

# Virtual Career Fair Information (Symplicity)

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## Frequently Asked Questions for Students

### Before the Virtual Career Fair:

**NEW this spring 2021! *Jump the Queue.* Students will have the option to sign up for FIRM 10 CHAT TIME with companies that signed up to participate in this. This will be done an hour prior to the actual Virtual Career Fair.**

Before a virtual career fair begins (in the days/weeks before a fair), go into your myCCO student account, update your profile, and upload an updated resume. Once you have an updated resume in your myCCO account. Complete the following steps:

1. Go to Career Fairs>Career Fairs & Days> Select the fair you want to attend.
2. Select the ATTEND blue button on the right side of your screen. You will be prompted to complete your Chat Profile.
3. The Chat Profile pulls from your account so make sure all your information is current and your resume is updated. If updates are needed, go to the Profile settings located in the upper right corner where your picture is and update.
4. When Chat Profile is correct, select the SAVE button in the Chat area.
5. You will notice a Green “You’re Attending” ribbon across your screen.
6. Research Companies and click on the star to the right of the company name of any employers you are interested in. This will bring all the interested companies to the top of the employer list for you.

### Day of the Virtual Career Fair:

1. [Log into your myCCO Account](#)
2. Go to the Career Fairs/Days, Info Sessions Tab
3. Select Career Fairs & Days
4. Select the fair you want to attend
5. Select the company you want to chat with
6. To the right of the company name is this “Join Queue”  icon.
7. Click on the “Join Queue” to get in link to talk with the employer.
8. You will see the number of employers online for that company and the estimated wait time. You are now in line.
9. When the employer is ready to chat you will be prompted with a Chat Request and the instructions on how to connect you – you will see the employer is “Ready to chat”
10. Select the “Join Chat” button

11. There will be a clock in the upper right corner of the screen. When you click on the link to connect to virtual chat, the clock will start counting down.
12. Chat with the employer for 5 minutes. (Keep in mind the rep may add two additional minutes on if the time needs to be extended.)
13. Once the time is up (this is not a hard stop) you will have time to finish the conversation.
14. Select "Leave Queue" button to exit the conversation
15. Take a few notes.
16. Go to the next employer

**After the Virtual Career Fair:**

Log in and review your Notes, follow-up with employers if necessary, and send thank you notes to employers.

# Frequently Asked Questions

**When will students have access to Symplicity to view career fairs and research companies that have registered for a virtual fair?**

**Answer:** Students can see who is attending a career fair and research the companies immediately after a company has been confirmed.

**Are there audio alerts for students?**

**Answer:** Yes – The student will hear an audio alert and see a pop up alert when the employer invites the student from the queue to chat.

**How many queues can a student be in at one time?**

**Answer:** Students can be in three queues at the same time.

**What happens if I am in a one queue and another queue that I am in becomes available?**

**Answer:** The student will get an alert their opportunity is available to chat and can accept and go to that chat.

**If the student is chatting with another employer and the chat time comes up that another queue, is now available?**

**Answer:** The employer will see that you are busy and will select the next person in the queue. Your spot in the queue will remain there and you will then be the next person to chat with that employer.

**What happens if the career fair time is up and I am still in a queue?**

**Answer:** Students that are in a queue when the career fair is over will remain in the queue and can finish the queue with this company if the employer chooses to remain on-line.

### **What happens if the career fair time is up and the representative goes off-line because the fair is over?**

**Answer:** If the recruiter opts to leave the career fair at the exact time the fair is over, all remaining students in that queue will see the representative is now off-line and not available. In addition, the resumes of all students left in the queue, will be sent to that recruiter.

### **What are Notes used for?**

**Answer:** At the end of each chat, students have the opportunity to make notes on their conversation before moving on to chat with another employer. You can go back into your account later to review notes.

### **Will employers see my notes?**

**Answer:** No. The notes are only viewable by the student.

### **How can I see who is attending a particular fair?**

**Answer:** Students can log in to their myCCO account by going to <https://www.cco.purdue.edu/Home/myCCO> and logging into their account with their Purdue Career Account credentials. Navigate to EVENTS>Career Fairs.

### **Why should I look at myCCO account before a virtual career fair?**

**Answer:** Employers have access to an electronic Resume Book and can view resumes/batch email students 5 weeks before the fair date. Employers will also be able to see the students that have RSVP'd for the event and their resumes/account information as well.

### **How long does a student have to chat with a representative?**

**Answer:** The chat time is set for 5 minutes. Employers have the option to set chat times for 5 to 15 minute increments, depending on the employer.

### **Can a Representative extend the chat time to be longer?**

**Answer:** When the time gets down to 1 minute remaining, the representative will get an audio alert and a pop-up alert asking if they want to extend the time. Time can be extended for two additional minutes. Representatives can continue to extend the time in two-minute increments for an unlimited amount of times.

### **Is the employer listed as “busy” if they are in a group presentation?**

**Answer:** No, if the employer is in the group chat it does not impact their status at all. If an employer needs to take a break, they can set their status to “busy”, or if they are chatting with

a student will it show “busy”.

**Do students have to sign-up/reserve spots in order to talk to representatives?**

**Answer:** Students select a company and get in the queue to talk with employers.

**How do students know how long a line is or wait time?**

**Answer:** There will be an estimated wait time for students to see.

**Is there a support line if I have IT or connectivity issues with your platform on the day(s) of the fair?**

**Answer:** Yes.

**Where do I go if I need help before, during or after the fair?**

# NEED HELP?

## OPTIONS:

1. For assistance **one hour before the start time & during the fair:**  
Contact Janet Glotzbach: <https://purdue.webex.com/meet/jglotzba>  
Contact Stephen Roach: <https://purdue.webex.com/meet/roach23>
2. From the myCCO Homepage for Students, Click on



Got a question? Ask away!

3. After fair hours: Email [askcco@purdue.edu](mailto:askcco@purdue.edu)

