



Online Hiring: New Approach to an Old Issue

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IPAC Conference

July 20, 2010



Human Resource Services



About CPS Human Resource Services

Who We Are

CPS is a self-supporting public agency providing a full range of human resource services to the public and nonprofit sectors. We have unique expertise in delivering HR management and consulting services, employment testing, assessment services, and applicant tracking software to government agencies throughout North America. We provide organizational strategy planning models and systems to assist agencies in the recruitment, selection, and development of employees.

Our Vision

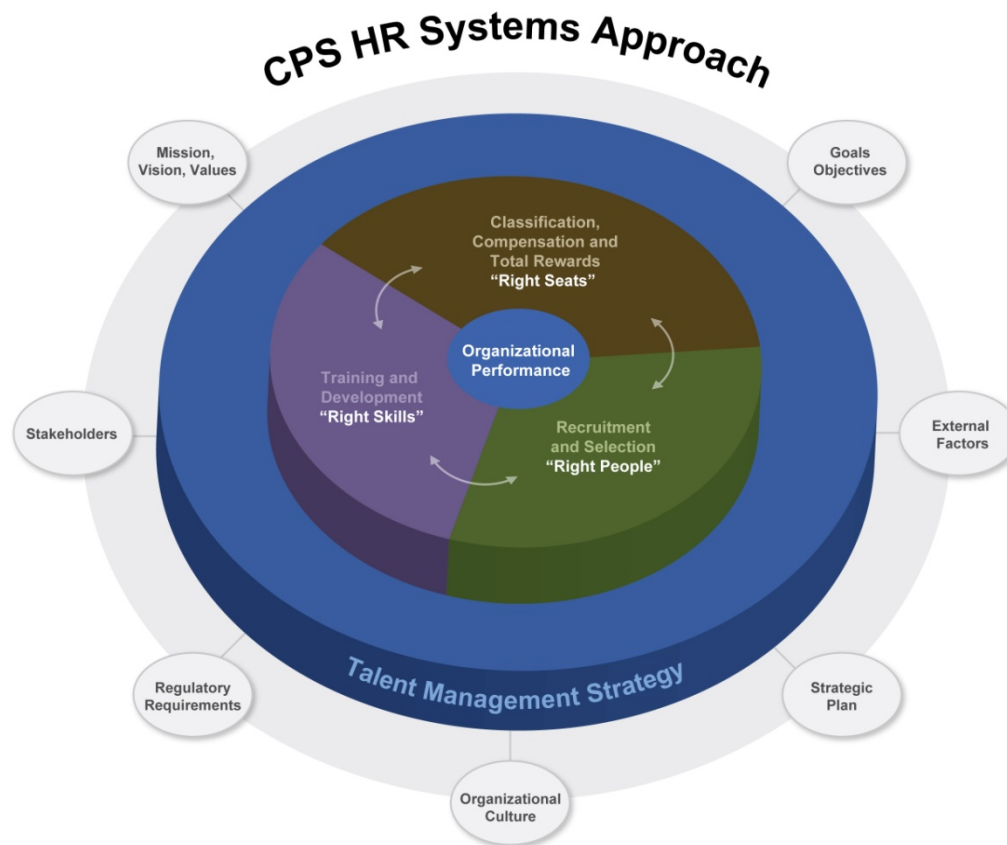
Enabling people to realize the promise of public sector.

Our Mission

To transform human resource management in the public sector.



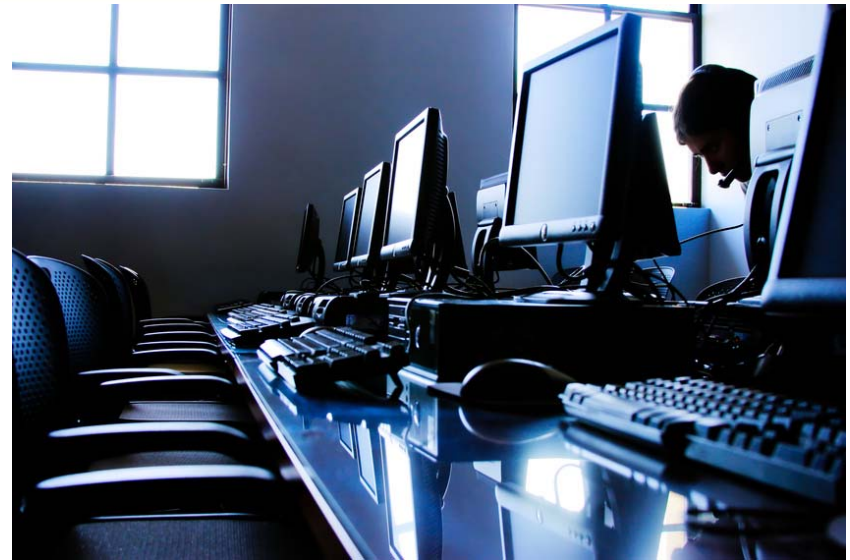
Our Services





Overview

- **Benefits of Online Recruitment?**
- **Challenges of Online Recruitment?**
- **The AQS Solution**
- **CPS Online Recruitment Example**
- **Future**





Online Recruitment

- **Benefits**

- Access

- Reaching a large variety of people

- Speed

- Electronic, posting instantly

- Cost

- Little handling by agency

- Bundled processes

- Posting, application, T&E, etc. all in one





Online Recruitment

- **Challenges**

- Access

- Make sure post in right places
 - Who sees job opening

- Unfamiliarity

- Staff training in process and software use

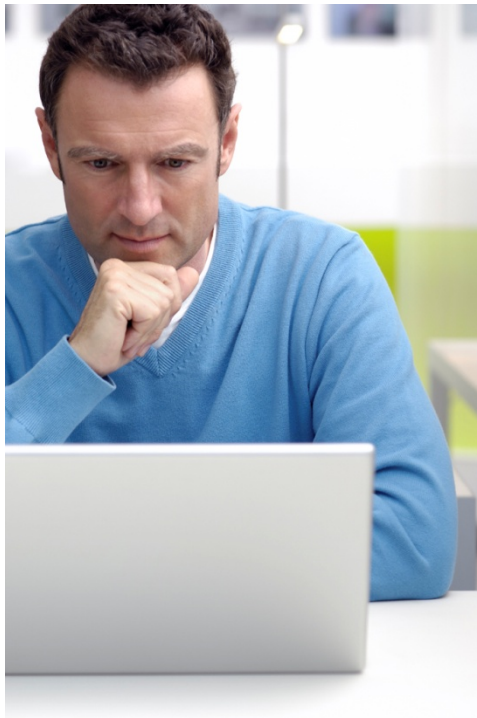
- Lack of human contact

- Seeming cold, not caring





Testing Survey





Survey Administration

- **Given the economic down turn, what are agencies thinking?**
- **Follow-up to a survey CPS conducted in May 2008, 2009, 2010**
 - Exploratory in nature
 - ***What online testing tools are public agencies currently using and what they are planning to use?***
- *Survey was emailed to public agencies that have worked with CPS*
 - Survey was open for three weeks
 - 3,661 emails were sent to valid email addresses
 - 818 respondents
 - 22.3% response rate





Survey Results

Importance of Proctored Online Cognitive Ability Testing Now

	2008 N=429	2009 N=657	2010 N=818
Not Important	30.5%	44.4%	42.5%
Somewhat Important	30.1%	18.9%	19.2%
Important	16.1%	11.3%	12.5%
Very Important	8.4%	7.5%	6.1%
Don't Know	14.9%	17.9%	19.7%

- ***Importance of unproctored online testing now was less than importance of proctored online testing***
- ***Agencies who recruit/test more are more likely to view both proctored and unproctored testing as being more important to their agency now***





Survey Results

Importance of Proctored Online Cognitive Ability Testing Next 1-2 Years

	2008 N=429	2009 N=657	2010 N=818
Not Important	12.4%	22.8%	21.9%
Somewhat Important	30.5%	23.7%	24.7%
Important	24.2%	16.1%	17.8%
Very Important	19.1%	11.4%	7.7%
Don't Know	13.8%	26.0%	27.9%

- ***Importance of unproctored online testing in the next 1-2 years was less than importance of proctored online testing***
- ***Agencies who recruit/test more are more likely to view both proctored and unproctored testing as being more important to their agency in the next 1-2 years***





Survey Results

Use of Internet Tools / Processes

	2008 N=467	2009 N=689	2010 N=810-814
Employment Applications	54.20%	71.60%	74.60%
Training & Experience Evaluations	27.20%	46.90%	50.70%
Tests (cognitive and non cognitive)	18.00%	20.50%	21.40%
Work Sample Tests (e.g., typing tests, in-basket exercises)	-	15.90%	17.00%



Survey Results

Tool / Processes Agencies Would Consider Administering Online

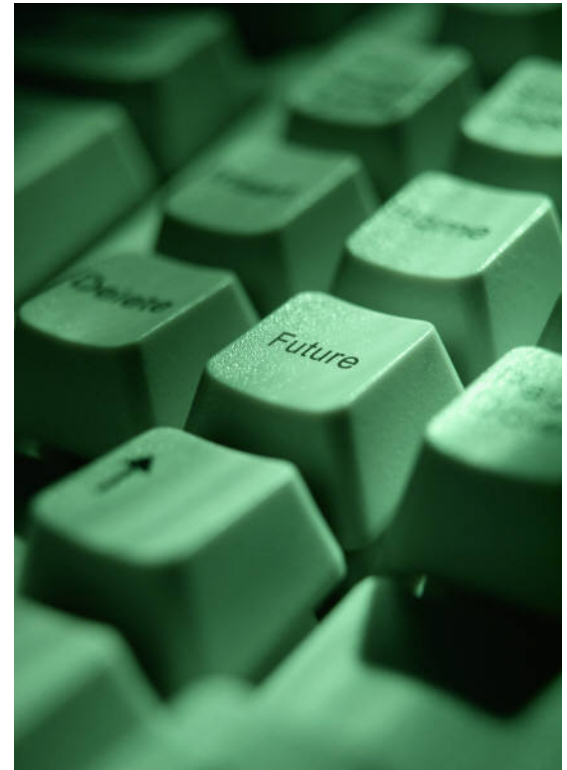
	Proctored	Unproctored
Training & Experience Evaluations (e.g., supplemental applications) (N=656)	23.8%	60.1%
Cognitive Tests (e.g., job knowledge tests) (N=659)	65.4%	19.9%
Non Cognitive Tests (e.g., personality tests, biodata instruments) (N=644)	34.0%	20.3%
Situational Judgment Test (N=652)	62.7%	15.2%
Work Samples (e.g., typing tests, in-basket exercises) (N=660)	66.2%	17.9%
Simulations / Role Plays (N=643)	50.4%	7.6%





Where Next?

- **Online Recruitment**
 - **Putting the whole process online.**





AQS: Iscopia

Logistics



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The AQS Hiring Solution

AQS provides organizations with an easy to use recruitment solution that:

- *Sources and attracts candidates*
- *Identifies the most qualified candidates and assesses them*
- *Manages the hiring process*
- *Promotes hiring efficiency and effectiveness*
- *Verifies candidates backgrounds and past job performance*

As a result of the AQS solution organizations can make better hiring decisions and:

- *Improve productivity with the right people on the job*
- *Reduce turnover and hiring costs*
- *Fill positions faster*
- *Enhance the candidate experience*



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The AQS Hiring Solution

Step 1
Choose from a library of relevant job profiles, and customize if needed



i*profiler

Step 2
Present your organization and attract candidates



i*attract



i*post

Step 3
Apply process to identify and hire the best candidate



i*track



i*qualify



i*interview



i*reference



i*assess



i*verify



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The AQS Hiring Solution

Select and tailor the job description, competencies, skills, and other requirements for the job



i*profiler

Directly post your job offers on employment websites



i*post

Easily build a career web page to present your organization and attract candidates



i*attract

Create new job openings and manage the flow of candidates



i*track

Select and tailor screening questions to quickly find the most qualified candidates



i*qualify



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The AQS Hiring Solution

Select and tailor interview questions and rate candidates with the scoring tool



i*interview

Conduct automated online reference checks



i*reference

Evaluate the qualifications of selected candidates according to job specific competencies



i*assess

Online access to background checking services for credit, criminal, and other checks



i*verify



Online Demonstration

- **AQS Program Demo**



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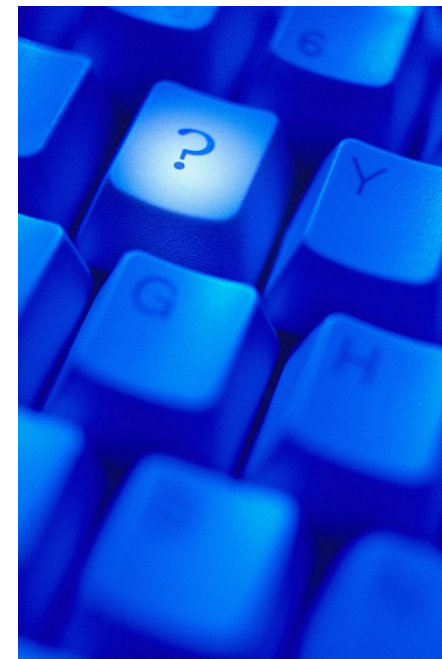
Thank You

Questions??

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