USA Hire: How do these Assessments Work?

June 2021
Created by the Office of Personnel Management, USA Hire Program Office

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What are USA Hire assessments?

How were they designed and how do they work?

Why did the number of referred applicants get smaller?

What is the impact on applicants?

What is the impact on hiring managers?
What are USA Hire Assessments?
USA Hire Assessments help agencies to maximize the value of your hiring process.

- Quality Assessments
- Easy Implementation
- Advanced Technology
- "Whole Person" Assessment
- Federal HR & Assessment Expertise
- Better Hires!
Consider the Impact of Better Assessments

1. Better Assessments
2. Better Hires
3. Stronger Workforce
4. High-Performing Organization

Mission Success!

USA Hire
USA Hire is fully integrated with USA Staffing and may be combined with a technical questionnaire.
How were the USA Hire Assessments designed?
Assessment Design

• Designed for the Federal Government
  - Governmentwide job analysis
  - General competencies required for federal positions
  - Content developed and reviewed by assessment experts
  - Accurately reflect series (e.g., 0343) or roles (e.g., supervisor)

• Enhanced Test Security
  - Computer Adaptive Technology (CAT engines)
  - Situational Judgement Tests (SJT)
  - Integrated with USA Jobs and USA Staffing

• Delivered in unproctored or proctored settings
Applicants submit application (resume, other documents, Minimum Qualification (MQ) Questionnaire responses)

Applicants who self-report meeting MQs receive link to USA Hire battery

Applicants complete USA Hire Assessments

USA Staffing automatically calculates applicant final scores when assessment window closes

HR verifies MQs and other screen outs for applicants in the BQ or Top Group, as applicable.

USA Hire can help to find the best and brightest applicants for referral
A Typical Self-Rating Question

Competency: Decision-Making

Please indicate your level of competence in making decisions:

A. **Little or None** – You do NOT want me making decisions for this agency
B. **Some** – I have been known to make some bad decisions in my life
C. **Adequate** – Good and bad decisions are a roll of the dice for me
D. **Advanced** – I can make decisions independently and competently
E. **Expert** – I am more than happy to take full responsibility for all your executive-level decisions

*OK, maybe not typical but you get the idea.*
A USA Hire Question

Competency:
Decision-Making

USA Hire sample questions are available to get a “look and feel” of USA Hire assessments: https://usahire.opm.gov/assess/default/sample/Sample.action
Why did the number of referred applicants get smaller?
Case Study: Applicant Volume Before and After HR Review

% Total Applicants by Assessment Type

Announcements with USA Hire resulted in fewer applicants for HR to review.

“It would be a benefit to implement USA Hire across the board because you get a higher quality of referred applicants.”

- HR Staff
Case Study: USA Hire vs. Non USA Hire

Findings: USA Hire results in significantly fewer applicants for HR review, reducing the time required to review applicants by 10 hours.

USA Hire provides a more ‘normal’ score distribution. Self-assessment skews scores to high end of range.
The Effect of Cut Scores

- Cut scores reflect the minimum level of proficiency for the job
- Established by assessment experts using rigorous methodology
- Applicants must score at or above the cut score for further consideration

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What is the impact on applicants?
Applicant Experience

- Integrated with USA Jobs and USA Staffing
- Objective and consistent measurement
- Demonstration of competencies
- Assessment window open for 48 hours after announcement closes
- Discretion to start, stop, and return
- Responses are reused to reduce burden
- Reasonable accommodation is available
USA Hire Use Metrics

Assessment Completion Rates
- Assessments Started: 72%
- Assessments Started & Completed: 89%

Applicant Feedback
- Assessment Process User-Friendly: 89%
- Satisfied with Assessment Process: 74%
Common Questions / Concerns

• Online test prep material
• Assessment length
• Reuse Policy
• Cut Scores
• Scores
• Feedback
Methods to Reduce Bias and Facilitate Equity

USA Hire delivers a wide variety of automated assessments that consistently evaluate applicants using the same criteria, regardless of the size of the applicant pool.

USA Hire assessments help to reduce bias by:

• Adding structure to the hiring process
• Providing equal opportunity to applicants to demonstrate job-related competencies
• Rating all applicants consistently and objectively
• Measuring relevant competencies, proven to predict success on the job
• Providing an objective measure of an applicant’s competency level
• Using a “Whole Person” approach

USA Hire assessments are developed with an awareness and sensitivity to potential bias. Diverse pools of SME’s and highly trained personnel research psychologists are involved throughout.
What is the impact on Hiring Managers?
### Differences for Hiring Managers

#### PREPARING THE ANNOUNCEMENT
- No Review of USA Hire Questions
- No additional documentation needed for USA Hire
- General competencies (USA Hire)
- Technical competencies (questionnaire, resume, interview)

#### RECEIVING THE CERTIFICATE
- Fewer applicants referred
- Higher quality of referred applicants
- Decrease in time to referral
- Decrease in time to hire
Time to Referral
Agency-Wide Study

USA Hire decreased median time to referral by 12 and 6 days

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<td>43</td>
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<tr>
<td>USA Hire</td>
<td>49</td>
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USA Hire Impact by Hiring Stage
Agency-Wide Study

USA Hire decreased median time at each hiring stage
What Hiring Managers are Saying

“I use it for entry-level positions to measure general competencies versus technical skills.”

“The only thing that was difficult was picking the one applicant we thought was the best out of the top five because they were all so well qualified.”

“The USA Hire assessments allowed the best people to get to the interview.”

“The process was quick and saved me time doing it. It got me the people I needed.”
Thank you for your time today!

**Liz Edenfield**  
Customer Outreach, USA Hire  
[Email](mailto:Elizabeth.Edenfield@opm.gov)  
(202) 297-1162

**Michael Blair**  
Lead Personnel Research Psychologist  
[Email](mailto:Michael.Blair2@opm.gov)  
(202) 957-5427

**Shearlene Fisher**  
Account Manager, USA Staffing  
[Email](mailto:Shearlene.Fisher@opm.gov)  
(202) 607-1530

**Kristin Kirksey Thomas**  
Account Manager, USA Staffing  
[Email](mailto:Kristin.Kirksey@opm.gov)  
(202) 770-6564

Email us at: [USAHire@opm.gov](mailto:USAHire@opm.gov) | Find us on the web: [https://www.opm.gov/usahire](https://www.opm.gov/usahire)