COACH GUIDE

LIU CAREER CONNECT

LIU

August 19, 2015 2:10 PM

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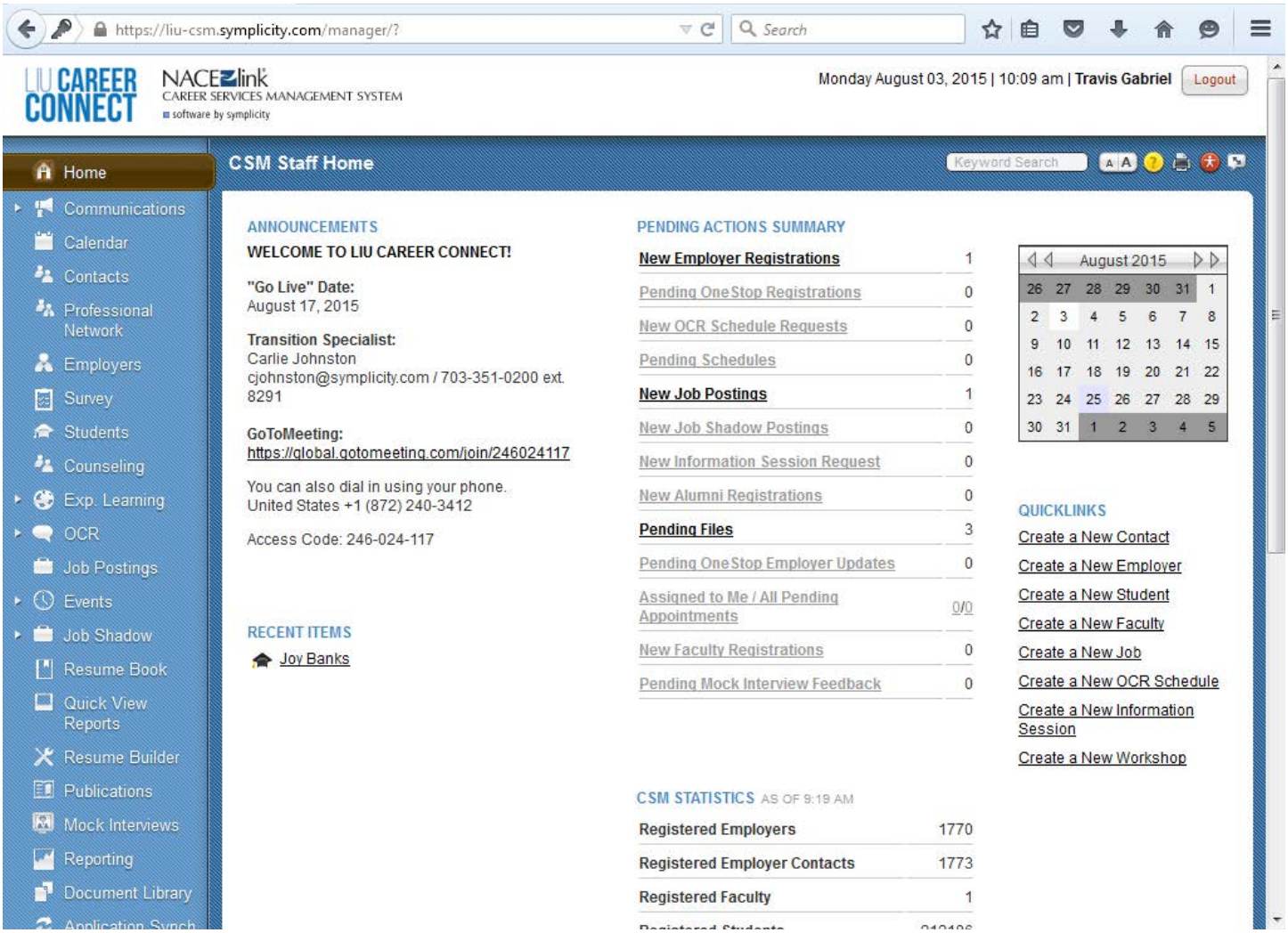
▶ *Login Page*

LIU Career Connect
https://liu-csm.symplicity.com/manager/
Search
symplicity
Career Services Manager
Email Address
samuel.schreiber@liu.edu
Password
Keep me logged in on this computer
Login
https://liu-csm.symplicity.com/manager/
Email Address: Your LIU Email Address
Password: Racecarisapalindrome

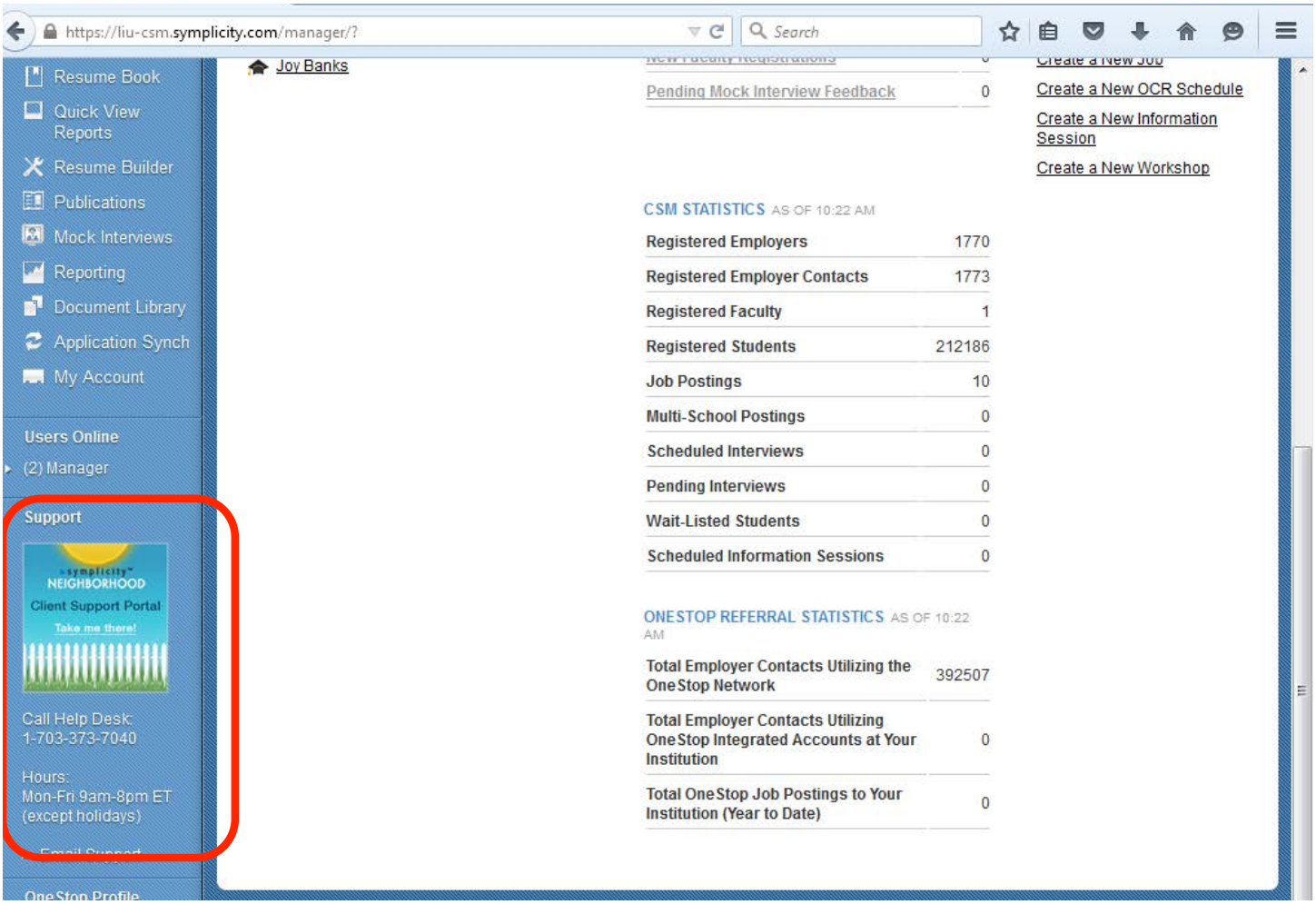
▶ *Home Page*



This is your LIU Career Connect Home Page. It is the hub of Symplicity functions, including those dedicated to Students, Employers, Events, Recruiting and Experiential Learning.

From a Success Coach's perspective, the system allows you to operate as a Manager, work with your caseload, and explore employment and internship opportunities as well as on-campus events.

▶ *Symplicity Neighborhood and Helpdesk*



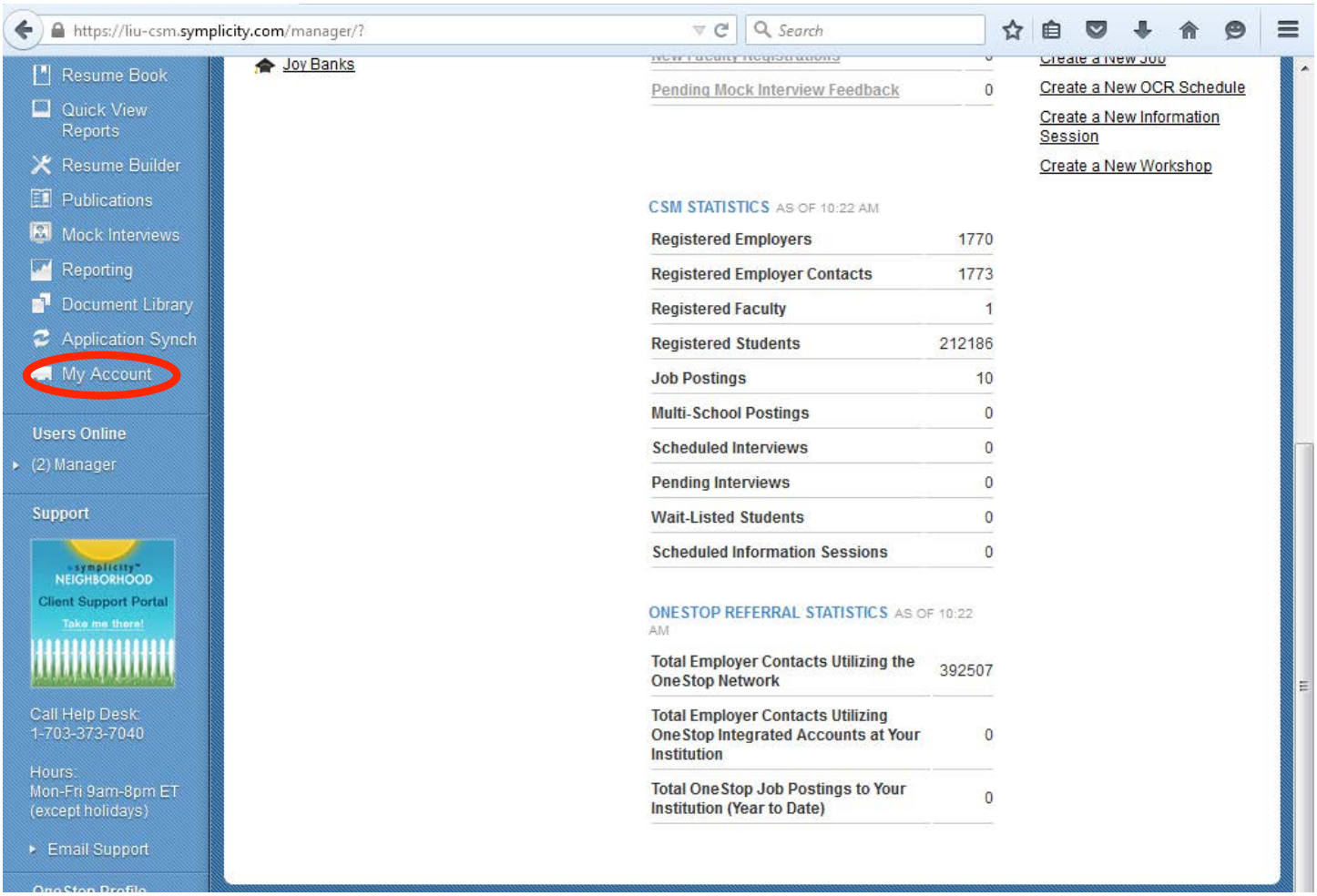
Symplicity's Neighborhood is a resource you can use if you have questions about LIU Career Connect and its operations. You can also contact the Symplicity Helpdesk by email or by phone (csm-support@symplicity.com, 703-373-7040).

Before you log a ticket, make sure to touch base with your office Symplicity contact:

Amy Rothenberg

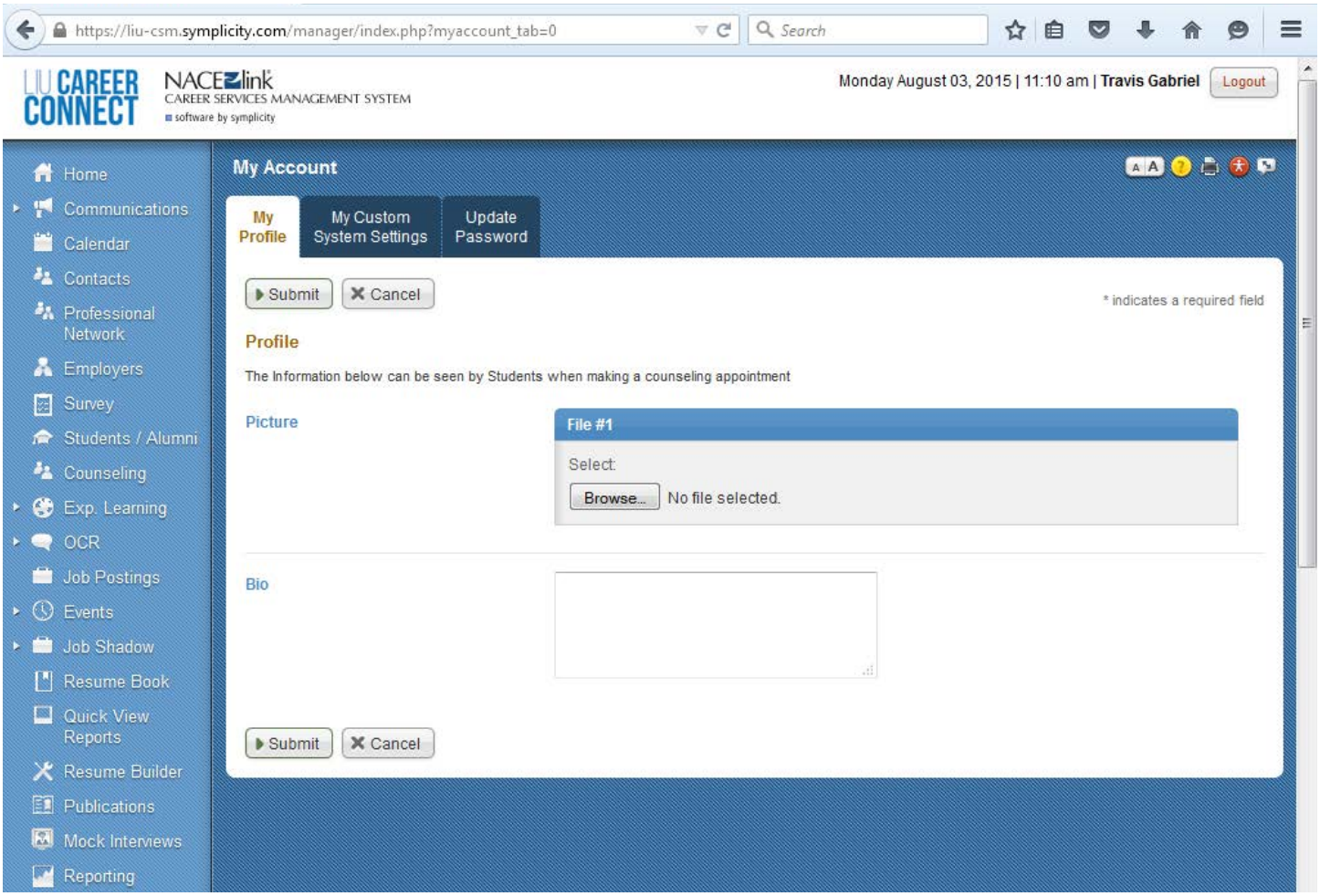
Samuel Schreiber

▶ *Managing Your Account*



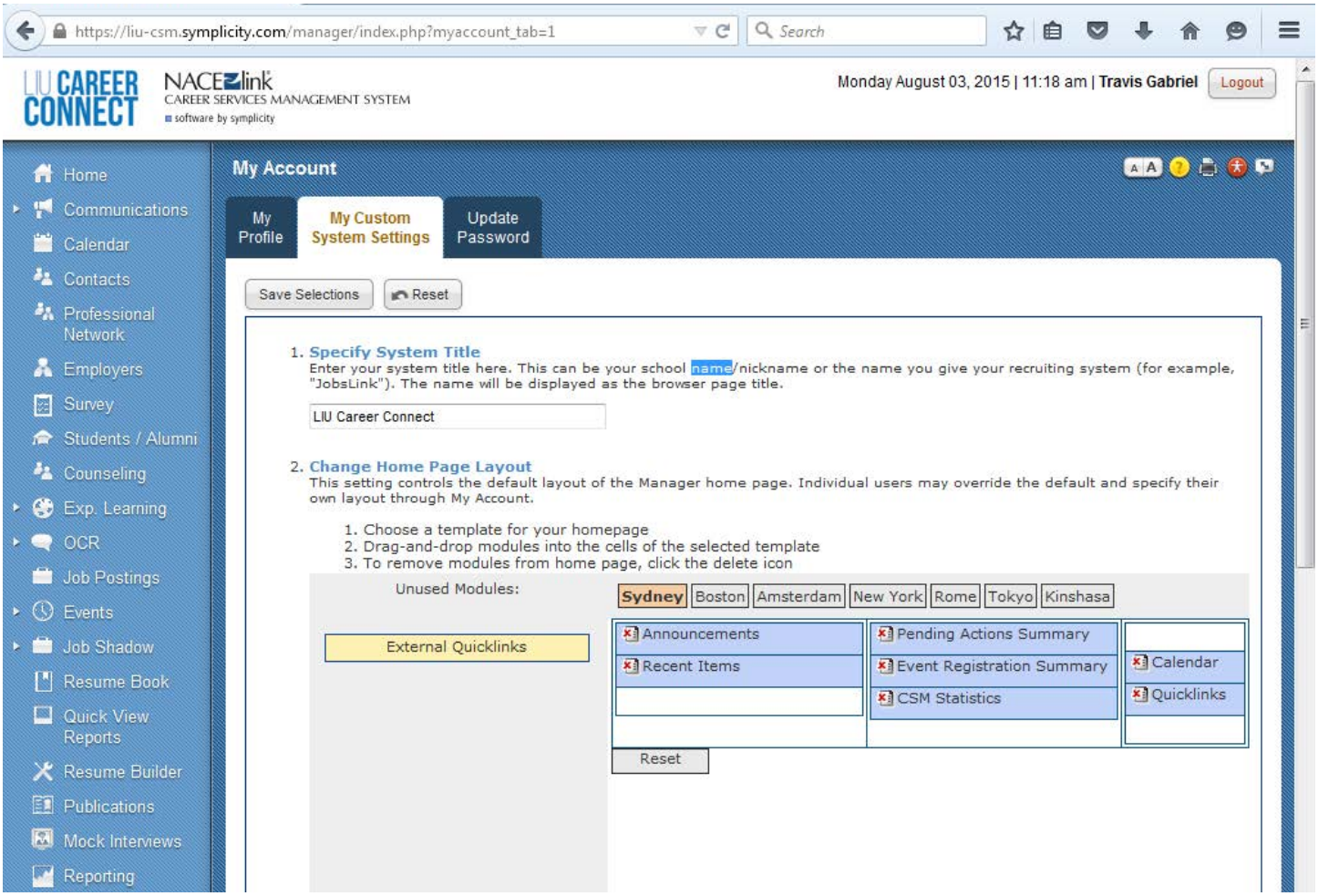
Scroll down to “My Account” in order to access your Profile, your Custom Settings, and Update Your password.

▶ *Completing Your Manager Profile*



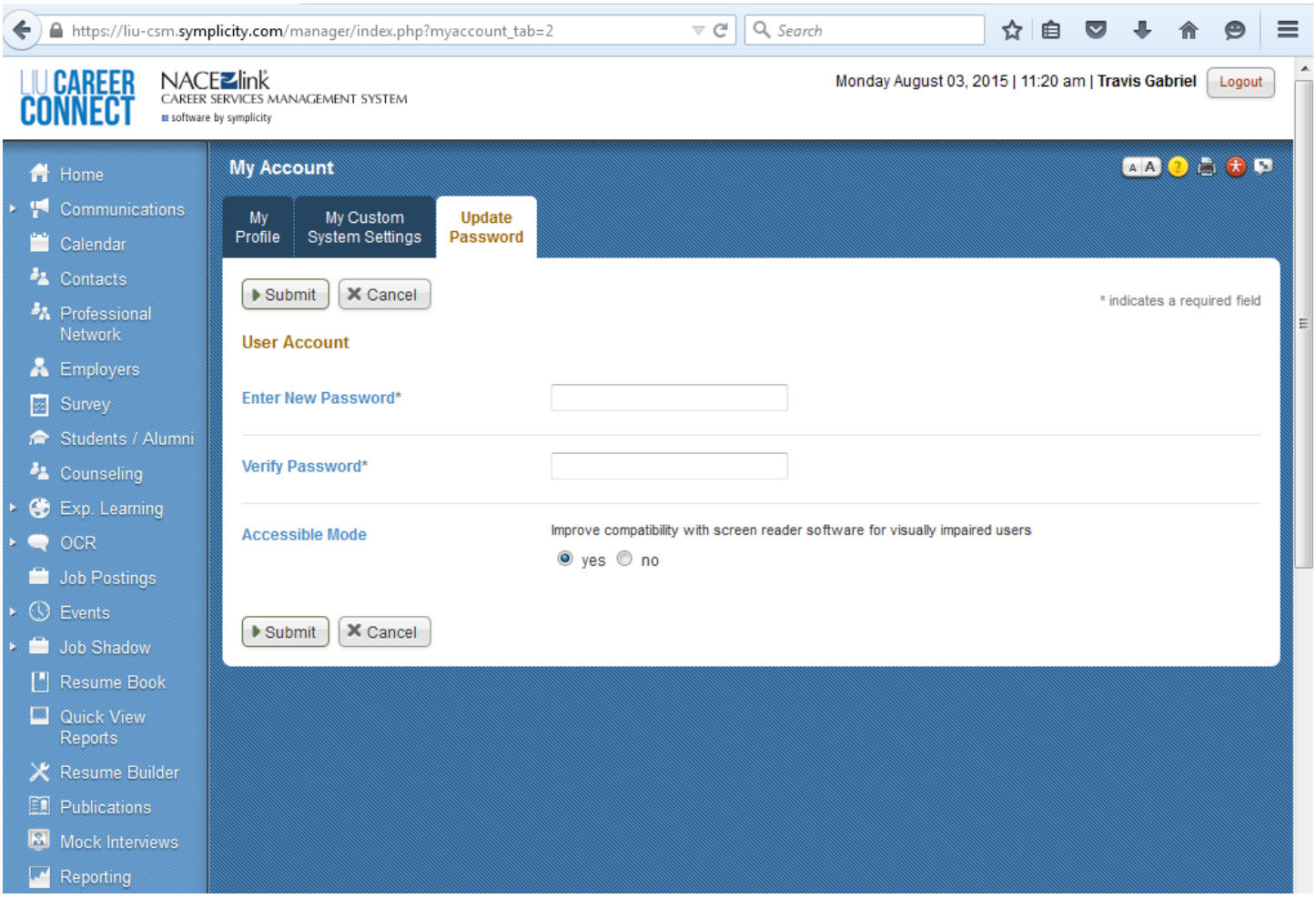
Your profile will be visible to students and system managers. You may wish to add a picture of yourself to your profile. You should definitely fill out your Bio.

▶ *Customizing Your Settings*



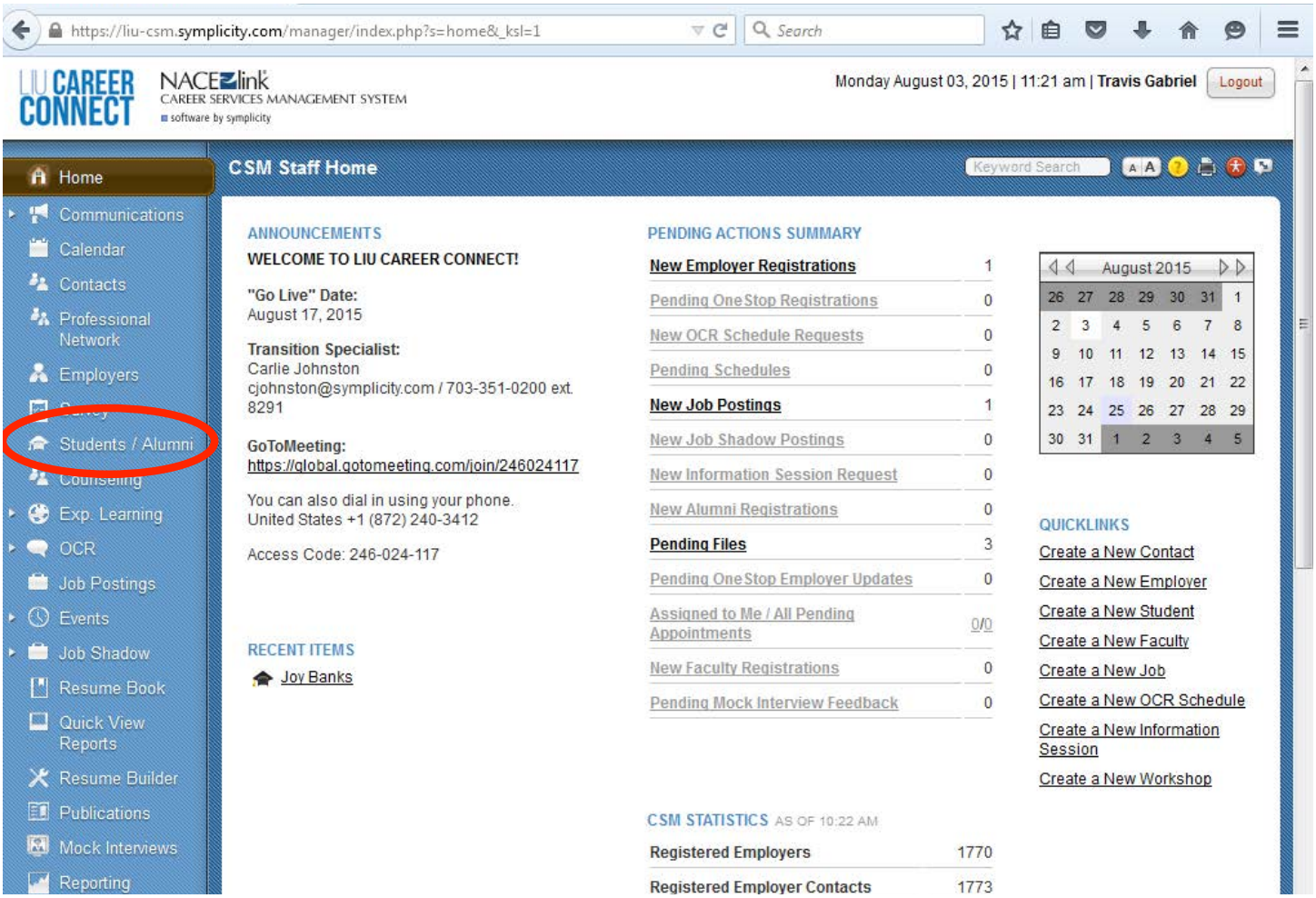
Your Custom System Settings allow you to organize your homepage according to your personal preferences. The default setting is “Sydney.”

▶ *Changing Your Password*



You can –and should!– change your password once you are signed into LIU Career Connect. If you find that you have been locked out of the system and need to have your password reset, contact the LIU Helpdesk.

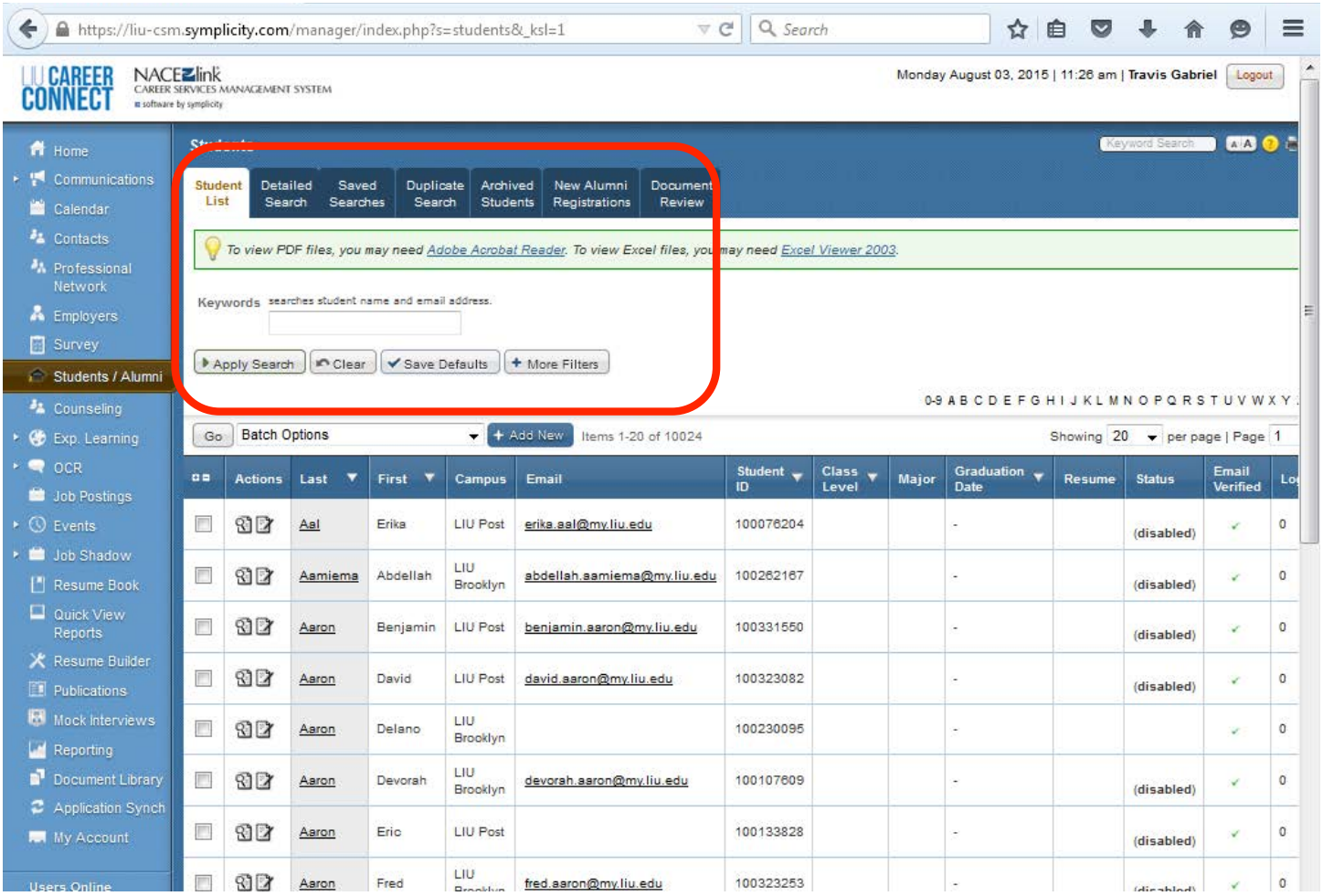
▶ *Students / Alumni*



The “Students / Alumni” button on your homepage leads you to a list of all students and alumni who have been imported into LIU Career Connect.

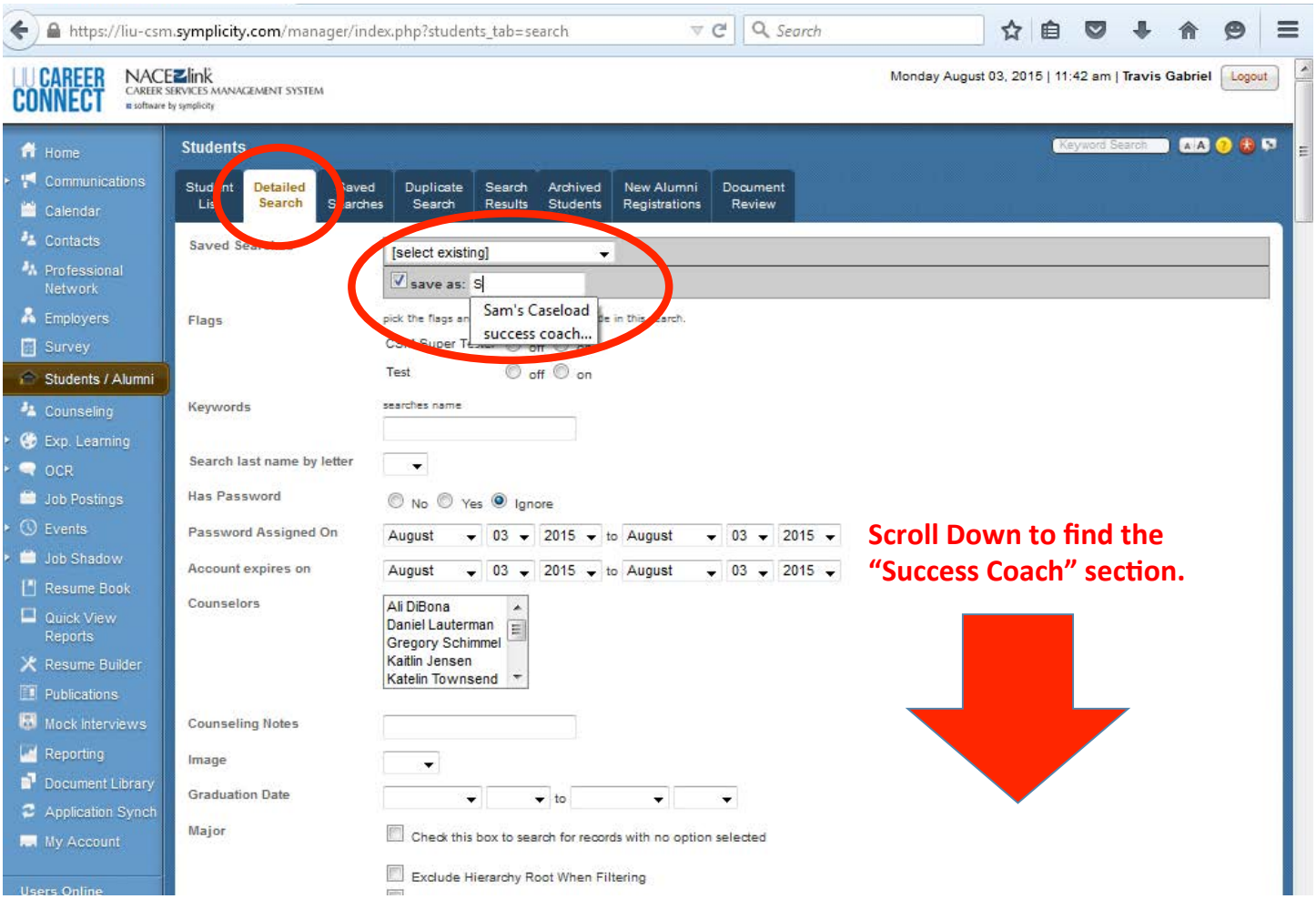
Most of a Success Coach’s Symplicity-related responsibilities will be carried out through the Students / Alumni hub, so make sure this button remains in your favorites if you customize your settings.

▶ *Managing Students / Alumni*



While you will be primarily working with students on your caseload, you can locate individual students outside your caseload using the Keywords search. You can also find groups of students meeting a variety of criteria using the “More Filters” and “Detailed Search” tabs.

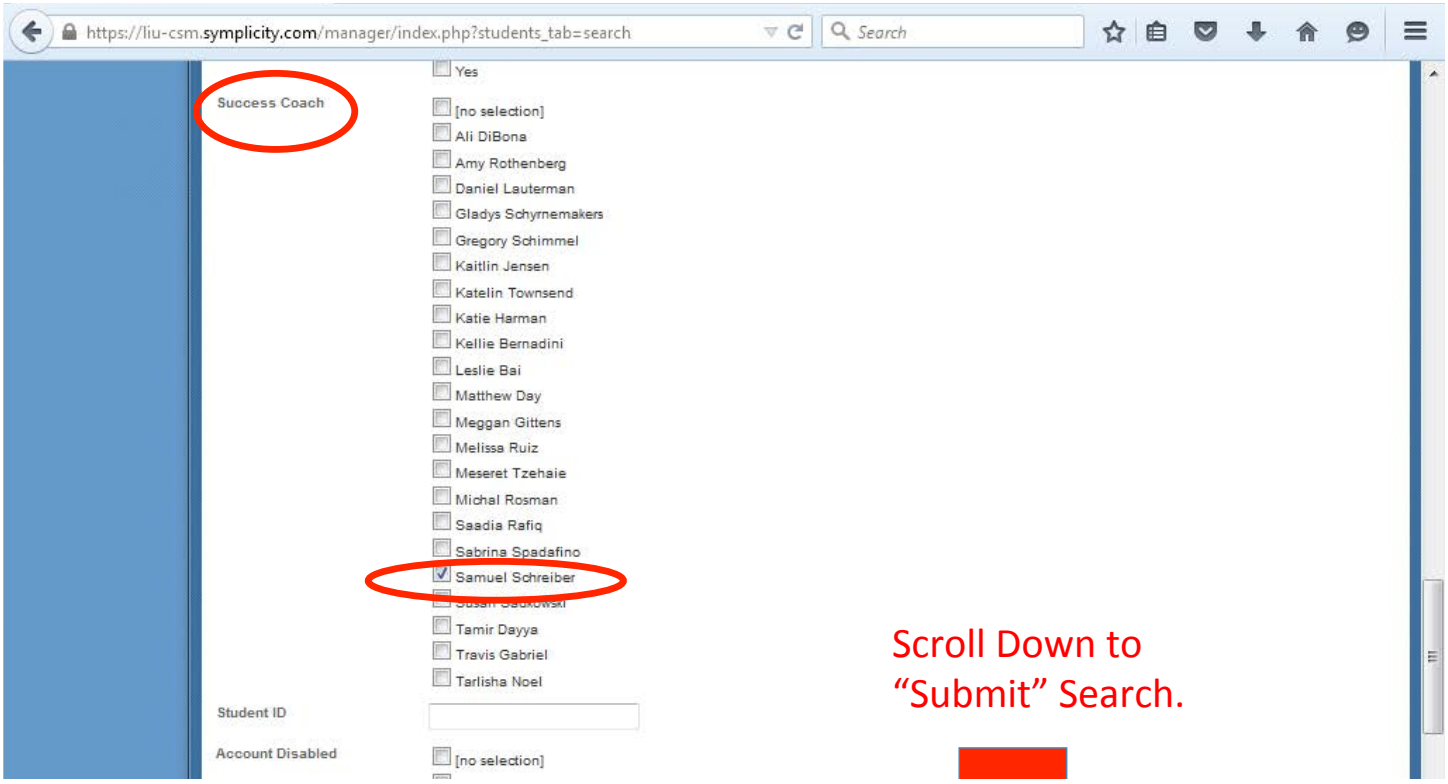
▶ *Detailed Search - Saving Your Search*

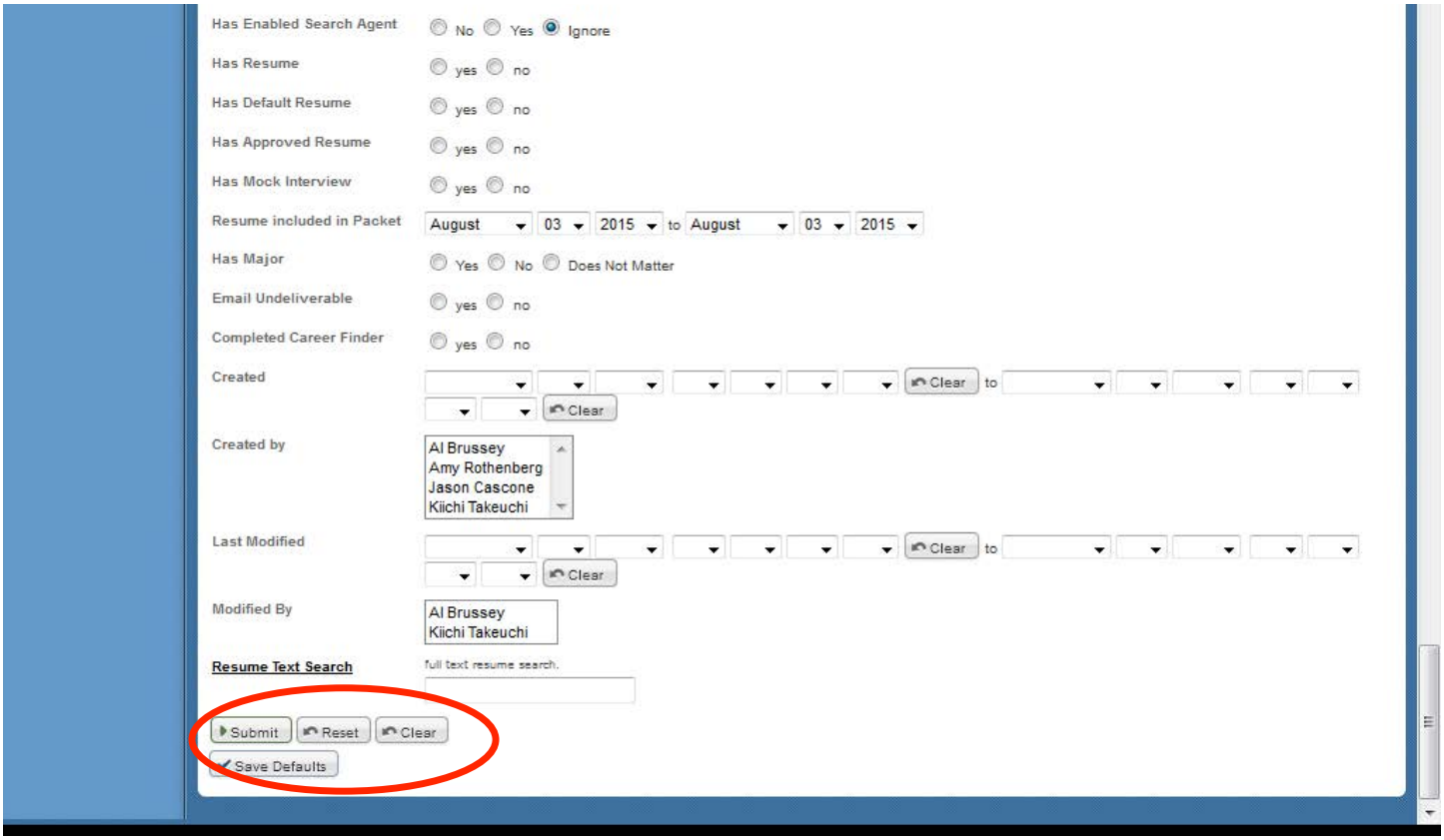


One of the first things you should do as a Success Coach on LIU Career Connect is find your case-load. You do this by using the "Detailed Search" tab in the Students / Alumni section. To save time, check off the "save as" box and name the search as your caseload.

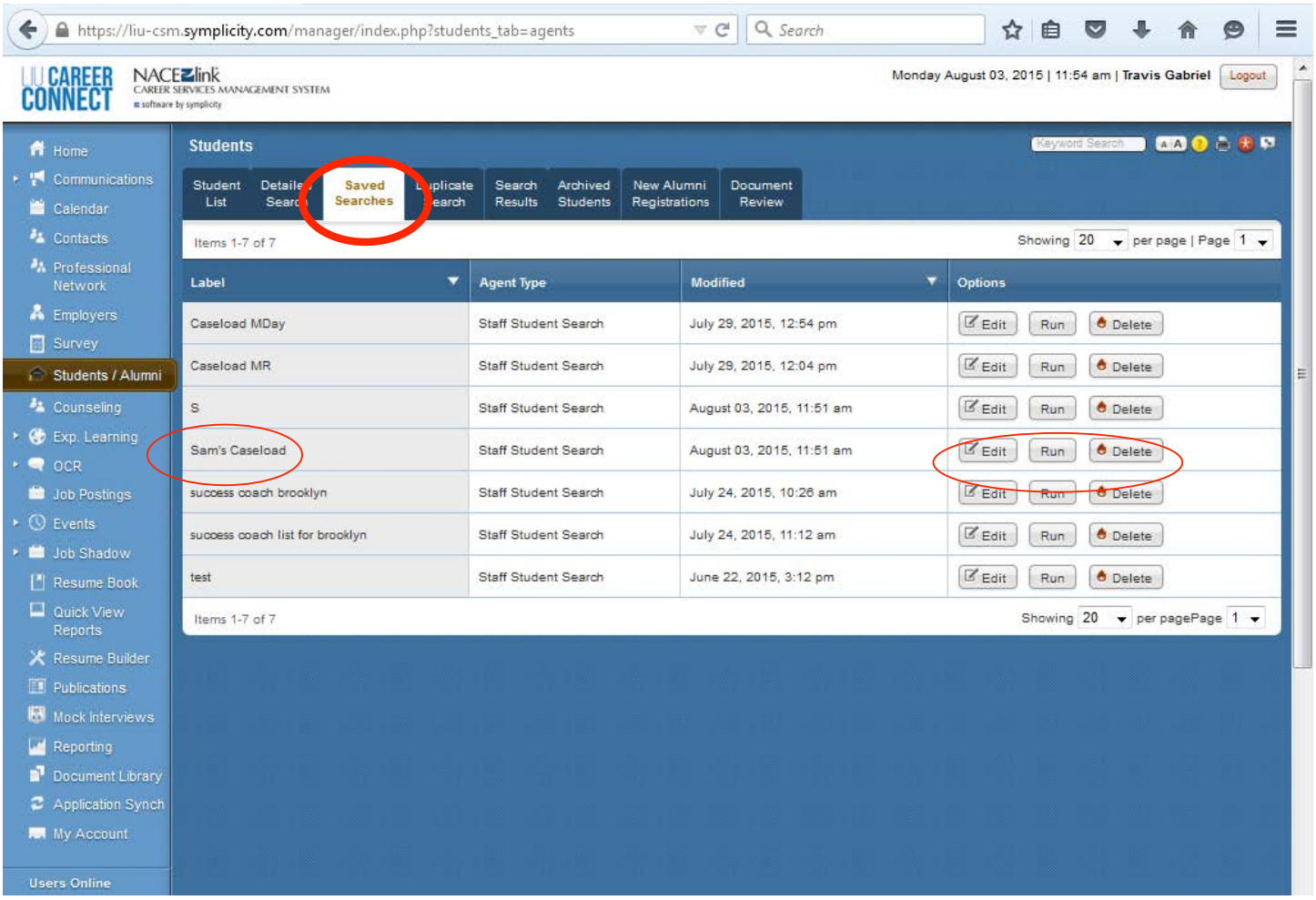
NOTE: This saved search will be viewable and accessible by other Managers, including other Success Coaches.

▶ *Finding Your Caseload & Submitting Your Search*





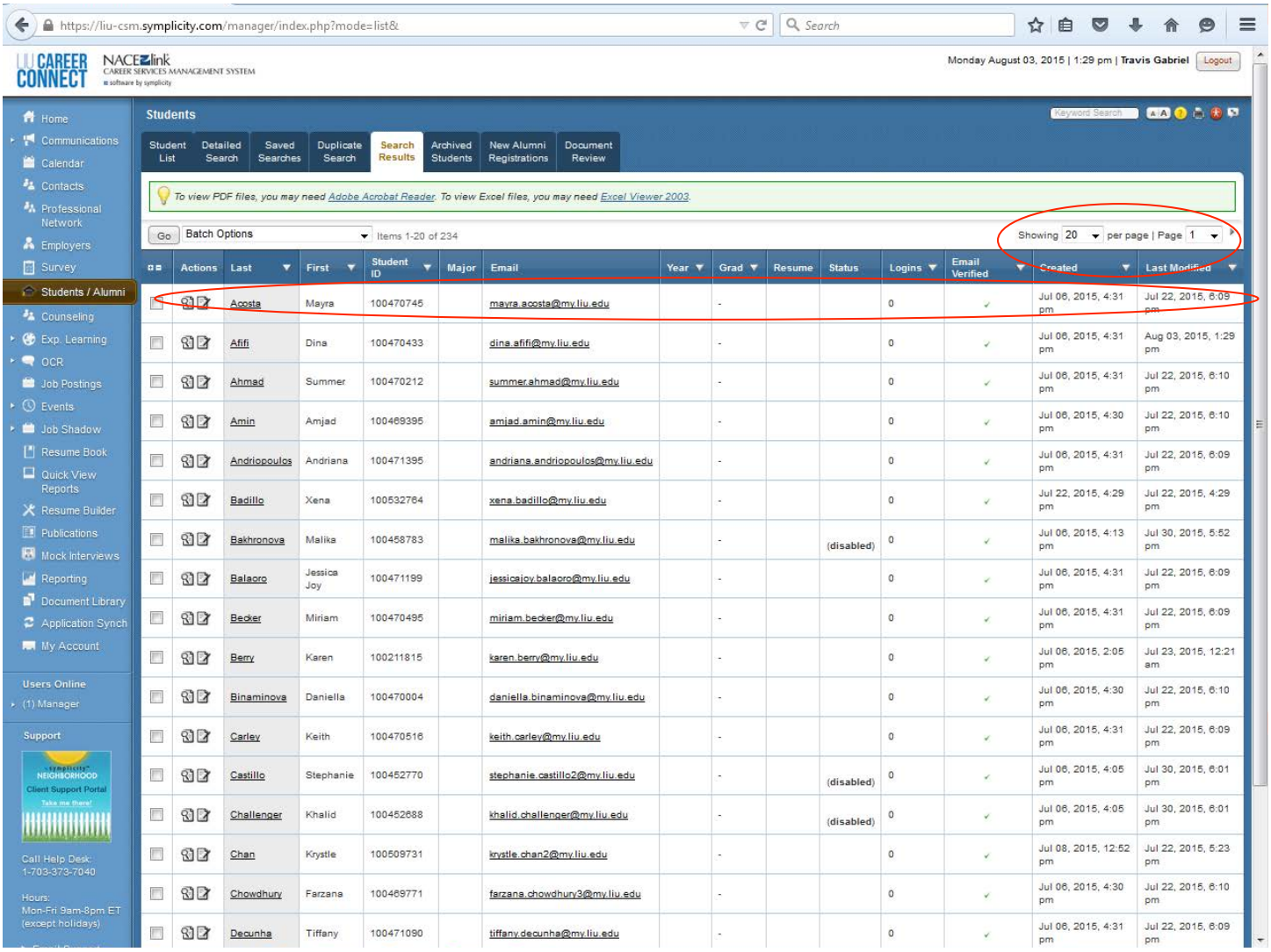
▶ *Saved Searches*



Now that your caseload is a saved search, you can access it in the “Saved Searches” tab. Click “Run” to access your caseload.
NOTE: Any students added to your caseload on PeopleSoft after you create the saved search will be added to your Symplicity caseload automatically when you run the search within 48 hours.

You can create additional saved searches using the Detailed Search function and edit the parameters by clicking the “Edit” button. You can also delete saved searches using the “Delete” key.

▶ *Finding Student Profiles*

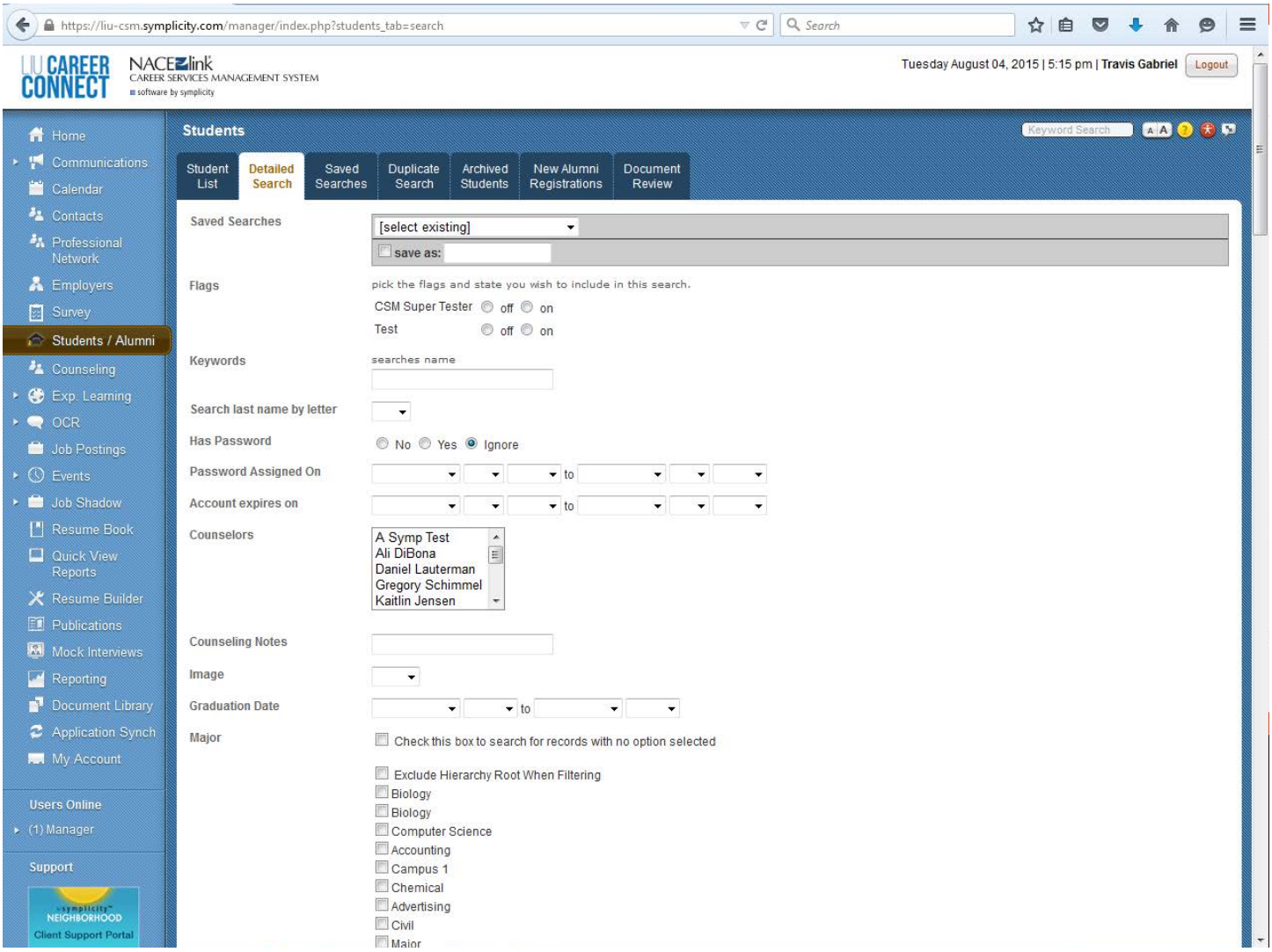


You can adjust the Search Results tab to display as many as 250 students at a time. You can also navigate the pages with the controls in the upper right-hand corner of the search field.

The Search Results displays some basic information about the students in the Symplicity system. For a more detailed overview, click student's last name to access their Student Profile.

In later sections, we will review the "Batch Options" menu in the upper lefthand corner.

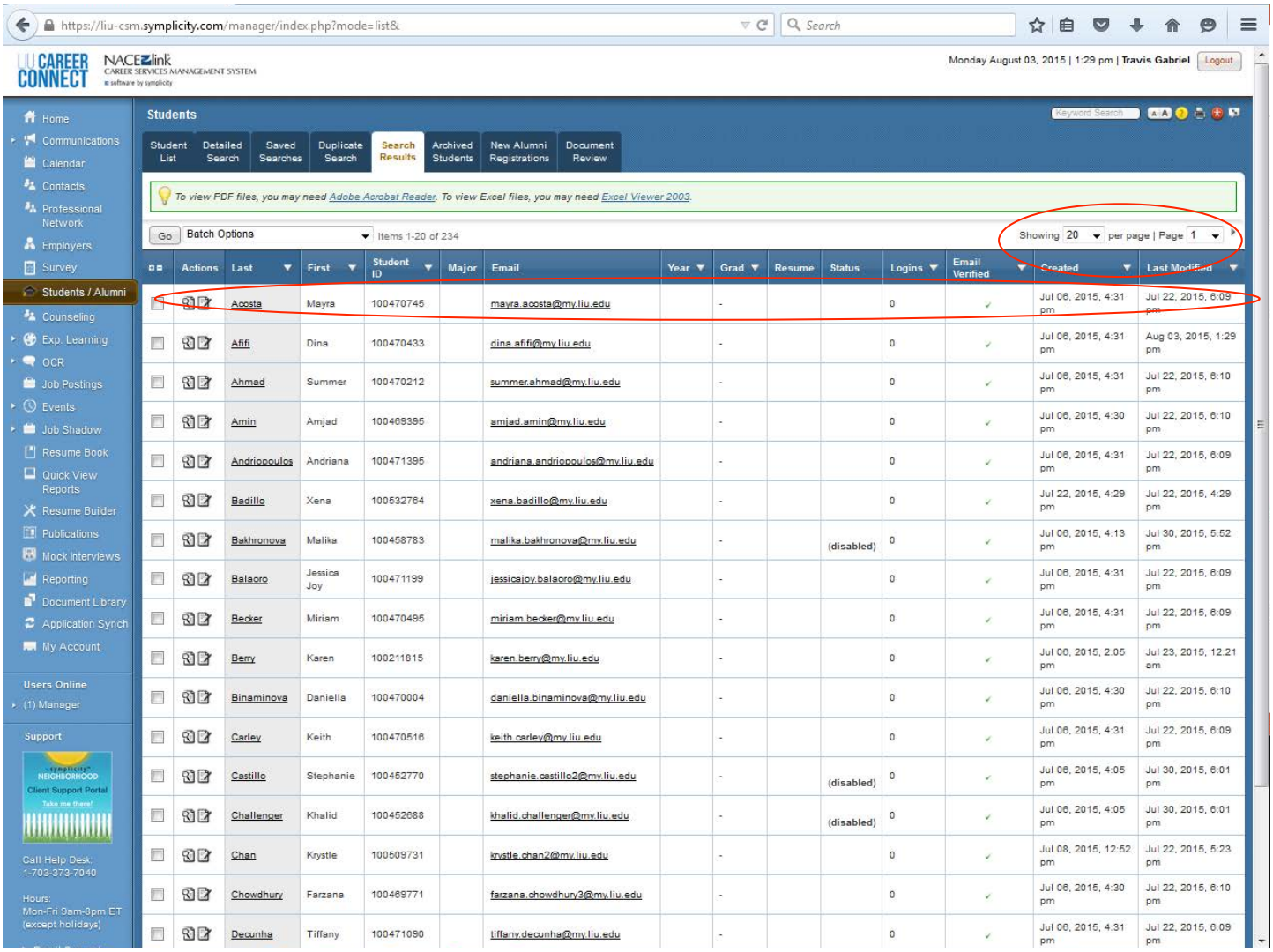
▶ *Detailed Search - Other Search Criteria*



In addition to finding your caseload, the Detailed Search tab allows a Success Coach to select groups of students based on a broad variety of criteria. This includes major, undergraduate career, class level, GPA, whether or not they have opted to receive email notifications or job blasts, whether they have resumes in need of approval, or whether they already have approved resumes.

Saving these Detailed Searches will allow you to develop routines as a LIU Career Connect Success Coach make sure proactive counseling takes place.

▶ *Managing Your Search Results*



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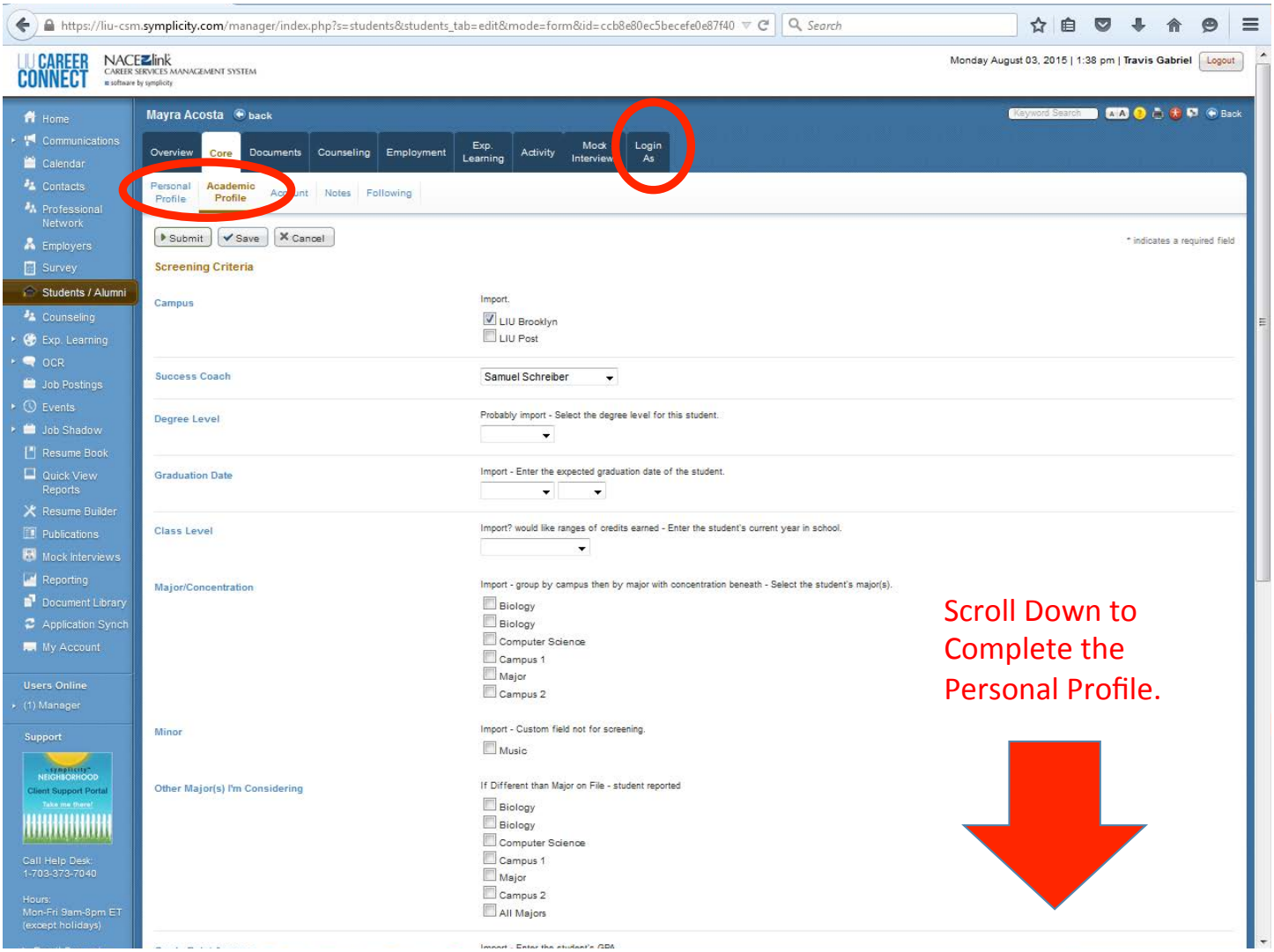
The Search Results display some basic information about the students in the Symplicity system, but for a more detailed overview, click student's last name.

In later sections, we will review the "Batch Options" menu in the upper left-hand corner.

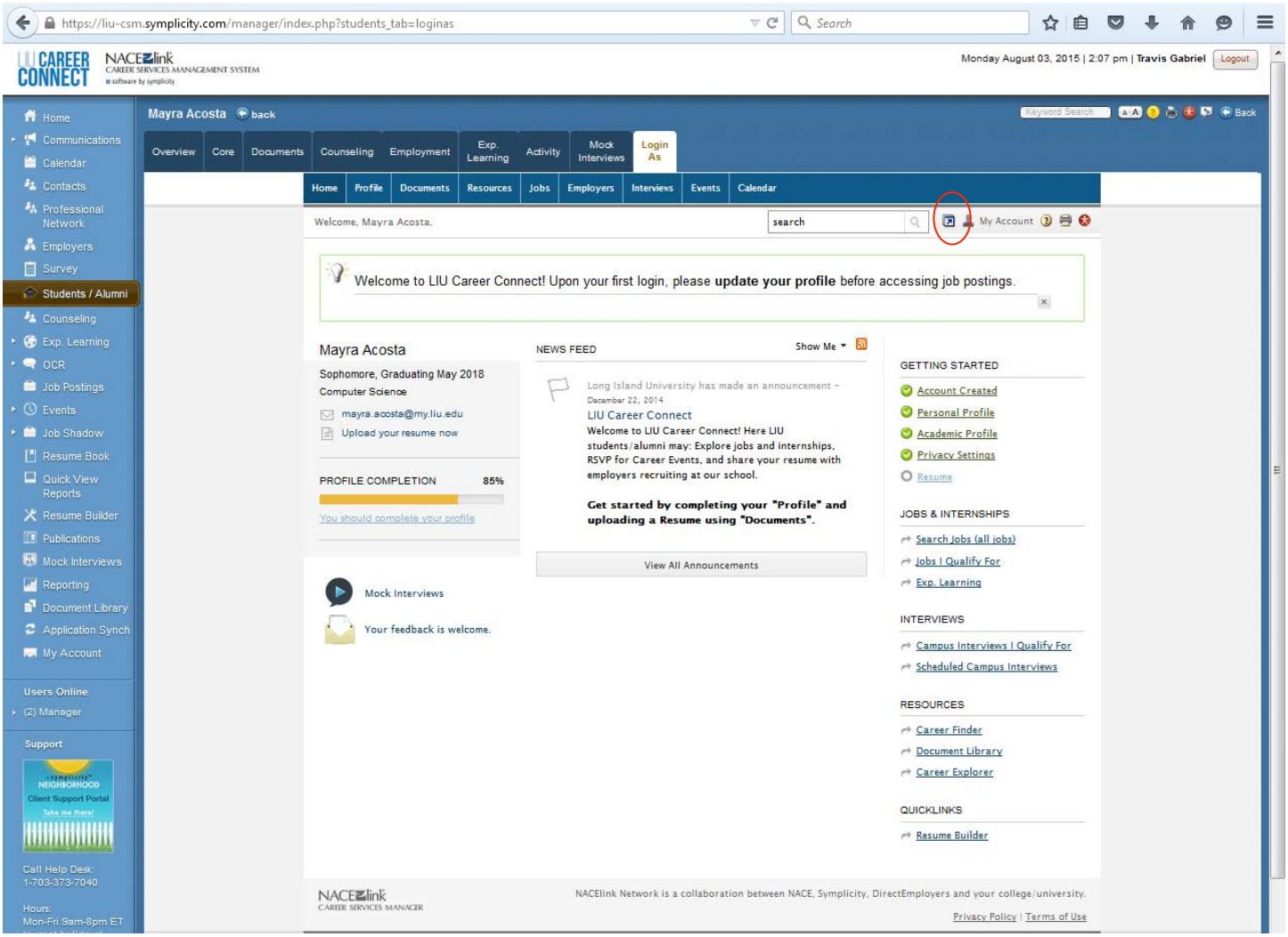
▶ *Student Academic and Personal Profiles*



When you meet with a student on your caseload for the first time, you should take the opportunity to fill out his/her Personal and Academic Profiles. Students can do this on their own, but some may require your assistance.

These profiles can be filled out in Manager view or in Student View, which you can access by clicking the “Login As” tab.

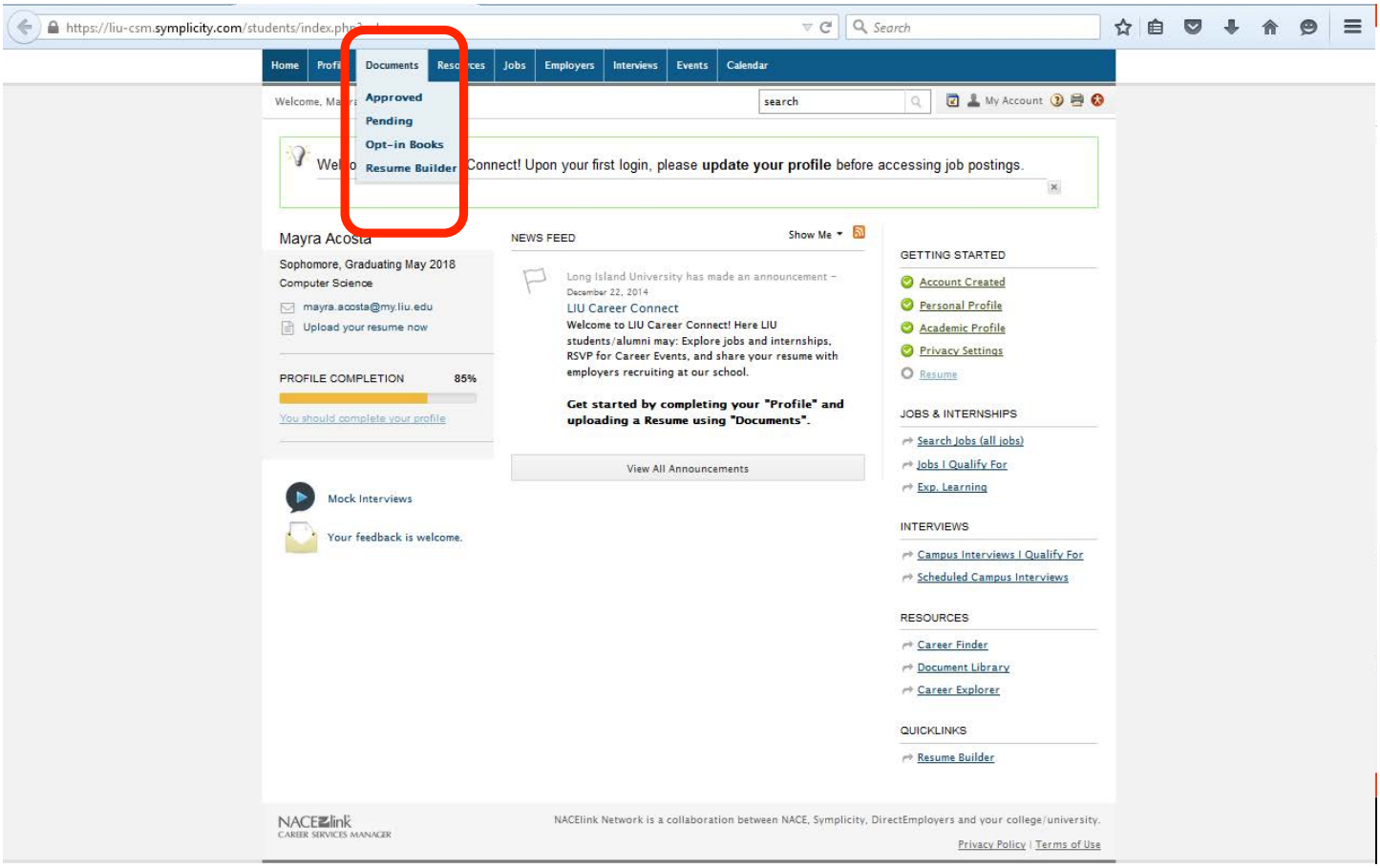
▶ *Login as Student*



Clicking the “Login As” button allows you to see a Student Profile from the student’s perspective. More importantly, it allows you to access tools like Resume Builder and Job Search as a student.

Click the arrow-shaped button in the upper right-hand corner to open the Student Profile in a new tab.

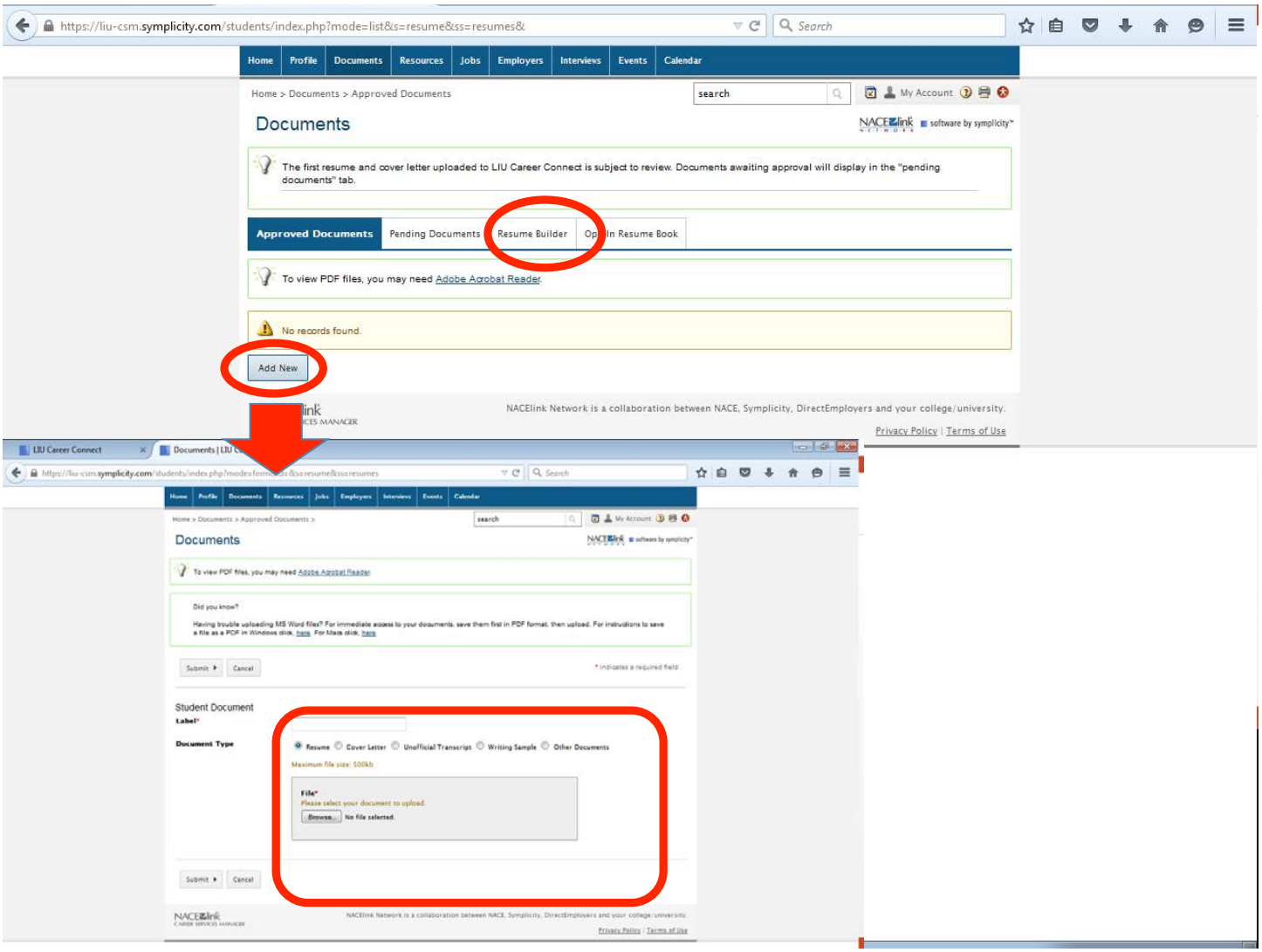
▶ *Student Documents*



The “Documents” section is available in both the Student view and the Manager view. However, documents may only be approved while in Manager view.

Students can see the status of their documents (approved, not approved, or pending) as well as opt into various Resume Books. If you click on the “Documents” button instead of any of the items in the dropdown menu, you will see the items displayed as tabs as well as the Document Upload option.

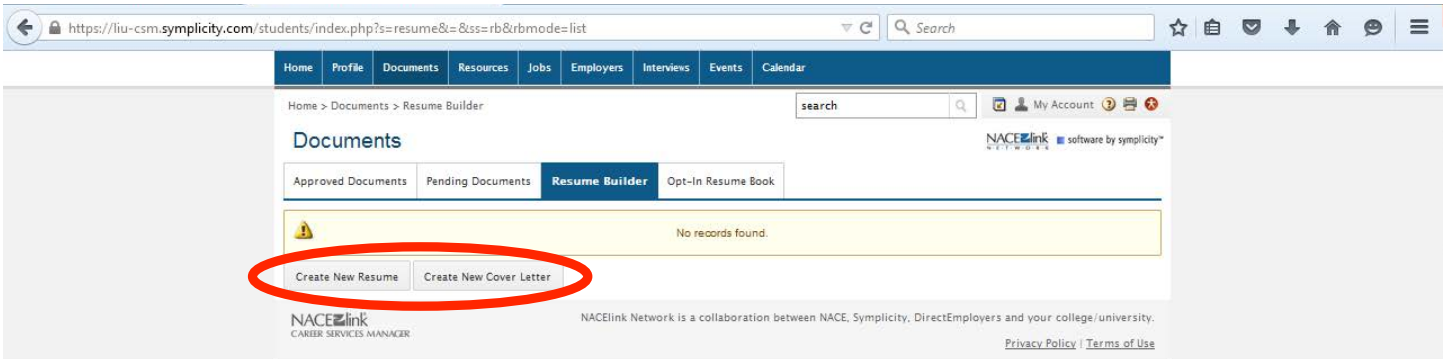
▶ *Adding Student Documents*



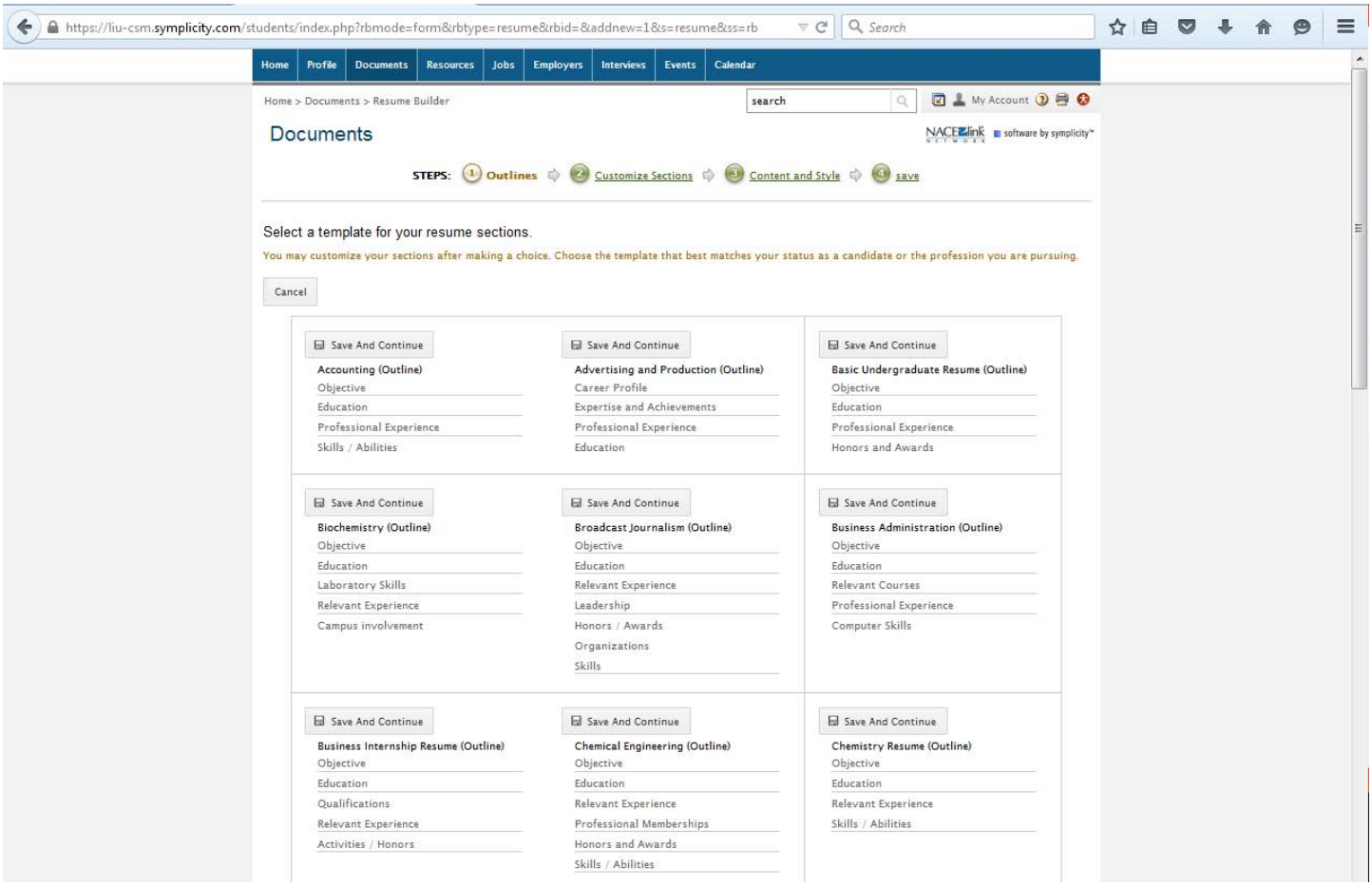
Students can upload a resume or a cover letter directly from the desktop of a computer they are using. In many cases, this is the best approach. It should be noted that these uploaded documents must be approved the first time they are submitted. This is also true of the documents created using the Resume Builder tool.

NOTE: Students should upload PDF versions of their resumes while their cover letters should be uploaded as .docx, .doc or .rtf files.

▶ *Getting Started with Resume Builder & Resume Templates*



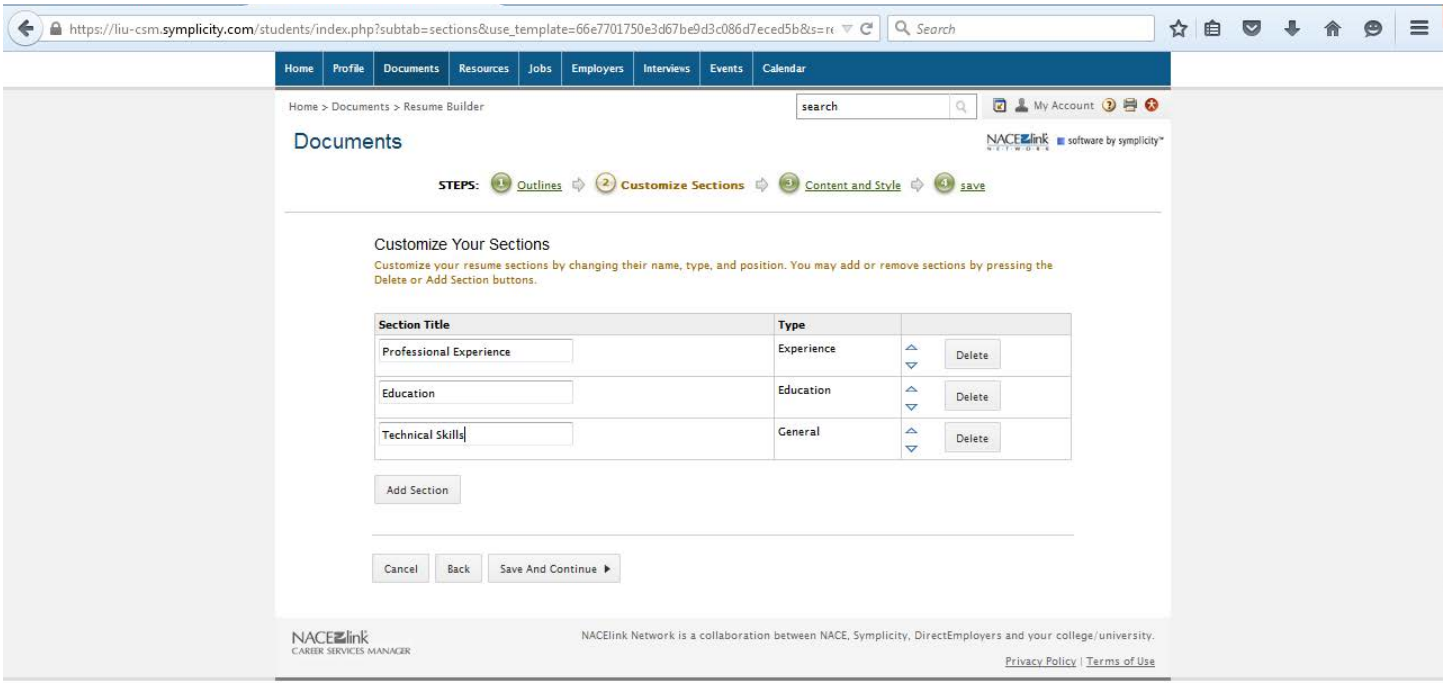
The Resume Builder tool can be used to create Resumes and Cover Letters. The “Create New Resume” and “Create New Cover Letter” buttons both lead to a menu of template options.



Search through the template menu to find a template that fits your student’s background and goals. If there isn’t a perfect fit, don’t worry. The fields in the template can be edited or deleted once they are selected.

Clicking “Save and Continue” over one of the templates will take you to the next step in the Resume Building process. “Cancel” will take you back to the previous screen.

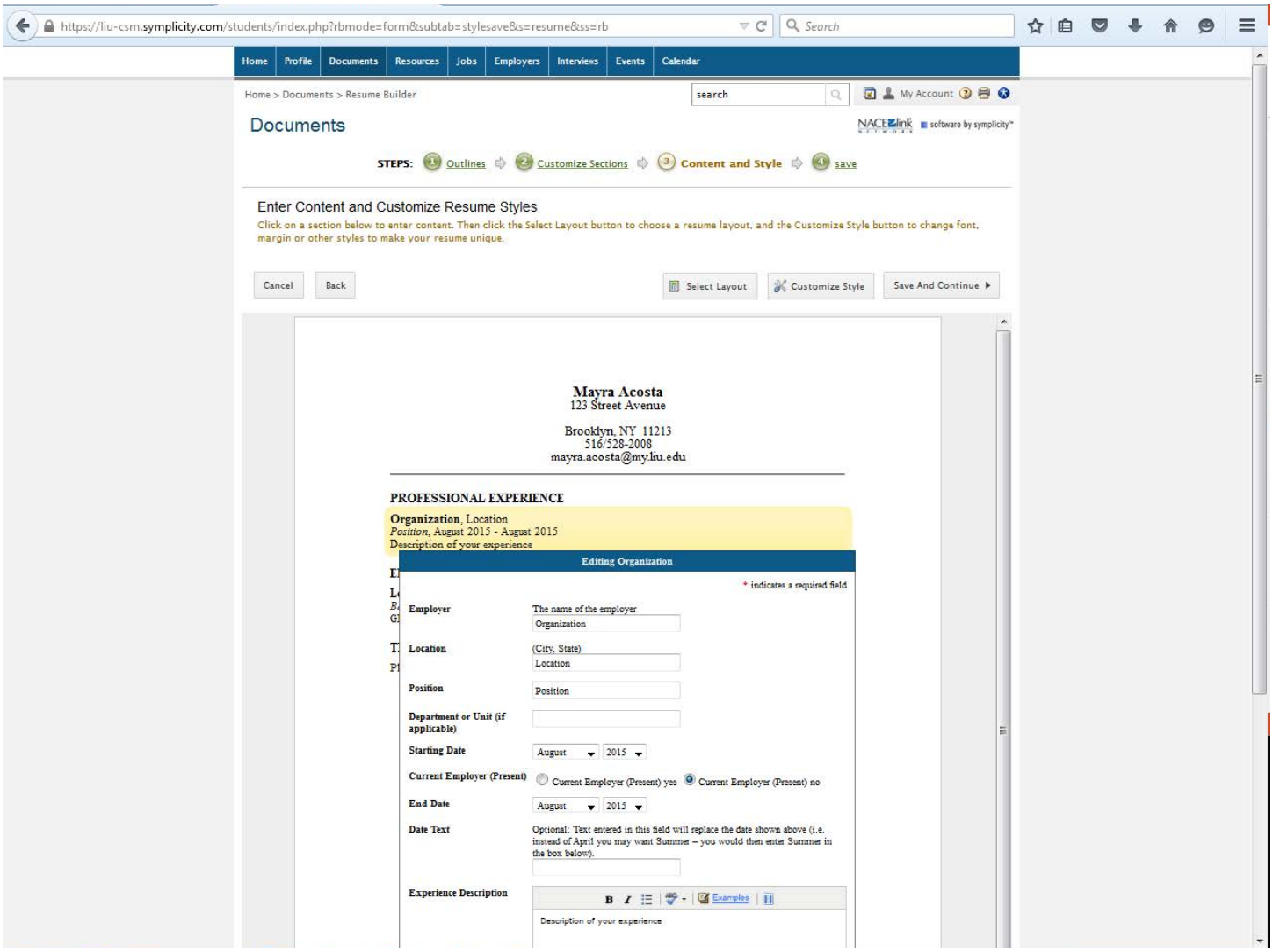
▶ *Editing Section Titles*



In this step of the Resume Builder process, you can edit the section titles as well as add or delete sections. When your sections are where you want them, click “Save and Continue” to move to the next step of the Resume Building process. “Cancel” or “Back” will take you to the previous screen.

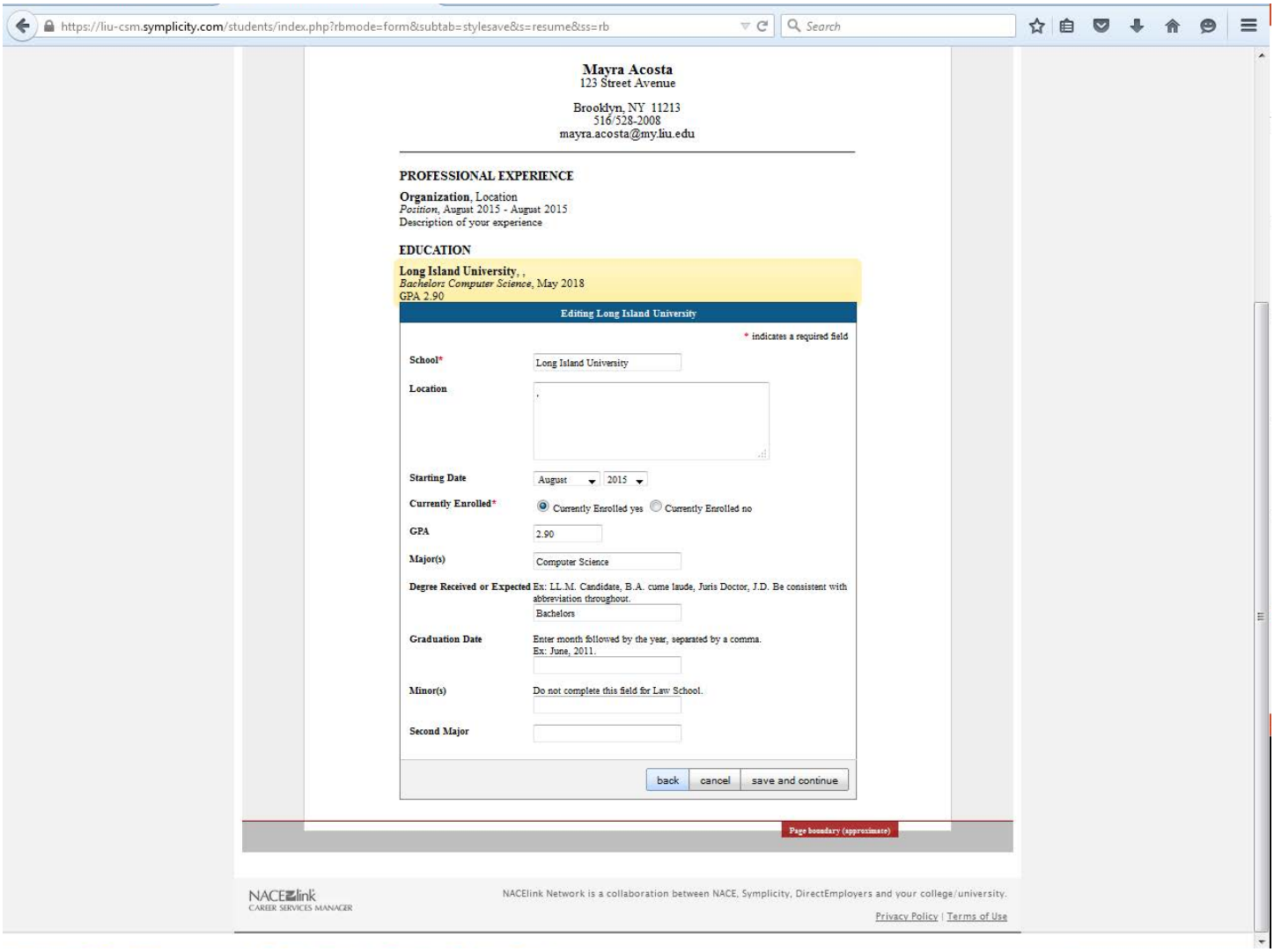
RESUME BUILDER

Still working with Sarah from Symplicity support on how the Resume Builder tool will work from a Manager's perspective. What follows is a series of screen shots from the Super User's perspective. I would like to get us to a point where this is what Managers are capable of as well, but I'm not sure it's in the cards. Will update.



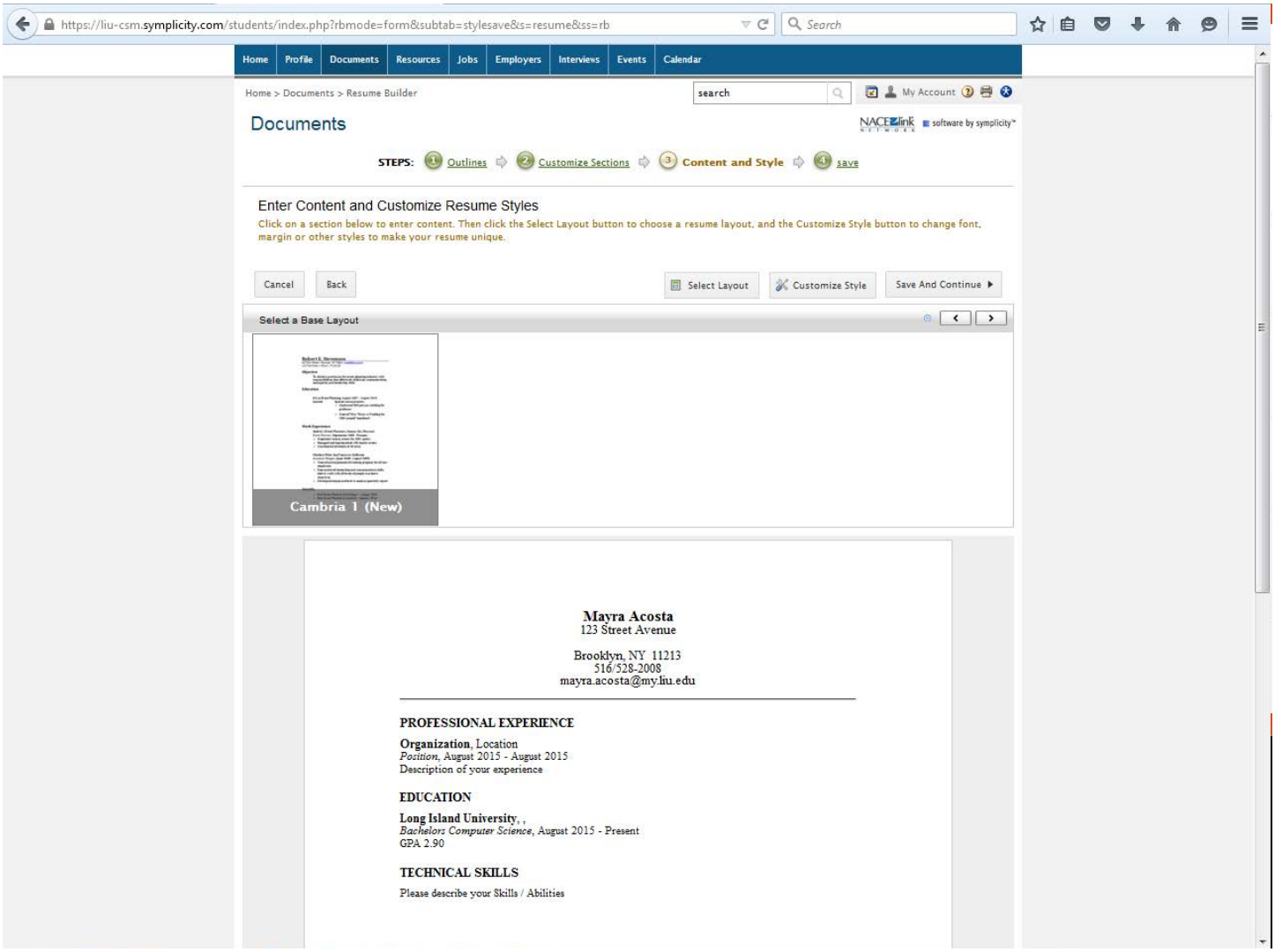
Working with your student, you can fill in the details of their work history, including the name of their Employer, their position title, etc. You can also use this text box to add new positions.

Please note the formatting options below, including the option for bullets.

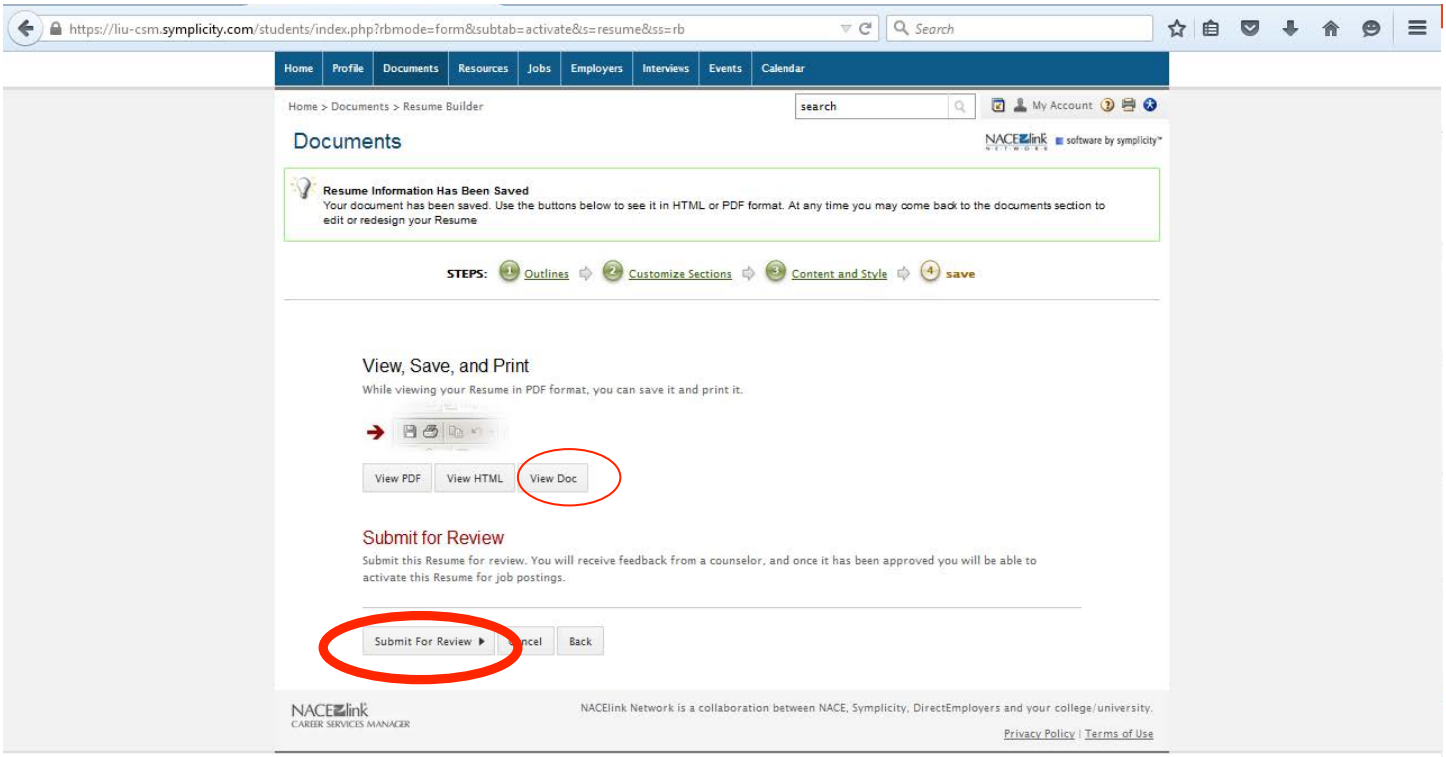


The Education Section of the Resume auto-populates from the student's Academic Profile, but can be edited if necessary.

Continue through all the sections you included in the previous phase of the Resume Building process.

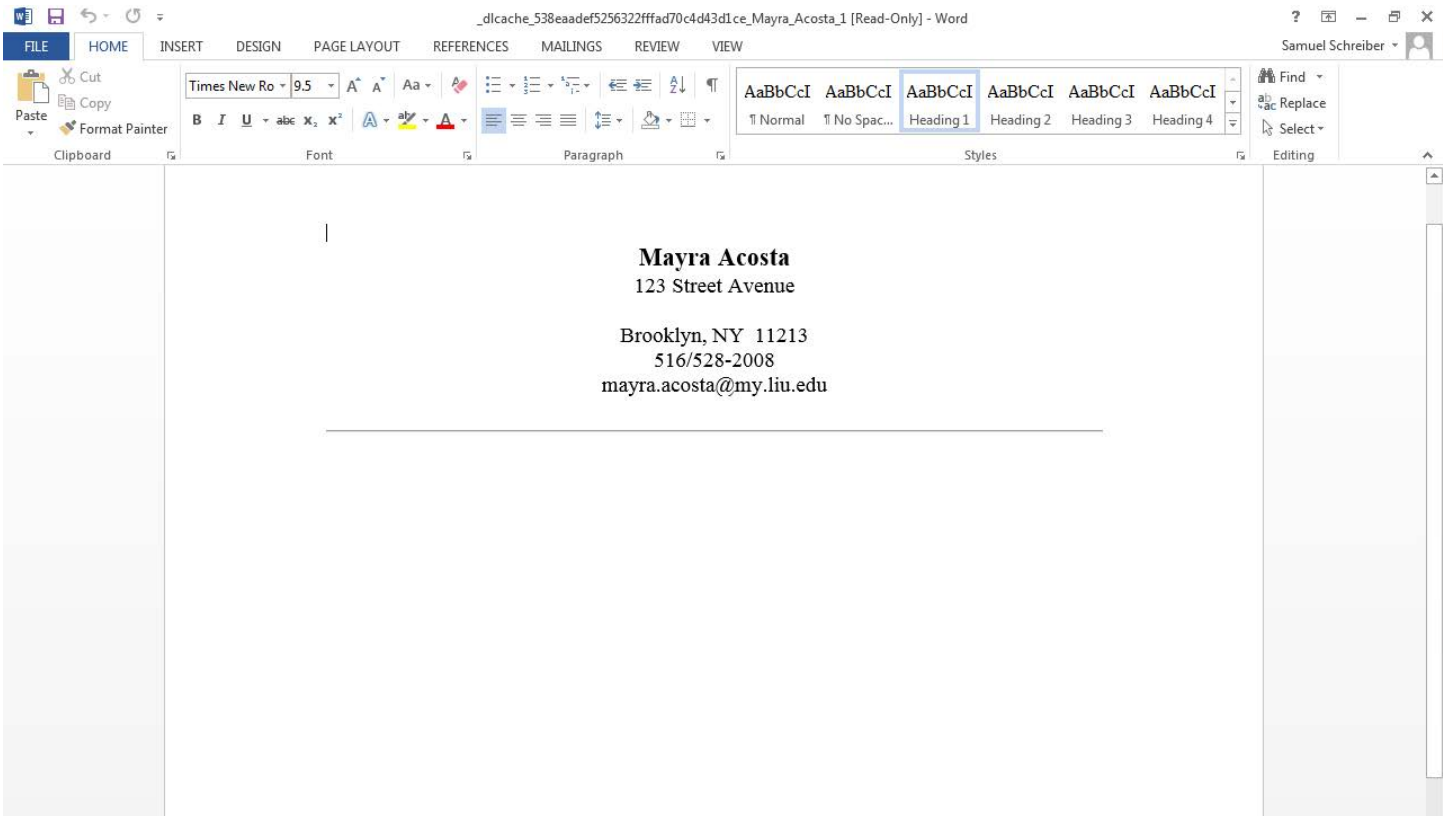


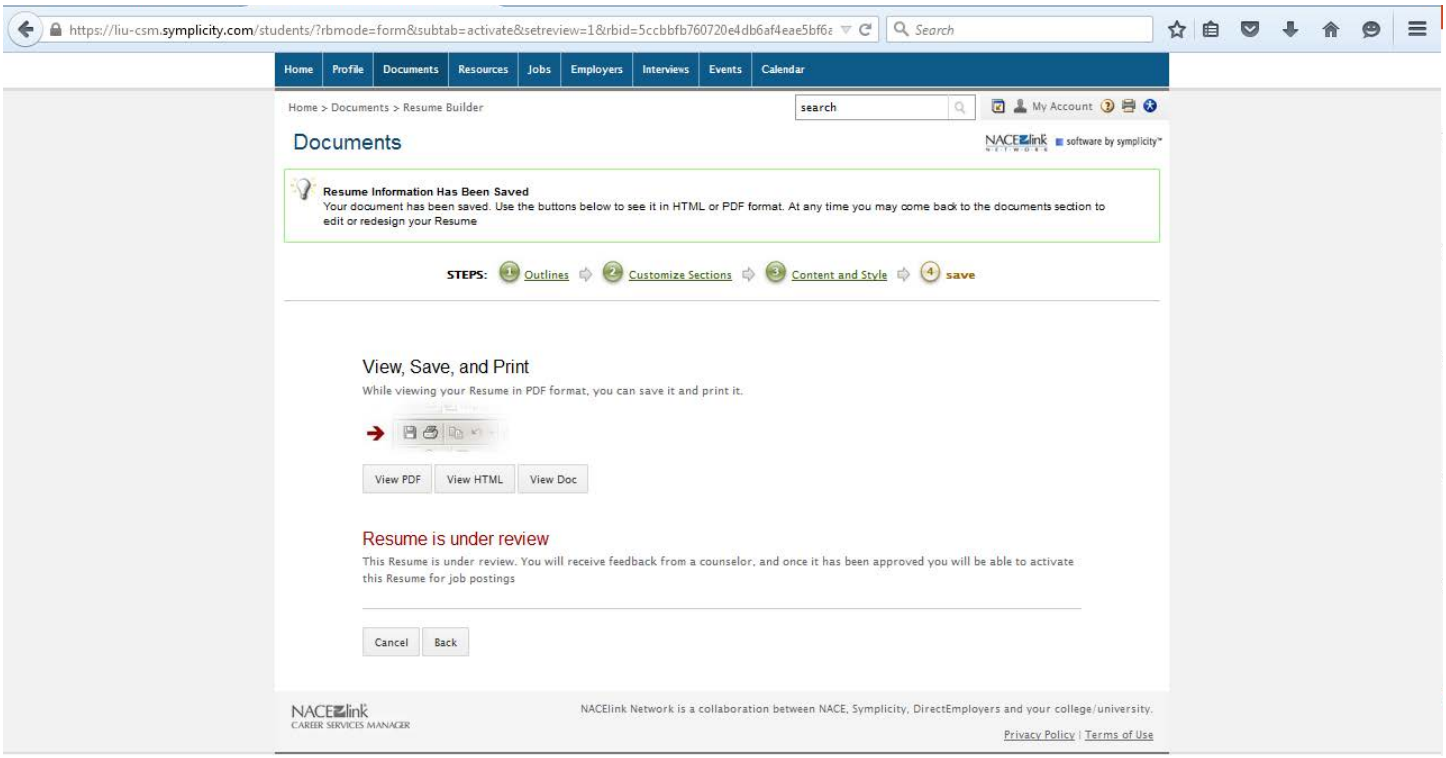
Select your layout from the options available. At the moment, the style of the resume cannot be customized in Resume Builder.



Once your student has finished writing their Resume and selected a template, they must submit the document for review. Once a resume has been approved by their Success Coach, they are free to activate new resumes at their discretion. This is true of cover letters as well.

Students and Success Coaches can view their student's submitted documents as pdfs or edit them as .docs.


_dlcache_538eaadef5256322fffad70c4d43d1ce_Mayra_Acosta_1 [Read-Only] - Word
FILE
HOME
INSERT
DESIGN
PAGE LAYOUT
REFERENCES
MAILINGS
REVIEW
VIEW
Samuel Schreiber
Paste
Cut
Copy
Format Painter
Times New Ro
9.5
Clipboard
Font
Paragraph
AaBbCcI ¶ Normal
AaBbCcI ¶ No Spac...
AaBbCcI Heading 1
AaBbCcI Heading 2
AaBbCcI Heading 3
AaBbCcI Heading 4
Styles
Find
Replace
Select
Editing
Mayra Acosta
123 Street Avenue
Brooklyn, NY 11213
516/528-2008
mayra.acosta@my.liu.edu

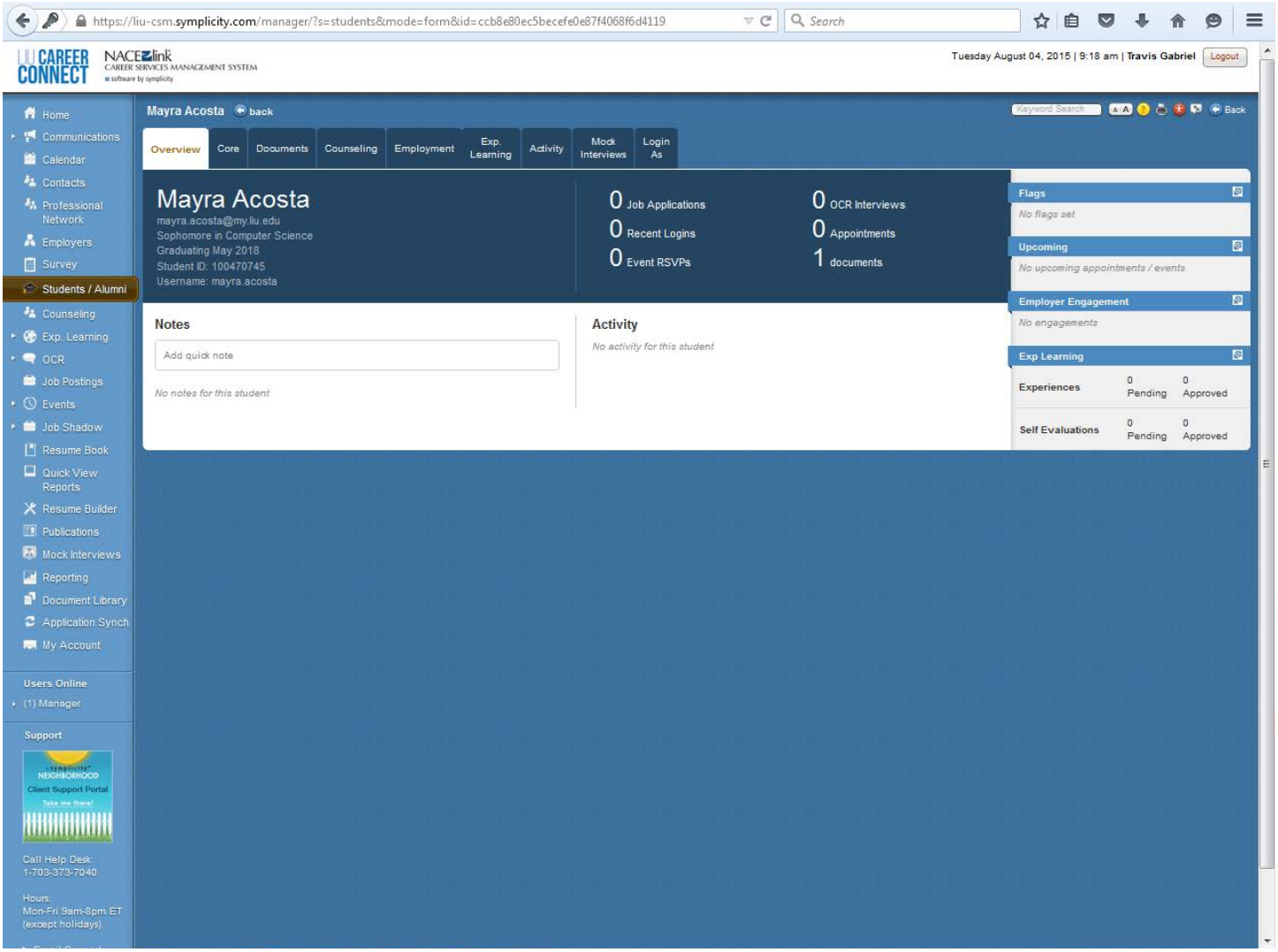


Once a student submits a resume or cover letter for review, it is incumbent upon the Success Coach to either approve or reject the submitted document. Students will see their resume or cover letter in the "Pending Documents" tab until it is approved, at which point it will move to the "Approved Documents" tab.

RESUME BUILDER

From this point on, we are back in Manager view.

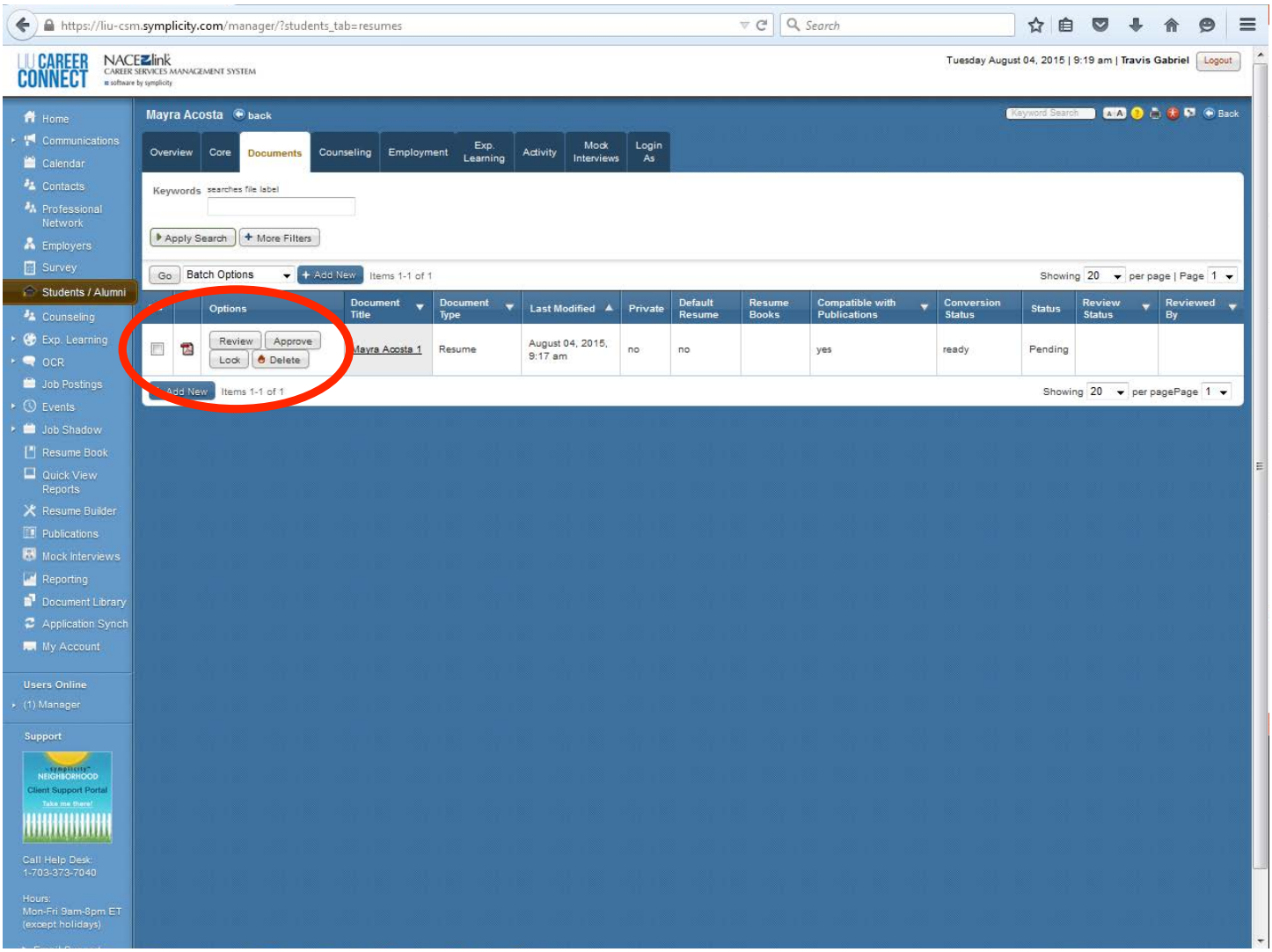
▶ *Student Overview*



In the Overview tab of the Student Profile, you can see that the student has submitted a document. To view the student's documents, either click the "1 documents" button or the "Documents" tab.

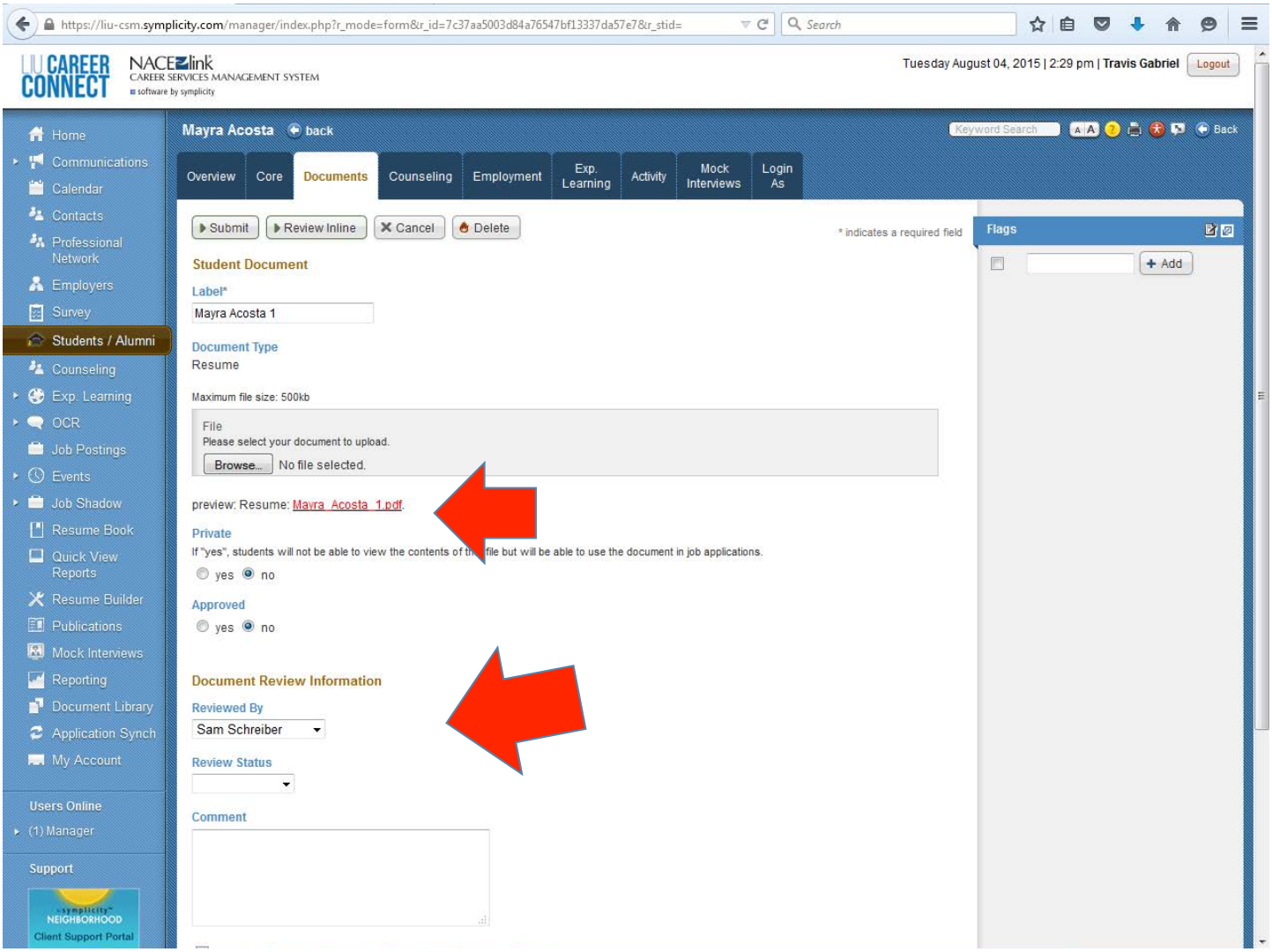
NOTE: The number of documents in the Overview tab does not reflect the number of Approved or Pending documents – it is simply the total number of submitted documents.

▶ *Document Review*



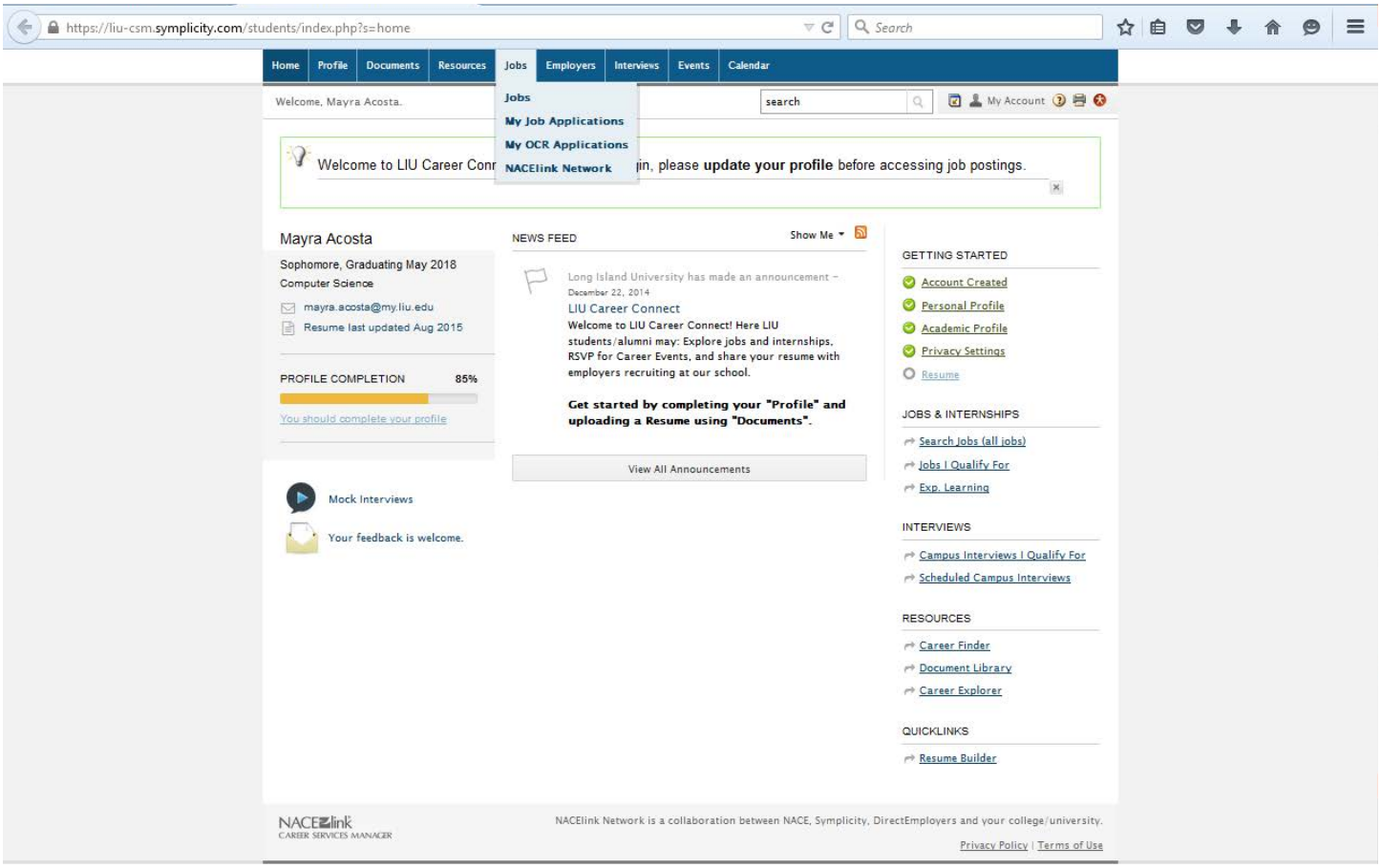
While it is possible to approve a pending document sight unseen with the “Approve” button, Success Coaches are strongly encouraged to click the “Review” button to read the Resume or Cover Letter to determine whether it is employer-ready or not.

▶ *Approving and Rejecting Student Documents*



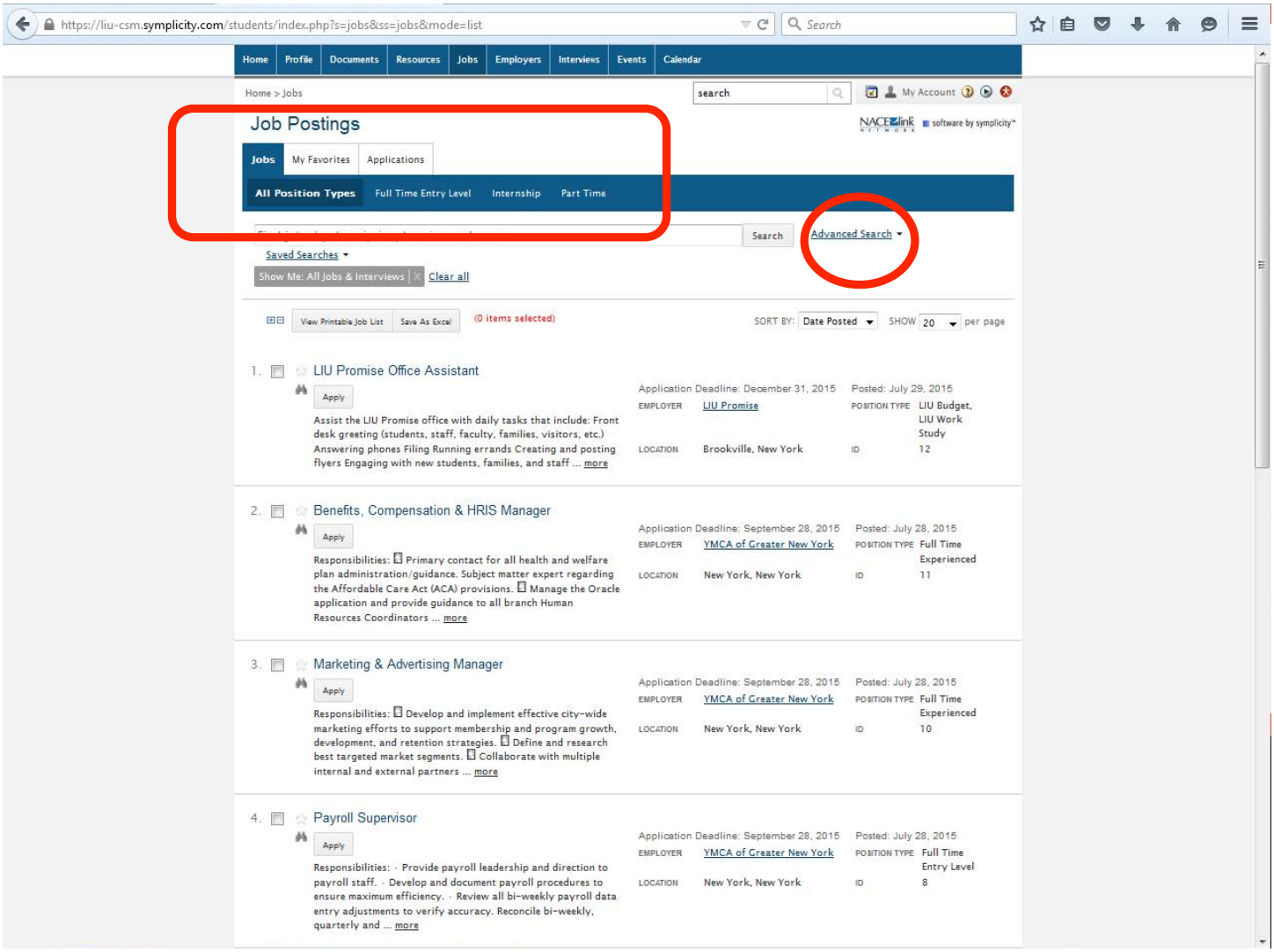
You can preview a student's document as a pdf in Review. If you decide it is employer ready, select your name in the "Reviewed By" dropdown menu, select "Approved" in the "Review Status" dropdown menu and submit. If, on the other hand, you decide not to approve the document, you should still select your name in the dropdown menu before selecting "Not Approved." It is strongly advised to use the "Comment" section if you are rejecting a resume a cover letter.NOTE: You have the option of suppressing the email notification of an acceptance or rejection by checking the box next to "Suppress Email."

▶ *Jobs*



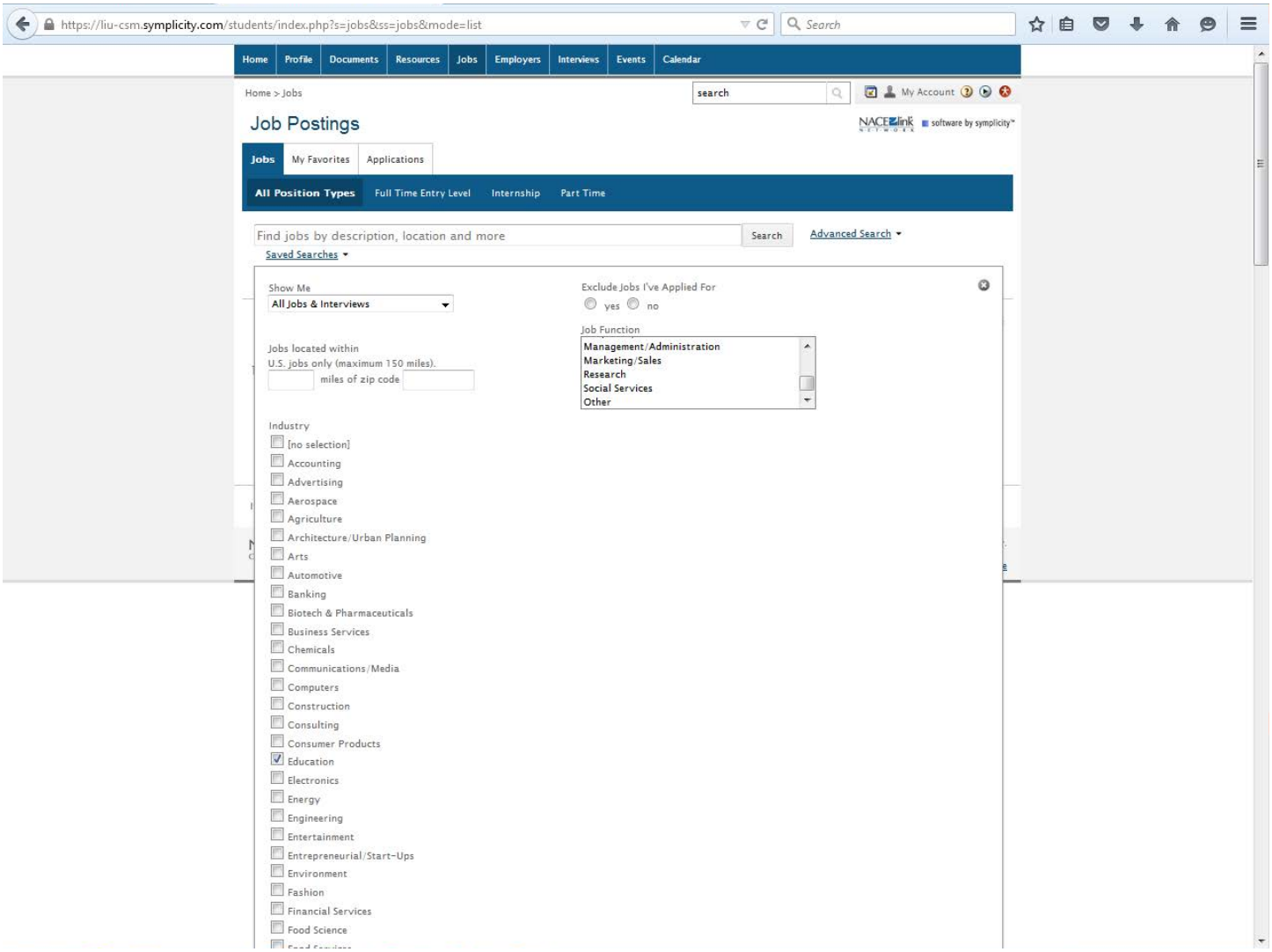
Now that the student has created a Resume (and possibly a default Cover Letter as well), they may apply for jobs using the job search function.

▶ *Job Search*



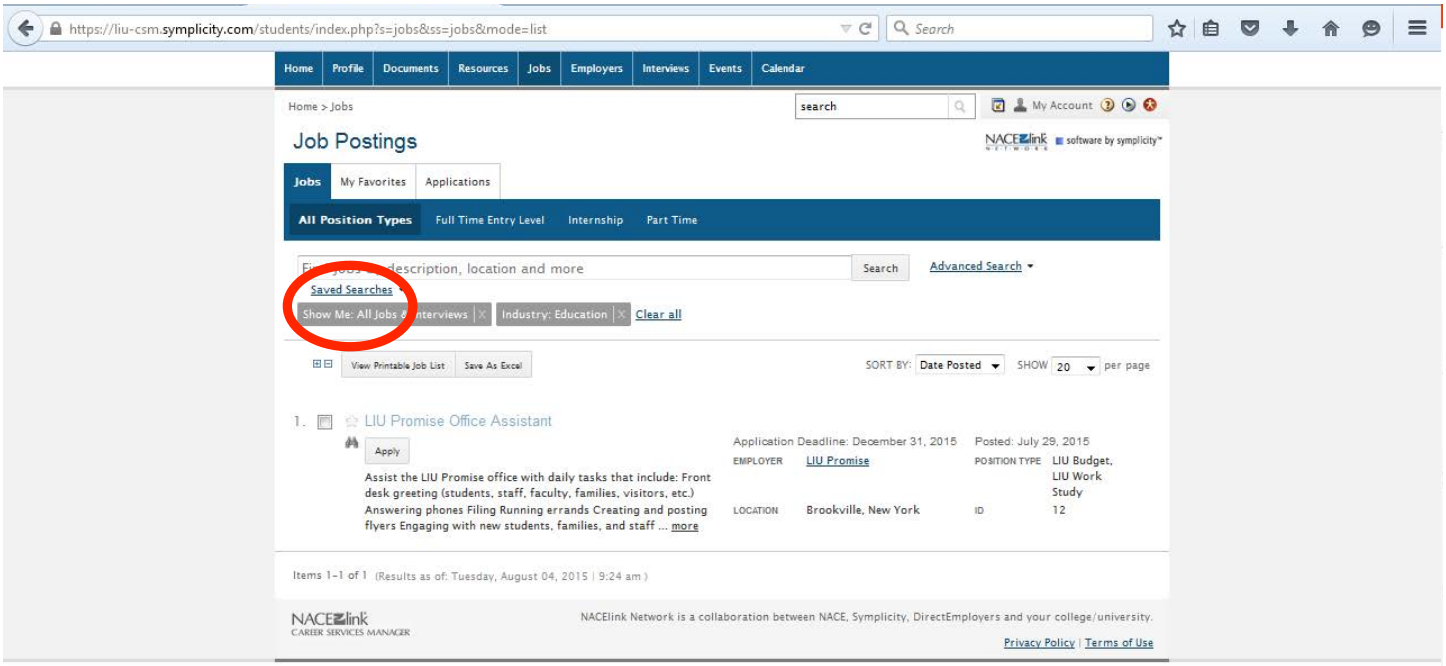
While job categories are sorted in tabs, the best way for students to find positions that are right for them is by using the Advanced Search button.

▶ *Advanced Search*



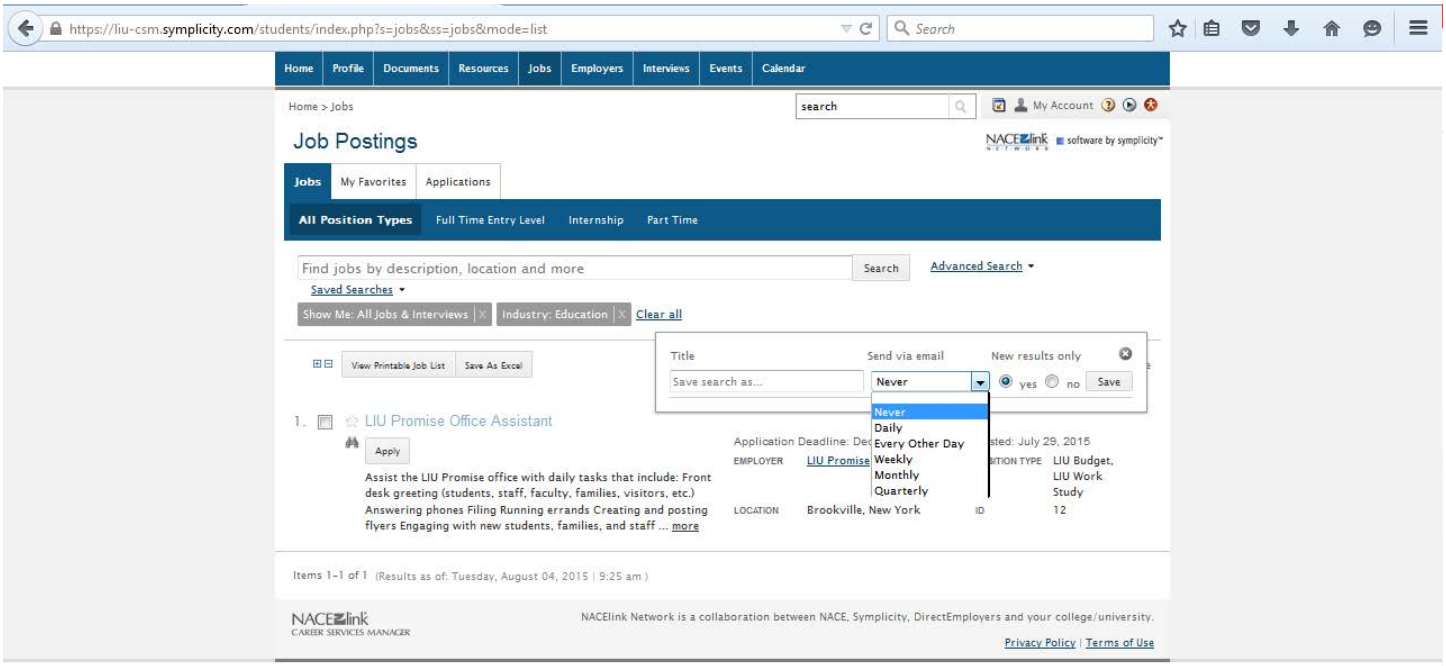
Using the “Advanced Search” function, students can create an up-to-date list of jobs a set distance from any given zip code in a broad range of industries.

▶ *Saved Searches*



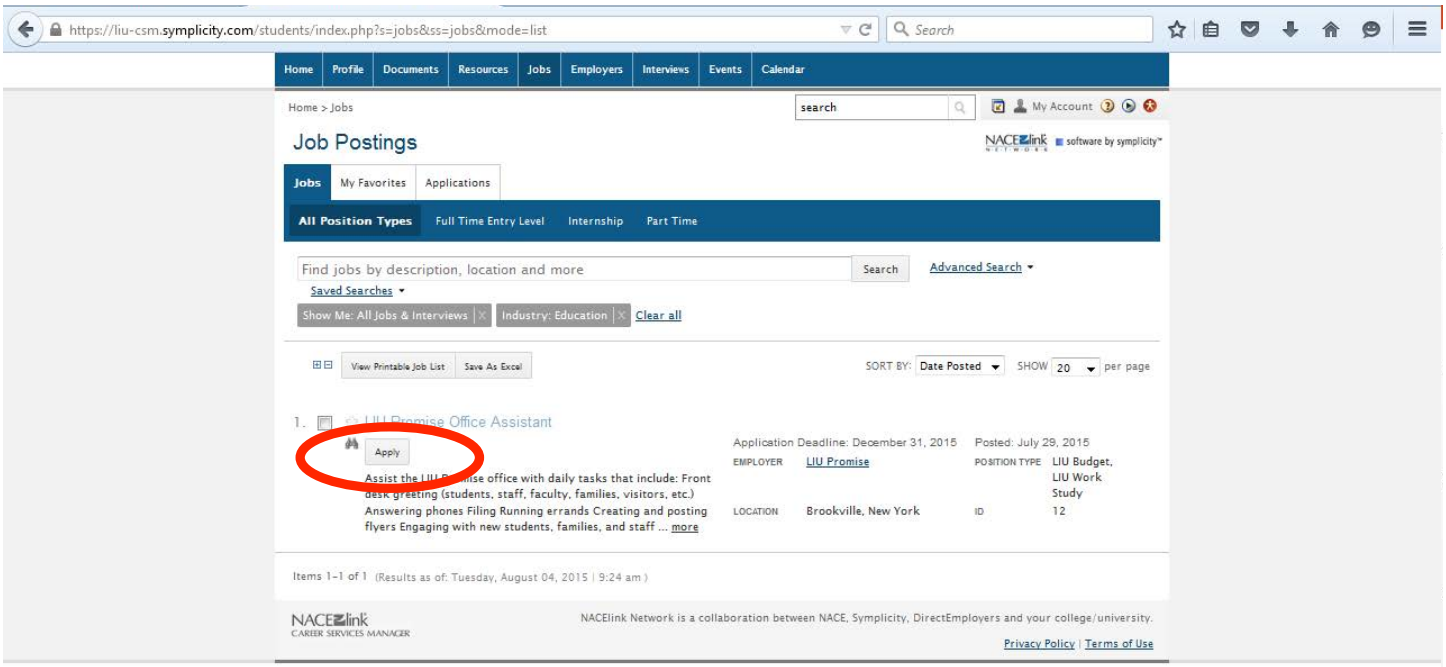
Now that the list of jobs matching the student's criteria has been selected, they may want to take the opportunity to save the search.

▶ *Editing Saved Job Searches*



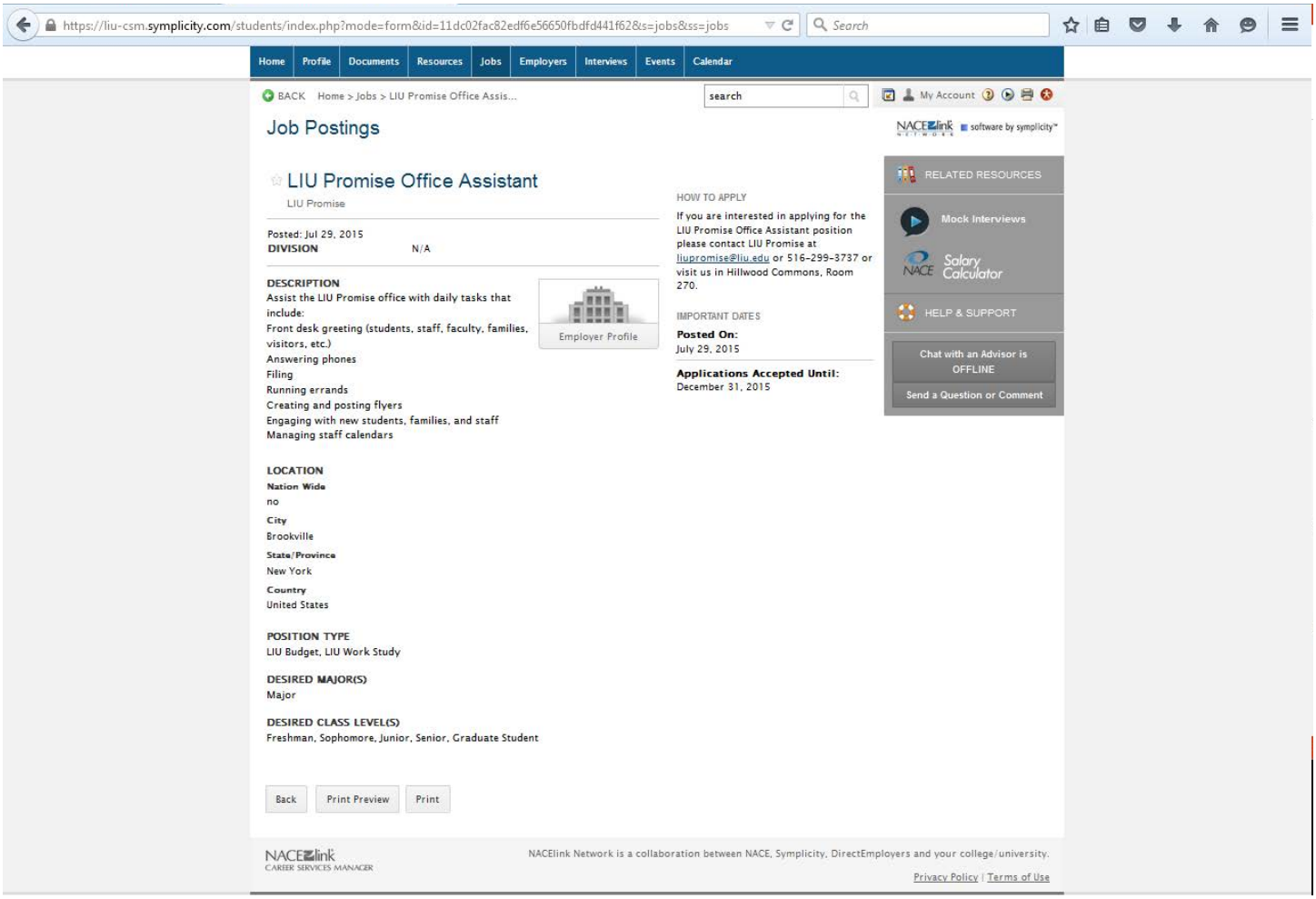
Saving a search allows students to easily run a report on jobs meeting their desired criteria. Students also have the option of receiving email notifications of new jobs meeting the search terms on a monthly, weekly, or even daily basis.

▶ *Applying for Jobs*



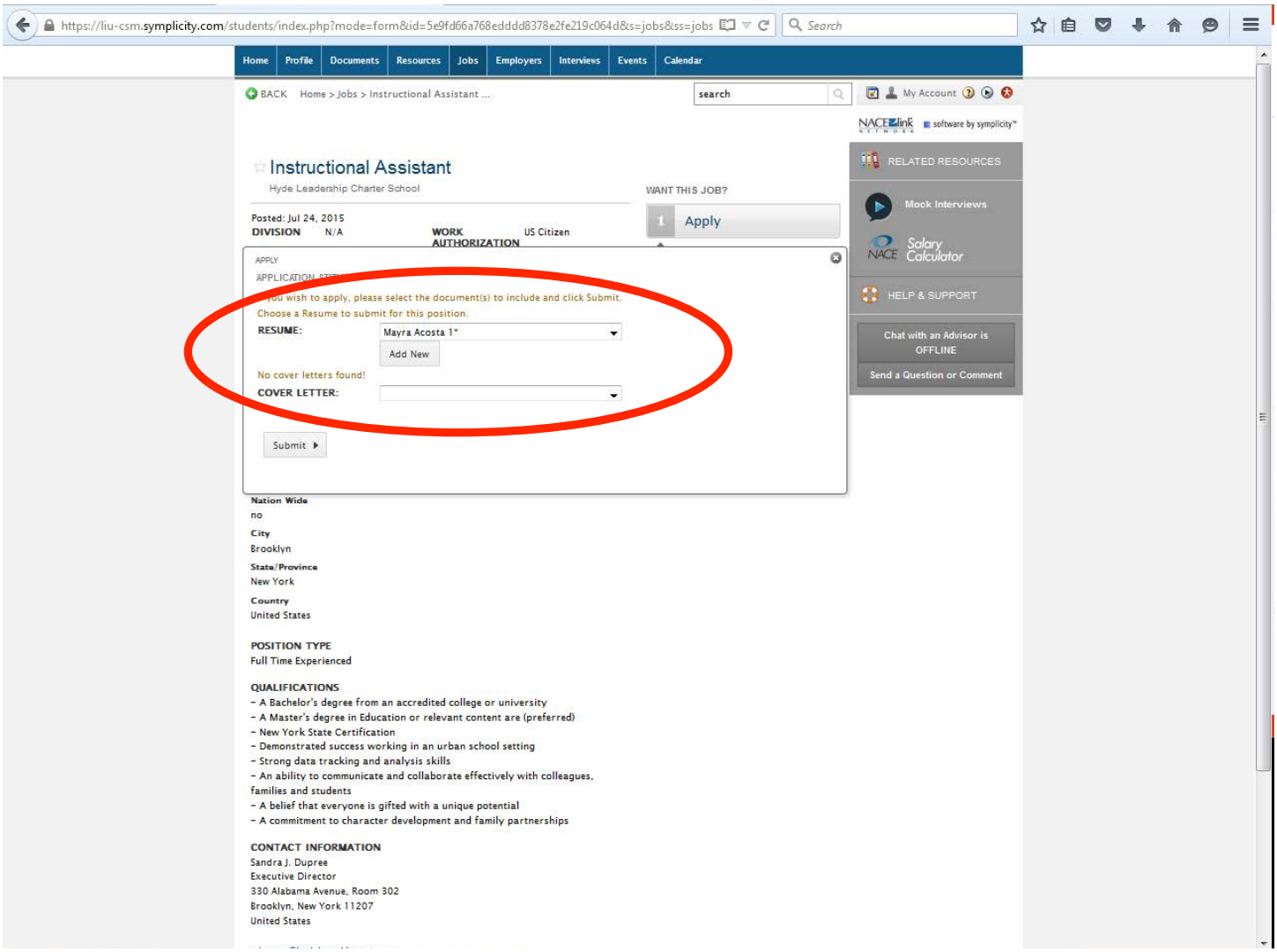
Clicking the highlighted title of the position will lead to a more detailed description. Clicking the “Apply” button will initiate the student’s application process.

▶ *Job Descriptions*



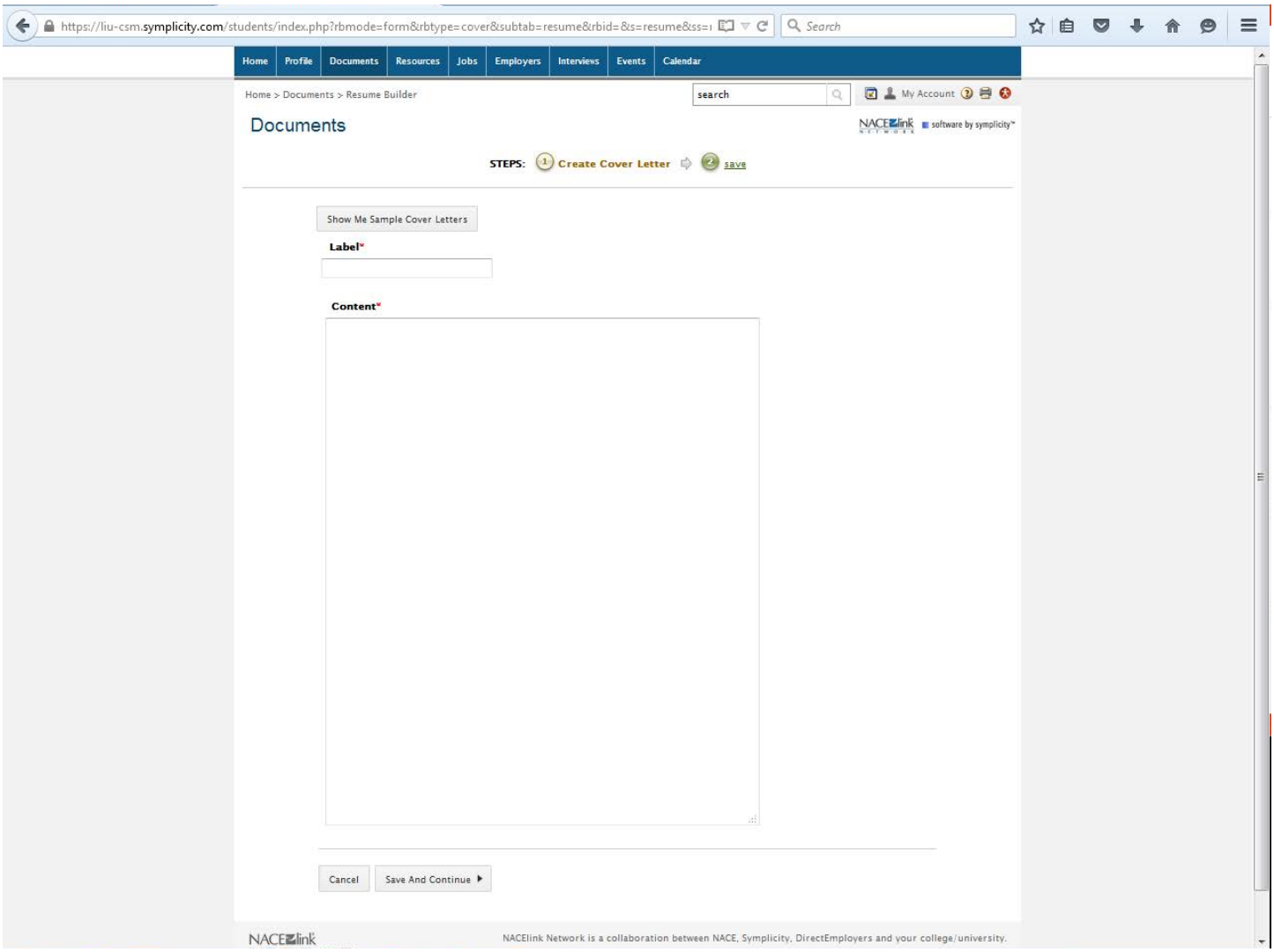
For some job postings, the “Apply” button redirects to a job description. If the Employer Contact has filled out the posting completely, there should be instructions included in the “How to Apply” section.

▶ *Submitting Job Applications*



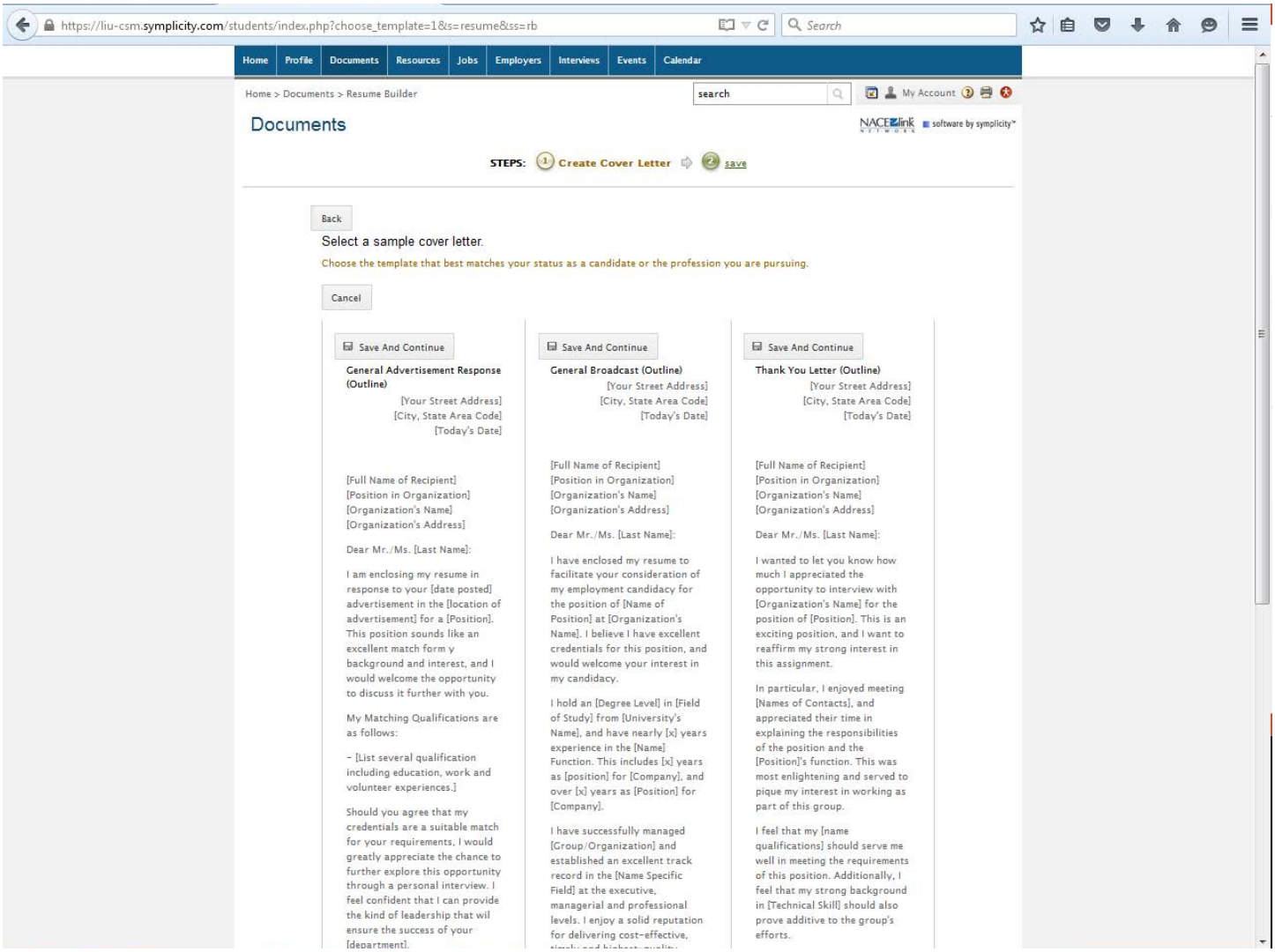
Other job postings lead to this window. Some job postings only require a Resume while others require a Cover Letter.

▶ *Resume Builder - Cover Letters*



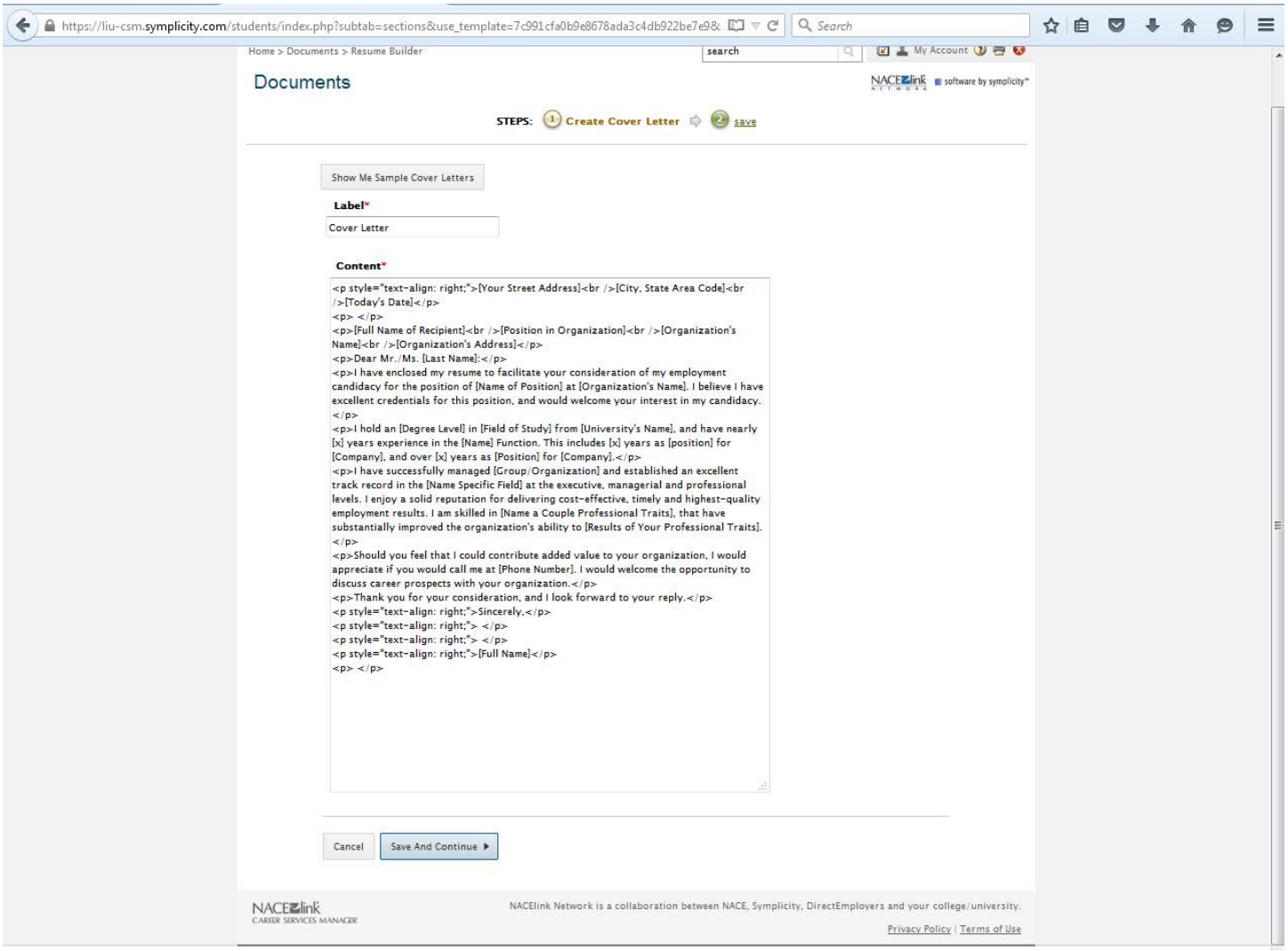
The Resume Builder tool is used to create Cover Letters in addition to Resumes. While the Cover Letters can be written completely from scratch, there are several Cover Letter templates students may wish to consider using.

▶ *Cover Letter Templates*



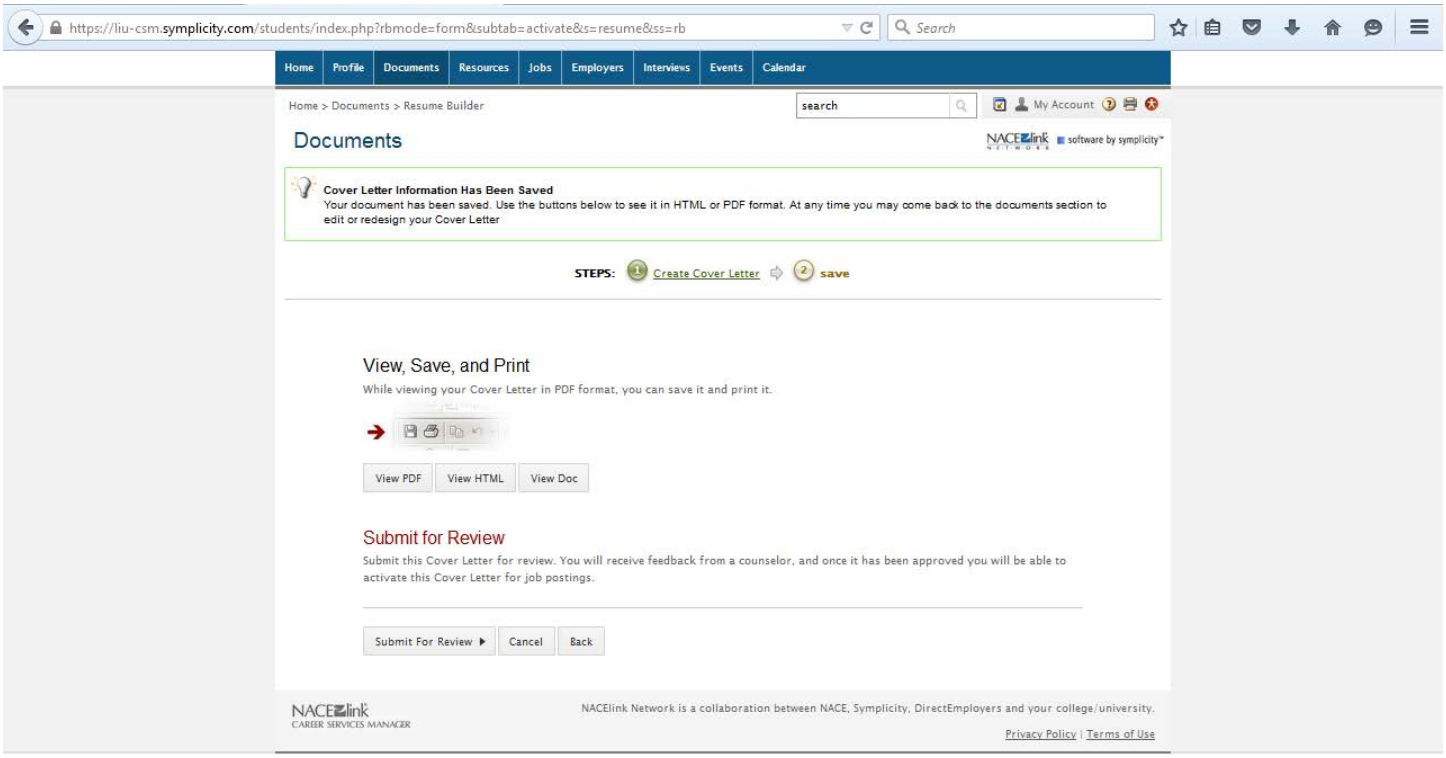
In addition to Cover Letters, these templates also include Thank You Letters and other correspondence.

▶ *Editing Cover Letter Templates*



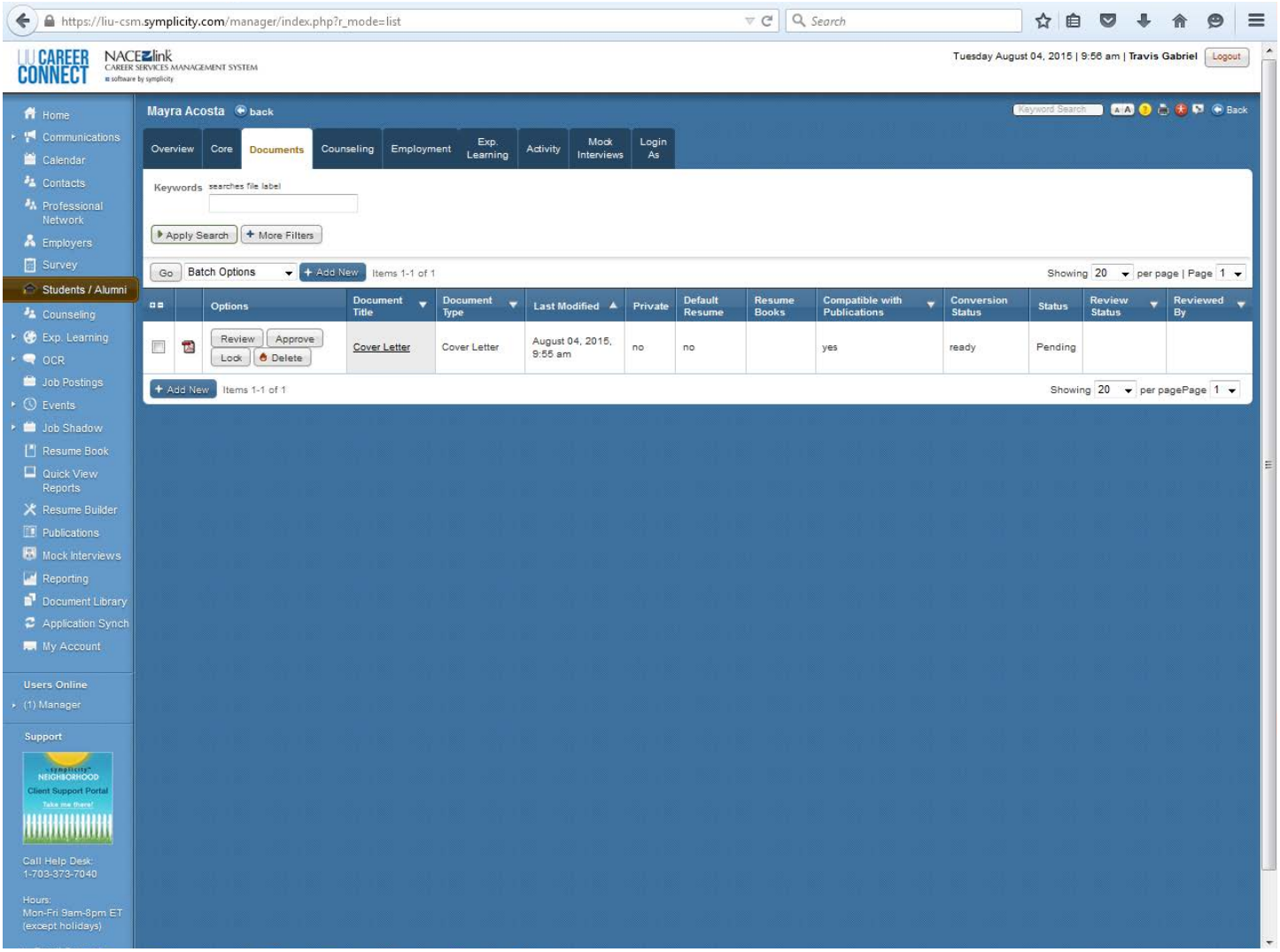
Clicking “Save and Continue” leads students to this window in which the coded instructions for the Cover Letter formatting are visible. Students should not attempt to edit the code. Success Coaches also should refrain from editing the code. Code, for clarity’s sake, is any set of characters that appear between “<“ and a “>” symbols.

▶ *Submitting Cover Letters for Review*



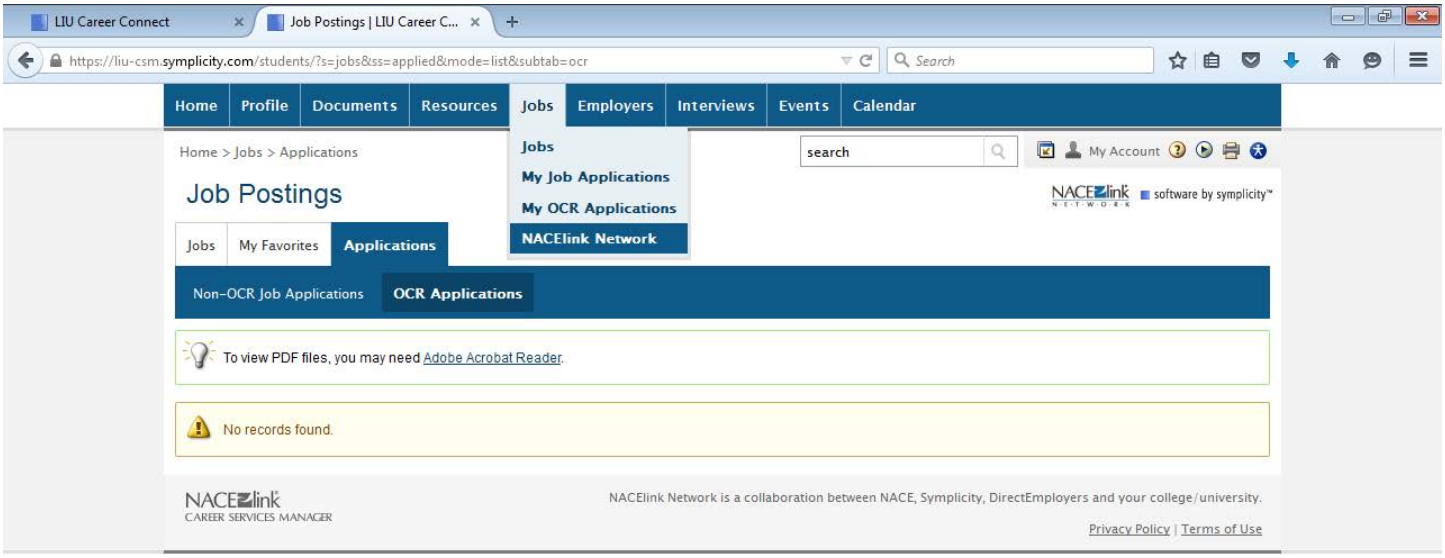
Like Resumes, Cover Letters must be submitted for review the first time they are created. However, after the Success Coach approves a student's cover, the student may create and activate as many cover letters as they like.

▶ *Student Document Review*

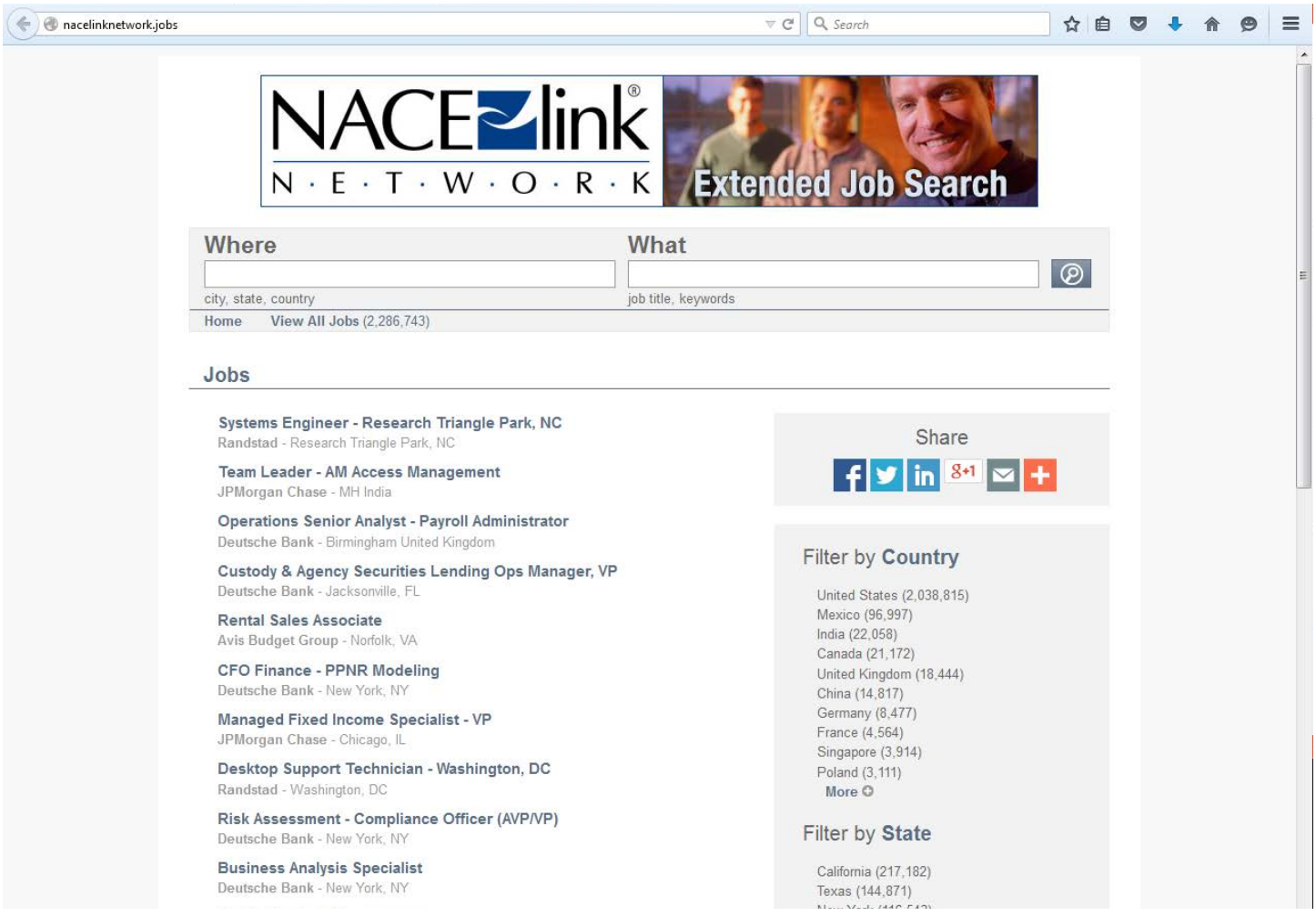


The process for reviewing and approving/rejecting Cover Letters is identical to the process for Resumes.

▶ *Using NACElink*



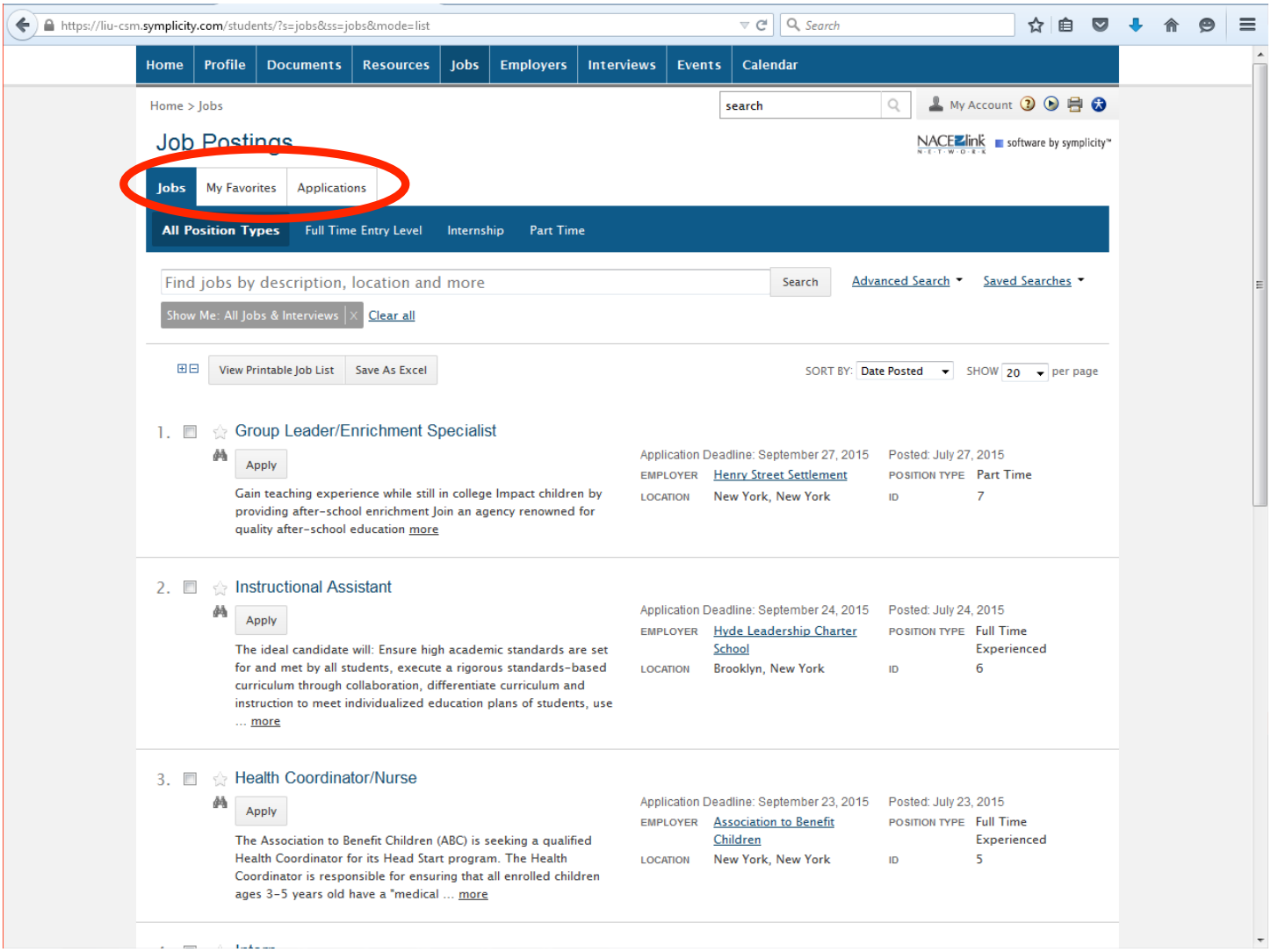
Students can also use the Jobs tab to access the NACElink Network.



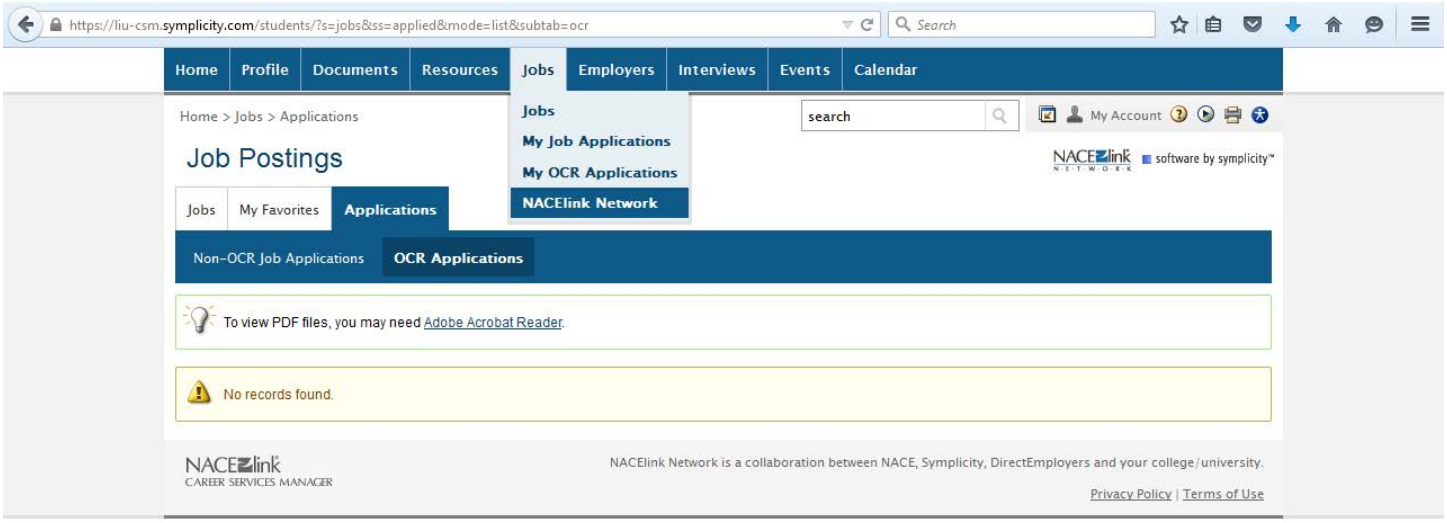
NACElink is a job search tool outside of LIU Career Connect.
It is best thought of as an additional resource for students in their job search.

Please note that since it is outside LIU Career Connect, student profile information is not available in the extended job search and students will be advised to apply directly to those postings.

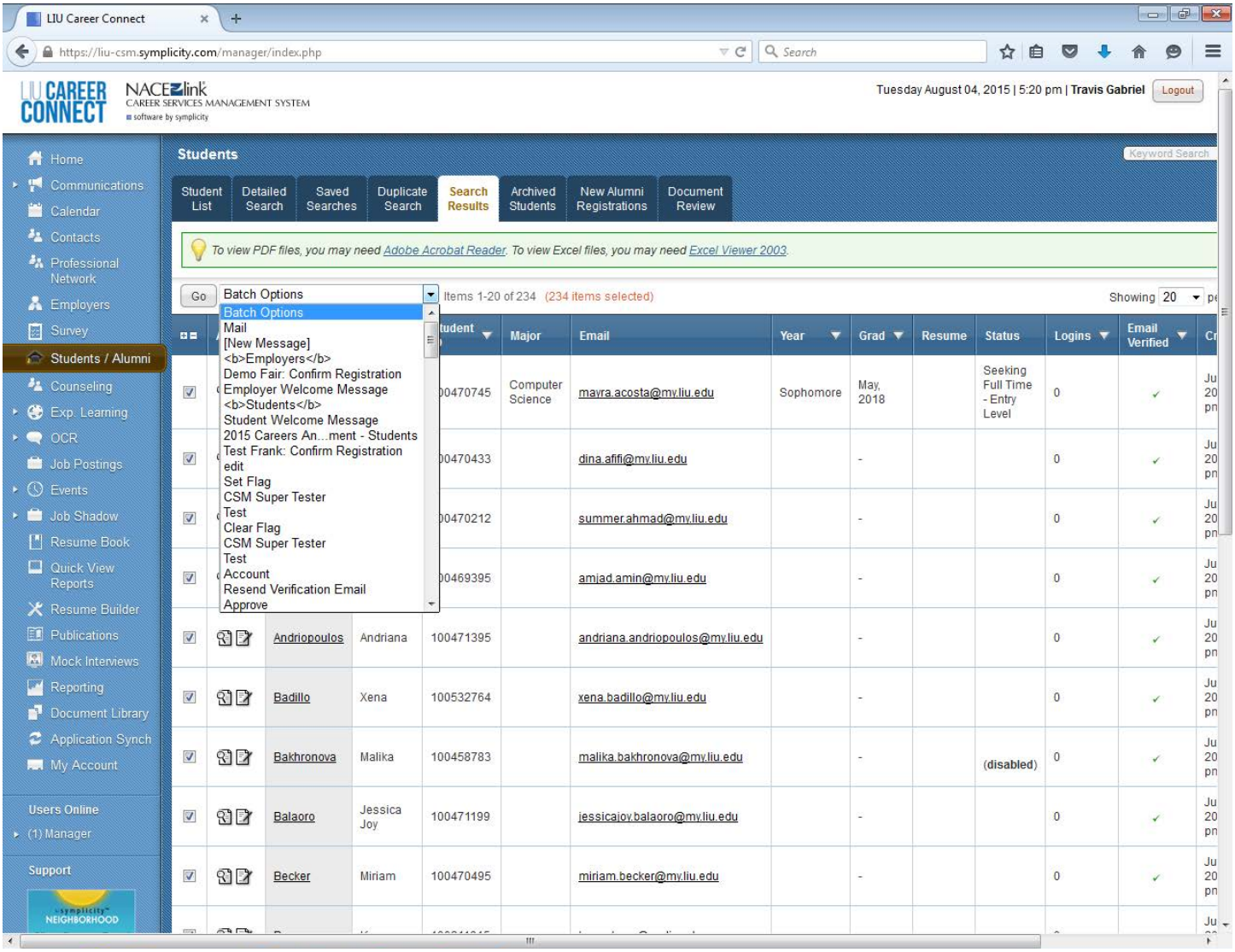
▶ *Job Postings & On-Campus Recruiting Jobs*



In addition to searching for jobs, students can keep track of their applications and favorite job postings in the Jobs section of their Symplicity student page.



▶ *Batch Options*



Whether you are managing your entire caseload or a group of selected students, you can use the Batch Options function as a Manager for a wide range of items. As a Success Coach, you will primarily use the Batch Options to send out LIU Career Connect-related messages to large groups of students.