

PageUp Survey Results

Responses

Question 1

1. Are you currently using the Onboarding Module in PageUp?

[More Details](#)

● Yes	3
● No	40
● Didn't know there was an Onbo...	15



Question 2

We are in the process of updating the onboarding module, what features would you like to see?

1. Ability to send selected applicant all the links, resources and policies for onboarding with ability for them to electronically sign all their onboarding paperwork in advance of an in-person onboarding on day one.
2. Each agency having the ability to upload their own forms for onboarding.
3. More control of what onboarding activities need to be completed, allow recruiters to control the onboarding portal for new hire documents
4. Tutorial on policies, ability to sign policies, complete direct deposit forms and tax forms, acknowledge receipt of items, information on Cardinal, health care information, optional group life information
5. Can the data role directly into Cardinal? Once the status changes to hire?
6. It would be great if we could also schedule emails to be sent out as reminders to the applicants as well.
7. I would love to see Job Aids for how to use this system.

Current & In-Progress

Currently:

- Job aids are accessible on [Talent Acquisition](#)
- In onboarding, recruiters can create and manage tasks.
- 19, Tax forms are available in onboarding.

In progress efforts:

- Working on two-way integration where PageUp data will flow directly to Cardinal each workday.
- Developing onboarding training to roll out within 30-60 days
- Will share onboarding task list with agencies.

Question 3

3. Are you using the PageUp dashboard on the home page?





[More Details](#)



Question 4

4. On the PageUp dashboard you can access the following information, which ones do you use?

[More Details](#)

 Current Jobs (Title, Applications,...	50
 Task	17
 Manager Activities	11
 Benchmarking funnel	9



Question 5

How can the dashboard be more beneficial to you?

1. It would be more beneficial to me if there was a status for positions that were currently sourced and then once the closing date has passed, automatically move to a status of screening or HM review.
2. It could show the Recruiter's name since there are multiple individuals in the agency using PageUp. I would also like to see the position number to show on the dashboard.
3. It would be helpful if we could see the open/close date on the dashboard.
4. It would be beneficial to see all jobs from our District listed all together, rather than having to key in a different recruiting manager's name.
5. Time-to-Fill Percentage included on Dashboard
6. I would like to customize the benchmark funnel. I also want to turn off status notifications.
7. Understanding the function of each section on the dashboard.
8. Include scheduled reports. pending approvals, etc.

Current & In-Progress

Currently:

- Benchmark funnel can be customized using the filters.
- Note: for the benchmark funnel to display accurate data, the recruiter must timely document each step of the recruitment process.
- Access to other team member dashboards by clicking their name in the "Primary teams & users" section
- Job statuses are automatically triggered when the recruiters updates the applicant's application statuses.

In progress efforts:

- Evaluating job statuses and applicant statuses for efficient workflows

Question 6

6. PageUp allows agencies to record their job approval process in the system and eliminates the need to have a paper process. Do you currently use PageUp for your entire job approval process?

[More Details](#)



Question 7

What is preventing you from using the approval process in PageUp?

1. That would mean that other managers, etc outside of HR would need access and they are so overwhelmed right now with other applications, that we just approve at all steps within HR once the internal forms are approved.
2. Our agency leadership currently requires managers to provide justification when they need a position approved. It has not been established to use PageUp for the approval process, PageUp is not used until the position has already been approved and HR is ready to post the position.
3. It would rely on too many people using/approving the position to be posted and we feel would take too long delaying the ability to begin the recruitment process.
4. Many times, the salary approval process and discussion is too extensive to use Pageup. It is more efficient for time and record purposes to have this discussion via email.
5. Can't get everyone on board with using the approval process.
6. Hiring Managers and Executives access and availability to approval in a timely fashion.
7. Those involved in the recruiting approval process loves paper.
8. We require a total of 7 approvals and PageUp only has 4 .

Question 8

8. We can allow individuals listed as panel / search committee members to see applicants once they have submitted their application, would this feature benefit your recruitment process?

[More Details](#)



Action Completed

- Effective 2/21, access has been updated to allow panel members to see applicants as the applications come in. Recruiters no longer have to move application to Panel/Search Committee.

Question 9

What could be added to PageUp that could assist you in the applicant screening process?

1. Accuracy in the flags shown on the applicant's information. Several applicants state they never served in the US military yet show a flag as veteran. One applicant is the spouse of a deceased veteran yet is not a veteran themselves. Flagged as a veteran. Also included '?' for veteran spouse or dependent.
2. More options for application statuses such as "unable to contact for interview", "unable to contact to make offer." Make bulk export report pull applicant's information in the same order as they are in PageUp, order in which applications were received. We often screen while the position is open but cannot copy/paste the names from that report into our screening sheet since they are not in the same order.
3. The flag would help more if "current employee" meant current at my agency and a flag for "state employee" if they are currently at another state agency.
4. The ability to enter screening questions specific to our agency and specific to any given job. Also the ability to delete questions that are mandatory on the current application, but which do not apply to our agency.
5. Allow panel members to see applicants as they come in so the Recruiter doesn't have to move them in the workflow every time a new application comes through. Bring back the library questions like in the old system so we don't have to create a question for common questions.
6. Ability to customize templates to communicate with candidates. Ability to add knock out questions to the application process.
7. Ability for the system to automatically send disqualification emails/notifications if the applicant answers no or incorrectly to any of the disqualifier questions. This feature was very helpful with large applicant pools in PeopleAdmin. I currently have to look through every single application manually to see that an applicant is disqualified and then mark them with the flags for the hiring managers.
8. I would request for clarification on the supplemental question process. We were explicitly told that we cannot use supplemental questions to have applicants automatically disqualified. Now evidently this is an option.
9. A feature (outside of the posting specific questions) that will allow the recruiter or hiring manager to put in the screening criteria while they are completing the position description or job card. When the position closes, PageUp will automatically generate a screening sheet to include names and the screening criteria that was entered into the system.

Current & In-Progress

Currently:

- Agencies can enter [screening questions](#) specific to their jobs. Refer to [job aid](#) and [video](#) on the DHRM website.
- Agencies can customize templates when changing the application status.
- Agencies can add supplemental questions to the posting and request that DHRM add the disqualifier flag or agencies can email questions to rmsinquiry@dhrm.virginia.gov to be added to the library.

Question 10

10. Are you updating the application status throughout the recruitment process?

[More Details](#)



Question 11

What's preventing you from moving applicants through the workflow?

1. We make the updates when the position is filled or cancelled.
2. Many times, whether it's right or wrong, we don't always want applicants to know their current status because sometimes it changes.
3. Too cumbersome - I generally don't update until the process is done.
4. The letter sending feature is awkward and needs to be more customizable. Could you add some more drop-down options to designate each application such as "not hired", or similar.
5. There is often no appropriate choice for basics, as we don't need all those designations as we don't have large numbers of applicants.
6. Insufficient status options available. Example "no show".
7. Time management

Current & In-Progress

Currently:

- Making updates to the applicant status as you screen will provide better reporting and benchmarking funnel information
- Letting the applicant know the status as soon as possible creates a better applicant experience and informs them of each stage of the recruiting process.
- The applicant statuses for all situations are currently in the system.
- See job aid that helps understand applicant progress board: [Dispositioning Applicants](#)
- Applicants only see 1 of 2 statuses during the screening process, Application Under Review or Application Outcome.

Question 12

12. Do you send your offer letters through PageUp?

[More Details](#)



Question 13

What is preventing you from using the offer letter process in PageUp?

1. We have our own that includes conditions of employment, our code of ethics, and other things that we want included.
2. Our process is more streamlined and easier to use. They do not include all the details that our letters require.
3. They are currently sent through DocuSign to get signatures.
4. The offer letters aren't private. The references and offer letters should not be public to other state agencies.
5. Started off sending the offer letters through PageUp but stopped as the process is not as efficient as sending email.
6. We prefer to use a letter on our agency letterhead, with a more personal touch, and able to customize as we'd like. Also, the chance to archive our offer letters for future reference.
7. Our office has multiple hiring managers who send it out directly.
8. Currently, the Agency prefers to manage that part of the recruitment process internally instead of using PageUp.
9. In addition to sending an offer letter, the email with the letter has lots of information including maps and parking and walking directions since getting to HR on the first day is a little bit complicated.

Current & In-Progress

Currently:

- Agencies can create their own offer letter template that includes their letter head, conditions of employment, code of ethics and other information that they want included.
- Applicants can electronically sign the offer letter in PageUp.

In progress efforts:

- Applicants must sign offer letters through PageUp for their information to be sent to cardinal via the 2-way integration.
- We will review the offer letter process during the upcoming onboarding training.

Question 14

Are there any prebuilt reports that you would like to see added to the PageUp system?

1. Reports that will help us with the annual reports for Employment Opportunities and Workforce Planning
2. Screening sheet that downloads the applicants name and screening fields
3. Vacancy Reporting/Interview Reporting
4. Recruiter stats on time to fill; trend analysis of jobs
5. EEO Statistical data
6. I would like a report of who is a veteran and who has yellow or blue cards
7. Concise Excel version of screening sheets that reflect the applicants, veteran preferences, all minimum qualifications and the additional considerations.

Current & In-Progress

Currently:

Here is a sample of the reports that are currently in PageUp:

- Employment Opportunities and Workforce Planning
- Screening sheet that downloads the applicants name and screening fields
- Recruiter stats on time to fill; trend analysis of jobs
- EEO Statistical data
- Veteran report
- Yellow or blue card report
- Veteran preference
- Minimum and additional considerations
- Vacancy Reporting are available in Cardinal

Question 15

15. Do you want or need additional PageUp training?

[More Details](#)



Current & In-Progress

Currently:

- Conducting Reporting Training
- Position description and job card training guides and videos are on the DHRM website.

In progress efforts:

- Onboarding
- Offer process

Question 16

16. Select from the following training areas below or list your training request

[More Details](#)

● Position Description	9
● Job Card	10
● Offer Card	16
● Onboarding	17
● Enhanced Reporting	16
● Other	7

