

# THE GATE POLICY & FAQ For Citadel Alumni



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[www.citadel.edu/career\\_services/TheGate.htm](http://www.citadel.edu/career_services/TheGate.htm)

## WHAT IS THE GATE:

*The Gate* is an online job board, resume database, announcement portal, and more!

- Learn about the Recruiting Organizations (employers & graduate schools) interested in Citadel Alumni,
- Search for (and apply to) Employment Opportunities (full time, part time, and summer/seasonal jobs),
- Plan your participation in Citadel Career Fairs (mostly entry-level, internship and seasonal opportunities represented; graduate schools in the fall),
- View Announcements about career-related events and information from the Career Center and Recruiters (employers & graduate schools), and more!
- Alumni who wish to recruit for their organizations may register for a *Recruiter account* with *The Gate* via <https://citadel-csm.symplicity.com/employers>.

## GETTING STARTED:

- Access an existing account / register for a new account through the Alumni GATE Login at [www.citadel.edu/career\\_services/TheGate.htm](http://www.citadel.edu/career_services/TheGate.htm). This service is FREE to Citadel Alumni!
- **NOTE:** When first registering for an account, you will be sent an email to verify that the email address is valid. Your registration cannot be activated at our end until you click the link provided in the message (or copy/paste into your browser).
- Once your account has been activated, you will receive a Welcome email with login instructions.

## POSTING & PRIVACY INFORMATION:

The Citadel Career Center makes every effort to allow only legitimate employers & graduate schools to post legitimate opportunities in *The Gate*. However, we cannot do a complete check into an organization's background or take responsibility for the actions of employees of individual organizations who post their opportunities with us. It is up to alumni to use reasonable caution when entering personal information on resumes and employment applications. Additionally, it is also up to the job seeker to verify the accuracy of all opportunities. The Career Center shares information with alumni from interested employers and graduate schools; we do not endorse any particular one. In the unlikely event that a problem is encountered with an organization listed through our office, please notify The Citadel Career Center promptly.

Please visit [www.citadel.edu/career\\_services/privacy.htm](http://www.citadel.edu/career_services/privacy.htm) for our *Privacy Policy & User Information Related to The Gate*.

## THE GATE FAQ:

- 1. Why do I see references to "students" in the alumni login and other sections of my account?**
  - A. The system (NACELink Network) that powers *The Gate* is designed with current students as the main job seekers for all colleges and universities using the software. Thus, you may notice that when you enter the registration page to register for a new account or return to an existing account, you may see references to "students", such as within the URL itself. Do not be alarmed, you are in the correct place to access an account as an alumnus. Where possible, we have inserted "students/alumni", but in some cases the field is set for all member colleges and cannot be changed.
- 2. I just registered/logged in for the first time and I cannot upload a resume. What is happening?**
  - A. Before you can access posted jobs or upload documents (i.e. resume, cover letter), you must first complete the required sections of 'My Gate Account'. The "completion status" chart on the far right of your 'My Gate Account' tab will let you know what sections you have not completed and if you try to access something before required fields are completed you will receive a prompt to complete them.
- 3. How do I upload a resume for use in *The Gate*?**
  - A. Go to the 'My Resumes/Resource Center' tab on your home page and in the first sub-tab (Processed Resumes/Cover Letters/Etc), click "Add New" to name and select the resume you wish to upload. The first resume you submit for use with *The Gate* will need to be processed by The Citadel Career Center before you may access it. This is so that we may confirm your alumni status. We will not review your resume other than to make

sure you are an alumnus. Please refer to [www.citadel.edu/career\\_services/ResumeSamples.htm](http://www.citadel.edu/career_services/ResumeSamples.htm) for resume information, construction tips, and samples as needed.

After you submit your first resume, you will see it in the 'Pending Resumes/Cover Letters/Etc' sub-tab until it is processed and then it will appear in the 'Processed' sub-tab. The Citadel Career Center will process uploaded resumes to *The Gate* throughout the day, Monday-Friday during business hours. You will receive an automated email once your first resume has been processed. From here on, you will be able to upload additional resumes, cover letters, or other career-related documents as needed. Be sure to appropriately name these documents so that you know which one you are submitting to recruiters.

For more information on resumes as they relate to *The Gate*, please refer to *Your Resume And The Gate* at [www.citadel.edu/career\\_services/TheGate/Resume\\_TheGate.pdf](http://www.citadel.edu/career_services/TheGate/Resume_TheGate.pdf).

#### 4. What is a “default resume”?

A. The default resume is the resume that recruiters will see in Resume Books if you have chosen to activate that feature under the 'Privacy' tab in 'My Gate Account' AND if you have clicked 'Make Default' beside the resume. Your default resume will also be highlighted at the top of your resume list every time you submit your resume, though other resumes will also be available for submission to postings (if you upload others).

#### 5. Will my use of email spam filters affect my use of *The Gate*?

A. If you use filters on your email account please note that this may prevent you from receiving messages sent by the Career Center via *The Gate*. We use [hireCitadel@Citadel.edu](mailto:hireCitadel@Citadel.edu) (and sometimes [CareerCenter@Citadel.edu](mailto:CareerCenter@Citadel.edu) or staff emails) as the address, so please be sure the messages can be received. Note that some messages are sent on behalf of recruiters, while others are from our office. Additionally, should your filters require the recipient to complete a survey to allow the message to be received by you, please know that employers will not take such extra steps to reach you. While spam messages are aggravating, you may want to remove filters that may prevent contact with potential employers during your search or implement other measures (such as creating a separate email account for your job search) to ensure receipt of these important messages.

#### 6. How often should I visit *The Gate*?

A. Job seekers should refer to their account with *The Gate* regularly to update profile information as needed, research the recruiting organizations in the system, apply to positions of interest, upload documents (resume, cover letter, etc.), plan participation in Citadel Career Fairs (mostly entry-level, internship and seasonal opportunities represented; graduate schools in the fall), and more.

#### 7. How do I search for Jobs?

A. To understand how you will use *The Gate* to search for employment opportunities, it is important for you to recognize that *The Gate* is powered by the NACElink Network (a national recruiting network made up of 3 organizations, including a professional organization of which The Citadel Career Center holds membership).

On your home page for your account with *The Gate*, click the 'Jobs / Internships and Grad Program Postings' tab. There are 2 options.

1. *Postings for The Citadel*. These are postings submitted by recruiters specifically seeking Citadel students and/or alumni as candidates. Employers that contact The Citadel Career Center will be directed to post their opportunities here to connect with interested students and alumni. In this section, recruiters who have a general NACElink Network account may submit their postings to reach multiple schools using the system at one time.

When using the various search criteria to search for the type(s) of position(s) you seek, be sure to try a few different approaches recognizing that the more criteria you list, the more narrow your search has become. Also try using only “keywords” or the advanced search.

2. *NACElink Extended Job Search*. These are job postings made available through the NACElink Network (powers *The Gate*) for all colleges using this system. You may search nationwide, as well as internationally.

#### 8. How do I search for postings about programs of Graduate Study?

A. Graduate Schools may use *The Gate* to share information about their programs of graduate study. Since the system that runs *The Gate* is designed with job postings in mind, Graduate Schools will use the same job posting forms to post their program information. To search for such postings, go to the 'Jobs / Internships and Grad Program Postings' tab on your home page, select the 'Postings for The Citadel' and then in your search use

“position type” of “graduate school”.

**9. Am I able to view all the recruiting organizations registered to use *The Gate* or only the ones with current job or graduate program postings?**

**A.** Yes, you may view all the recruiting organizations registered to use *The Gate* regardless of whether they have a current posting. Through your home page, go to the ‘Recruiting Organizations’ tab and you will see the alphabetical listing. Use the search tools to find specific types of organizations. All recruiting organizations are invited to complete an organization profile in order to provide alumni with a thorough background of the organization. However, some may choose not to complete this section in its entirety and alumni are encouraged to conduct their own searches outside of *The Gate* to find additional information as needed.

**10. Why are some postings about specific jobs, while others lead me to the company’s website or another job board?**

**A.** Some employers have multiple jobs that they wish to post for students or alumni of The Citadel. And if they already post them on their own job board or website, the Career Center suggests that they submit a “general posting” to *The Gate* so that they do not have to replicate what they have already done. And some may still post specific jobs in addition to a general posting. Often this is done to make you aware of certain jobs or to highlight those that have short windows of time in which applications may be received. To search for the type(s) of position(s) you seek and capture the “general postings” among them, try using the “keywords” search in addition to other search criteria.

**11. On my Home page, I noticed the ‘My Resumes/Resource Center’ tab. What will I find there?**

**A.** The ‘My Resumes/Resource Center’ tab contains access to documents associated with your use of *The Gate*. It is where you upload resumes, cover letters, a reference page, and other application materials. (See #5 & #6 above). It is also where the Career Center will provide a variety of documents related to your use of *The Gate*. This other section is the ‘Resource Center’ sub-tab and it may also be accessed by the ‘Document Library’ shortcut on your home page. For a screenshot of this tab, please go to [www.citadel.edu/career\\_services/TheGate/Screenshots/DocumentLibrary.JPG](http://www.citadel.edu/career_services/TheGate/Screenshots/DocumentLibrary.JPG).

The following types of documents will be shared with alumni in the ‘Resource Center’:

- a. **Career Fair Detailed Participant Information.** Through the ‘Events’ tab, you will find a listing of the organizations participating in the upcoming career fair, along with links to their websites. However, in the ‘Resource Center’, you will find a more detailed set of information on the participating organizations based upon what they provided on their registration form. Refer to this document to learn more about each organization and the type(s) of candidate(s) they seek. The document will be updated regularly, while the listing at the ‘Events’ tab is automatically updated as career fair registrations are processed by the Career Center.
- b. **Job Information from Recruiters not in *The Gate*.** Some recruiters may not be able to post their opportunities within *The Gate*. In these limited circumstances, the Career Center will post an announcement for them in the ‘Resource Center’ as time allows. Visit this section from time to time to see if there are postings of interest to you and apply directly to the employer as indicated.

**12. What types of Announcements are shared on the Home page of my Gate account?**

**A.** The Citadel Career Center will use the Announcements’ section to share information about your use of *The Gate*, upcoming events they are sponsoring, and information being shared by employers and graduate schools. Some information is also repeated on the Calendar and within the ‘Resource Center’.

**13. How may I set up “Search Agents” to assist in my search of the job postings on *The Gate*?**

**A.** From your Gate home page, take the following steps:

1. Click ‘**Jobs/Internships**’ tab to access “Postings for The Citadel”.
2. Next, click ‘**Advanced Search**’.
3. Check the box beside “**Save As**” & name the search agent (i.e. Charlotte Jobs, Internships, Marketing, etc.).
4. Set search criteria in the search fields and then click “**Submit**”.
5. Go to ‘**Search Agents**’ tab and click “**Schedule**”. Select “**yes**” to enable the search agent and then specify how often it should email you results.
6. Update your Search Agents as needed.

**14. What is the difference between an “Inactive Account” and a “Disabled Account”?**

- A. If you do not login to your account at least once every 60 days, it will go into an “inactive” mode. To re-activate, simply login to your account. (Follow the prompts for “forgot password” if you need a new temporary password emailed to you). However, after 6 months of non-use, an account is “disabled” and will require you to email us at [hireCitadel@Citadel.edu](mailto:hireCitadel@Citadel.edu) to re-activate it.
- B. After 1 year of non-use by alumni (and members of the most recent graduating class), we will attempt to contact you by email to determine if you are still using your account. If you do not follow up as indicated, we will close the account.
- C. Thus, if you elect to have your resume appear in the Resume Book and your account goes into either an “inactive” or “disabled” mode, your resume will no longer appear in the Resume Book. This is a default feature designed to keep the Resume Book as current as possible. Those who allow their accounts to go inactive or become disabled should not be perceived by potential employers as actively seeking employment. However, as a professional courtesy, it is best for alumni to set their Privacy tab to “No” to keep their resume out of the Resume Book when not actively seeking employment.

For more information on resumes as they relate to *The Gate*, please refer to *Your Resume And The Gate* at [www.citadel.edu/career\\_services/TheGate/Resume\\_TheGate.pdf](http://www.citadel.edu/career_services/TheGate/Resume_TheGate.pdf).