

Applicant Frequently Asked Questions

1. I cannot remember my login information, what should I do?

Unfortunately, we cannot access your login information. If you are having trouble signing in please contact the NEOGOV tech support at 855-524-5627.

2. What kind of documents can I upload?

PDF documents are preferred however; the site will let you upload almost any type of document.

3. I cannot upload my documents, what should I do?

If you need assistance, uploading documents please contact our office at 805-546-3129.

4. My transcripts are from an international school, can I still apply for the job?

Yes, you can still apply for the position however; we will need additional information from you. Transcripts from an international school must be evaluated by a US credential evaluation service for the US equivalent degree. Below are a few credential evaluation agencies that an evaluation can be requested.

- [National Association of Credential Evaluation Services \(NACES\)](#)
- [Association of International Credential Evaluators \(AICE\)](#)
- [American Evaluation Association \(AEA\)](#)

5. I applied and I haven't heard anything, when will I hear any results?

Unless otherwise stated on the posting, applications are not reviewed until after the closing date of the position. You will not hear anything until after that date.

6. When will I hear if I get an interview?

Typically, 1-2 weeks prior to the interview date listed on the job posting.

7. I don't meet the minimum qualifications for the position, can I still apply?

For faculty positions, yes you can still apply, please make sure your equivalency argument is attached to your application. A link for the equivalency argument instructions is on all faculty job postings. If you do not have the required degree that is listed on the job posting you must attach your equivalency argument for your application to be processed.

For classified and management positions, there is currently no equivalency process in place.

8. I applied for a Part-time Pool position before, do I need to re-apply?

If selected for a pool, your application will stay active for four semesters and you do not need to re-apply. You would need to re-apply if you were not selected and would like your application to be re-evaluated or your application was submitted more than four semesters ago.

If you are interested in a pool in another discipline then yes, you would need to apply separately.