



USA Hire Demo Day

August 2025

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



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Morning Session

Meeting Tips

Questions:

Use the Q&A feature in Microsoft Teams to ask questions.

Materials Post-Event:

The presentation slides and Q&As from today's sessions will be posted on the [Agency Resource Center](#) after the event.

MORNING SESSION

- Assessments and the Chance to Compete Act/Merit Hiring Plan
 - USA Hire Standard Assessments
 - Federal Supervisor Assessment (FSA)
 - Executive Assessment (EA)
 - Writing Skills Assessment (WSA)
 - Program and Project Management Assessment (PAPMA)
-

USA Hire and the Chance to Compete Act, EO 14170 assessment requirements



“An examining agency shall preference the use of a technical assessment, to the maximum extent practicable, to assess the job-related skills, abilities, knowledge, and competencies of an applicant for a position in the competitive service.”

USA Hire:

- Measures job-related competencies
- Is based on comprehensive job analysis
- **Does not rely on an applicant’s self-evaluation.**
- Uses professionally developed, **reliable, and valid government-wide assessments** that can be used off-the-shelf.
- **Offers assessments for:**
 - a) Occupational specific non-supervisory positions
 - b) Supervisory and Management positions
 - c) Executive positions
 - d) Writing ability
 - e) Program/project management
 - f) Custom assessments tailored for unique agency needs

Technical Assessment Definition

Technical Assessment definition (Section 2.a.9): A position-specific tool that is relevant to the position for which the tool is developed that –

A. Allows for the demonstration of job-related skills, abilities, knowledge, and competencies;

B. Is based upon a job analysis; and

C. Does not solely include or principally rely upon a self assessment from an automated examination.

USA Hire assessments meet the Chance to Compete Act's definition of technical assessment.

Four Key Elements of the Merit Hiring Plan

1. Reforming the Federal recruitment process to ensure that only the most talented, capable and patriotic Americans are hired to the Federal service.
2. Implementing skills-based hiring, eliminating unnecessary degree requirements, and requiring the use of rigorous, job-related assessments to ensure candidates are selected based on their merit and competence, not their skin color or academic pedigree
3. Streamlining and improving the job application process
4. Reducing time-to-hire to under 80 days by emphasizing the use of talent pools and shared certificates and streamlining the background check process.

USA Hire is fully integrated with USA Staffing and may be used in combination with other assessments.



Standard

- 135 Job Series
- Non-Supervisory
- General competencies
- 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 Interview

- Conduct virtual structured interviews
- Raters' notes, rating, and consensus recorded on the platform
- Applicant self-scheduling available

Agency Resource Center:

<https://resourcecenter-usahire.opm.gov/hc/en-us>

**Today's sessions will not cover specific pricing for any assessments.
Below are some general pricing guidelines.**

- **Standard Assessments** – Based on USA Staffing license cost
 - **Premium Assessments** – 2 parts to pricing:
 - Initial set-up cost
 - Volume cost (per applicant or per JOA)
 - **Custom Assessments** – Varies based on assessment requirements for development and delivery
 - **USA Hire Interview** – Varies based on assessment requirements for development and delivery
-



Typical USA Hire Process

*USA Hire can help to find the best and brightest applicants for referral

Applicants submit application:

1. Resume
2. Other documents
3. Answer Minimum Qualification (MQ) Questions

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

Applicants complete USA Hire Assessments

USA Staffing automatically calculates applicant final scores when assessment window closes

HR verifies MQs and other screen outs to refer applicants, as applicable.*



USA Hire Standard Assessments

Practice Assessments: <https://resourcecenter-usahire.opm.gov/hc/en-us/articles/32465821655700-Practice-Assessments>

Applicant Resource Center:

<https://support-usahire.opm.gov/hc/en-us>

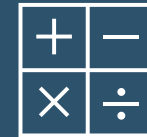
USA Standard Assessments

Note: Assessments used and competencies measured depend on the job series and grade.



Interaction

- Accountability
- Attention to Detail
- Customer Service
- Flexibility
- Influencing/Negotiating
- Integrity/Honesty
- Interpersonal Skills
- Learning
- Self-Management
- Stress Tolerance
- Teamwork



Mathematical Reasoning

- Arithmetic
- Mathematical reasoning



Reading

- Reading



Judgment

- Decision making



Reasoning

- Reasoning



USA Hire Premium Assessments



Federal Supervisor Assessment (FSA)

Sandra Alexander



Federal Supervisor Assessment (FSA)

- An online assessment battery for Government-wide use in evaluating applicants to supervisor positions.
- Off-the-shelf assessment administered via OPM’s USA Hire system through integration with USA Staffing.
- Includes two assessment components:

Situational Inventory	Applicants are presented realistic work problems or scenarios common to supervisory positions in the Federal Government and asked to evaluate the effectiveness of possible responses.
Behavioral Index	Applicants are presented questions about their personal experiences as they relate to supervisor positions in the Government.



Executive Assessment (EA)

Alix Autrey



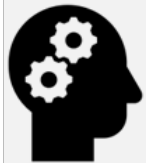
Executive Assessment

- Appropriate for Executive (SES) selection, Candidate Development Program (CDP) selection, and other types of executive positions.
- Delivered via OPM's USA Hire system, through integration with USA Staffing.
- Assessment battery measuring competencies underlying the ECQs.
- Included in the battery are:

Work Simulation	Engaging, integrated narrative unfolding through related and realistic on-the-job scenarios.
Situational Judgment Test	Realistic on-the-job scenarios presenting multiple options to handle the situation.
Leadership Behavioral Inventory	Questions about preferences and previous experience related to being an SES.

Work Simulation

- Presents an engaging, integrated narrative that unfolds through related and realistic on-the-job scenarios
- Presents items and information in a variety of stimuli, including emails, videos, and documents



**Measured ECQ
Competencies
(to be updated)**

Results Driven
Business Acumen
Building Coalitions



**Time to
Complete**

Max Time: 4 Hours
Average Time: 2 Hours

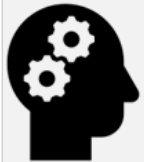


Evidence

Supported by
content validation

Situational Judgment Test

- Presents realistic situations applicants would encounter in Federal executive jobs
- Applicants evaluate the effectiveness of possible options to handle the situation



**Measured ECQ
Competencies
(to be updated)**

Leading Change
Leading People



**Time to
Complete**

Max Time: 3 Hours
Average Time: less than 1
hour

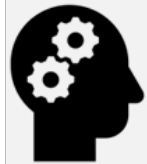


Evidence

Supported by
content and criterion
validation

Leadership Behavioral Index

- Presents brief questions on previous experiences and favorability of leader behaviors
- Measures patterns of leadership behavior as they relate to the ECQ competencies



Measured ECQ Competencies (to be updated)

Leading Change
Leading People
Results Driven
Building Coalitions
Fundamental Competencies



Time to Complete

Max Time: Unlimited
Average Time: 30 minutes



Evidence

Supported by
content and criterion
validation



- Email
- Chat
- Wiki
- FAQs
- Acronyms

- Chloe Segal**
 Senior Staff Accountant
Information for your trip
 9/24 11:27 AM
- Serika Vo**
 Manager
 For your awareness
 9/24 11:26 AM

29:43

Information for your trip

9/24 11:27 AM



Chloe Segal Senior Staff Accountant
To: Jordan Doe



Preferred Airlines and Hotels

Hello,

Serika let me know that you will be attending your first conference since starting at The Gradison Group. We have a list of preferred airlines and hotels to use (and those to avoid) when traveling. Please review the attached table and book your flights and hotel using the preferred list.

Let me know if you have any questions.

Chloe

Question(s)

After reviewing the preferred airline and hotels table that Chloe sent, you have a few questions. Unfortunately, Chloe is out of the office for two days. What should you do? Please rate the effectiveness of each of the following options.

- Ineffective
- Slightly Effective
- Moderately Effective
- Very Effective
- Highly Effective

Contact Serika, your manager.

 1
 2
 3
 4
 5

Wait until Chloe returns to the office to ask your question.

 1
 2
 3
 4
 5

Contact another employee in the Accounting department.

 1
 2
 3
 4
 5

Forget about your questions and book your flights and hotel.

 1
 2
 3
 4
 5

Next



- Email
- Chat
- Wiki
- FAQs
- Acronyms

Diego Alvarez
Junior Staff Accountant

9/26 12:36 PM

Expense Report Information

Chloe Segal
Senior Staff Accountant

9/26 12:35 PM

Information for your trip

Serika Vo
Manager

9/26 12:35 PM

For your awareness

27:07

Information for your trip

9/26 12:35 PM



Chloe Segal Senior Staff Accountant

To: Jordan Doe



Preferred Airlines and Hotels

Attachment

[Close](#)

	Preferred	Avoid
Airline	<ul style="list-style-type: none"> • Destination Airlines • Transnational Airways • Worldwide Air 	<ul style="list-style-type: none"> • Atlantic to Pacific Airway • Blue Jay Airlines • Clear Sky Airlines
Hotel	<ul style="list-style-type: none"> • Restful Hotels • Quiet Lodge Hotels • Voyager Hotels 	<ul style="list-style-type: none"> • Colorful Hotels • Night and Day Hotels • Great Escape Hotels

Hello,

Serika let me know that you will be attending your first conference since starting at The Gradison Group. We have a list of preferred airlines and hotels to use (and those to avoid) when traveling. Please review the attached table and book your flights and hotel using the preferred list.

Let me know if you have any questions,

Chloe



Email



Chat



Wiki



FAQs



Acronyms



Question(s)

You made several purchases during your trip. Which expenses are personal expenses, and which are company expenses? Select a response for each item.

Plane ticket to Boston

Personal Expense

Company Expense

Hotel in Boston

Personal Expense

Company Expense

Lunch at the conference



Writing Skills Assessment (WSA)

Noel Jones



Writing Skills Assessment (WSA)

- Off-the-shelf and ready to use.*
- Online assessment of writing skills including:

Applying correct grammar, usage, and mechanics

Applying general writing principles (e.g., introduction, body, conclusion)

Applying logic and analysis

- Applicants have 25 minutes to write a free text response.
- Agencies can choose from one of three standard prompts.
- Responses automatically scored by a sophisticated scoring engine that employs methods used in automatic speech recognition and computational linguistics.

Scoring rubrics are specific to the prompt

Algorithm was trained and cross-validated using human raters

Algorithm understands text meaning, much like that of a human rater

*OPM can develop custom prompts and scoring rubrics, as well as cut-scores, for agencies with unique/ specific needs.

WSA Interface



USA HireSM
Transforming Government One Hire At A Time

24:35

OPM Essay Test A

You are applying for a position in the Federal Government.

Please Note: You must type your response into the text box below. Pasting into this text box from another application is disabled.

Word Count: 0, 150 - 500 words are required.

Record answer



Program and Project Management Assessment (PAPMA)

Noel Jones



Program/Project Management Assessment (PAPMA)

- Off-the-shelf and ready to use.
- Measures critical competencies, including Accountability, Decision Making, Information Management, Planning & Evaluating, Problem Solving, Interpersonal Skills, Teamwork, and Administration & Management.
- Designed to simulate a day in the life.
- Developed by OPM personnel research psychologists using a content validation strategy.
- Includes three assessment components.

In-Basket Exercise	Applicants prioritize and respond to emails, documents, etc.
Branching Role Play	Applicants “interact” with avatars in common workplace situations. Scenarios branch based on applicant responses and actions.
Business Case Analysis	Applicants analyze financial and operational data. Applicants recommend actions to improve organizational outcomes.

PAPMA Interface 1

The screenshot displays the USA Hire PAPMA interface. At the top left is the USA Hire logo with the tagline "Transforming Government One Hire At A Time". At the top right, a "Progress" bar shows 13% completion. The interface is divided into a left sidebar and a main content area. The sidebar contains "Email" and "Relevant Documents" sections. The main content area shows a list of messages on the left and a detailed view of the selected "Welcome!" message on the right. The detailed view includes the sender's name and title, a welcome message, and a list of projects to be worked on.

USA HireSM
Transforming Government One Hire At A Time

Progress: 13%

01:24:08

Email

- AL** Amy Linn, Special Projects Coordinator, 7/30 3:37 PM: Issues with Collecting Contractor Workload Data
- KJ** Kathy Jordan, Director of Project Management, 7/30 3:37 PM: Meeting Notes
- KJ** Kathy Jordan, Director of Project Management, 7/30 3:37 PM: Recommendations Emails
- AL** Amy Linn, Special Projects Coordinator, 7/30 3:37 PM: Internal Communications Survey
- KJ** Kathy Jordan, Director of Project Management, 7/30 3:37 PM: **Welcome!**

Welcome! 7/30 3:37 PM

KJ Kathy Jordan, Director of Project Management

Welcome to the team, !

I'm really glad you've joined our team. I think you'll really be an asset to the Project Management team! You'll be reporting directly to me, as do the other Project Management Specialists.

As we discussed before, you'll be working on three projects – [REDACTED] Each of these projects are just getting started so it should be relatively easy for you to jump in on them. We are still working on the project plans for these projects. The following is an overview of each project:

[REDACTED]

PAPMA Interface 2



USA HireSM
Transforming Government One Hire At A Time

Progress

0%



Relevant Documents

- [Assessment Instructions](#)
- [Organization Chart](#)
- [Northview Park Fact Sheet](#)
- [Northview Park Annual Visitor Survey Data](#)
- [Northernview Park Workforce Information](#)
- [Northernview Park Use Revenue and Park Comparison Information](#)

01:28:46

Welcome

Please read the below background and instructions carefully. The timer will not start until you begin the assessment, so please take your time to read this information. A copy of this document will be available to you in the assessment by selecting the Assessment Instructions link in the Relevant Documents tab.

You are on your honor to complete this assessment without help from anyone else. If you make an intentional false statement, or commit deception or fraud during the assessment process, you may be fined or imprisoned (18 U.S.C. 1001), your eligibilities may be cancelled, you may be denied an appointment, or you may be removed and debarred from the Federal service (5 CFR. part 731). Any information you provide during the assessment process is subject to verification.

This assessment includes graphics and videos. **It should not be taken if you are connected to the Internet through a low bandwidth or unstable connection.** Your testing experience depends on the quality of your connection.

Parts of this assessment require you to watch, listen, and respond to interactions between employees in a simulated office setting. **Please be sure you are testing in a location with limited background noise and have access to audio on your computer.** Closed captioning is available for all audio in the assessment.

Background

PAPMA Example Item 1

Question

Question: [Redacted]

Actions (rate each of the following)

	Ineffective		Moderately Effective		Highly Effective
	1	2	3	4	5

[Redacted]

Select a Rating ↕

[Redacted]

Select a Rating ↕

[Redacted]

Select a Rating ↕

[Redacted]

Select a Rating ↕

Next

PAPMA Example Item 2

Question Reset

Please choose the most effective action for dealing with the situation.

[Redacted]

Please choose the least effective action for dealing with the situation.

[Redacted]

[Redacted]

[Redacted]

Next


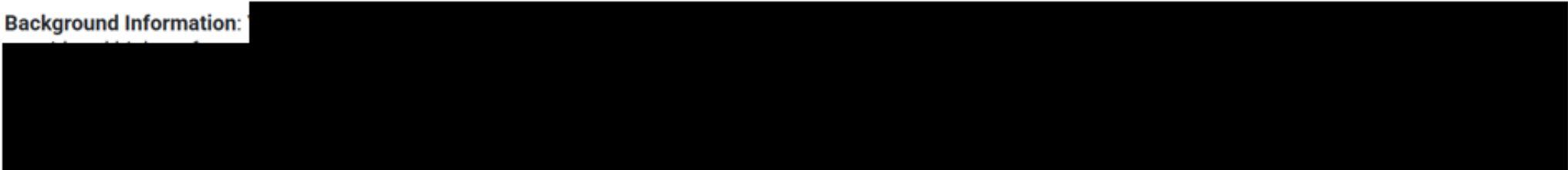
PAPMA Example Item 3

Relevant Documents

Step 1. Scenario

[Scenario 1: Video 1](#)

Background Information:



The video player shows a scene with four individuals seated around a conference table. From left to right: a woman with dark hair wearing a black blazer, a man with short blonde hair in a dark suit, a man with a shaved head in a grey suit, and a man with glasses in a dark suit. They are all looking towards the camera. The video player interface includes a play button, a progress bar at 01:04, a volume icon, and a settings gear icon.



Thank you for joining this morning

Next Up:

Afternoon Session of USA Hire Demo Day
3:00-4:30 PM ET

AGENDA

- New Assessments
 - Early Career Talent Assessment
 - Data Skills Assessment
- Custom Assessments
- USA Hire Interview



Afternoon Session



Upcoming New Assessments

Early Career Talent Assessment (ECTA)

Data Skills Assessment (DSA)

Andrew DeCesare



Early Career Talent Assessment (ECTA)

- Assessment will be available for all student trainee job series (XX99 – Series 0099-2299); grades 3, 4, 5, 7, 9, & 11
- Will be incorporated in the USA Hire Standard Assessments and will replace current XX99 standard assessments
- Designed for completion on a mobile device or laptop/desktop
- Includes two assessment components:

Early Career Interaction Assessment

Behavioral Index; Computer Adaptive Test (CAT)

Applicants are presented with two statements and asked to select which statement is most true for them.

Measures: Attention to Detail; Learning; Self-Management

Early Career Judgment Assessment

Situational Judgment Test (SJT)

Applicants are presented with scenarios and asked to rate the effectiveness of potential responses.

Measures: Flexibility; Interpersonal Skills; Problem Solving; Technology Application



Data Skills Assessment (DSA)

- Designed for “data” role in Federal government
 - Applicable series:
 - IT Specialist (2210); grades 7, 9, & 11
 - Management & Program Analyst (0343); 7, 9, & 11
 - Other series and grades as validated
- Measures applicants’ ability to manage, analyze, and interpret data
- Applicants are provided three data files and instructed to complete various tasks
- Applicants are told to report the results of their calculations and interpret the outcome of their analysis
 - Test questions are multiple choice or fill-in-the-blank

Work Sample/ Simulation

Places applicants in a work-like scenario (e.g., communications from a fictitious coworker)

Requires applicants to demonstrate knowledge or skills by approximating job-related activities

Data Skills Assessment – Data Files

Application Performance

Day	Active Version	Active Users	Avg. Response Time (ms)	Server Responses
1/1	1.0	146	983	428
1/2	1.0	246	1,569	698
1/3	1.0	364	1,288	564
1/4	1.0	214	1,642	482
1/5	1.0	189	1,198	512

Total file: 365 rows; 9 columns

User Experience (HD Tickets)

HD Ticket Date	Ticket Reason	Job Title	Survey Q1	Survey Q2
1/2	App Slow	Mgmt. Analyst	3	5
1/2	Help Using App	Attorney	4	2
1/2	Installing App	IT Specialist	5	5
1/4	App Crashed	Attorney	4	4
1/4	Help Using App	HR Specialist	2	1

Total file: 10,341 rows; 12 columns

Labor Costs

Month	App Prob Res	New Functionality	Updating User Info	HD Ticket Responses
Jan	\$117,309	\$64,534	\$252,902	\$17,345
Feb	\$215,096	\$43,056	\$12,504	\$36,340
Mar	\$241,357	\$174,456	\$24,432	\$92,256
Apr	\$362,679	\$263,690	\$164,092	\$65,406
May	\$289,523	\$71,345	\$63,245	\$163,936

Total file: 12 rows; 5 columns

Example DSA Questions – Reporting Results

- What was the lowest rated Help Desk survey question during application version 1.4?
 - a) Survey Question 1 (Communication)
 - b) Survey Question 2 (Technical Knowledge)
 - c) Survey Question 3 (Professionalism)
 - d) Survey Question 4 (Timeliness of Response)
- What was the average Timeliness survey rating for Help Desk tickets associated with the application crashing?

Average Rating:

Example DSA Question – Interpreting Results

- Which statement best characterizes the monthly labor costs for handling Help Desk tickets across the year?
 - a) The cost per ticket increased gradually throughout the year
 - b) The cost per ticket decreased gradually throughout the year
 - c) The cost per ticket increased initially, then decreased for the rest of the year
 - d) The cost per ticket decreased initially, then increased for the rest of the year
 - e) There was no discernable pattern by which the cost per ticket changed throughout the year



USA Hire Custom Assessments

Custom Assessment Capabilities – Michael Blair

Veterans Crisis Line (Custom Assessment Highlight) – Andrew DeCesare



USA Hire Custom Assessments

Custom Assessments can include:

	Development of new assessment content
	Implementation of agency owned assessments
	Extension of USA Hire Standard Assessments to new series or grades
	Any proctored assessment
	Any multi-hurdled assessment process delivered by USA Hire

Plus, OPM I/O Psychologists can offer expert guidance to tailor assessments to meet your needs.

Example Agencies with CAE Custom Assessment Projects

CFPB-OSE	DOI-BOR	RRB
DHS-TSA	DOJ-ATF	SBA-ODA
DOD-DHRA (DCPAS)	DOJ-USMS	SSA-OIG
DOD-NAVY	HHS-CDC	Treasury-USMP
DOE-BPA	NCUA	VA-VCL

Common CAE Custom Assessments

Behavioral Index Assessment

Job Compatibility Assessment

Job Knowledge Test

Logic based Reasoning Assessment

Situational Judgment Test

Structured Interview Assessment

Structured Portfolio Assessment

Work Sample Assessment



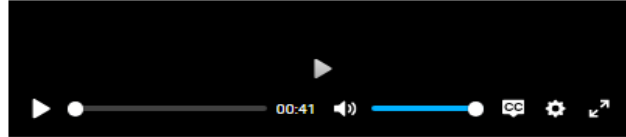
VCL Hiring Assessment

- **The Veterans Crisis Line (VCL) is a suicide/crisis hotline focused on assisting U.S. Veterans**
 - OPM developed VCL's Crisis Responder Situational Assessment, which simulates calls similar to ones VCL Crisis Responders receive
 - Audio files are used to represent "callers," who are either Veterans or third parties (e.g., friends, family) contacting VCL for help
 - It is a branching assessment, which allows the "calls" to progress based on how applicants respond
- **The Crisis Responder Situational Assessment measures:**
 - Conflict Management
 - Customer Service
 - Decision Making
 - Interpersonal Skills

Veterans Crisis Line (VCL) Crisis Responder Situational Assessment

Scenario 1

Click the play button below to answer the incoming phone call.



1. Rate the effectiveness of all six responses:

Highly Effective - This is one of the best and most effective possible responses given the information provided.

Effective - This is a constructive response that addresses the situation well given the information provided.

Somewhat Effective - This response contains effective and ineffective elements.

Ineffective - This response has limited value and does not address the situation well given the information provided.

Highly Ineffective - This response is not constructive in this situation and risks negative consequences.

A [Redacted]

Highly Effective Effective Somewhat Effective Ineffective Highly Ineffective

B [Redacted]

Highly Effective Effective Somewhat Effective Ineffective Highly Ineffective

C [Redacted]

Highly Effective Effective Somewhat Effective Ineffective Highly Ineffective

D [Redacted]

Highly Effective Effective Somewhat Effective Ineffective Highly Ineffective

E [Redacted]

Highly Effective Effective Somewhat Effective Ineffective Highly Ineffective

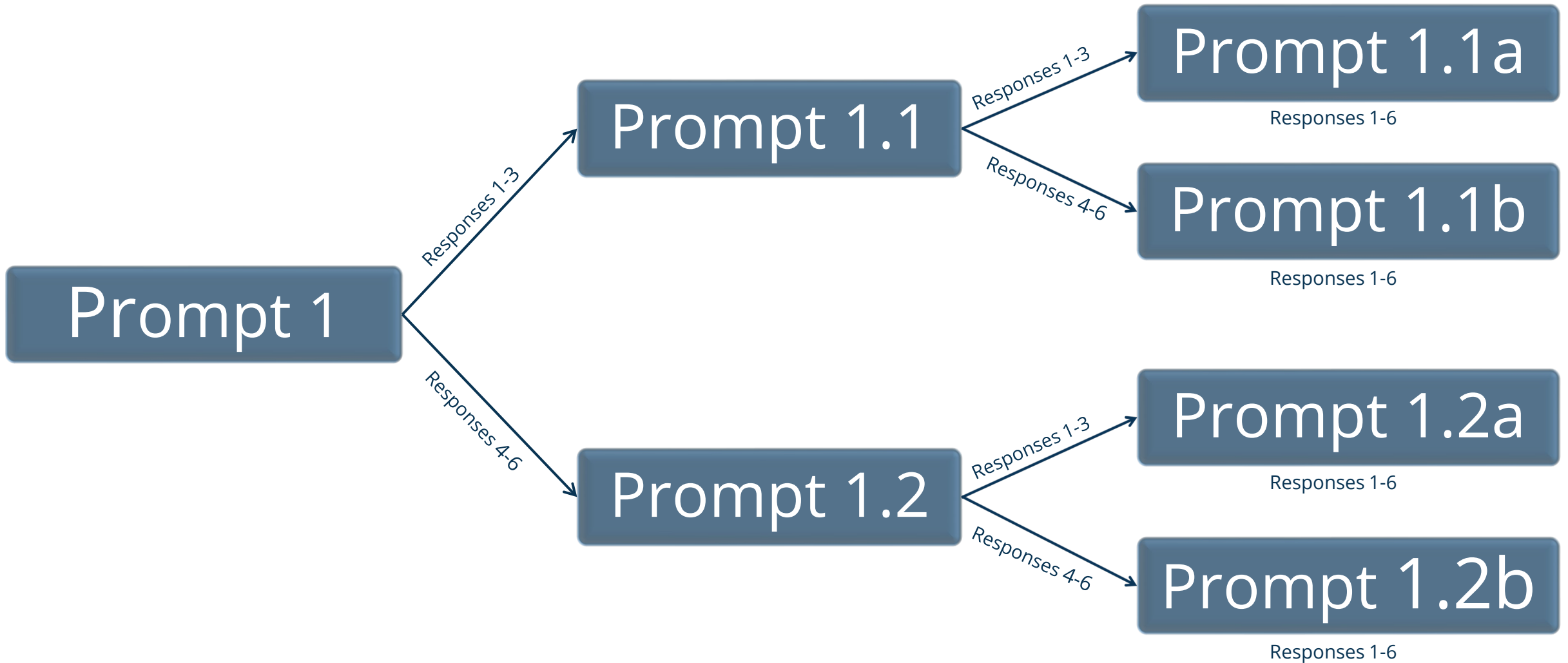
F [Redacted]

Highly Effective Effective Somewhat Effective Ineffective Highly Ineffective

2. Select which one response you would most likely say to the caller in this situation. This will determine how the call progresses.

A B C D E F

VCL Hiring Assessment



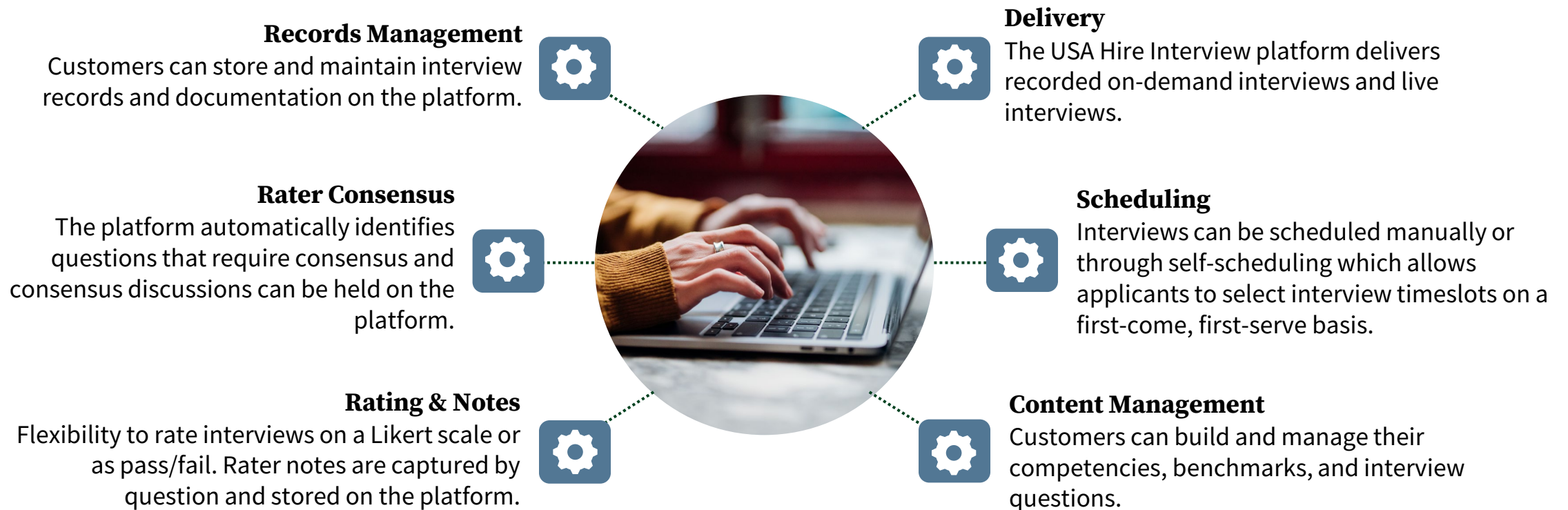


USA Hire Interview

Katie Keegan and Mikaela Young

USA Hire Interview Functionality

USA Hire Interview provides agencies with the ability to conduct fully virtual interviews with applicants via their mobile device or computer.





USA Hire Interview Benefits

Integration with OPM Systems	Single Sign-On	Reasonable Accommodation Support	Privacy & Security
<p>USA Hire Interview is built native to the USA Hire Assessment platform. Pre-certificate interview ratings will flow into USA Staffing and can be combined with other assessment scores.</p>	<p>Applicants will authenticate to the USA Staffing and USA Hire platforms using their USAJOBS/Login.gov accounts.</p>	<p>OPM will manage the Reasonable Accommodation claims and adjudication process for pre-certificate interviews.</p>	<p>All privacy and security documentation and system monitoring will be managed by OPM.</p>

Questions?

Sharon Wilborn

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or visit <https://www.opm.gov/usahire>

