



Empowering Our
Greatest Asset

ASSESSMENT QUESTIONNAIRES (AQ)

“AQ 101”

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What is USA Staffing?

USA Staffing is an automated staffing system used to screen, rate, and/or rank applicants.

What USA Staffing Can Do

- Collect applicant information
- Score applicant responses to yes/no and multiple choice questions developed by the agency
- Apply Veteran's Preference points
- Import data/scores from other assessment platforms
- Notify applicants of their status throughout the hiring process
- Rank and electronically refer applicants to hiring managers for selection
- Track organizational hiring data and metrics

What USA Staffing Does Not Do

- Score applications/resumes using text search functionality
- Develop screening and ranking questions
- Automatically select or generate questions
- Establish scoring criteria and cut points
- Verify accuracy of candidate responses

USA Staffing & Assessment

- Assessments are a critical component of any automated staffing system being used to screen, rate, and/or rank applicants.
- USA Staffing users are responsible for developing their own assessments or partnering with OPM or a third-party vendor to develop the assessments.

Assessment Defined

- In a hiring context, the term ‘assessment’ refers to any method of collecting information on individuals for the purpose of making a selection decision.
- Examples of assessments:
 - Training and Experience-Based Assessment Questionnaires
 - Biographical Data Questionnaire
 - Personality & Integrity/Honesty Test
 - Cognitive Ability or Knowledge Test
 - Situational Judgment Test
 - Work Sample/Simulation

Assessment Questionnaires

- Assessment questionnaires are designed to systematically assess applicants' previous job-related experience, education and training using closed-ended (e.g., multiple choice) questions scored by the system.
- Questions are based on critical job requirements and competencies (KSAs) identified through a job analysis.

Assessment Questionnaires

- Assessment questionnaires are a preferred assessment option for many Federal agencies using automated staffing systems such as USA Staffing due to:
 - Low development costs
 - Ease with which they can be administered to large volumes of applicants
 - Range of competencies that can be assessed
 - Applicant acceptance (typically not associated with adverse impact or litigation)
 - Speed with which positions can be filled.

Make-Up of the Questionnaire

- Screening factors - Used to rate applicants as eligible vs. ineligible
 - Minimum qualifications questions
 - Selective factor questions
 - Condition of employment questions
- Ranking factors – Used to produce a ranked list of all eligible applicants
 - Ranking questions - Scores on the ranking questions determine the top group of applicants (those who can be reached for selection)

Sample Minimum Qualifications Question

Do you have at least one year of specialized experience equivalent to the GS-12 pay level in the Federal service obtained in either the private or public sector that included the following tasks and responsibilities: (1) identifying business growth opportunities; (2) providing customized budgetary, financial, and resource support to multiple organizations; (3) developing business plans to address organizational or departmental performance deficiencies; and (4) prioritizing and assigning work to others. (This experience must be exhibited in your resume.)

- A. Yes
- B. No

Sample Ranking Question (Generic Scale)

Select the one statement that most accurately describes your training and experience carrying out each task using the scale provided.

Write technical policies and standard operating procedures governing the management of data network systems.

- A. I have not had education, training, or experience in performing this task.
- B. I have had education or training on this task but have not yet performed it on the job.
- C. I have performed this task on the job. My work on this task was monitored by a supervisor or senior employee to ensure compliance with proper procedures.
- D. I have performed this task as a regular part of a job. I have performed it independently and normally without review by a supervisor or senior employee.
- E. I have supervised performance of this task or I am normally the person who is consulted by other workers to assist them in doing this task because of my expertise.

Strengths & Considerations Associated With Their Use

Strengths	Considerations
Relatively inexpensive and efficient assessment tool	Adequate development time and subject matter expert (SME) involvement is required
Flexibility, convenience, and high face validity for applicants	Applicant response inflation must be addressed
Ability for instantaneous scoring	Not recommended as the only tool for selection

Strengths & Considerations Associated With Their Use

Strengths	Considerations
Wide variety of competencies can be assessed	Competencies must be job-related and critical for entry into the job
Generally little or no differences between men/women or different racial and ethnic groups	Lower validity than other assessment tools; potential for lack of discrimination among applicants
Test security is not an issue	Less suitable for entry-level and unspecialized positions

Common Assessment Model

Career Site
Agency Website
USAJOBS®



Application &
Assessment Questionnaire
(USA Staffing®)



Verification



Interview

The Importance of Effective Assessment

- Increases the likelihood of hiring employees who possess the right competencies and will contribute to agency success
- Results in hiring, placing, and promoting greater numbers of superior performers
- Results in reduced turnover
- Allows veterans' preference to work as intended



The Importance of Effective Assessment

- Results in cost savings to the organization
 - Poor hire estimated to cost 2-3 X salary in year one
 - Lower training and performance management costs
- Decreases the likelihood of a bad hire and associated consequences
 - Poor work quality
 - Dissatisfied customers
 - Lowered morale among fellow employees

Setting Up for Success

- Developing assessments during the workforce planning stage
- Using only up-to-date and high quality job analysis information
- Business processes that promote quality assessments and accountability
 - Assessment/measurement expertise
 - Trained/experienced assessment developers
 - Subject matter expert input and review
 - Clear procedures related to template development, implementation, use and oversight
 - Verification and evaluation protocols

Assessment Work Group Vision & Objectives

- To ensure the development of quality assessments for use with USA Staffing by:
 - Providing broad assessment strategy support
 - Assisting in the identification and development of best practices surrounding development and use of assessment questionnaires
 - Developing/overseeing development of a set of assessment questionnaires available for shared use

USA Staffing Implementation: Assessment-Related Deliverables

- Identification of broad assessment strategies
- Coaching for a DoD team (15-20) to develop 30 assessment questionnaires
- 50 OPM-developed assessment questionnaires
- Alternative assessments for up to 3 occupations
- Training in assessment questionnaire development

AQ Development – Method 1

- Development of assessment questionnaires by a team of experienced HR Specialists using existing DoD position descriptions and other job analysis information
- Use of a generic rating scale
- More expedient
- Require subject matter expert review prior to use for any given vacancy

AQ Development – Method 2

- OPM personnel psychologists and HR consultants first review existing position descriptions and job analysis information
- Two OPM personnel psychologists/HR consultants hold a ~three-day panel with 10-15 DoD subject matter experts to:
 - Verify most critical tasks and competencies
 - Determine the most critical competencies to assess with the assessment questionnaire
 - Develop questions using customized, competency-based rating scales and/or generic rating scales
 - Develop scoring protocol
 - Review the final questionnaire template

Summary of DoD Assessment Questionnaires (AQ)

- Background
- Timeline
- Current Status
- Challenges
- Way Ahead

Background

- Set Goal of 80 AQs by Sep 2011
- Canvassed Components for top 20 Targeted Occupations
- Formed DoDAQ Team from Component Reps
- Established Timeline:
 - Method 1 – DoDAQ Team and OPM
 - Method 2 – OPM and SME, 1 Jun 11
 - Method 3 – OPM and SMEs, alternative assessments

DoD/OPM Assessment Questionnaire FY11 Deliverable Timeline

80 Occupations

Feb 28	Mar 31	Apr 29	May 27	Jun 30	Jul 01	Jul 29	Aug 12	
10	10	10	10	10	7	10	5	
OPM	DOD	OPM	DOD	OPM	OPM	DOD	OPM	
AQ	AQ	AQ	AQ	AQ	AQ	AQ	AQ	
(M-1)	(M-1)	(M-1)	(M-1)	(M-1)	(M-2)	(M-1)	(M-1)	
Materials Submitted to OPM by <u>Feb. 18</u>	Materials to CPMS from components by <u>Feb. 28</u>	Materials Submitted to OPM by <u>Mar 4</u>	Materials to CPMS from components by <u>Mar. 28</u>	Materials Submitted to OPM by <u>Mar 4</u>	Materials Submitted to OPM by <u>Apr 29</u>	Materials to CPMS from components by <u>Apr 25</u>	Materials Submitted to OPM by <u>Mar 4</u>	
AQ's Delivered to DoD by <u>Feb. 28</u>	From CPMS to DoDAQ by <u>Mar. 4</u>	AQ's Delivered to DoD by <u>Apr 29</u>	From CPMS to DoDAQ by <u>Apr 15</u>	AQ's Delivered to DoD by <u>Jun 30</u>	AQ's Delivered to DoD by <u>Aug 12</u>	From CPMS to DoDAQ by <u>May 26</u>	AQ's Delivered to DoD by <u>Jul 29</u>	
	DoDAQ to CPMS and OPM by <u>Mar. 31</u>		DoDAQ to CPMS and OPM by <u>May. 27</u>			DoDAQ to CPMS and OPM by <u>Jul 29</u>		
<ul style="list-style-type: none"> ✓GS-0085 4/5 Sec Gd ✓GS-0318 5 Sec (OA) ✓GS-0326 7 Supv OA Asst ✓GS-0802 11/12 Eng Tech (Nuc Mech) ✓GS-1104 9/11 Prop Disp ✓GS-1702 7 Ed Tng Tech ✓GS-1712 9/11 Tng Inst ✓GS-2001 11 Gen Sup ✓GS-2005 5/6/7 Sup Cler & Tech ✓GS-2010 11 Inv Mgt 	<ul style="list-style-type: none"> ✓GS-0080 11/12 Sec Adm ✓GS 1102 11/12 ✓GS 1910 11/12 QA ✓GS-0201 9/11 (Military) ✓GS-0201 12 R & P ✓GS-0203 6/7 HR Asst ✓GS-0346 12 Log A Mgt ✓GS-2210 9/11APPSW ✓GS-2210 12 INFOSEC ✓WG 6907 6 Mat Han 	<ul style="list-style-type: none"> ✓GS-0101 9 Wk/Lf ✓GS-0201 11 (ER) ✓GS-1712 9 Tng ✓GS-2003 12 Sup Mgt ✓GS-2210 12 (PLC/ENT) ✓GS-2210 13 NET ✓WG-5803 8/9/10 Hvy Mob Eq Mech ✓WG-6901 5 Dist Proc Wkr ✓WG-6912 6 Met Ex Am ✓WS 8801 8 Acft 	<ul style="list-style-type: none"> ✓GS-0081 7 F Pro & Prev ✓GS-0501 9/11 Fin Sys An ✓GS-0501 11/12 Fin Sys Analyst ✓GS-0501 12 Sup Fin Serv ✓GS-0510 9/11 Acct ✓GS-0510 12 Acct ✓GS-2181 12/13 Acft Oper ✓WG/WS/WL 6652 10/11 Acft Ord Sys Mech ✓WG/WS-2610 12/13 Elec Int Sys Mech 	<ul style="list-style-type: none"> •GS-0028 11/12 Env Prot Spc •GS-0401 9/11/12 Gen Bio Sci •GS-0679 4/5 Med Clk •GS-1701 11 Ed TngSp •GS-1701 11/12 Gen Ed Tng •GS-1702 5 Ld Chld Dev Pgm Tech •GS-2030 11 Dist Fac •GS-2102 07 Tran Asst •WG-2805 8/10 Elect •WG 8852 10/12 Acft Mech 	<ul style="list-style-type: none"> ✓ GS-0083 5/6/7 PoliceOff June 14-16 ✓ GS-0560 9 8bdg An June 1-3 • GS-0511 11/12/13 Aud July 25-29 ✓ GS-0610 10/11 Nrs June 1-3 • GS-2210 9/11/12/13 Info Tech Mgmt August 8-12 	<ul style="list-style-type: none"> •GS-0346 9/11 Log Mgt •GS-0346 13/14 Log Mgt •GS-0510 13 Sup Acct •GS-1105 Purchasing Agent •GS-1811 14 Sup Crim Inv •GS-2210 12 CUSTSP1 •GS-2210 12 APPSW •GS-1152 7/9 Prod Cont •WG -3806-10/11 Sht Met Mech •WG -5378 10/11 Pwd Spd Sys Mech •WG -5801 8 Trm Mob Ed Maint 	<ul style="list-style-type: none"> •GS-0018 11/12 Saf Occ •GS-0080 11/12 Sec Sp •GS-0132 12 Intel •GS-0810 12/13 Civ Eng •GS-2210 12/13 SysAn 	<ul style="list-style-type: none"> •GS-801-854-855-1550 13 (Inter) August 2-4 ✓ GS-0801 12 Gen Engr June 21-23 ✓ GS-0802 9/11 Engr Tech June 20-24 •GS-0830 12Mech Engr July 25-29 •GS-0840 12 Nuc Engr TBD •GS-0855 12 Elect Engr July 26-28 •GS-1550 11/12 Comp Sci August 2-4
							Alternative Assessments: <ul style="list-style-type: none"> • Project Mgmt • WG Entry Level • Intel Spec 	
								

Current Status

- Method 1 - 30 AQs in DoD Library (coalition with DoDAQ team, OPM and SME's)
- Method 2 - Six out of 12 panels completed (coalition with OPM and SME's)
 - ✓ Budget Analyst 0560-9
 - ✓ Nurses 0610-10/11
 - ✓ Police 0083-5/6/7
 - ✓ Engineer Tech (Mech) 0802-9/11
 - ✓ General Engineer 0801-12
 - ✓ Mechanical Engineer 0830-12
- Method 2 – upcoming panels to be completed (coalition with OPM and SME's)
 - ✓ 25 - 29 July Auditors 0511-11/12/13
 - ✓ 26 - 28 July Electronics Engineer 0855-12
 - ✓ 2 - 4 Aug Interdisciplinary 2801, 0854, 0855, 1550-13
 - ✓ 8 - 12 Aug Info Tech Mgmt Sys Admin 2210-9/11/12/13
 - ✓ 9 - 11 Aug Computer Science 1550-11/12

Current Status

- Method 3 –Notice to Functional Community Managers (FCMs) (coalition with OPM and SME's in digital format)
 - Intel focus group completed 7 July 11
 - Wage Grade focus group completed 12 Jul 11
 - Project Mgmt focus group completed 14 Jul 11
 - Two survey groups to be completed by 22 July 11

Challenges

- Buy-in from SMEs via FCM
- Costs ?
- Overlaps with Competency Modeling effort
- Learning curve with USA Staffing

Way Ahead

- Circling back with finished AQs
 - DoDAQ Team
 - Competency Modeling
 - Efforts underway to measure success
- FY 2012.....next 80?
- 16 June 2011 – Strategy and Info Sharing meeting
 - IRS
 - FBI
 - Secret Service
 - Customs and Border Protection

Questions

