

## **External Applicant FAQs | Applying for Staff and Faculty positions at Columbia College Chicago**

**Q: How often is the job listing updated with new positions?**

A: New positions are posted as they become available. (Please note that positions are contingent on funding and are subject to change at any time.)

**Q: What is the difference between an application and a profile?**

A: A profile contains only your contact information and is not linked to a specific job opening. An application must be linked to a job opening and cannot be completed without selecting a job opening to which to apply. The application contains information about you and your qualifications.

**Q: How often should I update my profile?**

A: You should keep your profile up-to-date with your current contact information at all times.

**Q: Can I submit a paper application for a position or apply by email or fax?**

A: No, the only way to apply for a position is through the online recruitment process/online employment site.

**Q: Will you consider my application for other positions that are available at Columbia College Chicago?**

A: No. You will only be considered for the positions that you submit an application for. If you would like to be considered for other positions, you must submit another application for the position(s) in question.

**Q: Can I submit multiple applications?**

A: Yes, you are welcome to apply for more than one position. Please read the minimum qualifications required for the position to make sure that your skill set is a good match for the position.

**Q: How should I address my cover letter to?**

A: Address your cover letter to the Search Committee or Hiring Manager, if listed. If the posting does not provide a specific name address it "Dear Hiring Manager". Make sure to reference the title of the position and include the position number provided. We may have more than one position with the same, or similar, titles so it is important that you reference the position number.

**Q: Do I have to complete all portions of the application if I attach a resume?**

A: Yes, in order to be considered for a position you must complete the required fields including all sections of the Education and Work Experience section. If you do not complete the required fields your application will not be submitted.

**Q: Can I change my application after it has been submitted?**

A: No. Once you have submitted your application, you cannot make changes to it. If you make a mistake on your application and have already submitted it, you may submit changes to [careers@colum.edu](mailto:careers@colum.edu). Please reference *Application Correction: Full Name* in the subject line of the email and indicate what information needs to be changed. Do not submit another application for the same position.

**Q: If I experience difficulties with the application process who should I contact?**

A: For technical difficulties contact Columbia College Chicago's User Support team at [usersupport@colum.edu](mailto:usersupport@colum.edu) or 312.369.7001 Monday through Friday between 9 a.m. and 5 p.m. For general questions about the application process send an email to [careers@colum.edu](mailto:careers@colum.edu).

**Q: How do I add additional documents to my application?**

A: To add additional document(s), from the *Careers Home* page, click on *My Career Tools* located at the top of the page. On the *My Career Tools* page click on the *Add Attachment* link. From the *Attachment Type* drop down menu, select the document you are attaching. For the attachment purpose, type the name of the attachment. Click on *Add Attachment* and you will be requested to browse to locate and attach the document.

**Q: What is the size limit for attachments?**

A: If you are applying for a position that requires samples of work, art, video, written, zip files should be no greater than 10MB. If your work exceeds this limit provide a link to your website so that the hiring manager, and/or search committee, can view your work directly on your site.

**Q: Will I receive confirmation that my application was received?**

A: Yes, you will receive written confirmation, via email, that your application was received. If you did not get confirmation contact User Support at 312.369.7001. Make sure to add colum.edu to your safe sender list to avoid email correspondence from Columbia College Chicago going to your junk mail folder.

**Q: How will I be notified that I am being considered for the position?**

A: The hiring department will notify you via email or phone that you are being invited for a phone or on-campus interview so make sure that your profile provides your current contact information.

**Q: If I do not hear back from the hiring department who should I contact?**

A: Once your application is submitted and you receive confirmation that it was received you do not need to contact anyone. If the posting indicates that the hiring department does not wish to receive phone calls or walk-ins you should wait to be notified via email regarding the status of your application. Keep in mind that some searches will take longer than others to be concluded so be patient.

**Q: Will I know when the position has been closed?**

A: Yes, all applicants will be notified when the position is closed via email. Some hiring departments may notify applicants who have been interviewed via phone or email that the position was closed.