

Organizational Structure That Best Supports Question-Based Online Screening

- Centralized control of content
- Specified approval process
- Expertise in job analysis and item writing
- Continuous improvement training and documentation

Applicant Accuracy

- Motivation to be accurate
 - Innate honesty
 - Fear of consequences
 - Use clear and concise warning statements
 - Consult attorney regarding electronic signature to attest to accuracy
 - If consequences do not occur, over time warning will lose impact

- Ability to be accurate
 - We control this!
 - Clear, unambiguous questions
 - Clear, unambiguous answer choices
 - Both qualified and unqualified applicants need to be able to understand the question

Minimum Qualification Questions

- Ensure legal hire
- Can be complex Boolean combinations
- Must break it down for applicants
- Most screening software limited in evaluating Boolean logic structures beyond un-nested AND/OR
- One approach: Which of the following describes your education and experience?
 - Multiple choice single answer, or multiple choice multiple answer?
- Another approach: Individual yes/no questions for each qualifier
- Always follow with long answer description of education and experience for verification

CLASS TITLE: Sheriff's Detention Deputy

Education and Experience:

Graduation from High School or GED and any one of the following: Completion of two years of college or vocational technical course work (with a GPA of 2.0 or higher on a 4.0 scale), **OR** two years of experience in corrections, law enforcement, or security, **OR** active military duty with an honorable discharge, **OR** four years of general work experience, two of which must have been supervisory, **OR** an approved equivalent combination of education and experience.

CLASS TITLE: Social Worker, Senior

Education and Experience:

Masters degree in social work or closely related field with course work emphasis in areas such as social work methods, human growth and behavior, and principles of social welfare **OR** Bachelors degree in social work, psychology, sociology, or human services, plus 27 quarter credits of graduate work in the above areas, and three years of full-time supervised experience as a social worker **OR** licensed as a Graduate Social Worker by the Minnesota Board of Social Work. Positions at the Medical Center require a Masters degree in Social Work only.

Licenses and Certificates:

Valid class "C" Minnesota Driver's License and a satisfactory driving record including no more than two moving violations in the last three years of licensure.

Class Title: Human Services Representative 1

Education and Experience:

Two years of approved work related experience **OR** two years of post high school education.

Class Title: Cook

Education and Experience:

Two years of experience with full dinner cooking responsibility on a moderately large scale (i.e., health/hospital setting - 300+ beds, business industrial setting - 500 meals); or an approved equivalent combination of training and experience.

CLASS TITLE: Service Center Representative

Education and Experience:

Eighteen months of general clerical or public contact/public service experience (completion of an approved business school or relevant technical college program may be substituted for one year of the 18 months of general clerical or public contact/public service experience) **OR** six months experience performing public sector service center transactions **OR** an approved combination of education and experience. Some skill in typing accurately.

Housekeeping Questions

- Pertain to conditions of employment
- Take the form 'are you willing to' or 'are you able to'
 - Location
 - Hours
 - Schedule
 - Car
 - Contact with inmates
 - Push 40 lb book cart
 - Walk on muddy terrain
 - Take a test
 - Accept the starting salary
- Very few 'no' answers
- Ideally cause drop-outs

What's wrong with these questions?

1. Indicate your level of experience using database software. Please check the highest level for which you can perform all the functions listed.
 - 1 None or very limited experience
 - 2 Novice: Data entry into worksheets, run existing reports
 - 3 Intermediate: Design, application of formulas, modification of existing worksheets, import/export reports
 - 4 Expert: Macro programming, integration of information from multiple sources, statistical features, database design and management, programming new reports

2. How many months of experience do you have performing telephone receptionist work?
 - 1 None
 - 2 1-6 months
 - 3 6 month - 1 year
 - 4 1-2 years
 - 5 more than 2 years

3. Do you have experience testifying in court?

4. Do you have experience writing court reports as part of your job? (if yes, branch to) Please describe your experience.

Experience Questions

- Basic structure: YN, if yes then branch to amount, then describe
 - Amount = # times, and/or amount of time
- Structure the describe answers by listing components to include
 - Document your experience drawing blood by listing your employer, job title, and blood drawing duties for each relevant position.
- Consider asking for a specific example
 - Provide a specific example of a complex spreadsheet you designed.
- Task list questions – require subject matter expert input
- Develop standard questions about general supervisory experience
 - Number of employees supervised, type of employees supervised, supervisory tasks performed, length of supervisory experience, describe
- Consider adding verification requests for key experience
- Consider the overall burden on the qualified applicant
- Phrase questions so they can be mandatory
 - None of the above
 - “If you do not have this experience, type ‘none’ in the space provided”