in the Fondren Library on the Rice campus are equipped with internet access.
- WorkSource Offices and public libraries have available computers for use.
- Any computer that has Internet access, 24 hours-a-day, 7 days-a-week.

Q) How does the online application process work?

A) Applicants may complete a general application and apply it to specific positions at RICEWorks from any computer with Internet access. All applications to open positions will be screened by the hiring manager. Those applicants who are to be interviewed will be contacted. Applicants may check the progress of their application to positions at any time by logging back on to their account and viewing the Status message under "Application Status".

Q) Who will see my application if I use RICEWorks?

A) Your application is on a secure web server and will be available to the Human Resource Office and the interviewer(s) for the specific job opening for which you apply. Rice University does not share its database with other companies or localities.

Q) Where can I complete an application?

A) Applications are accepted via RICEWorks, our online employment site. Completed applications may be used to apply for any of the open positions listed on the Search Positions page--simply click on "apply for this position," attach a cover letter/resume (if applicable), and answer any Position Specific Questions (if applicable).

Q) Can I save my application before I finish completing it?

A) You must click the "SAVE APPLICATION" button on the final page of the application to save the information you have entered. If you exit the online employment site, close your Internet browser, or lose your Internet connection **before** clicking "SAVE APPLICATION," your data **will not be saved** and you will have to start over. If you cannot finish the entire application in one session, you may find it helpful to complete just the required fields (indicated by a red asterisk) and proceed to "SAVE APPLICATION". You are then able to log back in at any time to complete and/or edit the application.

Please note that your online session will time out after 60 minutes of inactivity. To be active, you must be communicating with the web server (clicking buttons, tabs, etc.). Typing on a page is NOT a communicating activity. If your session times out, your information will be lost if you have not saved it.

Q) Will I be able to attach my resume or cover letter?

A) Each hiring department has an option for an applicant to attach a resume and/or cover letter. If they have provided that opportunity within their posting, after completing the online application and selecting the position for which you would like to apply, you will come to an "Attach Document(s)" screen that includes directions prompting you to do one of two things:

1. Attach resume, and/or cover letter.
2. Copy and paste or type in resume or cover letter.

Please note we are unable to accept a resume and/or cover letter via fax, mail or e-mail.

Q) Do I have to fill out the "Work Experience", "Education" and "Reference" pages if I plan on attaching my resume at the end of the process?

A) Work Experience and Education fields are required. We want to collect complete information regarding these subjects, which will allow hiring managers to make more informed decisions regarding applicants.

For references you will have an option to provide those at the time you might be selected as a final candidate. However for some positions (e.g. Police Officer, Security Officer, etc.) you will be required to provide references when completing the application.

Q) When/how can I make changes to my application?

A) Changes can be made to your general application at any time. However, once you submit an application for a particular position, you cannot go back and make changes to the submitted application. Any changes you do make to your application will be included for any new position for which you apply.

Using RICEWorks, login using your username and password

- Looking at the menu bar on the left side of the computer screen, click on "Edit Application" and then edit your application as needed.
- Make the desired changes to your application and save. Your original application is replaced with the new version.
- The next time you apply for a position, your revised application will be submitted.

Q) Why would I have to make changes to my application?

A) Any time your contact information changes (address, phone number, email address, etc.), you will need to edit your application to reflect the change. Another reason that you may wish to edit your application is if you have acquired additional skills, experience and education since you created your original application. For some positions you may be required to note specific information (e.g. salary history, etc.) for the department to review. This would be listed under "Special Instructions to the Applicant" section of the posting.

Q) How do I apply for a job?

A) The application process has three steps:

1. **Creating a login user name and password**. Be sure to remember these or make note of them as they will enable you to come back and access your application, to make changes or apply for additional positions, and to check on the status of a position.
2. **Creating your online application** - this can be done at any time. You may also search open positions before creating the online application.
3. Applying your online application to a **specific job** opening prior to the closing date (if applicable).

Throughout the process, **it's important that you read and follow all instructions carefully. Please have any documents you wish to submit with your application (e.g. resume, cover letter, etc.) ready to go when you apply for the position.**

Q) How soon will I hear something?

A) For some positions, you will be prompted to answer specific job-related questions. Based upon your answers to these questions, you will receive an immediate response letting you know if your application is being referred to the hiring department for evaluation. Should an interview be desired, applicants will be contacted directly by a representative from the hiring department or human resources.

Q) Can I apply for more than one job at a time?

A) Yes. Once you have completed your application you may apply to any open position(s). Logging back on to RICEWorks will allow you to access your application and update and/or submit it for other job openings.

Q) How long is my application valid?

A) If you do not apply for any open positions for one full year, you will have to re-enter your application before you can apply again. You will be able to make changes to your saved application prior to applying for a specific job opening.

Q) How Do I Print My Application?

A) Before submitting your application, you will have the option to view it. When your application opens in a new browser window, using the tool bar at the top of your computer screen, click on **File|Print** and follow the prompts on the screen to print your application.

Q) Can I apply by sending my resume via e-mail?

A) All staff positions at Rice University require applicants to apply electronically; applications should be completed via RICEWorks.   **Paper applications will not be accepted by fax, e-mail, hand delivery or postal mail**. Please note, on rare occasion a posted staff position will be handled differently and directions on how to apply will be listed in the posting.

Q) How can I check the status of my application?

A) Using RICEWorks, you can login using your user name and password. Looking at the left side menu bar, click on "Application Status." You will see your current status in the search noted. Search statuses show the most current status of the search.

Q) I can't remember my password. What do I do?

A) In the event that you forget or misplace your password, you may prompt the system to remind you of the security question you set up when you first created your password and ID. By answering this question correctly, your password will automatically be reset for you.

At the log in page of RICEWorks, click on "I Forgot My Password" in the bottom, right hand corner of the log-in box. This will then lead you through the steps to reset your password and get into the system.

If you forget your User Name, please provide us with your full name and address via e-mail to jobs@rice.edu. This information will assist us in locating your records within our database. HR does not have access to your password, only to your username. You will receive an e-mail confirmation once your password has been reset.

Q) I am having a problem using the Back button to get to a prior page. It keeps returning me to the same page, what do I do?

A) Do not use your browser's "back," "forward" or "refresh" buttons to navigate the RICEWorks site. This may cause unexpected results, including loss of data or being logged out of the system. Please use only the navigational buttons within the site.

Q) I am having a technical problem with my computer that is stopping me from completing the application or applying for a job. What can I do?

A) Be sure you are using an internet browser that is current. You may e-mail Rice Recruitment with the specific problem and someone will assist you.

Q) I get a blank screen. What can I do?

A) Be sure you are using either Internet Explorer 7.0 for Windows XP and Windows 2000 or Mozilla Firefox 1.5 and 2.0 for Windows XP, Windows 2000, and Mac OS X. Also, under your browser internet options, you need to have cookies and JavaScript "enabled." If you are still having difficulties e-mail Rice Recruitment with the specific problem and someone will assist you.