Top 10 Interview No No’s (from CareerBuilder):

1. **Stay Away from Humor**—Jokes, anecdotes and witticisms are the most readily misunderstood means of communication.

2. **No Opening Monologue**—Giving too many details upfront leads a candidate to tell you what you want to hear, instead of what he/she actually thinks or would do.

3. **Avoid Close Ended Questions**—Unexpected, beneficial information is often revealed when your questions allow the interviewee to elaborate on their response.

4. **Rephrase General Questions**—Turn a generic question into one soliciting specific information (i.e. “Tell me about a time when you managed a group of people”, instead of “have you managed anyone before?”)

5. **Avoid Leading Questions**—Be careful not to give your candidate the preferred answers by the way you ask your questions. (i.e.—“How would you take care of and help an irate customer who called to complain?”) *(Cont. on page 2)*

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**Hiring Facts at Rice: A Look Back and Trends Moving Forward**

If you have been a staff member at Rice for at least the past five years, you have probably seen or experienced firsthand the growth we have had at Rice University. As Rice increased the amount of award-winning research and undergraduate student body, the number of staff hires also increased to support those efforts. We wanted to share with you some actual numbers—while you may know we’ve grown, when you see the actual numbers, you may be surprised just how much we’ve grown!

In FY (Fiscal Year) 2003, we hired a total of 232 staff members—this includes professional/managerial, information technology, administrative support, skilled crafts, service and maintenance and technical positions. Our highest number of staff hired came for FY 2008 with a total of 451 hires. Our last fiscal year, FY 2011 wrapped up with 361 hires.

If you analyze the data a little closer, the breakdown shows the numbers growing in the professional/managerial, skilled crafts, service and maintenance and technical categories. These increases seem on target with the projected employment growth information for 2008 and beyond from the Bureau of Labor Statistics (BLS). The BLS counts accounting and financial, management, administrators, carpenters, landscaping and groundskeeping, maintenance and repair, scientific and engineering positions among it’s largest and fastest growing occupations. Positions in administrative support have actually stayed about the same with a spike in hires for FY 2008 at 148 people. Information technology positions saw a slight decrease.

*(Cont. on page 2)*

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**HR Training and News**

**RICE Power Hour for Employee Relations**

December 14—11 a.m. to noon
Meyer Conference Room in the Ley Student Center

**CARE: A guide for Successful Performance Feedback and Appraisals.**

Sign up for these and other training opportunities:
http://training.rice.edu/trainingcourses.cfm

Human Resources is changing their website! We have provided additional information and ways to access that information to better serve you! Please see our “how to navigate video” that explains the new layout.

http://youtube.be/ahxHd5tEr7M

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We welcome your questions! Please submit a question and we’ll answer it or cover it as a topic in our next issue! (jobs@rice.edu)
Hiring Facts at Rice: A Look Back and Trends Moving Forward (cont. from page 1)

The number of actual positions posted has also increased since FY 2003 from 261 posted staff positions to 306 posted staff positions in FY 2011. These numbers do not include any positions granted hiring waivers. The largest increase again came from the professional-managerial category, as well as small increases in the number of jobs posted for skilled crafts, service and maintenance, and technical. Postings for information technology and administrative support positions saw a slight decrease.

In terms of the number of qualified applicants per posting, we’ve seen those numbers increase significantly over the past four years. We believe this is reflective of the pendulum swing of the current economic conditions of more jobs than applicants to more applicants than jobs. The average number of qualified applicants overall has increased from 24.1 in FY 2008 to 57.4 in FY 2011. The largest increases have been in both the administrative support (30.0 in FY 2008 to 62.5 in FY 2011) and professional-managerial categories (24.5 in FY 2008 to 46.6 in FY 2011).

What may surprise you based on the significant increase in qualified applicants per posting is that the average posting times have actually increased slightly from 31.3 days to 32.9 days. The biggest changes have been in information technology and technical categories. Actual hiring time (posting to acceptance) has also increased slightly with the average in FY 2003 at 52.33 days to 58.4 days in FY 2011. Again, we believe this is also reflective of the current job market with more qualified applicants on the hunt, and hiring managers with more candidates to consider and evaluate before selecting a finalist.

The increase of the number of candidates, as well as budget constraints, have impacted the number of job fairs HR Recruitment have participated in too. In FY 2003, we participated in 7 job fairs but that number decreased to just 3 in FY 2011. As we look to the future, our recruiting focus for such events has become more targeted in areas such as veterans and returning reservists seeking employment opportunities.

As you can see from the numbers, Rice is definitely growing in staff to help support the university’s endeavors. We look forward to continuing to assist you in your hiring needs in order to support the goals of the university.

(See complete fiscal year comparison data table on page 3.)

Top 10 Interview No No’s (cont. from page 1)

6. Be Careful with Age—The only times you can ask about age are when it is a requirement of a job duty. This question is covered on the application so you should not need to ask!

7. Never Ask About Race, Color, National Origin, and Gender—Stay away from questions that cover these topics or go anywhere near them!

8. Do Not Ask about Religion or Sexual Orientation—Although candidates may volunteer religious or sexual orientated information in an interview, you still need to be careful not to discriminate. Ask questions that are relevant to work experience or qualifications. Also avoid questions about religious holiday celebrations.

9. Do Not Discriminate for Health or Disabilities—You may not ask about smoking, health related questions, or disabilities in an interview. As a large employer, we are required by law to comply with the American with Disabilities Act of 1990. Consider that reasonable accommodations can be made to assist those with disabilities.

10. Avoid inquiries about Marital Status, Children, Personal Life, Pregnancy and Arrest Record—These kinds of questions could be tempting to ask when things like travel are required; however, you can only explain the requirements and confirm that the requirements are acceptable.

When in doubt, consult your dedicated recruiter.

Extra, Extra! Exciting News—the Recruitment Team has the ability now to use Bomgar to assist you! Now when you need us to see what you see or need assistance with RICEWorks, we can log in using Bomgar and look at RICEWorks with you in real time! Remote training sessions are also available, just ask your dedicated recruiter!
### Fiscal Year Comparisons

#### Staff Hires (excludes temporaries)

<table>
<thead>
<tr>
<th></th>
<th>FY 03</th>
<th>FY 04</th>
<th>FY 05</th>
<th>FY 06</th>
<th>FY 07</th>
<th>FY 08</th>
<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prof/Managerial</td>
<td>81</td>
<td>75</td>
<td>92</td>
<td>103</td>
<td>137</td>
<td>182</td>
<td>146</td>
<td>113</td>
<td>156</td>
</tr>
<tr>
<td>Info Technology</td>
<td>17</td>
<td>12</td>
<td>26</td>
<td>26</td>
<td>27</td>
<td>39</td>
<td>13</td>
<td>8</td>
<td>10</td>
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<tr>
<td>Admin Support</td>
<td>72</td>
<td>91</td>
<td>77</td>
<td>85</td>
<td>99</td>
<td>148</td>
<td>82</td>
<td>75</td>
<td>73</td>
</tr>
<tr>
<td>Service</td>
<td>52</td>
<td>47</td>
<td>41</td>
<td>40</td>
<td>58</td>
<td>76</td>
<td>48</td>
<td>88</td>
<td>95</td>
</tr>
<tr>
<td>Technical</td>
<td>10</td>
<td>10</td>
<td>6</td>
<td>4</td>
<td>16</td>
<td>6</td>
<td>6</td>
<td>53</td>
<td>27</td>
</tr>
</tbody>
</table>

#### Posted

- Total: 232 235 242 258 337 451 295 337 361

#### Waived

- Total: 61 52 75 76

### New Postings (excludes waivers)

<table>
<thead>
<tr>
<th></th>
<th>FY 03</th>
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<th>FY 09</th>
<th>FY 10</th>
<th>FY 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prof/Managerial</td>
<td>97</td>
<td>102</td>
<td>118</td>
<td>158</td>
<td>186</td>
<td>125</td>
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<tr>
<td>Info Technology</td>
<td>22</td>
<td>12</td>
<td>42</td>
<td>26</td>
<td>51</td>
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<td>Admin Support</td>
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<td>98</td>
<td>103</td>
<td>116</td>
<td>151</td>
<td>64</td>
<td>65</td>
<td>76</td>
<td></td>
</tr>
<tr>
<td>Skilled Crafts, Service &amp; Maintenance</td>
<td>44</td>
<td>69</td>
<td>54</td>
<td>48</td>
<td>37</td>
<td>50</td>
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<td>9</td>
<td>10</td>
<td>12</td>
<td>34</td>
<td>19</td>
<td></td>
</tr>
</tbody>
</table>

#### Total

- Total: 261 297 325 357 416 435 270 308 306

#### # of Total that were Canceled

- Total: 26 20 20 80 83 48 59 64

### Miscellaneous

#### Avg # of Qualified Applicants per Posting

- Total: 24.1 31.9 47.3 57.4

#### Avg Time Posted (post to remove from web)

- Total: 31.3 25.5 27.7 32.9

#### Avg Hiring Time/Yr* (post to accept)

- Total: 52.33 43.5 45.7 44.9 45.6 49.4 48.1 53.6 58.4

#### Job Fairs

- Total: 7 2 7 5 4 6 3 2 3
Wiley’s Words of Wisdom

Whenever you have an open position you are recruiting for, there are many things that need to be done. Sometimes, it’s difficult to remember it all, but there are a few that are essential to remember to complete. For instance, is the position number you are using for your job posting actually vacant? Also, is the position number even active? Finding out about the position number at the very beginning can end up saving you a lot of time later. Something else to consider is how long you want your open job to be posted on RICEWorks. More often than not, positions are listed as ‘Open Until Filled’. This allows you to remove the job posting whenever you like, as long as it’s past the business-day minimum (or 50 qualified applicants are in the pool for manager review). However, if you choose the option of leaving the position open for two, three, or four weeks, we MUST leave that position on RICEWorks until that date, regardless of how many applications you receive. So, for certain positions like Staff Assistants, Administrative Coordinators, or other popular positions (any that include events, marketing, etc.), it’s a good idea to leave it as ‘Open Until Filled’ so you can close the position to new applications before it gets out of control. It’s always a good idea to discuss salary with your candidates selected for interview prior to bringing them to campus. This way, no one’s time will be wasted going through interviews, etc. if you and the candidate are not on the same page concerning the salary. And if you haven’t already done so, please attend the next ‘Interviewing: More Than A Gut Feeling’ training when available. This will help you prepare a thorough and legal interview for your open positions, which of course will help you hire the right candidate for your open position. After your interviews are complete and you have your top one or two candidates, you should always check at least two to three professional references. This will give you a much better picture of what the candidate is like as an employee.

(continuation on page 5)

Diana’s Descriptive Demos

The ‘Funding’ tab is one of several tabs that should be filled out after initiating a new action in RICEWorks. This information can later be updated or changed during the Hiring Proposal phase. The ‘Fund’, the ‘Organization’ and ‘Account’ codes are information that is necessary when the position has been filled and the Personnel Action Form (PAF) is created. Of the three codes, the account code can be a bit tricky to understand. In order to assist you, the list of account codes are accessible in RICEWorks on the “Funding” page. When on the page, after hitting Add Entry and entering the Fund Code and the Org Code, click on the link that states “Click here for Current Account Code Listing”. A pop up window will appear titled ‘Rice University Salary & Wage Account Codes’. The list includes the account codes on the left and what the code represents on the right. The code entered will depend on the type of position. For example, a department administrator or an office manager would be account code 60520 – Admin Professional Staff. A department coordinator or an office assistant would be account code 60650 – Secretarial & Clerical. The difference between these two codes and several other codes that might seem to be the same is that one is Exempt and the other is Non-Exempt. It’s important to enter the correct code because of the following reasons:

1. The account code will determine the fringe rate
2. It represents the FLSA classification (exempt vs. nonexempt) in regard to overtime
3. It helps to determine the workers’ compensation insurance rate

If you need additional assistance, please contact your dedicated recruiter.

Michelle’s Miscellaneous Megabits (Information)

You’ve selected your finalist, sent the hiring proposal through for approval and received notification that HR has made the official offer and the candidate has accepted. You know HR sends the offer letter, but what other information does your new hire receive? Good question!

When we make the verbal offer, we go over the terms (salary, start date, relocation if applicable) and we let them know that all staff positions are contingent upon a satisfactory background (and in some cases driving record) check. We e-mail them with a scanned version of their offer letter that is also placed in the mail, the authorization to release form that we request back ASAP to complete the background check and a new hire packet that includes forms they can complete and bring with them to save time in our offices.

The e-mail itself provides information about benefits, including where to find the downloadable benefits booklet, contact information in order to schedule a benefit enrollment and notification that benefit enrollment must be completed within the first 31 days of employment.

We also include a link to the Rice Transportation and Parking webpage. This allows them to review parking costs and shuttle schedules. Lastly we let them know about new hire orientation, held every month by HR. This is a valuable session that is not only informative but welcoming to the new staff member. Supervisors are also notified of scheduled

(continuation on page 5)
**Rice University HR Recruitment**

**Jana Callan**: 713-348-6717
callan@rice.edu
HR Director of Recruitment &
Systems Management

**Wiley Bennett**: 713-348-4091
wbennett@rice.edu
Staff Recruiter

**Diana Garcia Acero**: 713-348-5252
dmgarcia@rice.edu
Human Resources Specialist

**Michelle Potoczniak**: 713-348-5217
mbp1@rice.edu
Staff Recruiter

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Michelle’s Misc. Megabits (cont. from page 4)

Of course once you check the references and your final candidate is selected, you just need to proceed with the hiring proposal as normal. Remember, though, that only HR can make an offer of employment to the applicant, but you can discuss with the finalist what the budgeted salary is and likely starting salary will be before submitting the hiring proposal. And once your candidate is hired, it’s always a good practice to give them a call before the start date and let them know when to show up, what to wear, and what to expect the first few days of the new position. These are only a few of the items that are good to know, and if you would like the full list (it’s not too long, we promise) just ask your recruiter to send you the document called ‘Things to Know and Remember’.

Michelle’s Words of Wisdom (cont. from page 4)

We do everything we can to help provide all the HR information your new hire will need before their first day at Rice. We instruct the new hire to check in with their department on their first day, unless you have directed them to do something else. If possible, we recommend you assign an existing employee as a “buddy” to take them to HR for new hire paperwork, RUPD for their employee ID and Parking. Give them a “go-to” person to ask questions as they get acclimated to Rice. Together, our efforts can make the new staff member’s first days successful, leaving a great first impression and help build their commitment to your department and Rice from the beginning!

If you need additional information, please contact your dedicated recruiter for assistance.