

Purdue University

Frequently Asked Questions for Employers Virtual Career Fairs (Symplicity)

What do I need to do before the virtual career fair?

Answer: Get your myCCO account established, if you have not done this already. You will need to get your video platform set up; create link to add under “Representatives” box for each representative.

What do I need to do on the day of the virtual career fair?

Answer: Employers can log in one hour before a fair starts to get set up and be ready to start chatting when the fair opens. We highly recommend that you have both the Symplicity (myCCO) platform and the video platform that you are use open at the same time so you can go back and forth quickly.

For those that signed up to participate in the *Jump the Queue* – this will begin an hour prior to the actual virtual career fair. Please keep the **FIRM 10 MINUTE CHAT TIME** in mind. This is to help eliminate the LONG wait times for students.

When will recruiters get access to Symplicity?

Answer: Employers will have access to the fair one hour before it begins. Students will not be able to start the chat process until the start time of the fair. Unless they signed up for the **FIRM 10 MINUTE CHAT TIME**.

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 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.

As a representative attending a virtual fair, if I do not currently have a myCCO account, how do I get access to the fair on the day of the event?

Answer: If your company has a confirmed registration to a virtual fair, you will need to log into <https://www.cco.purdue.edu/Employers/MyCCO> and use your email for your USERNAME and select Forgot Password. This will trigger a temporary password sent to you so you can log in. Representatives will need to do this before they can see the career fair and chat with students. Each representative will also need to create their link within the platform being used to add under the “Representative” box. This will let students know the information to click on to join your queue.

How many representatives can we have at a virtual career fair?

Answer: Your Company can bring unlimited representatives to a company, however each representative will be required to have an approved myCCO account and have their own individual video platform URL to connect.

What would you recommend to be a good number of representatives to have for a virtual career fair?

Answer: That is really up to the individual companies, per their company's staffing needs. If a company wants to take advantage of the 1:1 chats and the Group Chats, they will need at least two representatives. Please remember, each individual will need to create their link (URL) and add into the system for students.

If I have representatives that are going to join me for a virtual career fair, how do I get them added?

Answer: The person that registered for the virtual career fair will need to go into their myCCO account, go to EVENTS>Career Fairs and open the Edit/Review button to modify their registration and add the new representative information in and resubmit. (Please note, this will bring your registration back to a pending status so the fair organizer will know a change has been made.) You can also contact the organizer of the event and ask them to add your information in for you.

Will every representatives need a Symplicity (myCCO) account?

Answer: Yes, before they can chat with students. This must be done in advance of the date of the fair. Create link (URL) to add in the system for students to join their queue (All accounts must be approved.)

What do I do if I have questions on the day of the career fair?

Answer: The Center for Career Opportunities will be available for support and questions throughout the fair.

Are there audio alerts for employers?

Answer: Yes – The employer will hear an audio alert and see a pop up alert when 1 minute is remaining in the chat conversation.

During the virtual fair, can multiple representatives be on-line at the same time?

Answer: If all the representatives have added the instructions in and their own URL into the instruction area on the registration for, there can be multiple representatives on-line. (Every Rep must have their own URL.)

How many ques can a student be in at one time?

Answer: Schools determine this number. It can range from 1 – 5. (3 is the default setting for this semester.)

How is the time of each chat tracked?

Answer: Symplicity is about managing the queue and keeping track of chat time. There will be a 5:00 minute clock located in the upper right hand corner of the screen. When the student clicks into the URL to chat with the representative, the clock will start the countdown.

How long does a representative have to chat with each student?

Answer: The chat time is set for 5 minutes.

Can a representative extend the chat time to be longer than 5 minutes?

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 2 additional minutes. Representatives can continue to extend the time in 2-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 they want to take a break, they can set their status to “busy”, or if they are chatting with a student will it show “busy”.

Can an employer do both the 1 on 1 chat and the group chat?

Answer: If there is only one rep, then you cannot do both. The best scenario is one representative cover the 1-1 chats, and another representative covers the group chats.

Where is the view chats button for employers?

Answer: The *View Chat button* only shows up one hour before the fair starts.

How do you invite students to the fair?

Answer: You can do this before the fair. Whenever the fair is open for students to view and RSVP, the employer can log into their employer account, go to Events>Career Fairs>Edit/Review Registration>RSVP'd Students tab, can batch email the RSVP'd students, filter and invite students to chat with them at the fair.

Should each representatives have their own video link?

Answer: YES. Absolutely, each representative will need their own URL link.

Does the employer have to choose between conducting 1:1 chats or group chats?

Answer: If you have at least two representatives, you can have both. We would suggest you have both group chats and 1 on 1's. In a group chat you can get general questions out of the way. 1:1 chats are better for one individual and you can ask specific questions.

Can two recruiters split the time of one during the fair? For example, if we have two representatives and they split the fair time so each are on-line for a set time?

Answer: You can manage the representative times for what works best for your representatives. Both representatives will need to have the instructions and URL in their account. We recommend providing the students with specific instructions for each representative.

Can a representative take a coffee break?

Answer: Representatives can go offline and then cannot select students to chat. This is up for each representative. Simply, select "Offline" and get your coffee, then select "On-line" when you are ready to chat again.

Will any video platform work for video chatting during the virtual career fair.

Answer: Yes. Employers can use whatever platform they prefer. Some companies may have a specific vendor they are required to use. Make sure to put the URL link in the instructions area for student to use. Using a hyperlink works best and saves time.

Is there a place for employers to take notes or comments?

Answer: Employers have the option to make notes after each 1:1 chat and select if they are "Interested" or "Not Interested" in each candidate. At the end of the day, this information can be downloaded and saved.

Can students see the notes of an employer?

Answer: No

If an employer has more than one room (with a separate rep in each room) do they have to have an individual link, or can they all use the same link and just take people in as they line up?

Answer: Each representative will need to have their own video platform URL link.

If a company has one rep who ONLY wants to see people with a certain background or who would be interested in this specific division of the business, is there a way for students to be able to be directed to that specific representative?

Answer: The employer is able to have several representatives (each having their own URL link to connect), however, the representatives will be getting the next student in the queue (line). Currently there is not a way to direct specific majors to specific representative. Hopefully, next semester this will be an option.

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

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

How do we schedule when students talk with us?

Answer: Students do not have the capability to set a time Students get in the queue for a company to chat and it is a “first come, first serve” process. Unless they sign up for the Jump the Queue (**FIRM 10 MINUTE CHAT TIME, hour prior to the virtual career fair**).

Can we create schedules for 1:1 and group sessions during the fair or will students just pop into our booth to chat with our representatives?

Answer: The 1:1 chats are not scheduled. Students get in the queue much like a line at the career fair.

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

Answer: Yes. More details to come.

How do I get access to student resumes?

Answer: Each representative will have access to the electronic Resume Books located in their myCCO account. There is also a list of students that have RSVP's to the event that can be found in the myCCO account. (Use the Edit/Review Registration button to access the RSVP'd list and email students.

What does an employer do if we have a last minute change in representatives attending?

Answer: The best scenario is to have your information in for all the representatives as early as possible. You can add representatives in by logging into your employer account and editing your fair registrations. Please keep in mind, we require all accounts in myCCO be approved. This means, if you are a new representative in myCCO your account will need to be approved before you are able to go on-line.

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

Answer: There will be instructions available on the day of the fair on how to connect with a CCO Representative for assistance.

