



# USA Hire: How do these Assessments Work?



USA Hire<sup>SM</sup>

*Transforming Government One Hire At A Time*

*June 2021*

*Created by the Office of Personnel Management, USA Hire Program Office*

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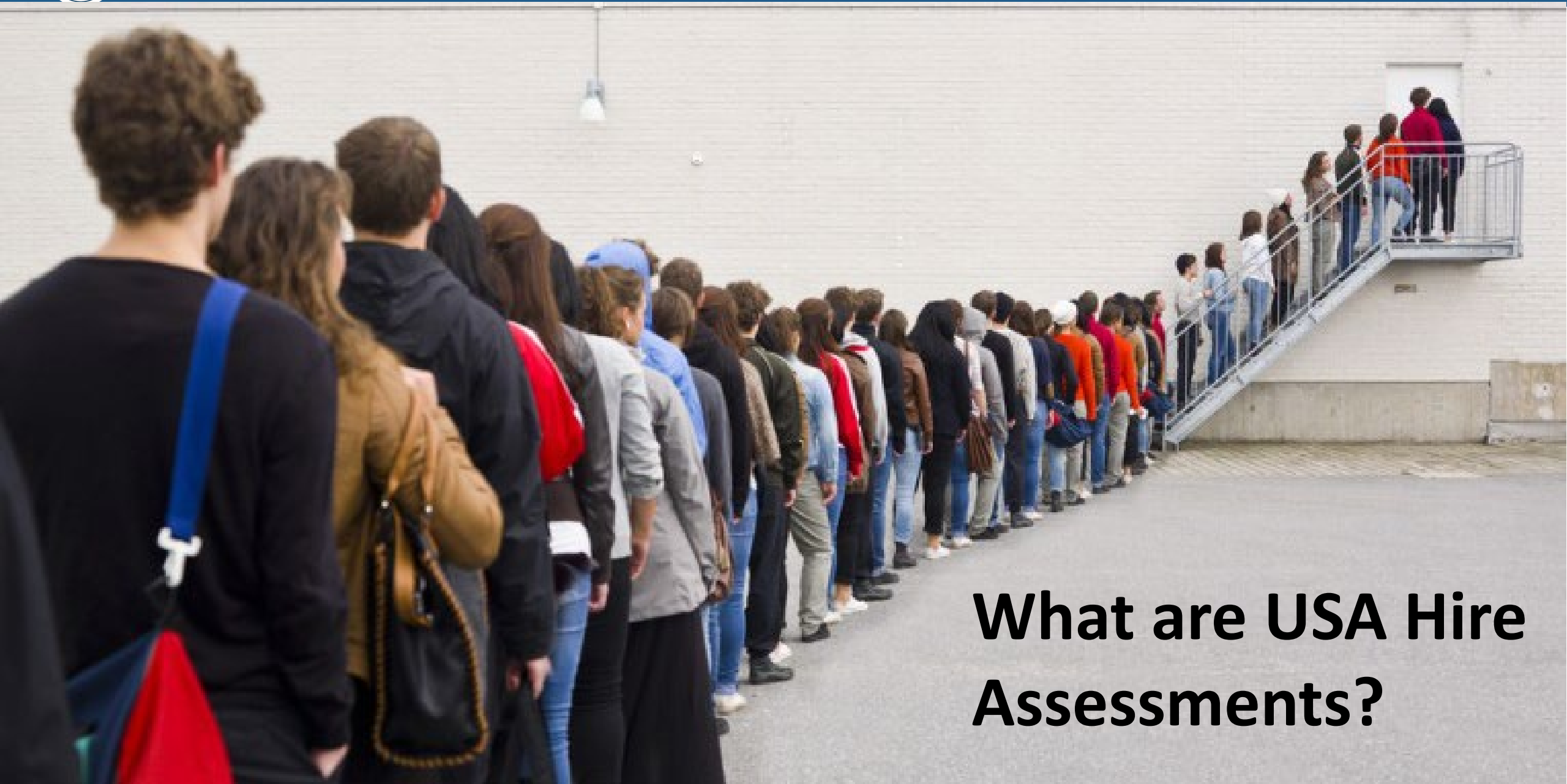
**What are USA Hire assessments?**

**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



"Whole Person"  
Assessment



Easy Implementation



Federal HR &  
Assessment Expertise



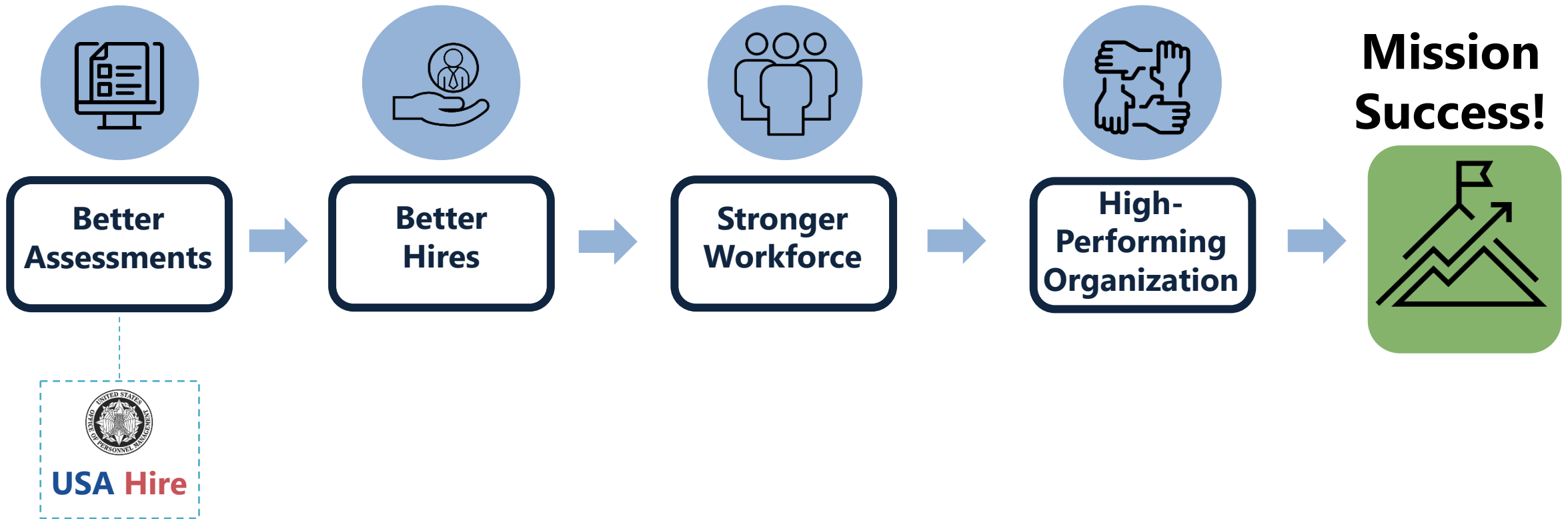
Advanced Technology



Better Hires!



# Consider the Impact of Better Assessments





## Standard

- 118 Job Series
- General competencies
- Non-Supervisory
- Off the shelf
- Specific to series/grade



## Premium

- **Leadership**
  - Federal Supervisor Assessment
  - Supervisory Situational Judgment Test
  - Executive Assessment
- **Critical Skills**
  - Writing
  - Program/Project Management
- **1801/1802 Job Series**



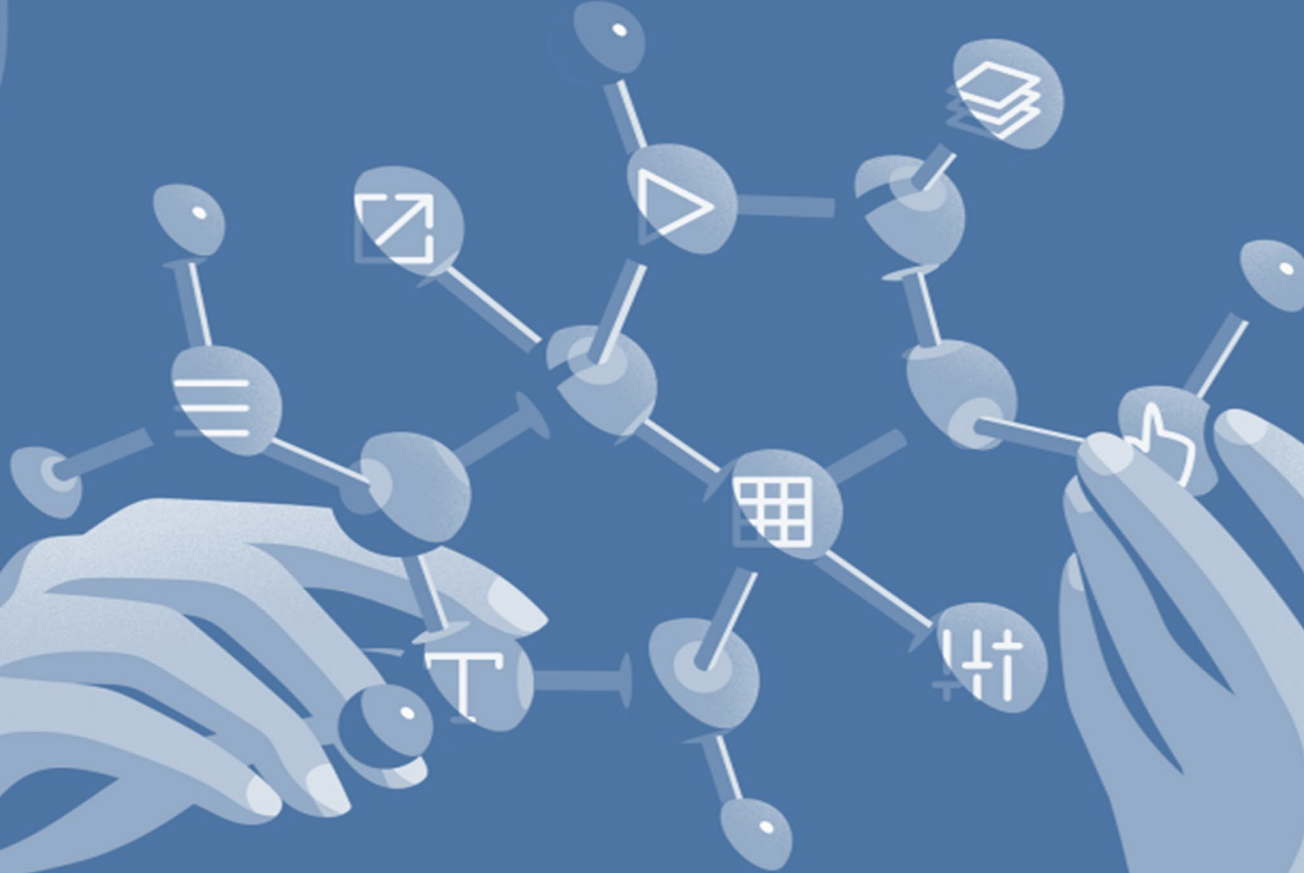
## Custom

- Agency-specific
- Mission critical
- New content

**USA Hire is fully integrated with USA Staffing and may be combined with a technical questionnaire.**



# How were the USA Hire Assessments designed?







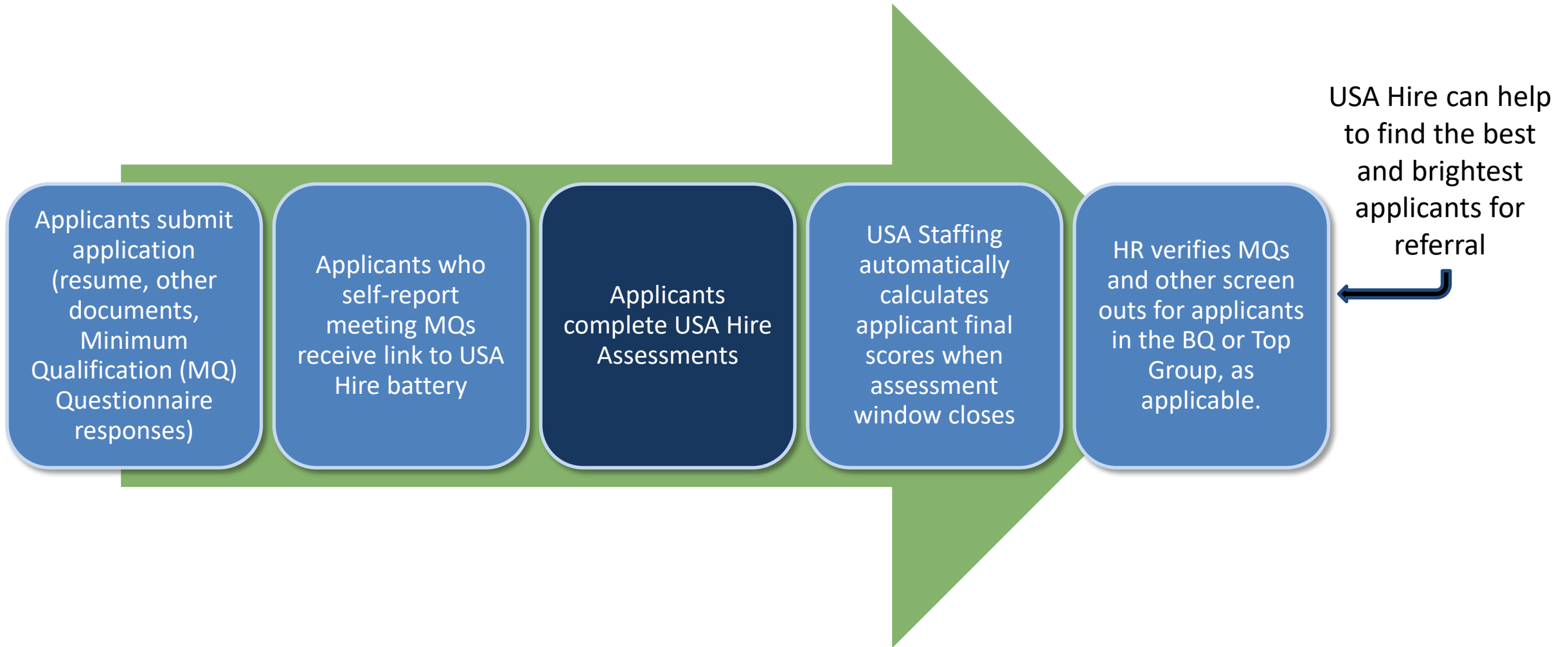
# Assessment Design

- 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





# Typical Process with USA Hire





# 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**

## Occupational Judgment DEMO

4 Min, 56 Sec Remaining

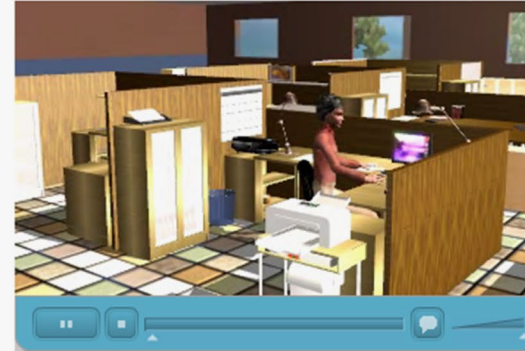
Progress

Watch the following video and then answer the question below.

### Step 1. Scenario

Kim works for a government Agency that hires private organizations to complete work. To be selected to complete work for her Agency, private organizations must submit a proposal. She has mistakenly been forwarded a call from an employee at a private organization who has a question about a proposal he is submitting. The phone rings and Kim answers it.

*If you were in Kim's position, what would be the most and least effective course of action to take from the choices below?*



### Step 2. Courses of Action

Ask the caller to confirm the project number, place him on hold, and try to find someone who may have the information he needs while he waits on the line.

Ask the caller for his contact information and tell him that you will find the person responsible for this project and have that person call him back as soon as possible.

Tell the caller that the financial information is needed for the majority of the projects and suggest that he include that information to be safe.

Give the caller the agency point of contact for most proposals and suggest that he call this person to get an answer to his question as this person will most likely be able to help him or at least find out who can help.

Most

Least

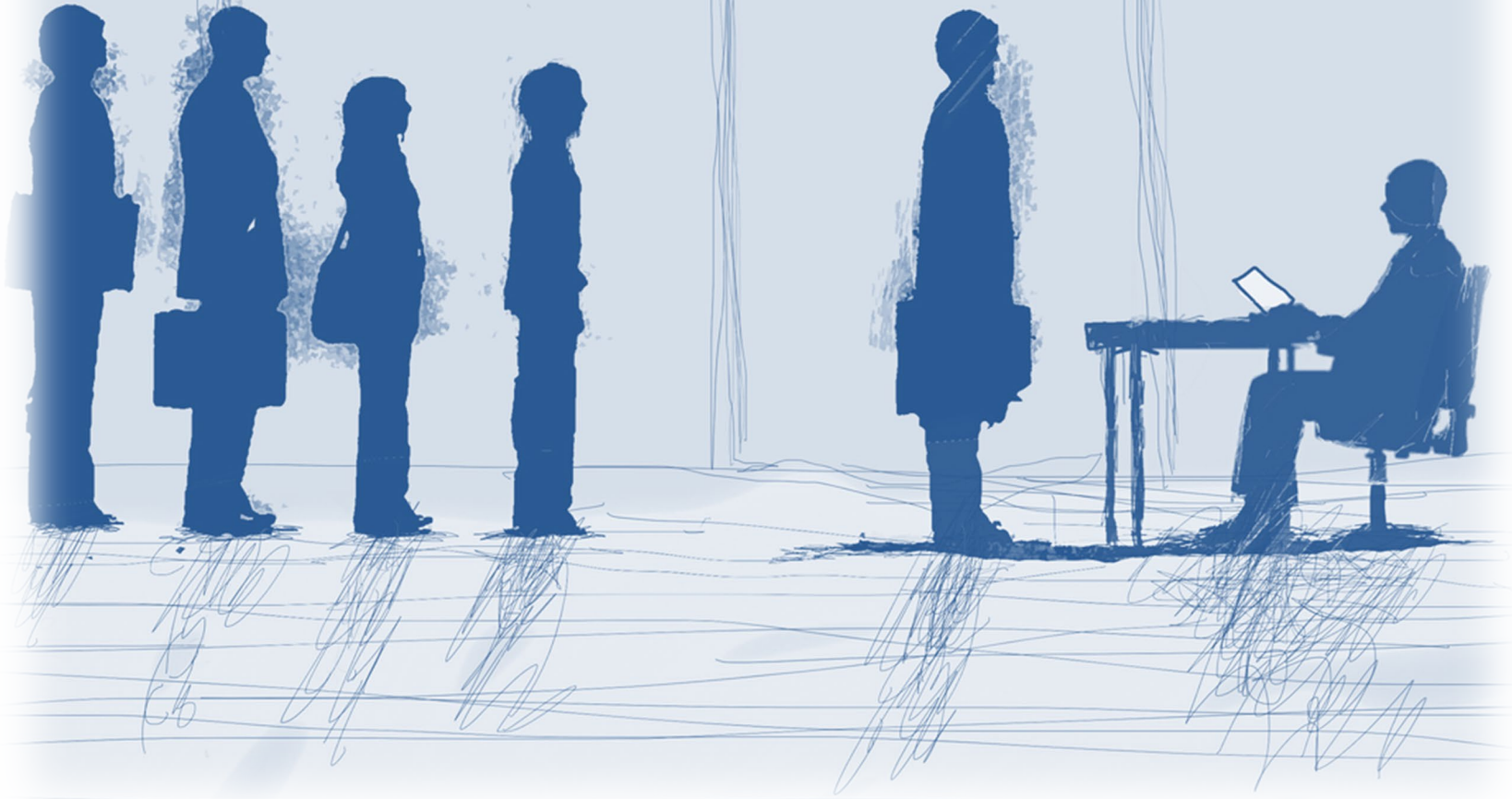
Record answer

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>



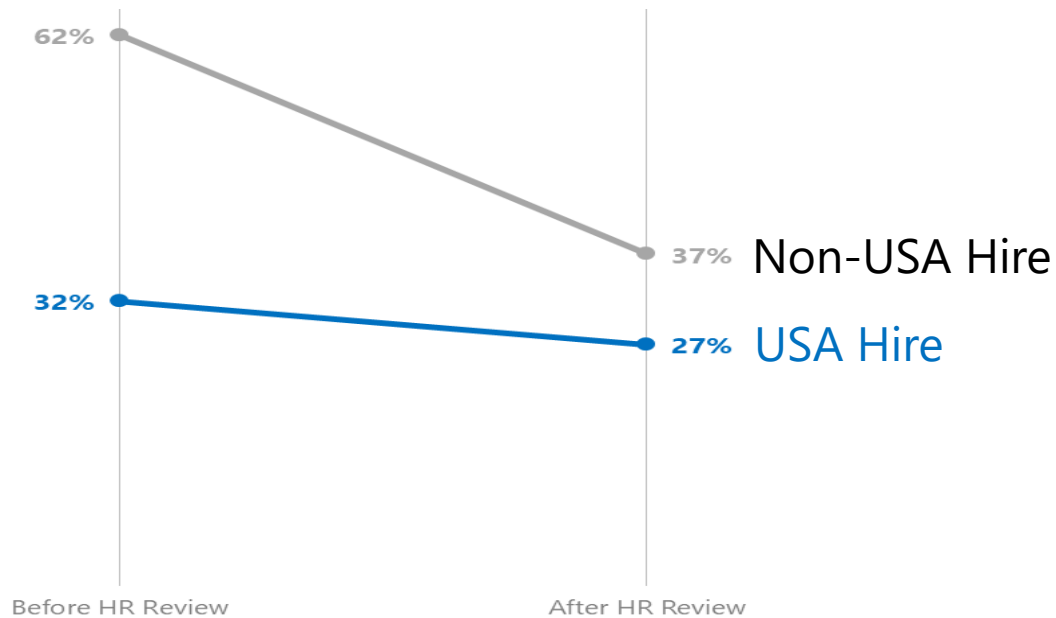
# Why did the number of referred applicants get smaller?





# 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.

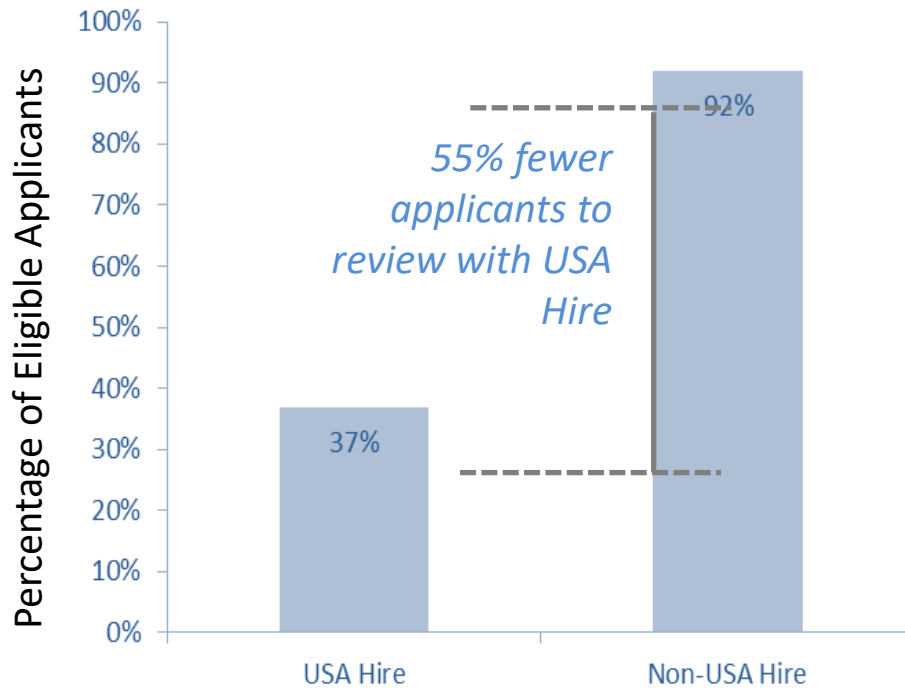
*“It would be a benefit to implement USA Hire across the board because you get a higher quality of referred applicants.”*

- HR Staff

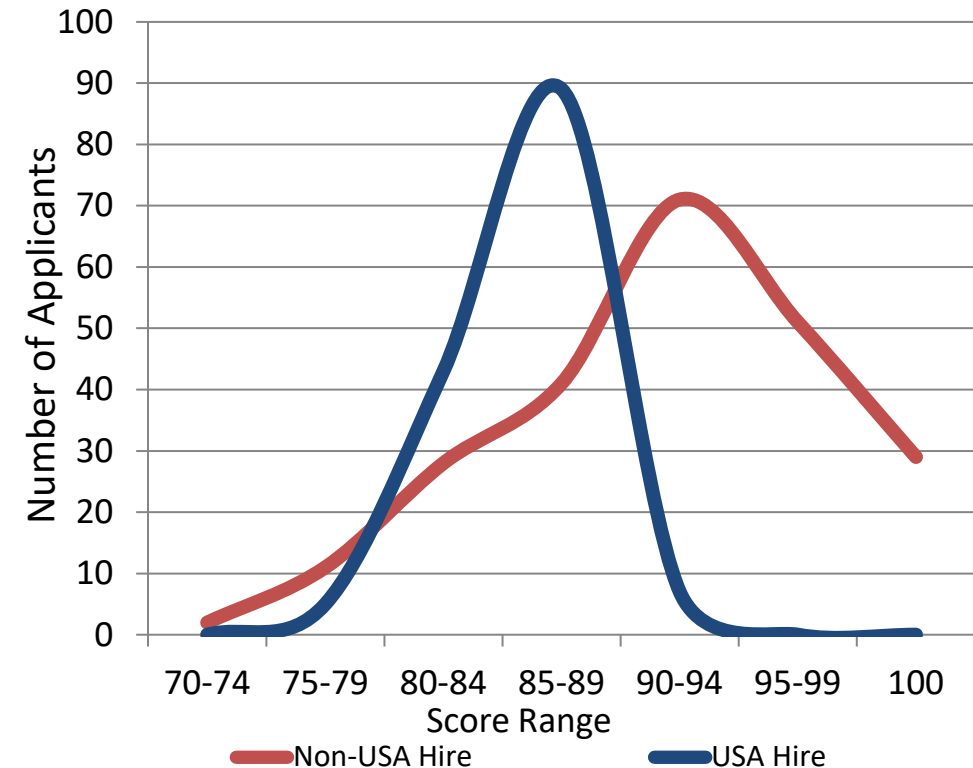


# Case Study: USA Hire vs. Non USA Hire

### % Best Qualified After Assessment



### USA Hire/Non-USA Hire Score Distribution



**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

<b>0080</b> Security Administration	<b>0501</b> Financial Administration & Programs
<b>0201</b> Personnel/HR Management	<b>0510</b> Accountant
<b>0203</b> Personnel Clerical & Assistance	<b>0560</b> Budget Analysis
<b>0303</b> Misc. Clerk & Assistance	<b>0962</b> Contact Representative
<b>0318</b> Secretary	<b>1102</b> Contract Specialist
<b>0343</b> Management & Program Analyst	<b>2210</b> Information Technology





# What is the impact on applicants?



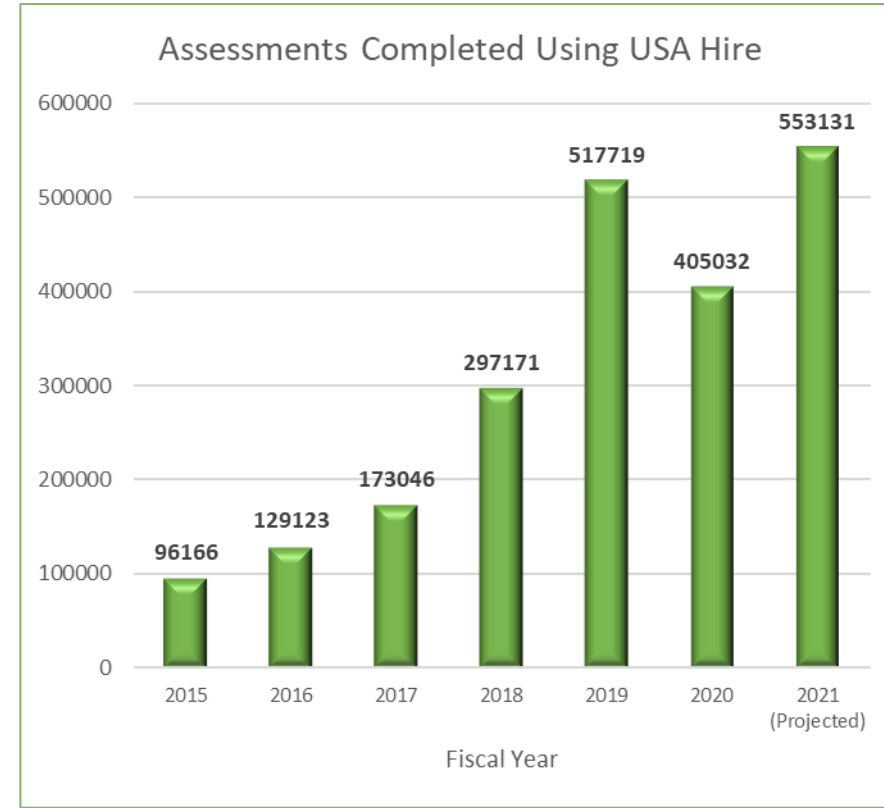
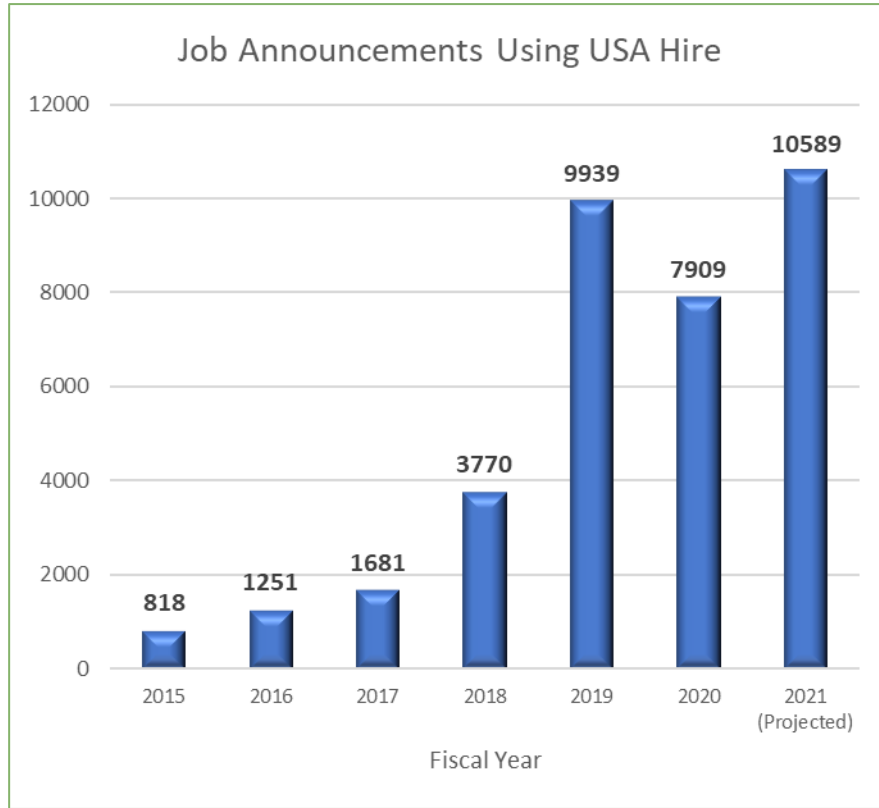


# Applicant Experience

- 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)

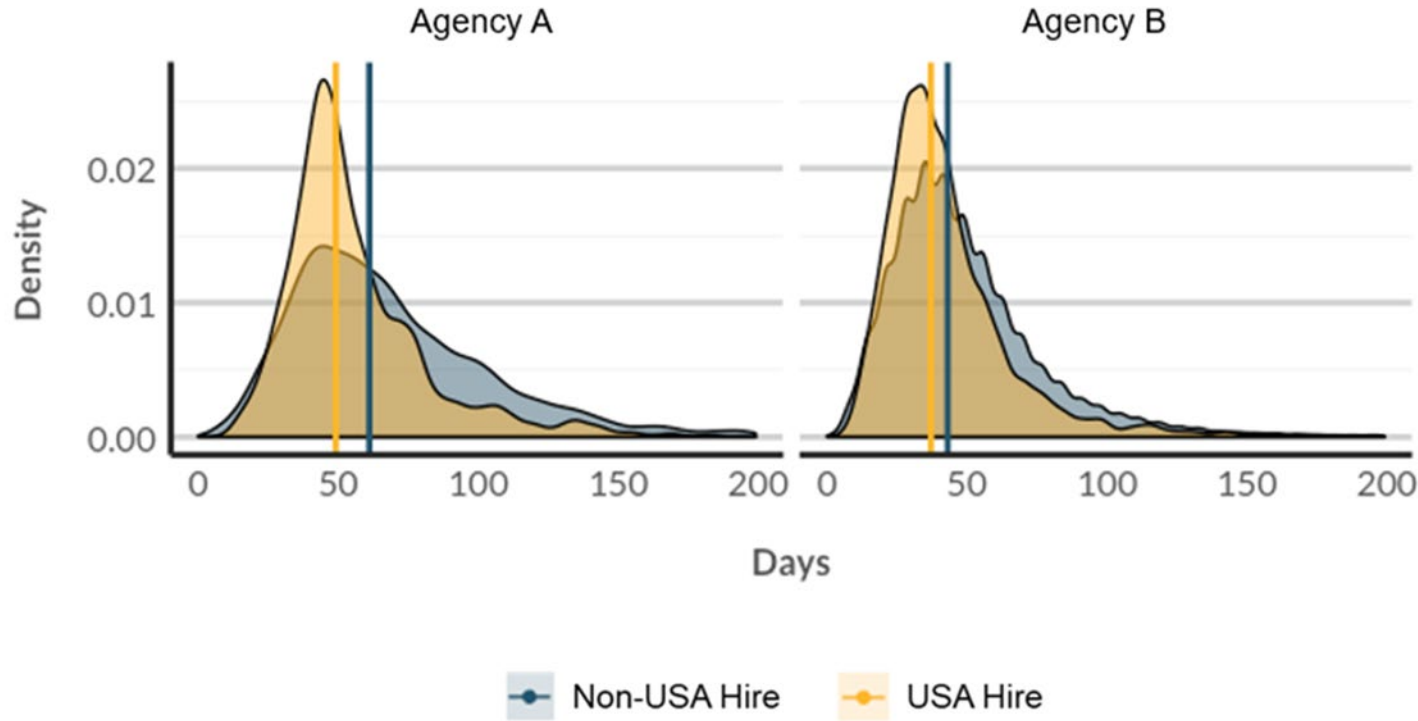
## RECEIVING THE CERTIFICATE

- Fewer applicants referred
- Higher quality of referred applicants
- Decrease in time to referral
- Decrease in time to hire





# Time to Referral Agency-Wide Study



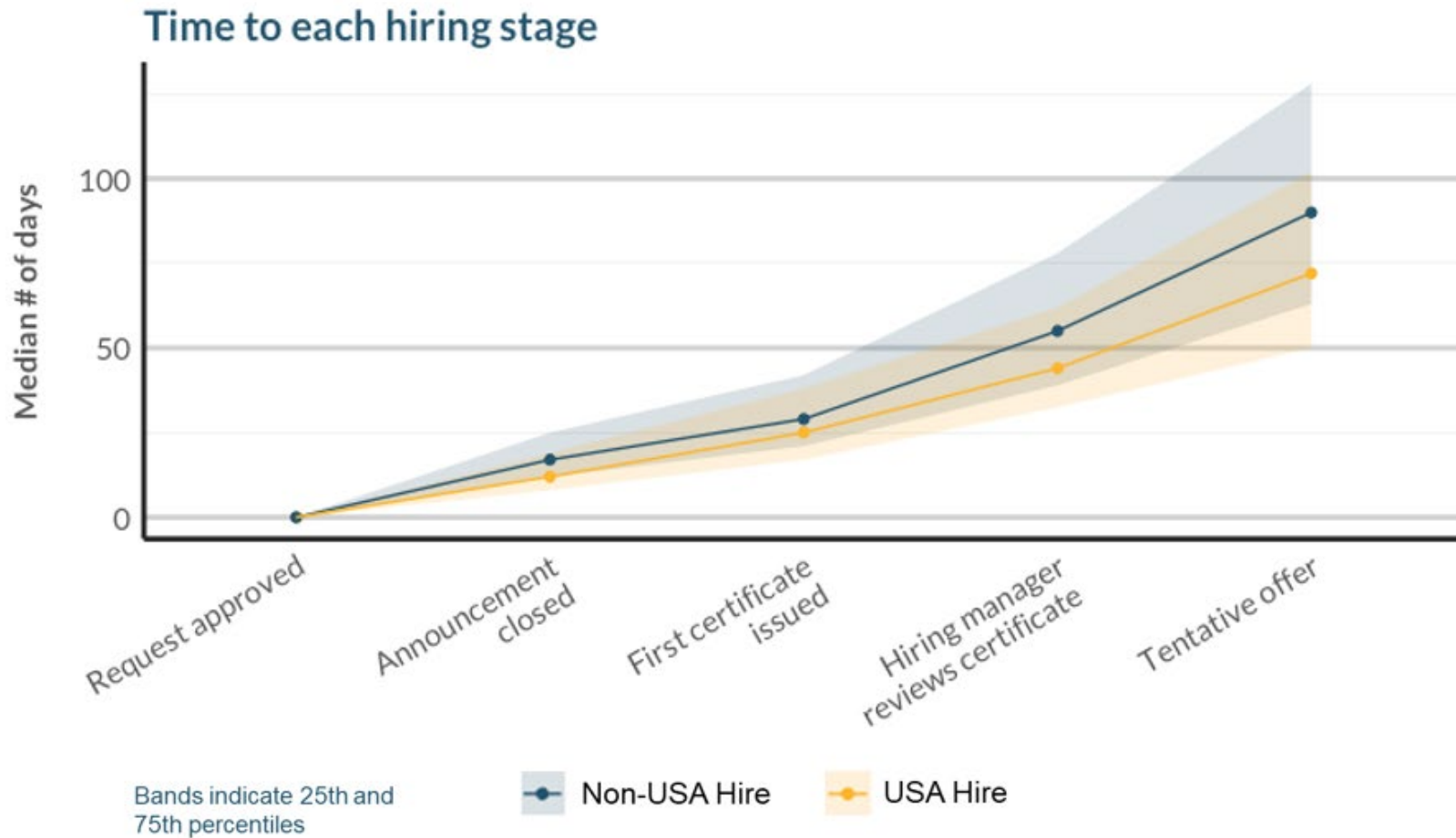
**USA Hire decreased median time to referral by 12 and 6 days**

Median Time to Referral		
	Agency A	Agency B
Non-USA Hire	61	43
<b>USA Hire</b>	<b>49</b>	<b>37</b>



# 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 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.**"



"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.**"



Q & A



Thank you for your time today!

**Liz Edenfield**

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

**Michael Blair**

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

**Shearlene Fisher**

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

**Kristin Kirksey Thomas**

Account Manager, USA Staffing  
[Kristin.Kirksey@opm.gov](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>