



The USA Hire Working Group meeting will begin shortly.

July 2024

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

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What's the most useful advice you ever received?

Praise in public, punish in private

A Short pencil is better than a long memory

Every day is an interview.

Get uncomfortable and try new things

If you don't like the answer you get, keep talking until you do.

It's not that you didn't have the time, you chose to do something else with you 24hrs.

Often in life, you may not have been able to control the beginning, but you can influence the ending.

There's no reward without risk

What's the most useful advice you ever received?

Be true to yourself!

If it's not going to matter in five years don't spend more than five minutes being upset by it.

You cannot control what people do, you can only control how you react.

Work smarter not harder.

"The time is going to pass either way so you might as well get started."When discussing whether to wait to go to grad school.

20 years from now, the only people who will remember that you worked late are your kids.

Agenda

- **New Assessments in Development**
 - Early Career Talent Assessments
 - AI Data Skills-Based Hiring Assessment
 - VCL Hiring Assessment
 - **Applicant Experience Efforts**
 - Mobile Assessment Completion
 - USA Hire Applicant Resource Center
 - Applicant Help Center
 - Occupational Judgment Assessment
-



New Assessments in Development

Early Career Talent Assessment

Early Career Talent Assessment

- **Part of multi-faceted campaign by OPM to improve the attraction, selection, and retention of Early Career Talent (ECT) by Federal agencies**
 - Targeting xx99 segments of ECT given well-established and effective programs in place for other segments (e.g., PMF)
 - Building assessments designed to reach ECT applicants on their mobile devices
 - Assessments emphasize balance of validity with ECT engagement and time to complete
- **Milestones and Timeline**
 - FY 24: Complete job analysis and build assessments
 - FY 25 Q1 – Q2: Pilot test, refine, and configure assessments for Governmentwide use
 - FY25 Q3: Release Governmentwide solution via USA Hire platform

AI Data Skills-Based Hiring Assessment

AI Data Skills-Based Hiring Assessment

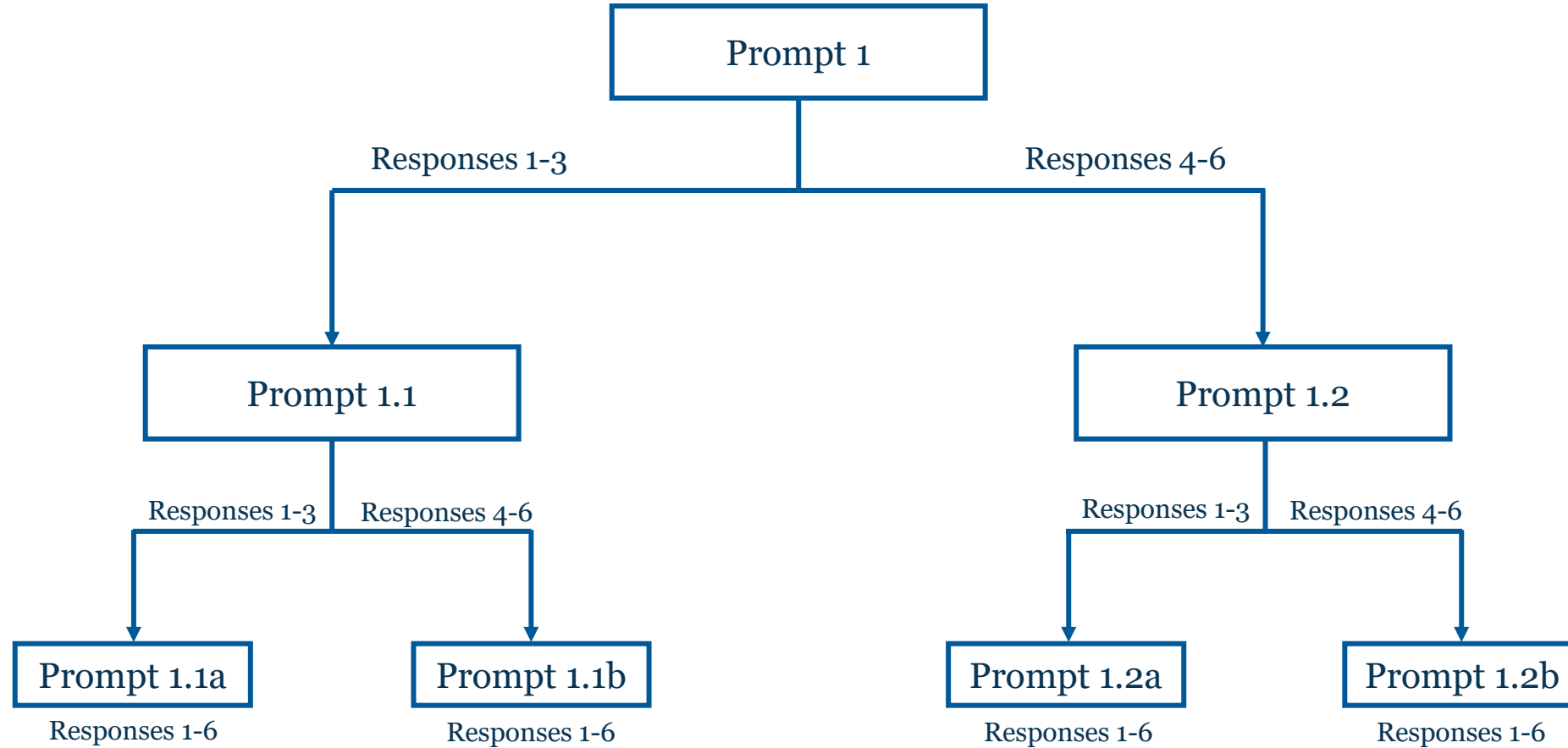
- **Part of multi-faceted campaign by OPM to lead and support Federal agencies in the implementation of skills-based hiring efforts**
 - Targeting 0343 and 2210 series during assessment development process
 - Building assessment designed to measure AI/data skills needed in government
 - Base skills that may be applicable to other grades and series beyond those targeted
- **Milestones and Timeline**
 - FY 24: Complete job analysis and build assessment content
 - FY 25 Q1: Finalize assessment content and scoring
 - FY25 Q2: Upload and configure assessment on USA Hire
 - FY25 Q3: Assessment ready for use by agencies in USA Hire

VCL Hiring Assessment

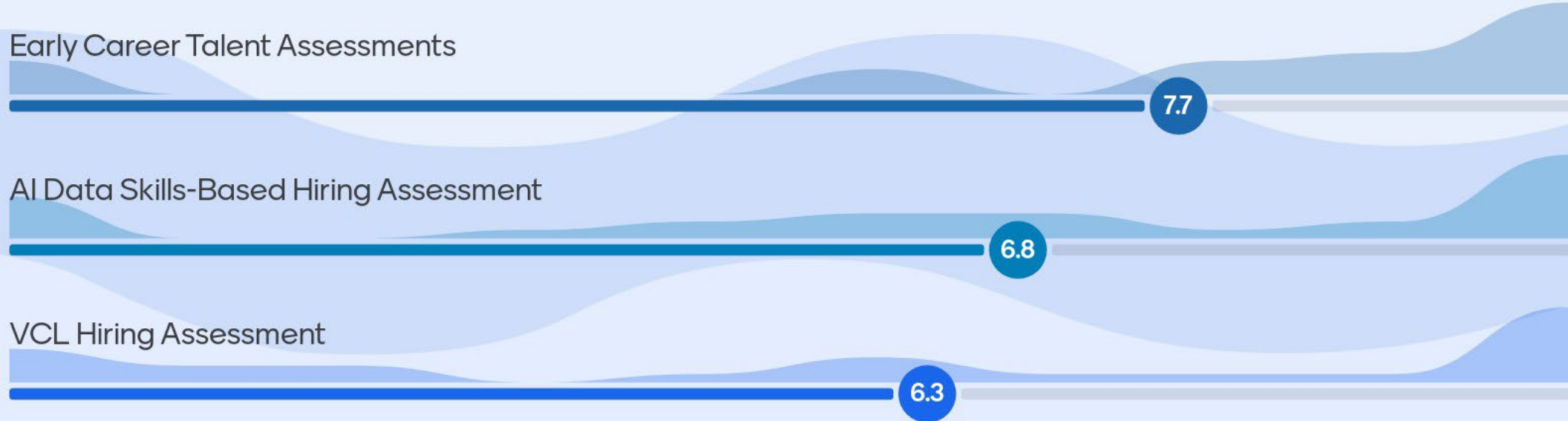
VCL Hiring Assessment

- **The Veterans Crisis Line (VCL) is a suicide/crisis hotline focused on assisting U.S. Veterans**
 - OPM recently finished completion of VCL's Crisis Responder Situational Assessment which simulates calls similar to the 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

VCL Hiring Assessment



On a scale of 1-10, how excited are you about each of these upcoming assessments?



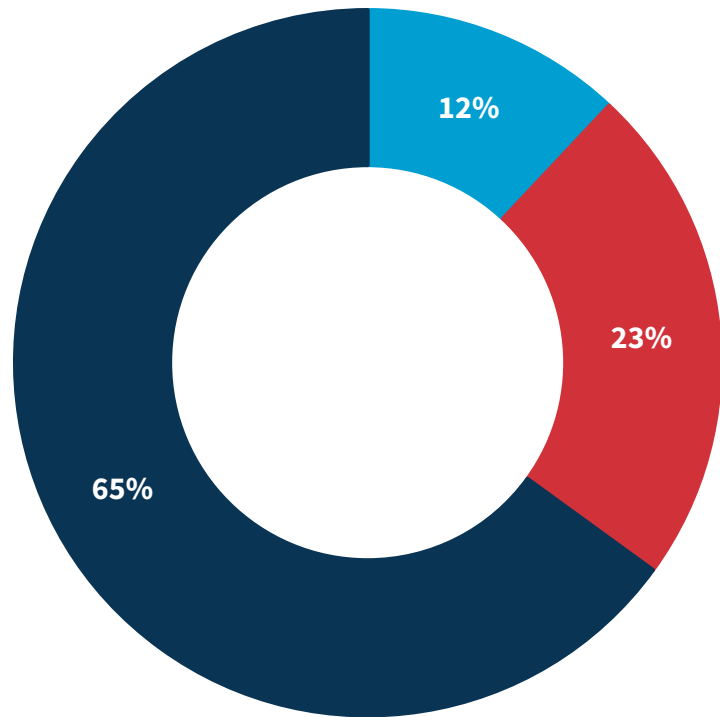


Applicant Experience Efforts

USA Hire Monthly Volume Report – May 2024

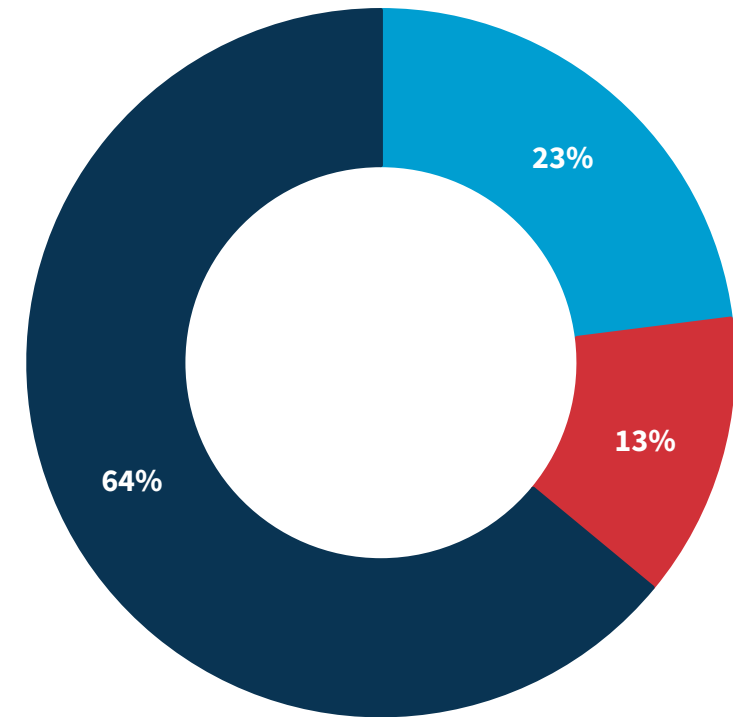
*Data for all visualizations as of 6/20/24

Applicant Behavior – Past 12 Months



■ Did Not Start ■ Started, Did Not Finish ■ Completed Assessments

Applicant Behavior – Since Inception

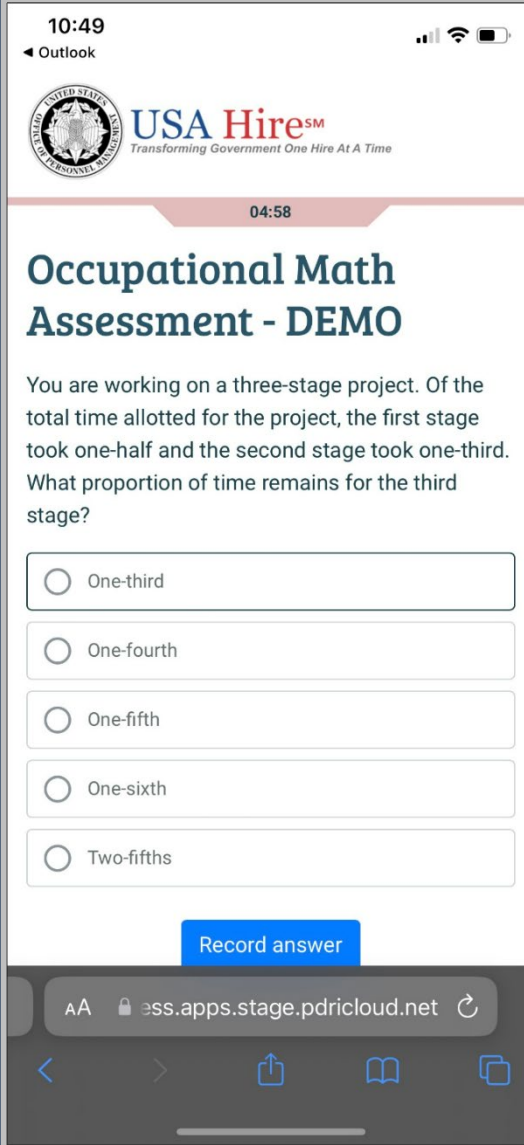


■ Did Not Start ■ Started, Did Not Finish ■ Completed Assessments

Mobile Assessment Completion

Mobile Enabled Assessments

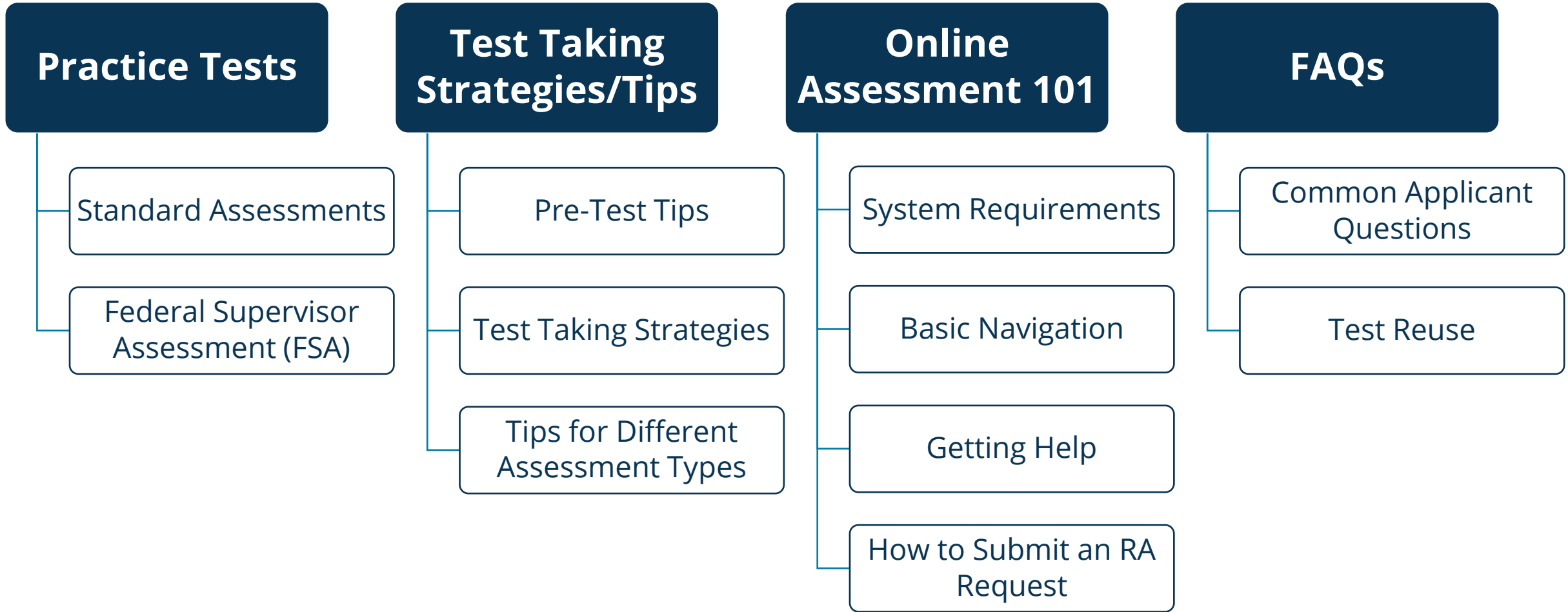
- USA Hire Standard Assessments and the Federal Supervisor Assessment (FSA) were mobile enabled in April 2024.
- Applicant instructions were modified accordingly.
- Future test development efforts will use mobile-first design.



The screenshot shows a mobile application interface for a USA Hire assessment. At the top, the status bar displays the time 10:49, signal strength, Wi-Fi, and battery icons. Below the status bar, there is a back arrow and the text "Outlook". The USA Hire logo is prominently displayed, featuring the United States Department of Labor seal and the text "USA HireSM Transforming Government One Hire At A Time". A red progress bar shows a timer at 04:58. The main heading is "Occupational Math Assessment - DEMO". The question text reads: "You are working on a three-stage project. Of the total time allotted for the project, the first stage took one-half and the second stage took one-third. What proportion of time remains for the third stage?". Below the question are five radio button options: "One-third", "One-fourth", "One-fifth", "One-sixth", and "Two-fifths". A blue "Record answer" button is positioned below the options. At the bottom, a browser address bar shows the URL "ess.apps.stage.pdrcloud.net" and standard mobile navigation icons.

USA Hire Applicant Resource Center

Coming Soon – Applicant Resource Center



Sneak Peak: USA Hire Practice Tests



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04:38

Occupational Reasoning Assessment (ORA) - Practice Assessment

Everyone in the working group presented at the conference. Some analysts did not present at the conference.

Based on the information above, which of the following statements **MUST** be true?

- Some analysts are not in the working group.
- Everyone in the working group is an analyst.
- No one in the working group is an analyst.
- Some analysts are in the working group.
- Some members of the working group are not analysts.

Next

Sneak Peak: Pre-Test Strategies & Tips



Get a good night of sleep



Set aside sufficient time



Find a quiet place



Ensure a good internet connection



Have scratch paper and a calculator



Deep breath and relax

Sneak Peak: Test Taking Strategies & Tips

- Read all directions carefully
- Review responses before recording your answer
- Read all response options thoroughly
- Eliminate response options that immediately stand out as incorrect
- Pay attention to negative words

Sneak Peak: Online Assessment 101



Web browser
support



Videos and
Audio



Switching
between
devices



Taking a
break



Submitting a
help desk
ticket



Requesting
RA

Sneak Peak: FAQs



Why am I being asked to take these assessments?



Can I pause the assessment and finish it later?



Can I go back and answer a previous question?



What are the next steps after I pass the assessment?



What happens if I fail the assessment?



Who should I contact if I need assistance?

Applicant Resource Center

Next Steps



- Finalize Content
- Finalize Practice Assessments
- Publish Content
- Make link available to applicants

Anticipated Completion:
Early FY25

USA Hire Applicant Help Center

Applicant Help Center Update

The screenshot shows a web page titled "Applicant" with a search bar in the top right corner. The main content area is titled "USA Hire Assessments" and contains several sections: "General Information" with two bullet points, "Frequently Asked Questions" with multiple expandable questions, and "Issues Not Covered Above" with contact information. A left sidebar contains navigation links for "Home", "Security and Privacy", "Privacy Policy", and "Terms and Conditions of Use".

Applicant Search Apply

HELP

Navigation

Home

Security and Privacy

Privacy Policy
Terms and Conditions of Use

USA Hire Assessments

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

General 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.

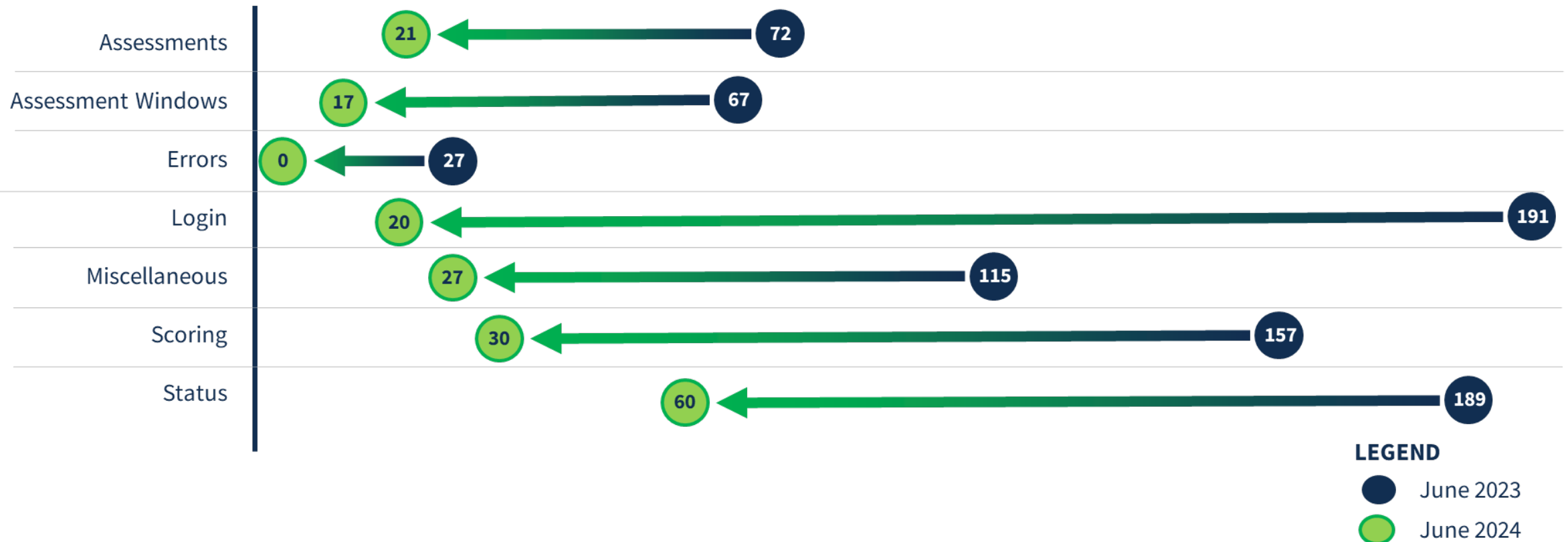
A USA Hire help desk ticket can be submitted here: <https://apply.usastaffing.gov/HelpTicket@>

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

Year-Over-Year Impact

USA Hire Help Desk ticket volume has decreased significantly after the establishment of the Applicant Help Center

The USA Hire Applicant Help Center was formally publicized to applicants through updated JOA templates and Assessments Required notification in August 2023, and through the Assessments Complete notification in February 2024. Ticket volume has decreased significantly as a result comparing ticket volume at the same time each year.



Recent Changes

1 March 2024

Improved the Reasonable Accommodation Resources by pulling the RA FAQs out from a PDF document and into the webpage.

Before

The 'Before' screenshot shows a dark blue header with 'Applicant' on the left and a search bar on the right. Below the header is a 'HELP' section with a navigation menu containing 'Home', 'Security and Privacy', 'Privacy Policy', and 'Terms and Conditions of Use'. The main content area features a white box with the title 'Reasonable Accommodations for USA Hire' in red. Below the title, it states: 'Applicants requesting a reasonable accommodation for the USA Hire Online Assessments should follow the guidance provided in the Reasonable Accommodation FAQs provided below and as outlined in the Job Announcement.' Underneath, there is a 'Resources' section with two bullet points: 'Reasonable Accommodations FAQs' and 'Reasonable Accommodation Request Form', both with external link icons.

After

The 'After' screenshot shows a similar dark blue header with 'Applicant' and a search bar. Below the header is a 'HELP' section with a navigation menu containing 'Home', 'Security and Privacy', 'Privacy Policy', and 'Terms and Conditions of Use'. The main content area features a white box with the title 'Reasonable Accommodations for USA Hire' in red. Below the title, it states: 'Applicants requesting a reasonable accommodation for the USA Hire Assessments should follow the guidance provided below and in the Job Announcement.' Underneath, there is an 'Overview' section with the text: 'In accordance with the Rehabilitation Act of 1973, as amended, Federal agencies must provide reasonable accommodations to applicants with disabilities when appropriate. Applicants who wish to request a reasonable accommodation for the USA Hire Assessments should follow the guidance provided on this page and outlined in the Job Announcement. This page only explains the process for requesting a reasonable accommodation for the USA Hire Assessments. You will also find instructions for submitting the documents required for making a request. Reasonable accommodation requests must be made prior to beginning the USA Hire Assessments.' Below this is a 'Note' section: 'Note: Applicants who may need an accommodation for any other part of the application and hiring process other than the USA Hire Assessments should contact the Point of Contact(s) listed in the Job Announcement.' Underneath, there is a 'Resources' section with two bullet points: 'USA Hire Reasonable Accommodation Request Form' and 'Online Assessment Information', both with external link icons. At the bottom, there is a 'Determining if Reasonable Accommodation is Required' section with two expandable links: 'What is a reasonable accommodation for a USA Hire Assessment?' and 'How do I know if I will need an accommodation for this assessment process?'.

Recent Changes

29 March 2024

Added the Applicant Help Center URL to the USA Hire Help Desk Ticket Intake Form.

Before

The screenshot shows the 'Submit a Help Ticket' form with the following fields and instructions:

- Instructions: Please respond to each of the questions below and provide specific information which may be needed to research and resolve your request.
- First Name (text input)
- Last Name (text input)
- Announcement Number (text input)
- Specify the purpose of this inquiry (dropdown menu)
- Email (text input)
- Phone Number (text input)
- Phone Number Extension (text input)
- Please enter a subject for the problem. (text input)
- Please enter a detailed description of the problem. Do not include any special characters or Personally Identifiable Information. (text area)

Buttons: Submit, Cancel

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

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After

The screenshot shows the updated 'Submit a Help Ticket' form with the following changes:

- USA Hire™ logo at the top left.
- * = Required Field at the top right.
- New link: For more information about the USA Hire assessments, review the following resources.
- Updated instructions: Please respond to each of the questions below and provide specific information which may be needed to research and resolve your request.
- Required fields marked with an asterisk (*): First Name*, Last Name*, Announcement Number*, Specify the purpose of this inquiry*, Email*, Phone Number*, Phone Number Extension*, Please enter a subject for the problem.*, Please enter a detailed description of the problem. Do not include any special characters or Personally Identifiable Information.*

Buttons: Submit, Cancel

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


What's Coming

In Fiscal Year 2025

- Applicant help content will move to a new site/hosting along with USA Staffing Applicant Help
- Reviewing if we can improve self-help and troubleshooting resources for applicants going to a proctored testing center
- Reviewing how we can improve our Reasonable Accommodation resources for applicants considering/pursuing a request

Occupational Judgment Assessment

Current Occupational Judgment Item




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0%

01:05

Occupational Judgment Assessment G1 - DEMO

Watch the following video and then answer the question below.



Barbara and Derek are coworkers. Barbara has just been provided with a new assignment. The assignment requires the use of a specific computer program. Derek walks over to Barbara's cubicle to speak to her.

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

Most Least

- Try to find other coworkers who can explain how to use the new program.
- Tell your supervisor that you don't know how to use the program and ask him to assign someone who does.
- Use the program reference materials, tutorial program, and the help menu to learn how to use the new program on your own.
- Explain the situation to your supervisor and ask him what to do.

Record answer

Current Occupational Judgment Item




Barbara and Derek are coworkers. Barbara has just been provided with a new assignment. The assignment requires the use of a specific computer program. Derek walks over

Most Least

- Try to find other coworkers who can explain how to use the new program.
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Updates In Progress

Current




0%

01:05

Occupational Judgment Assessment G1 - DEMO

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- Explain the situation to your supervisor and ask him what to do.

Record answer

Future

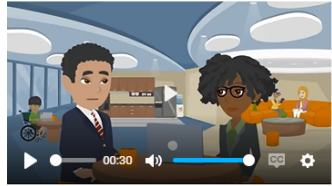


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01:48

Occupational Judgment Assessment G1 - Practice Assessment

Watch the following video and then answer the question below.



Barbara and Derek are coworkers. Barbara has just been provided with a new assignment. The assignment requires the use of a specific computer program. Derek walks over to Barbara's cubicle to speak to her.

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

Most

-
-
-
-

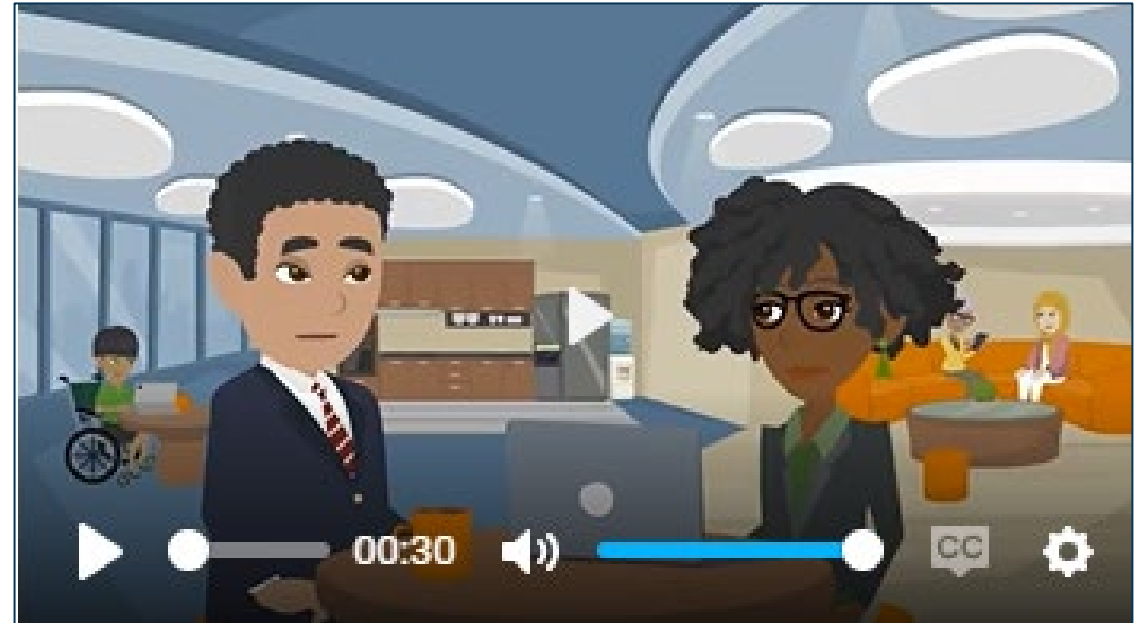
Record answer

Updated Videos

Current



Future



Updated Response Scale Component

Current


Most	Least	
<input type="radio"/>	<input type="radio"/>	Try to find other coworkers who can explain how to use the new program.
<input type="radio"/>	<input type="radio"/>	Tell your supervisor that you don't know how to use the program and ask him to assign someone who does.
<input type="radio"/>	<input type="radio"/>	Use the program reference materials, tutorial program, and the help menu to learn how to use the new program on your own.
<input type="radio"/>	<input type="radio"/>	Explain the situation to your supervisor and ask him what to do.

Future

Most	
	Try to find other coworkers who can explain how to use the new program.
	Tell your supervisor that you don't know how to use the program and ask him to assign someone who does.
	Use the program reference materials, tutorial program, and the help menu to learn how to use the new program on your own.
	Explain the situation to your supervisor and ask him what to do.

Updated Response Scale Component

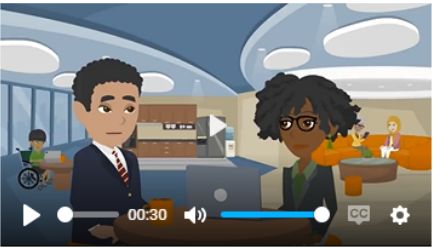
Future

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01:48

Occupational Judgment Assessment G1 - Practice Assessment

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Most

Record answer

Updated Response Scale Component

Future




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01:28

Occupational Judgment Assessment G1 - Practice Assessment

Watch the following video and then answer the question below.



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

Most

Use the program reference materials, tutorial program, and the help menu to learn how to use the new program on your own.

Least

Try to find other coworkers who can explain how to use the new program.


Tell your supervisor that you don't know how to use the program and ask him to assign someone who does.

Explain the situation to your supervisor and ask him what to do.

Record answer

Updated Response Scale Component

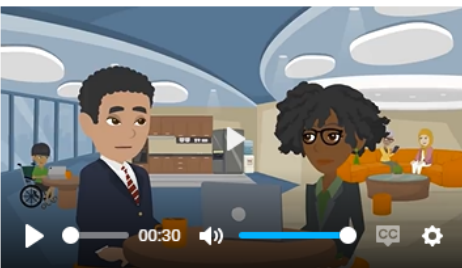
Future

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00:54

Occupational Judgment Assessment G1 - Practice Assessment

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Most


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Least

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Record answer

Occupational Judgment Assessment Update


 USA HireSM
Transforming Government One Hire At A Time

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00:54

Occupational Judgment Assessment G1 - Practice Assessment

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Most

Use the program reference materials, tutorial program, and the help menu to learn how to use the new program on your own.

Least

Tell your supervisor that you don't know how to use the program and ask him to assign someone who does.

Record answer

What is the status?

- Videos currently being updated

Which batteries will be updated?

- All batteries which use the OPM Occupational Judgment Assessment (assesses Decision Making competency)

When will this be implemented?

- Scheduled for FY24 Q4



Questions?

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Customer Outreach, USA Hire

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