



The USA Hire Working Group meeting will begin shortly.

September 2023

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

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Menti Poll

September 23rd – Which is it?

- First Day of Fall
- First Day of Autumn



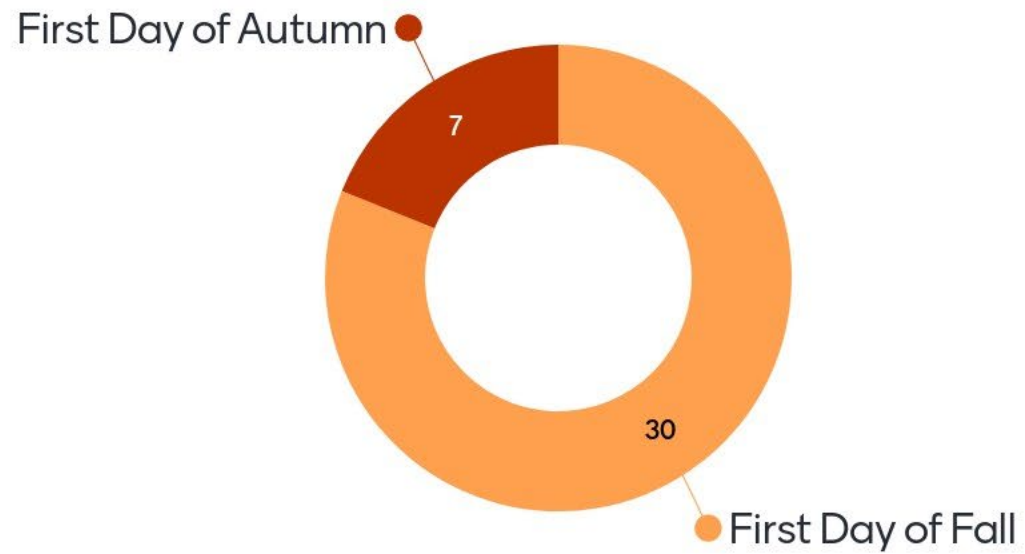
Scan QR code
or Go to
Menti.com
and use code
9714 6139

**UK: We call it autumn
from the Latin word
autumnus**

**US: WE CALL IT FALL
BECAUSE LEAVES FALL
DOWN**



September 23rd - Which is it?



Agenda

- Applicant Authentication Issue Update
 - Mobile Equivalency Study
 - USA Hire Battery Attributes
 - USA Hire Applicant Statuses
 - Template Mapping to Non-GS Vacancies
 - Applicant Experience Enhancements
 - USA Hire Resource Center Updates
 - USA Hire, ChatGPT, AI...Oh, My!
-

Applicant Authentication Issue Update

Background

- Starting in late April of this year, a small subset of USA Hire applicants (less than 1%) began reporting issues when trying to log in to take assessments
 - Applicants would click their assessment link, input their login.gov credentials, but then would be redirected back to their login.gov account page instead of being taken to their assessments
- Account Managers have notified agencies of impacted applicants
 - “Impacted applicants” here are defined as those applicants who have contacted the USAH Help Desk
 - Agencies must follow their policies and procedures to determine how to address the applicants
 - Account Managers will continue notifying agencies of affected applicants until the issue is fully resolved
- This issue took time to diagnose for various reasons, including:
 - Applicants who encountered this issue never received an error/reference # that could be logged/researched
 - IT and development staff across OPM and our USA Hire vendor partners saw no indication of the issue in network/system logs across USA Hire, USAJOBS, and USA Staffing

Current State

- The root cause has been identified: specific network proxy configurations on particular government networks/computers are causing the issue
- The USAH PMO is working with our IT partners in other government agencies to resolve this proxy issue and prevent similar issues from occurring in the future
- An update will be provided to all USAH customers once these changes are complete
- The USA Hire Help Desk is keeping impacted applicants updated with the latest troubleshooting guidance; these applicants will also be informed once the fix is in place

Mobile Assessment Study

Background

- **Mobile access to unproctored assessments is increasingly seen as a table stakes requirement**
 - In FY22, nearly 42% of all traffic on USAJOBS was via a mobile device
 - Smart phone ownership (85%) exceeds computer ownership (77%)*
 - Individuals who are younger, have a lower income, and are from disadvantaged groups tend to rely on mobile devices for Internet access*
- **Benefits**
 - Improve the applicant experience for demographic groups that rely heavily on mobile devices to search and apply for jobs (e.g., early career)
 - Improve the Federal Government's ability to attract and hire quality talent

*Pew Research Center, 2021

Objective


- **Determine the feasibility & practicality of administering USA Hire assessments on mobile devices (e.g., smart phones)**
- **Collect data to examine the equivalence of assessments delivered via mobile versus nonmobile devices**
 - Validity and fairness of administering current assessments on mobile devices
 - Determine if applicants completing assessments on a mobile device are at a disadvantage, advantage, or neutral compared to those using computers
- **Determine a path forward for implementing mobile assessments**
 - Use as is, replace with “mobile first” content, and/or alternative strategy (e.g., blended approach)

Results Summary

- Small score differences between mobile and non-mobile
- Measurement equivalence between mobile and non-mobile
- Most participants reported a preference for using a non-mobile device (e.g., computer) over a mobile device (e.g., smart phone)



Decision and Path Forward

A stage with red curtains and a dark floor. The curtains are pulled back, revealing a dark stage floor. The text is centered on the stage.

**Please hand your tickets
to one of the ushers
coming down the aisles**

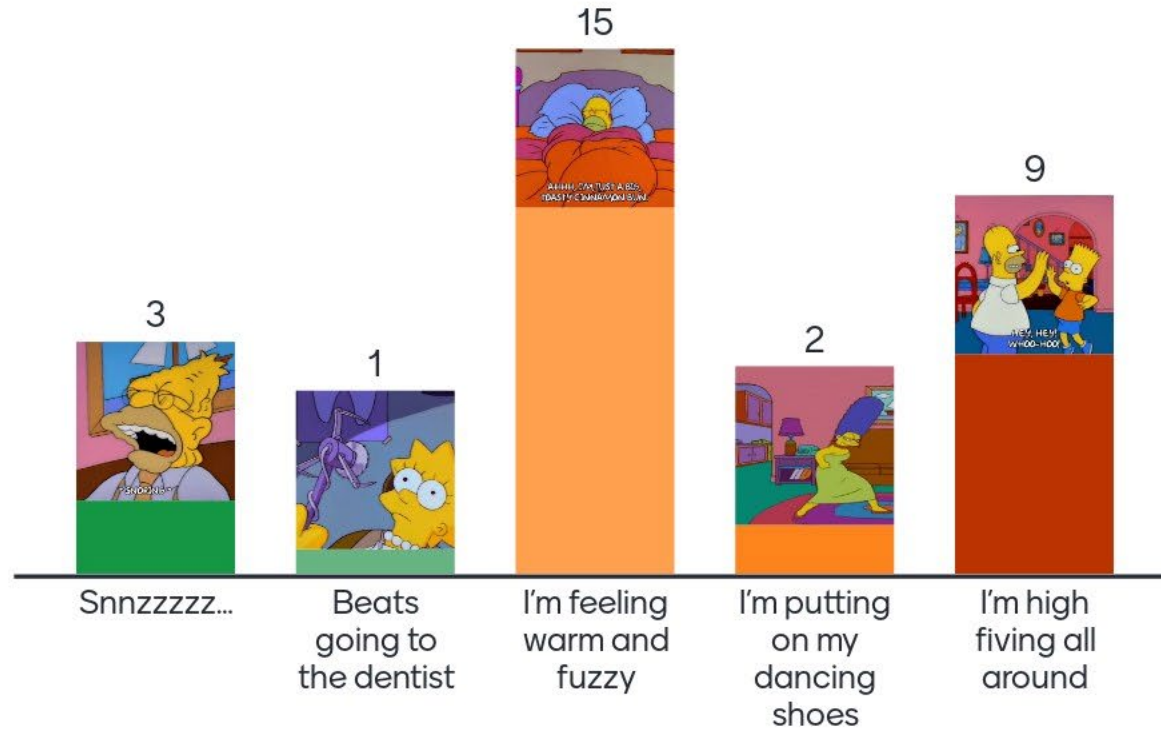
Decision and Path Forward

- Implement mobile assessments for USA Hire Standard and the Federal Supervisor Assessment
 - Disable mobile for batteries that include the AWA, PAPMA, and custom content
- Revise applicant instructions and include information to set expectations
 - Allow applicants to choose their device and switch between devices
- Incorporate mobile assessment requirements in future test development efforts
 - i.e., develop future assessments to be mobile ready when appropriate

How excited are you that
USA Hire assessments will be
available on mobile devices
in FY 24?

Go to
Menti.com
and use code
9714 6139

How excited are you that USA Hire assessments will be available on mobile devices in FY 24?



USA Hire Battery Attributes

USA Hire Attributes

- New battery details are now viewable by clicking on the information icon **i** for batteries.
- The Battery Name/Number, USA Hire Type, Supervisory status, and any applicable Assessment Flags that have been pre-assigned to a battery now display.

Assessment Package

Announcement Applicant Overview Certificates Reviews

323 Pay Plan-Series-Grade: GS-0304-11/12 Announcement Type: ST Status: Complete Source

Settings Checklist

Assessments

Rating Combo: 0304-11

ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing
+ PF2 USA Hire Demo (Sample Math Assessment) 0304-11 i		External	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
395611	Testing	Questionnaire	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

USA Hire Battery Information

Battery Number: a0ea9c70b47542659577
Battery Name: PF2 USA Hire Demo (Sample Math Assessment) 0304-11
USA Hire Type: Standard
Supervisory: No
Has Cut Score: True
Assessment Flags: None

Close

Questionnaire

USA Hire Attributes

- For vacancies, USA Hire Attributes are present if the USA Hire battery was added to the Assessment Packages from the template library after **July 10, 2023**.
- For older vacancies, USA Hire Attribute information can be updated if needed via the existing gear menu option for **Update USA Hire Assessment Data**.
- USA Hire Attributes are the groundwork for upcoming “**guardrail**” **enhancements** that will prevent users from making common mistakes.
- USA Hire Attributes are now also reportable in the **Hiring Data Warehouse** in Cognos.

USA Hire Applicant Status

USA Hire Applicant Status

- **Complete** - Applicant has completed **all** the USA Hire assessments of the batteries for the rating combinations where they were eligible to complete them.
- **Did Not Complete** - Applicant has not completed **any** USA Hire for the rating combinations where they were eligible to complete them, and the USA Hire assessment window is *closed*.
- **Not Applicable** - Applicant is not eligible to complete the USA Hire batteries for any of the vacancy rating combinations based on their responses to the announcement/assessment questionnaire.
- **Partially Complete** - Applicant has completed **some** of the USA Hire batteries (completed for at least one rating combination but did not complete for at least one other rating combination), and the USA Hire Assessment window is *closed*.
- **Pending Completion** - Applicant has not yet completed their USA Hire assessments for all the rating combinations where they are eligible to complete them, and the USA Hire assessment window is still *open*.
- **Undetermined (Re-Rate Required)** - *The applicant's USA Hire status has not been determined because it was last re-rated prior to the feature going into effect. A re-rate will apply the appropriate USA Hire status.*

USA Hire Applicant Status

- USA Hire Applicant Statuses now display in the applicant overview, applicant record, and in applicant lists.
- The Hiring Data Warehouse now enables reporting in the *Applications Folder* on:
 - **USA Hire Status** The USA Hire status of an application. Data is present for vacancies that opened on/after January 20, 2023.
 - **Invited to USA Hire?** Flag indicating if an applicant was invited to complete one or more USA Hire batteries. Reporting began with applications submitted on/after July 7, 2023.

USA Hire Statuses – Applicant Overview

Overview | Saved Lists | Stored Lists | Manage Assignments | History

There are applicants requiring re-rates! Apply a vacancy re-rate to update undetermined USA Hire Statuses

Invite Late Applicant | Create List

Applicants (2)

Filter by Name/Email: Reviewed/Flagged/Pinned: RSC: All

Name	Email	RSC - Applicant Status			
Spano, Jessie	ksull757+4@gmail.com	IN	🕒	🚩	📌
Winslow, Edward	ksull757+9@gmail.com	IN	🕒	🚩	📌

TOUCHPOINT NOTIFICATIONS SENT

100% APPLICATION RECEIVED

0% NOTICE OF RESULTS

USAJOBS JOB STATUS

Reviewing applications

CLAIMED VETERANS' PREFERENCE

SSP: 1

USA HIRE STATUS

UNDETERMINED (RE-RATE REQUIRED): 2

- USA Statuses display in the right corner of the Applicant Overview page.
- If there are applicants in an “Undetermined (Re-Rate Required)” status and the warning banner above is displayed– apply a vacancy rerate to update the status of those applicants to have their correct USA Hire status display.

USA Hire Statuses – Applicant Record

The screenshot displays an applicant record for Samuel Powers. The top navigation bar includes tabs for Vacancy 10166563, Assessment Package, Announcement, Applicant Overview, Reviews, Applicant List: Applicant List 1, Applicant: Augusta Savage, and Applicant: Samuel Powers. The applicant's details are shown below the navigation bar, including the application number ANYIH-S7HZ, name Samuel Powers, email KSULL757+5@GMAIL.COM, address 211 Bayside High Ave., Hollywood, California 90028, United States, and USA Hire Status Not Applicable. A yellow arrow points to the USA Hire Status. The page is divided into sections: Eligibilities and Ratings, Application, Assessments, and Applicant Information. The Ratings section shows a Rating Combo of 0201-8, Minimum Qualifications of IQID - You are ineligible because you do not meet the minimum education and/or experience requirements for this series/specialty/grade combination, and Cert Availability of Ineligible. The Veterans' Preference section shows a claimed preference of TP - 5-point preference based on active duty in the U.S Armed Forces and an adjudicated status of NA - Not Adjudicated. The Eligibilities section shows no eligibilities claimed.

Application Number: ANYIH-S7HZ
Samuel Powers
KSULL757+5@GMAIL.COM
9191234567
211 Bayside High Ave.
Hollywood, California 90028
United States
USA Hire Status: Not Applicable

Eligibilities and Ratings | Application | Assessments | Applicant Information

– Ratings

Rating Combo	Minimum Qualifications	Cert Availability
0201-8	IQID - You are ineligible because you do not meet the minimum education and/or experience requirements for this series/specialty/grade combination.	Ineligible

– Veterans' Preference

Claimed	Adjudicated
TP - 5-point preference based on active duty in the U.S Armed Forces	NA - Not Adjudicated

– Eligibilities

No eligibilities claimed.

USA Hire Statuses - Applicant List

Applicant List 1

Applicant List (6)

Filters: Omaha, TX 0201

Save List Generate Stored List

Last Name or First Name or Email Search Clear

<input type="checkbox"/>	Name	Rating	Vet Pref	USA Hire Status	RSC	Documents	Eligibility	Notes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Kapowski, Kelly	83	NV	Complete	AA	1		0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Kavia, OPM	PA	CPS	Pending Completion	PA	1	RA	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Kirn, Steve	PA	NV	Pending Completion	PA	1		0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Powers, Samuel	IQID	TP	Not Applicable	IN	1		0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Savage, Augusta	PA	NV	Pending Completion	PA	1	RA	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Savage, Augusta	PA	NV	Pending Completion	PA	1	RA	0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

per page: 25

Filters:

- Eligibilities
 - Any
 - Reasonable Accommodation
 - None
- Veterans Preference
 - Any
 - VV/LTE
 - IQID
 - PA
- Status (RSC)
 - Any
 - Complete
 - Did Not Complete
 - Not Applicable
 - Partially Complete
 - Pending Completion
- Category Rating
 - Certification Status
 -
 - Advanced Filters

USA Hire Template Mapping to Non-GS Vacancies in USA Staffing

Template Mapping to Non-GS Vacancies

- USA Staffing now allows the ability for users to map USA Hire templates to non-GS vacancies.
- Key points to remember with this feature:
 - The series **must** match.
 - HR Specialists are responsible for selecting the correct template equivalent for their non-GS pay plan or pay band.
 - If the vacancy pay band covers multiple GS grade levels, only the USA Hire assessment for the lowest GS-equivalent grade should be used.

Template Mapping to Non-GS Vacancies

Request Information Documents 0 History

Request Information * = Required

Request Number * Generate Requesting Customer * Request Type *

Requester * Request Process Owner Request Tags

Position Descriptions 1

Add all position descriptions that cover the duties and promotion potential of this position. Interdisciplinary Position

<input type="checkbox"/>	Position Description #	Position Title	Pay Plan	Series	Grade(s)	Specialties
<input type="checkbox"/>	<input type="text" value="SS090723"/>	<input type="text" value="USAH Template Mapping"/>	<input type="text" value="FP"/>	<input type="text" value="0201 - Human Resources Management"/>	<input type="text" value="x 4"/>	<input type="button" value="+"/>

Request Tracking Dates

Hiring Need Validated Date Request Personnel Action Date



Enter the Non-GS pay plan / pay band information for the recruitment as part of your request information. In this example we are recruiting for FP-0201-04 (GS-12 equivalent)

Template Mapping to Non-GS Vacancies

The screenshot displays the 'Assessment Package Search' interface. The search criteria are as follows:

Field	Operator	Value
Grade	Is	12
Series	Is	0201 - Human Resources Management
Template Status	Is	Published
Is External	Is	Yes

An orange arrow points to the '12' in the 'Grade' value field. Below the search criteria is an 'Add New Search Field' button. At the bottom right of the search form are 'Search' and 'Clear Form' buttons.

The search results are displayed in a table with the following data:

Name	Position Title	Rating Combination	Position Description Number	Office Name	Is Complete	Is External	Last Edited	
Standard USA Hire 0201-12 - Cut Score Battery		0201-12		OPM USA Hire Office	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	4/7/2023	Preview

Next, search for the USA Hire equivalent template by editing the grade level. Select the template.

Template Mapping to Non-GS Vacancies

Copy USA Hire Assessment Package Template

Map USA Hire Template Grade Level to Vacancy Grade Level

The USA Hire template you have selected does not match the pay plan and/or grade level of the current vacancy. Please review and confirm the correct mapping of the USA Hire template rating combination to the Vacancy rating combination.

Note: If the vacancy pay band covers multiple GS grade levels, only the USA Hire assessment for the lowest GS-equivalent grade should be used.

USA Hire Template Rating Combination	Vacancy Rating Combination
GS-0201-12	FP-0201-4

Confirm Grade Level Equivalency Cancel

Review and confirm the correct mapping. (If recruiting for multi-grades select the appropriate vacancy rating combination for the selected template.)

Template Mapping to Non-GS Vacancies

552 Assessment Package Announcement Reviews +

Template Mapping Pay Plan-Series-Grade FP-0201-4 Announcement Type ST Status Incomplete Source

Job Analysis Settings Checklist Documents 0 Notes 0 His

New Hurdle Assessments Hurdle 1: Default Hurdle New Assessment

Hurdle Name Rating Combo: 0201-4

ID	Assessment Name	Assessment Type	Screen-out	Rating	Passing Score	Cut Score	Proportional Weight	Percentage W
+ □	Standard USA Hire 0201-12 - Cut Score Battery ⓘ	External	□	1 ✓		□	1 /1	100%

Save Hurdles Cancel Save Assessments Can

✓ The USA Hire template is mapped to the Non-GS vacancy

USA Hire Upcoming Developments

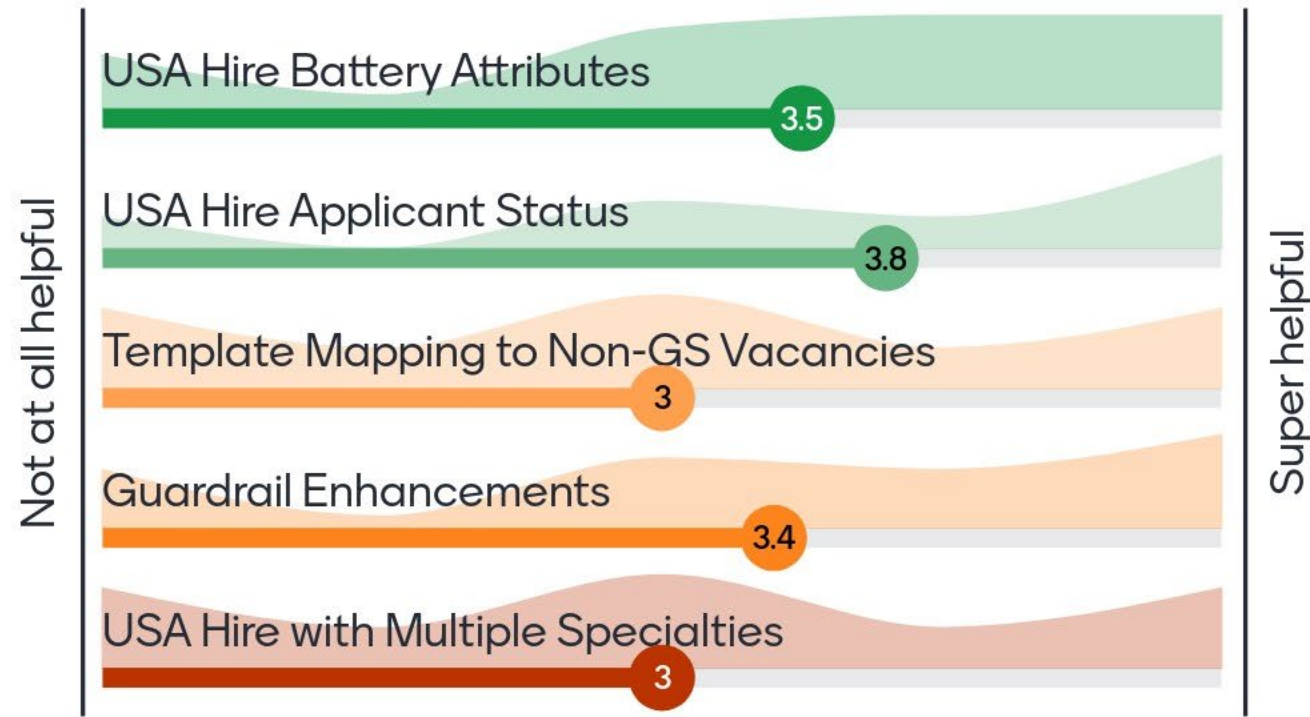
Upcoming Developments

- **Guardrail Enhancements:**
 - Prevent standard assessments from being added to supervisory vacancies or supervisory assessments to non-supervisory vacancies.
 - Prevent different USA Hire template types from being added onto the same assessment plan.
 - Display a checklist validation when the cut-score option is disabled for Status/Internal announcements using a Premium or Custom USA Hire battery
- **USA Hire Assessments with Multiple Specialties**
 - Allow the use of more than one specialty per grade in vacancies using Standard USA Hire batteries.

In your opinion, how helpful are each of these enhancements to your agency/HR users?

Go to
Menti.com
and use code
9714 6139

In your opinion, how helpful are each of these enhancements to your agency/HR users?

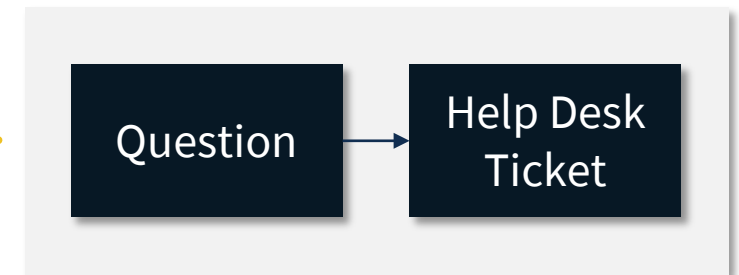
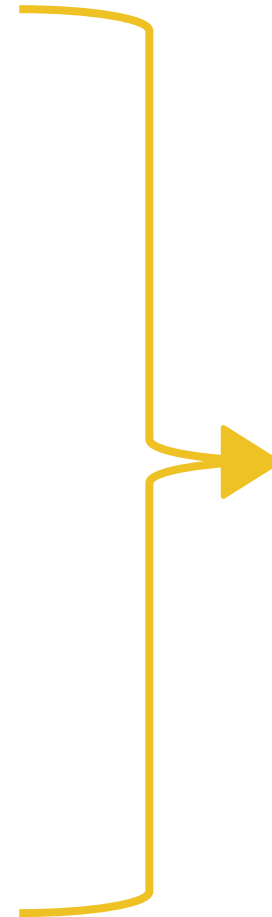


Applicant Experience Enhancements

User Pain Points

Helpdesk Trends

- **What is** USA Hire and **why am I** being asked to take them?
- **How** and **when will I** receive a link to take assessments?
- **How do I** request an extension to my deadline?
- **Why am I** being directed to USAJOBS/Login.gov?
- **How can I** update my USAJOBS/Login.gov email?
- **How do I** proceed past {this} error?
- **Can I** request my score?
- **How long will** my score be reused and **why is** it reused?



User Pain Points

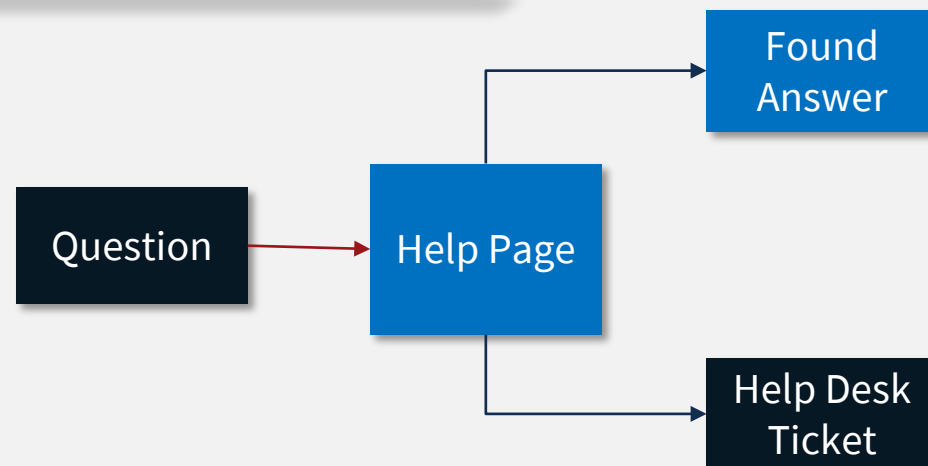
Helpdesk Trends

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Instead of this....



Let's do this....



Centralized Applicant Help Resources

The screenshot shows a web page titled "Applicant HELP" with a search bar in the top right. The left sidebar contains navigation links: "Home", "Security and Privacy" (with sub-links "Privacy Policy" and "Terms and Conditions of Use"). The main content area is titled "USA Hire Assessments" and includes sections for "General Information", "Frequently Asked Questions", and "Issues Not Covered Above".

Annotations with blue arrows point to specific parts of the page:

- Topical sub-pages:** Points to the "Security and Privacy" section in the sidebar.
- Universally applicable FAQs:** Points to the "Frequently Asked Questions" section.
- Submit a help desk ticket:** Points to the "Issues Not Covered Above" section.

USA Hire Assessments

The below help content contains information regarding the USA Hire Online Assessments.

General Information

For system requirements, sample items, what to expect, and reasonable accommodation information:

- [USA Hire Online Assessment Information](#)
- [Reasonable Accommodation Information](#)

Frequently Asked Questions

What are the USA Hire assessments? [Collapse]

USA Hire is an online assessment platform that provides Federal agencies with powerful assessment tools enabling them to find top talent and make better hiring decisions. Industrial Organizational Psychologists developed and validated these assessments to be better predictors of job performance than assessments which allow applicants to self-report on their level of expertise. Agencies incorporate USA Hire into the application process so that applicants are automatically progressed to the assessments when required.

How will I receive my link to complete the assessments? [Expand]

What if I am unable to complete all the assessments by the deadline provided? [Expand]

Why am I being directed to USAJOBS and Login.gov after clicking my assessment link? [Expand]

How can I update my Login.gov and USAJOBS email associated with my application? [Expand]

I am receiving an error when attempting to access my assessment link: [Expand]

I completed my assessments. Can I request my score? [Expand]

I completed my assessments. How long will my score be reused for other announcements? [Expand]

Why are my assessment responses reused? [Expand]

How do I contact the agency human resources for assistance? [Expand]

Issues Not Covered Above

The U.S. Office of Personnel Management (OPM) USA Hire Help Desk is available for individuals seeking technical USA Hire assistance with accessing or completing USA Hire online assessments. Technical assistance is available Monday through Friday 7 AM to 7 PM EST. The help desk is closed on weekends, Federal holidays, as well as the day after Thanksgiving and Christmas Eve.

A USA Hire help desk ticket can be submitted here: <https://apply.usastaffing.gov/HelpTicket@>

Centralized Applicant Help Resources

Applicant

HELP

Navigation

Home

Security and Privacy

Privacy Policy

Terms and Conditions of Use

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A USA Hire help desk ticket can be submitted here: <https://apply.usastaffing.gov/HelpTicket/>

https://help.usastaffing.gov/Apply/index.php?title=USA_Hire_Assessments

How this improves the experience?

- Makes information accessible
- Allows for self-troubleshooting
- Redirects applicants to the proper resource capable of resolving specific issues
- Still provides option for OPM help desk support

When will this be implemented?

Included in Assessments Required notice as of 11 August 2023

Application Submission Process

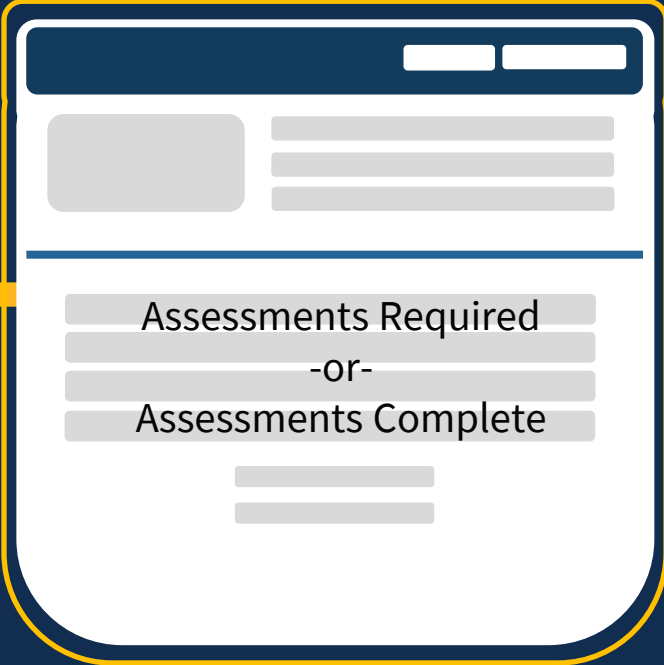
Submit Application



Processing Screen



Application Confirmation



Assessments Required

Opportunities to Improve:

- Clarify why they're seeing this screen
- Optimize for a variety of devices (desktop and mobile)
- Reduce reading burden
- Consolidate information
- Provide a *clear* next step

The screenshot shows the OPM (U.S. Office of Personnel Management) application progress page. The header includes the OPM logo and the tagline "Recruiting, Retaining, and Honoring a World-Class Workforce to Serve the American People." The user's name, Travis Torres, is visible in the top right corner. The main content area displays the application progress for a Human Resources Specialist position, with a progress bar and details such as the agency, announcement number, and open period. The application package status is "Received". The main message informs the user that they have successfully submitted their initial application and are required to take one or more online assessments to complete their application. It provides a link to the assessment and a deadline of 11:59 PM ET on 9/10/2023. The page also includes links for additional information, help desk tickets, and a "Return to USAJOBS" button.

OPM U.S. Office of Personnel Management
Recruiting, Retaining, and Honoring a World-Class Workforce to Serve the American People.

Application Progress

Position Title	Human Resources Specialist
Agency	Office of Personnel Management
Announcement Number	23-10166589-SG
Open Period	Thursday, August 10, 2023 to Friday, September 8, 2023

Application Package Status: Received

You have successfully submitted your initial application for this position. The job opportunity announcement informed you that you may be required to take one or more online assessments in order to complete your application for this position. **You have until 11:59 PM ET on 9/10/2023 to complete all of the required online assessment(s) for this vacancy.** To take the assessment(s) now, click the following link:

<https://workflow.apps.stage.pdrcloud.net/wf/v1/workflowmgmt/enter/c0f759b8-d628-4bb8-a2c8-f43c07c26ed7>

Please refer to the job opportunity announcement or your acknowledgement letter for more information concerning the assessment(s) or other application requirements.

If you encounter issues logging in to complete the online assessment(s), you should log in from a different computer. Security restrictions on work computers may impede applicants from logging in to complete their online assessment(s).

For additional information about the assessments, or to submit a help desk ticket, review the following resources:
https://help.usastaffing.gov/Apply/index.php?title=USA_Hire_Assessments.

If you have any questions about the assessments, please submit a helpdesk ticket at <https://apply.usastaffing.gov/HelpTicket>. To determine if you require a Reasonable Accommodation in order to complete the assessment(s), please review the information here:
https://help.usastaffing.gov/Apply/index.php?title=Reasonable_Accommodations_for_USA_Hire.

[View / Print Application](#)

[Return to USAJOBS](#)

Terms of Use FOIA Privacy & Cookies USAJOBS.gov OPM USA.gov

Assessments Required

The desktop mockup displays the OPM U.S. Office of Personnel Management logo and tagline. It features a 'Help Center' and user profile 'Amy' in the top right. The main content area includes an 'Application Progress' bar, a table with job details, and a status of 'Received'. A text block explains that USA Hire assessments are required. A 'Your next steps and deadline' section states that assessments must be completed by 11:59 PM ET on 6/27/2023, with a 'Take assessment(s) now' button. A 'Resources and assistance' section provides information on accommodations. At the bottom, there are links for 'View / Print Application' and 'Return to USAJOBS', along with a footer containing 'Terms of Use', 'FOIA', 'Privacy & Cookies', 'USAJOBS.gov', 'OPM', and 'USA.gov'.

OPM U.S. Office of Personnel Management
Recruiting, Retaining, and Honoring a World-Class Workforce to Serve the American People.

Application Progress

Position Title	Human Resources Specialist
Agency	Office of Personnel Management
Announcement Number	23-10154411-SG
Open Period	Wednesday, June 21, 2023 to Friday, July 14, 2023

Application Package Status: Received

This job announcement requires the completion of USA Hire assessments as part of your job application.

Your next steps and deadline
To continue your application for this position, you must complete additional assessments by 11:59 PM Eastern Time (ET) on 6/27/2023.

[Take assessment\(s\) now](#)

Resources and assistance
For information, assistance, or to determine if you require a reasonable accommodation to complete the assessments, review the following resources.

[View / Print Application](#)

[Return to USAJOBS](#)

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The mobile mockup shows the same content as the desktop version, adapted for a smaller screen. It includes the OPM logo, application progress bar, job details table, and assessment requirements. The 'Take assessment(s) now' button is prominent. The footer contains the same navigation and utility links as the desktop version.

OPM U.S. Office of Personnel Management
Recruiting, Retaining, and Honoring a World-Class Workforce to Serve the American People.

Application Progress

Position Title	Human Resources Specialist
Agency	Office of Personnel Management
Announcement Number	23-10163471-SG
Open Period	Wednesday, June 21, 2023 to Friday, July 14, 2023

Application Package Status: Received

This job announcement requires the completion of USA Hire assessments as part of your job application.

Your next steps and deadline
To continue your application for this position, you must complete additional assessments by 11:59 PM Eastern Time (ET) on 6/27/2023.

[Take assessment\(s\) now](#)

[View / Print Application](#)

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This mobile mockup focuses on the 'Resources and assistance' section. It features the OPM logo and tagline, followed by a text block explaining that resources are provided for accommodations. A 'View / Print Application' button is visible. The 'Return to USAJOBS' link is prominent. The footer includes 'Terms of Use', 'FOIA', 'Privacy & Cookies', 'USAJOBS.gov', 'OPM', and 'USA.gov'.

OPM U.S. Office of Personnel Management
Recruiting, Retaining, and Honoring a World-Class Workforce to Serve the American People.

Application Progress

Resources and assistance
For information, assistance, or to determine if you require a reasonable accommodation to complete the assessments, review the following resources.

[View / Print Application](#)

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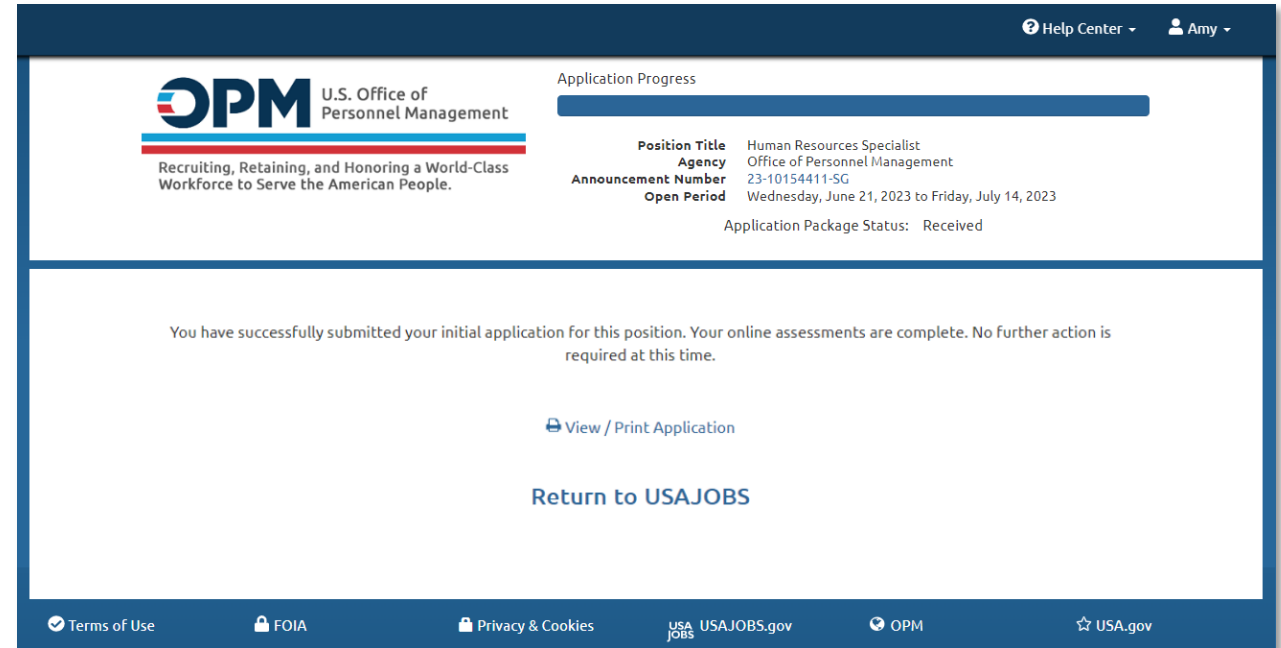
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Mockups. Final design may change.

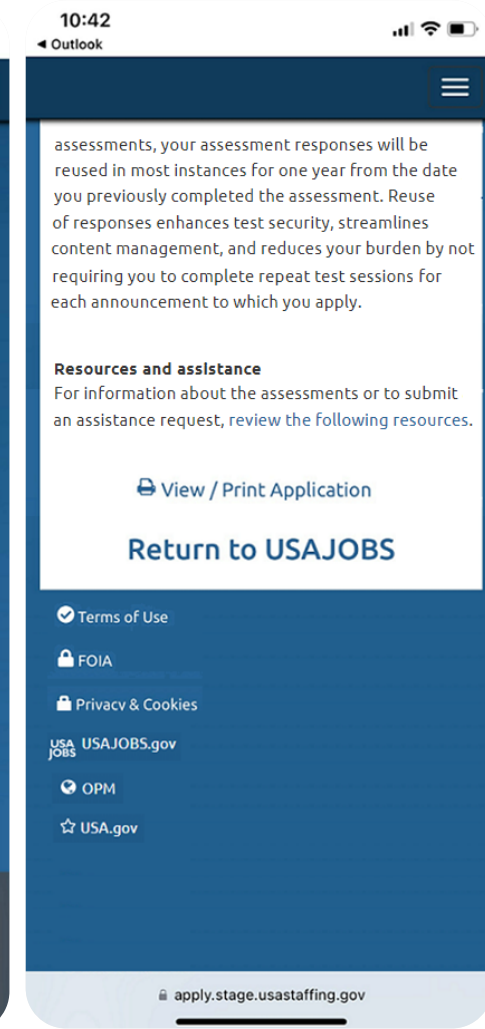
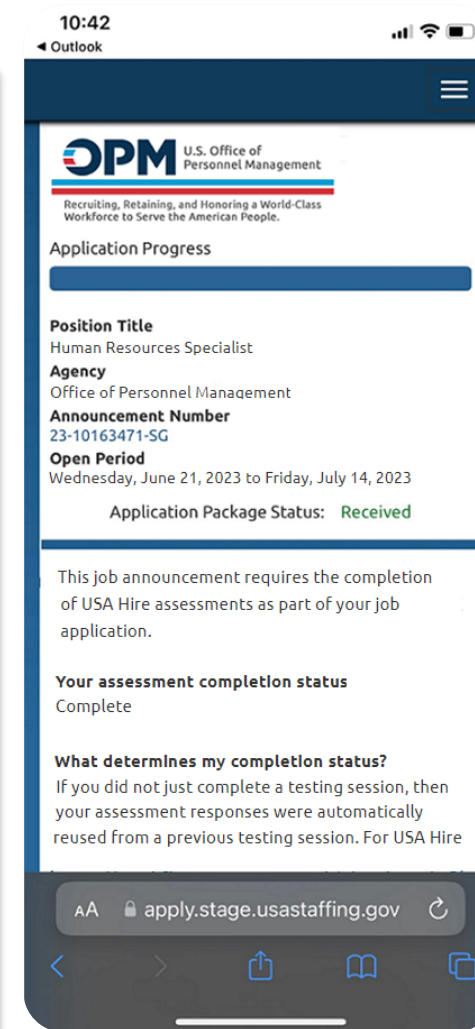
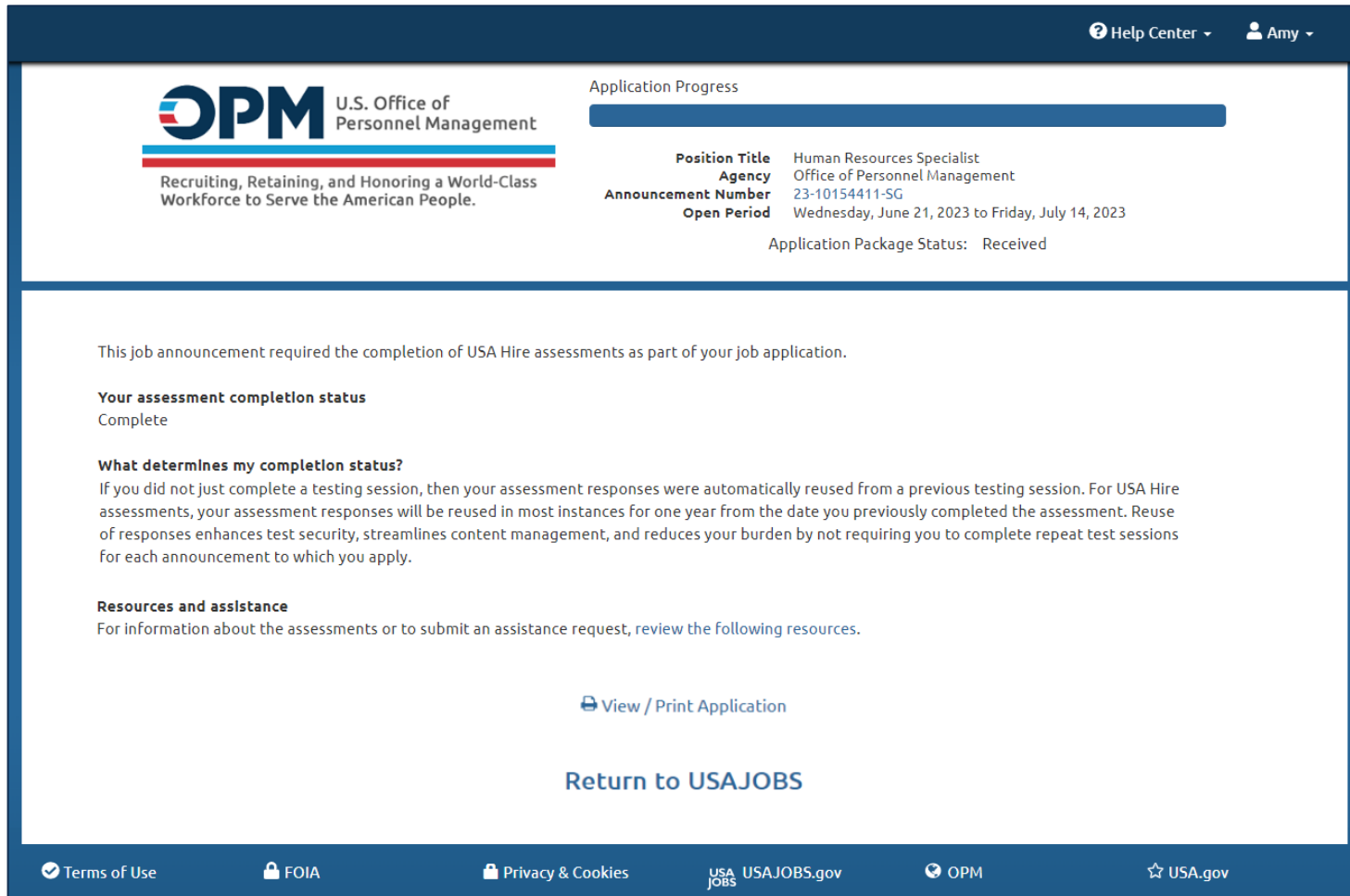
Assessments Complete

Opportunities to Improve:

- Clarify why they're seeing this screen
- Provide more information to explain score reuse
- Provide access to more information and the help desk



Assessments Complete



Mockups. Final design may change.

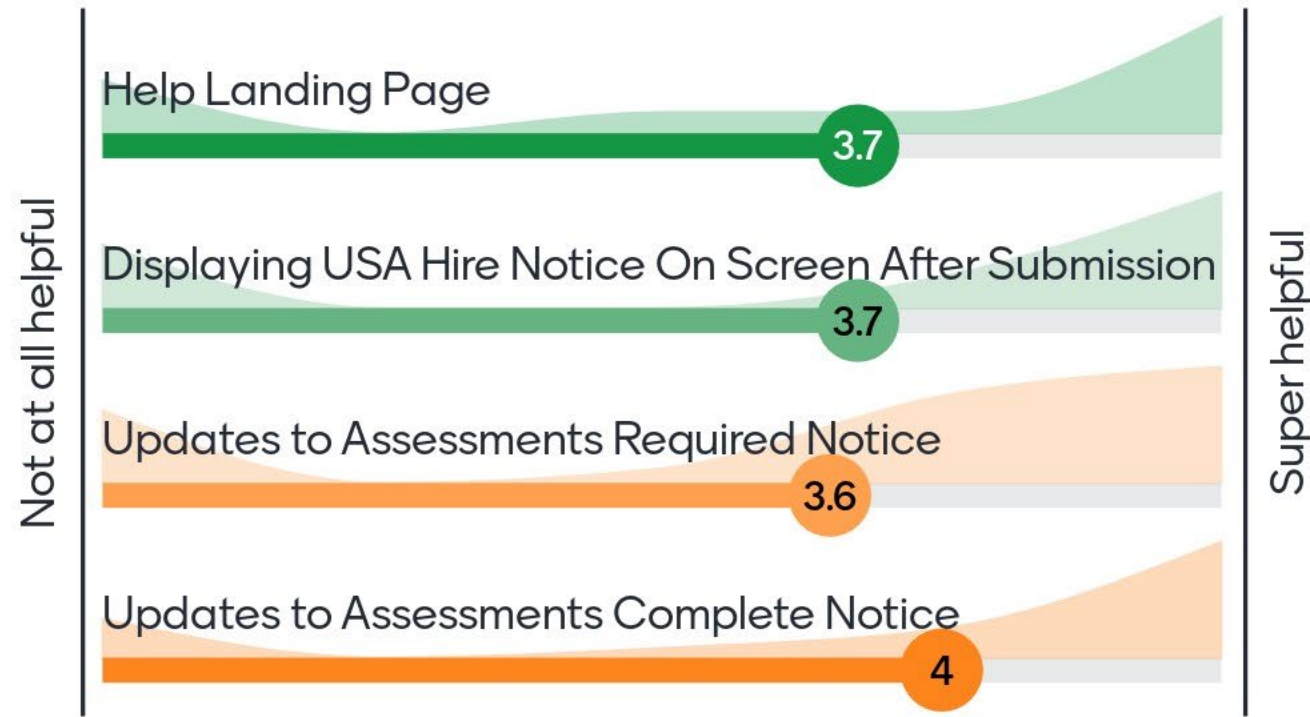
Next Steps

- **Help Landing Page:**
 - *Implementation:* 11 Aug 2023 for assessments required notice
 - *Coming Next:* Refine content and delivery. Incorporate into other USA Hire notices.
- **Application Manager Notices:**
 - *Implementation:* Winter (Dec/Jan)
 - *Coming Next:* Research into how to improve the ineligible and RA notices.
- **Continuing user research into other facets of the applicant experience**

In your opinion, how helpful are each of these enhancements to the applicant experience?

Go to
Menti.com
and use code
9714 6139

In your opinion, how helpful are each of these enhancements to the applicant experience?



USA Hire Resource Center Updates

Standard Assessments Expansion

Legal Assistance, 0986, Grades 5-9

Agency funded development based on government-wide FWCI job analysis data.

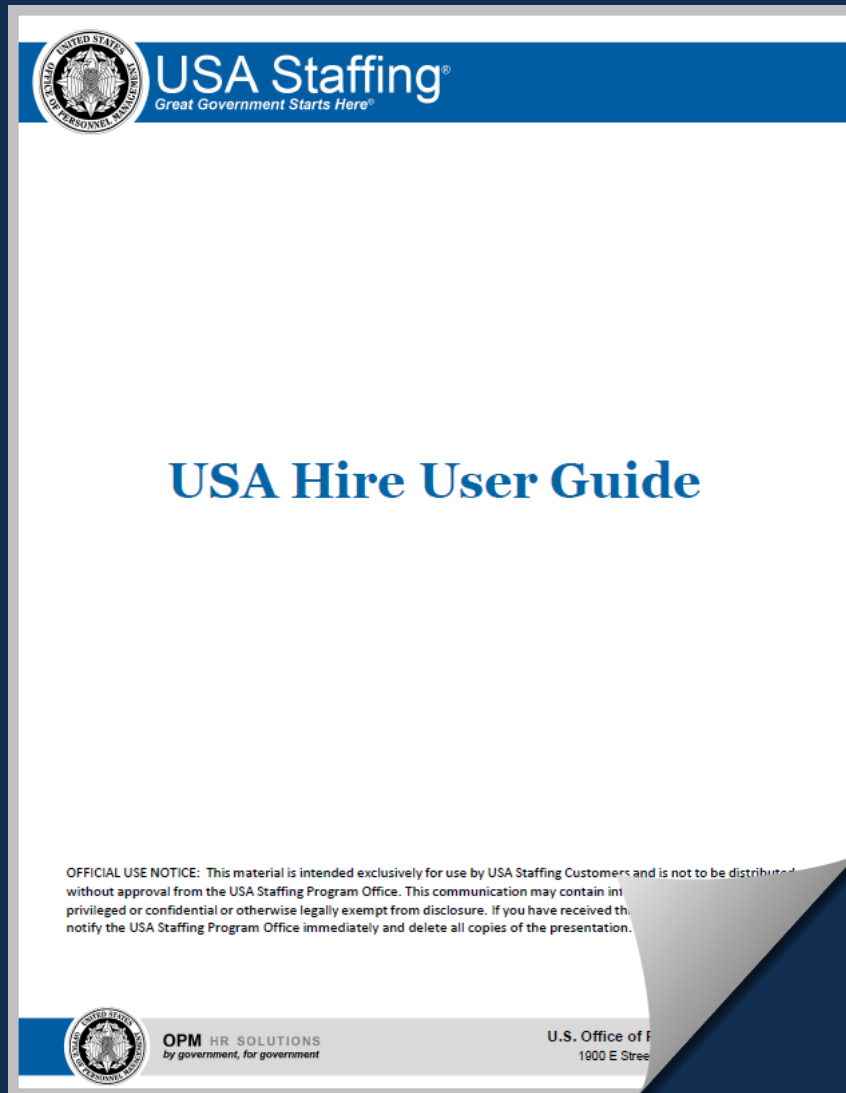
Occupational Interaction Assessment

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

Grade 5

Grades 6/7/8/9

Updated USA Hire User Guide



- ✓ Non-GS Pay Scale/Pay Band Positions with USA Hire
- ✓ Updated JOA Language
 - User-friendly
 - Mobile-friendly
- ✓ USA Hire Attributes

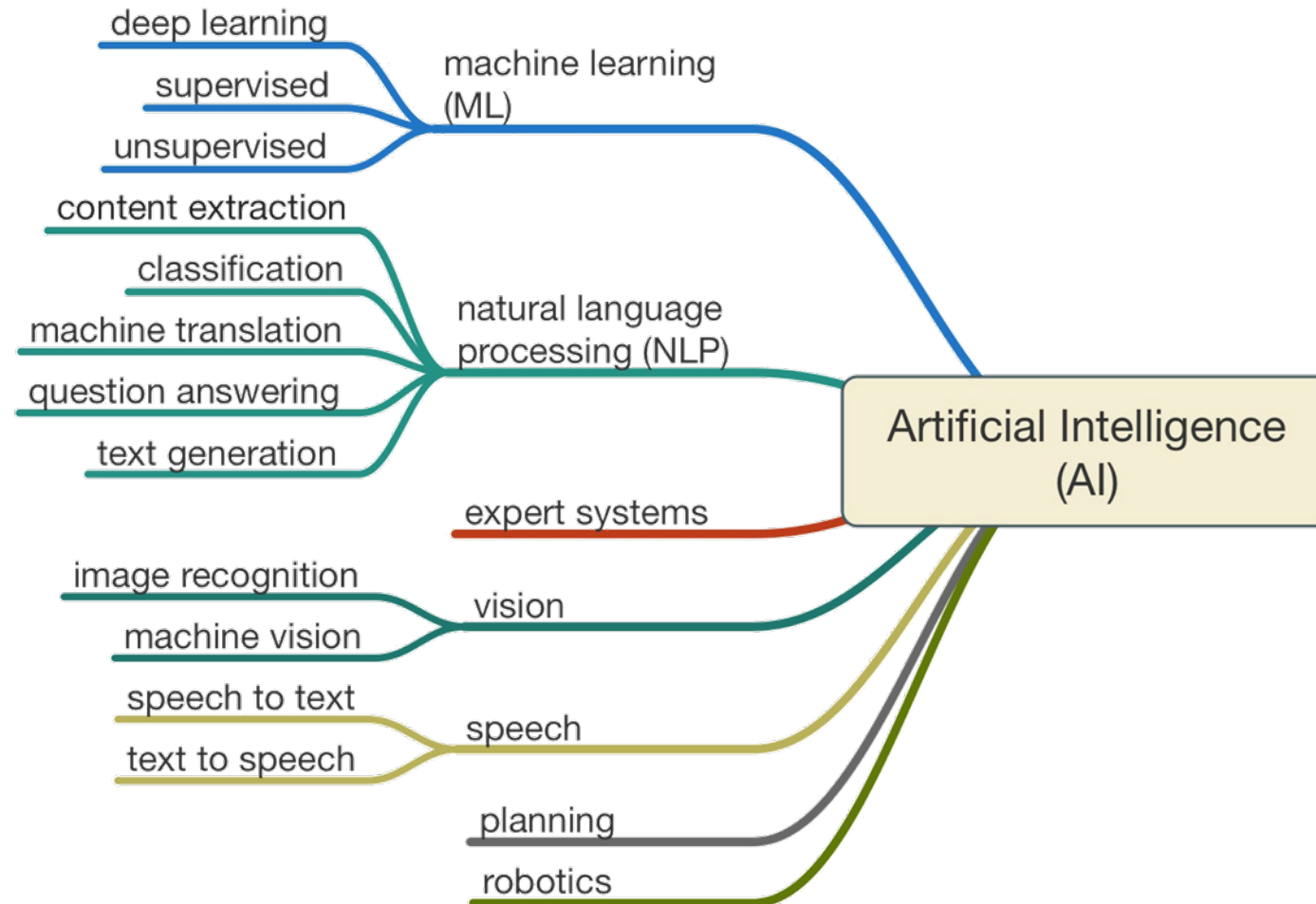
USA Hire, ChatGPT, AI...Oh, My!



ML, NLP, & AI

- **Machine Learning (ML)** uses algorithms that allow software applications to improve prediction (learn) from data
 - Primary focus is on accuracy and pattern recognition
 - Example: recommendation engines used by Spotify, Netflix, & Amazon
- **Natural Language Processing (NLP)** uses algorithms to code and interpret human language (text)
 - Primary focus is on analyzing large amounts of text data
 - Example: Analyzing 1000s of PDs to identify & produce common tasks
- **Artificial Intelligence (AI)** uses ML and NLP to allow computers to process and understand information mimicking human intelligence
 - True AI is an aspirational goal that does not exist today

Components of AI



Generative AI

- AI that uses Large Language Models (LLMs) to produce content, including text, imagery, audio and synthetic data
 - Generative AI was introduced in the 1960s in chatbots
 - In 2014, generative adversarial networks (GANs) were introduced allowing generative AI to create convincing content
 - In 2022, LLMs were fed vast arrays of data
- The current hype is driven by new & simple user interfaces such as ChatGPT, Google Bard, Bing Chat
 - Allows almost anyone to use and experiment with generative AI

Generative AI & USA Hire

- Generative AI is good at:
 - Generating text in response to a prompt
 - Solving logic-based and reading comprehension problems
 - Solving basic math problems
- Generative AI is poor at:
 - Generating creative and accurate text
 - Solving abstract problems & complex math problems
 - Solving judgement-based and scenario-based problems
 - Responding to biodata and similar inventories

USA Hire AI Guardrails

- Assessment focused
 - Item level time limits
 - Computer adaptive test (CAT) engines
 - Use of situational judgment-based assessments
 - Use of biodata and similar inventories
- Content management focused
 - Analyzing item and score drift
 - Examining statistical parameters (e.g., mean, median, sd, SEM)
 - Applicant level checks (e.g., consistent outliers)
 - Comparison against baseline/historical data

How helpful was the discussion on artificial intelligence and USA Hire?

Go to
Menti.com
and use code
9714 6139

How helpful was the discussion on artificial intelligence and USA Hire?



It went straight over my head...



I have a better understanding of AI and I'm even more anxious about using USA Hire



I have a better understanding of AI and I'm feeling better about using USA Hire



I'm confident that OPM is working to mitigate any impacts of AI on USA Hire



Questions?

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Email us at: USAHire@opm.gov | Find us on the web: <https://www.opm.gov/usahire>