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Screening Questions

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Screening Questions

Overview

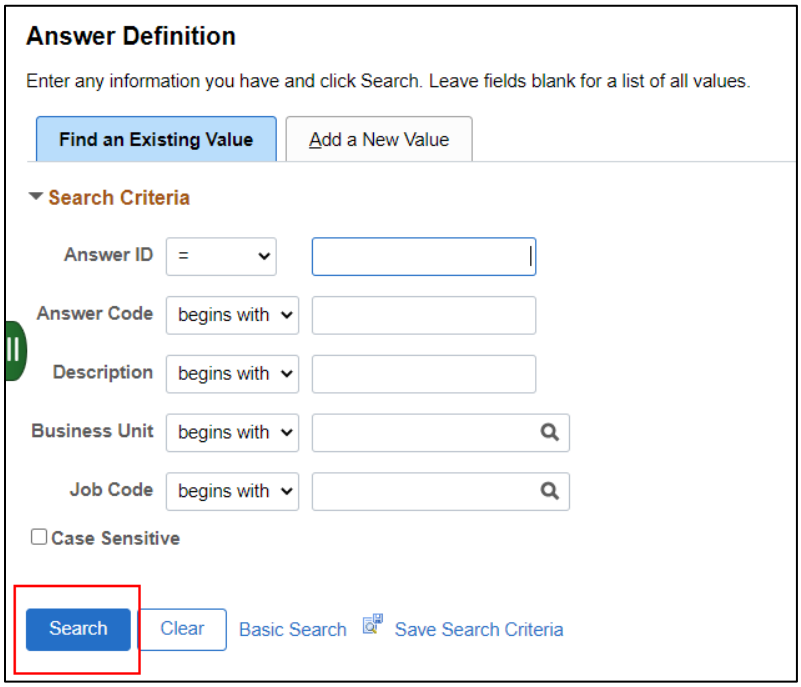
The screening process refers to evaluating applicants' qualifications for a vacancy. Human resources professionals can use various techniques to screen applicants for minimum requirements and qualifications, such as questionnaires, resume screens, phone screens, and interviews. In TAM, single-choice, multiple-choice, open-ended, numeric, and date questions can be used in screening levels. This job aid provides information on how to create screening questions and use them in a job opening.

Set up Questions

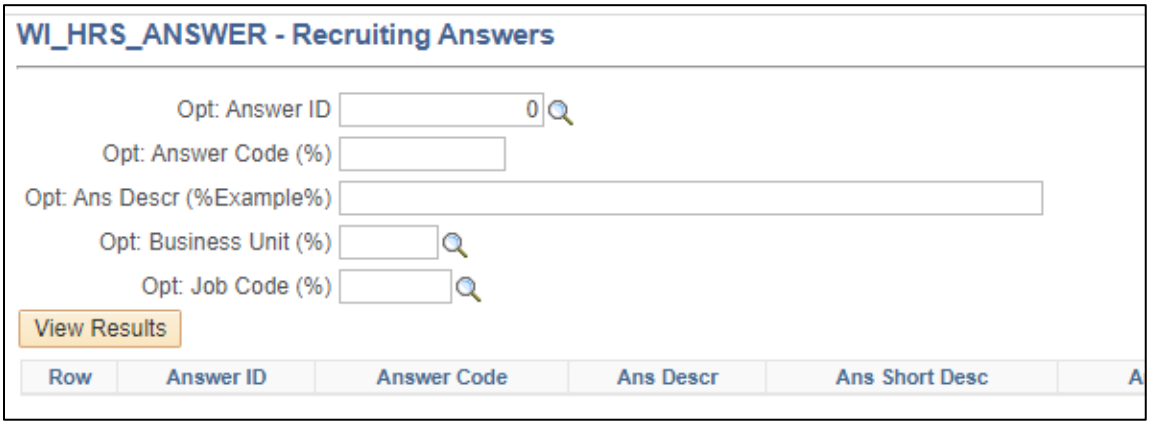
Before setting up the screening levels, you need to determine which questions and answers you will be using for the job opening. After you determine which questions will be used to screen applicants, follow these steps to add the questions and answers to the job opening:

Search the Answer Definitions

1. Confirm the answers to your screening questions are available value on the Answer Definition Page (this step is not necessary for open-ended questions).
    a. **Navigation:** Recruiting Homepage – Recruiting Activities Tile – Recruitment Configuration – Answer Definition
    b. There are several ways to search for available answers
        i. Click **Search** on the Answer Definition page to see a list of all currently available answers.



        ii. Use BU or other search criteria to narrow the search results
        iii. Run the WI_HRS_ANSWER query and enter applicable criteria to download available answers



2. When you click **Search**, you will see all the answers that are currently in the library (based on any search parameters that you set).

    a. Answers used across the enterprise will have a blank Business Unit and Job Code

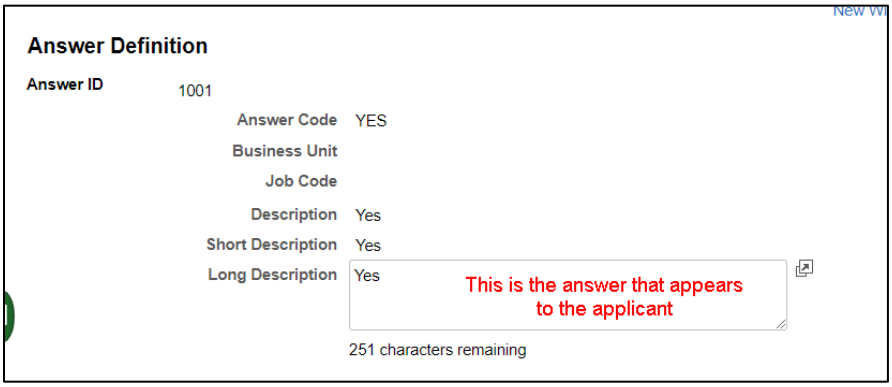
Answer ID	Answer Code	Description	Business Unit	Job Code
1001	YES	Yes	(blank)	(blank)
1002	NO	No	(blank)	(blank)
1003	FULLTIME	Full-Time	(blank)	(blank)
1004	PARTTIME	Part-Time	(blank)	(blank)
1005	1STSHIFT	1st Shift	(blank)	(blank)
1006	2NDSHIFT	2nd Shift	(blank)	(blank)
1007	3RDSHIFT	3rd Shift	(blank)	(blank)
1008	SEASONAL	Seasonal	(blank)	(blank)
1009	NONE ABV	None of the Above	(blank)	(blank)
1010	NA	Not Applicable	(blank)	(blank)

How to Request the Creation of Answers

    b. Answers will be View Only to agency recruiters and the list will be maintained centrally. Agency staff so not have the security to create answers. If you need an answer added, you will need to create a JIRA ticket and attach a completed Answer Definition Collection Document. Assign the ticket to the HCM – Recruiting category.

3. Click on any of the answers to see the full text of the answer in the Long Description box (this is what will appear to the applicants). Take note of the Answer ID number – this will help you find the answer you need to add a question.

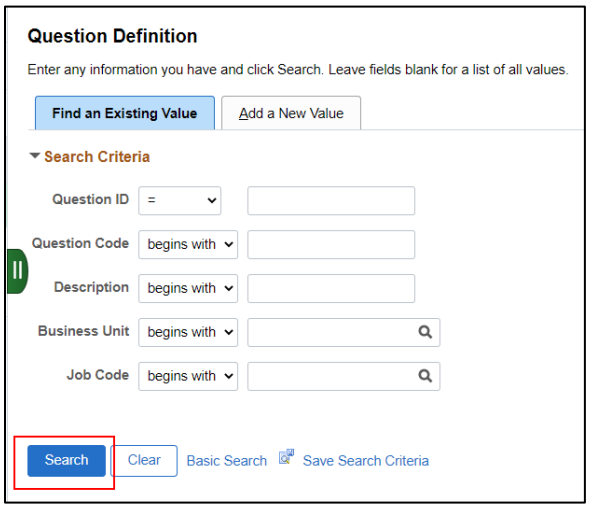
Answer ID	Answer Code	Description	Business Unit	Job Code
1001	YES	Yes	(blank)	(blank)
1002	NO	No	(blank)	(blank)
1003	FULLTIME	Full-Time	(blank)	(blank)
1004	PARTTIME	Part-Time	(blank)	(blank)



4. Once you confirm your answers are available, you will see if the question you need has already been created or if you need to create it.

Searching and Creating Questions

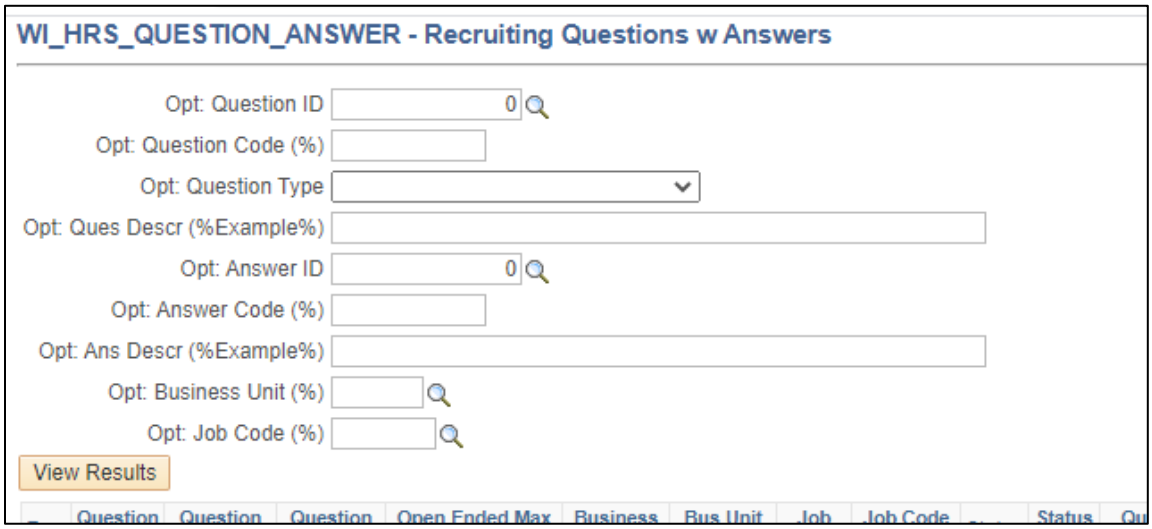
1. Go to the Question Definition Page
    a. **Navigation:** Recruiting Homepage – Recruiting Activities Tile – Recruitment Configuration – Answer Definition
    b. There are several ways to search for available questions.
        i. Click on **Search** to see questions that have already been created to see if you can use an existing question.



ii. Use BU or other search criteria to narrow the search results

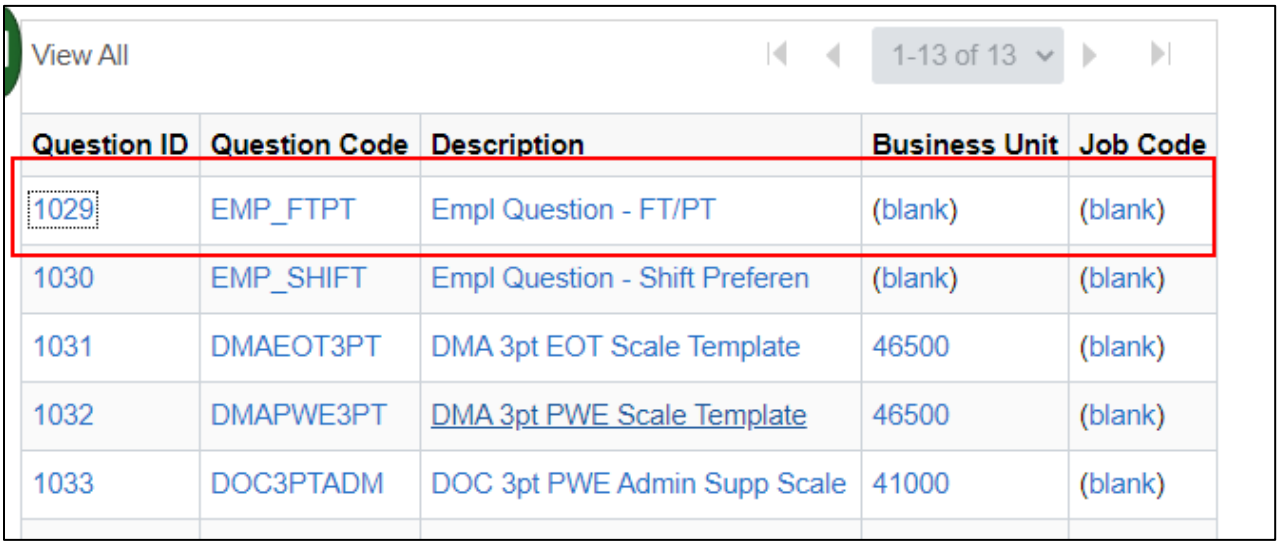
iii. Run the WI_HRS_QUESTION_ANSWER query and enter applicable criteria to download questions and their associated answers.

1. The Question Description and Answer Description prompts need to use wildcards (%) before and after the value(s) you are searching for.
2. The Answer Description prompt brings back all Question Answers associated with a Question ID that contains that Answer Description.
3. These prompts search the following fields: Description, Short Description, and Long Description that are visible on the Question and Answer pages.



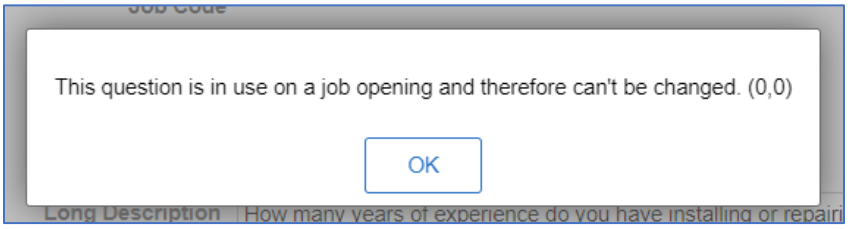
iv. If you want to search the questions without including the answers, run WI_HRS_QUESTION instead of the above query.

2. When you click **Search**, you will see all the questions that are currently in the library (based on any search parameters that you set).



Question ID	Question Code	Description	Business Unit	Job Code
1029	EMP_FTPT	Empl Question - FT/PT	(blank)	(blank)
1030	EMP_SHIFT	Empl Question - Shift Preferen	(blank)	(blank)
1031	DMAEOT3PT	DMA 3pt EOT Scale Template	46500	(blank)
1032	DMAPWE3PT	DMA 3pt PWE Scale Template	46500	(blank)
1033	DOC3PTADM	DOC 3pt PWE Admin Supp Scale	41000	(blank)

3. If the question has been previously used in a job opening, the message below will be displayed.



   a. Once a Question has been used in a Job Opening, it cannot be updated. If you need to make an update to the question, you will need to Clone the question to make updates.

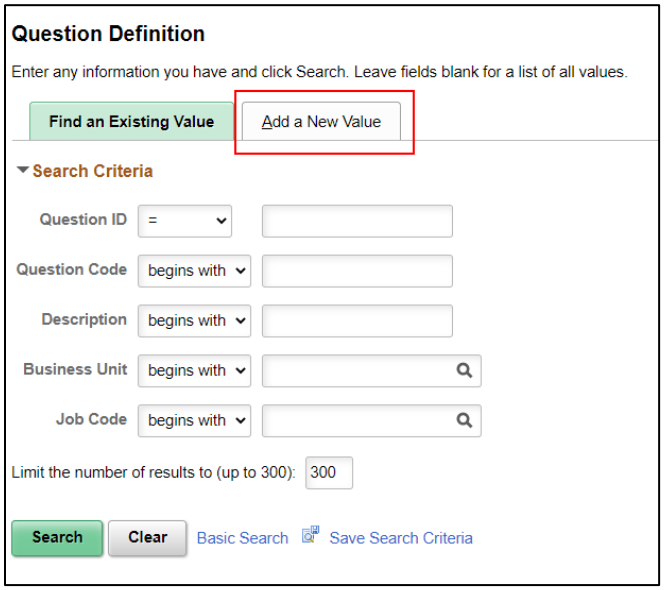
4. Click on any of the questions to see the full text of the question, as well as the answers associated with the question (if applicable). The text of the question is in the Long Description box – this is what will appear to the applicants. The associated answers are below in the Answers section (Long Description fields).

   a. Recruiters should confirm the Question Type, the Question (in the Long Description field) and the Answers are set up as needed.

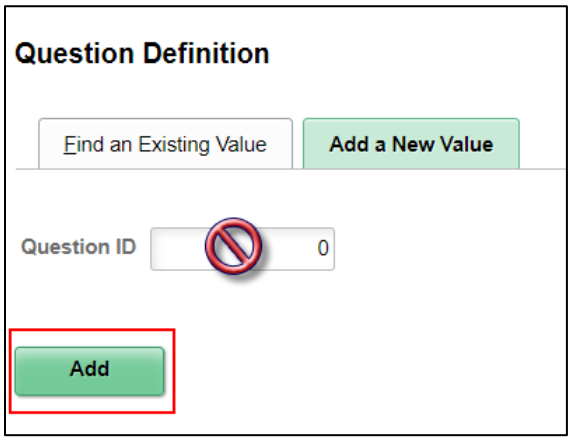
   b. The Long Description (aka the Question) does not have any formatting available – it is all plain text, and you cannot include a link.

Create a Question

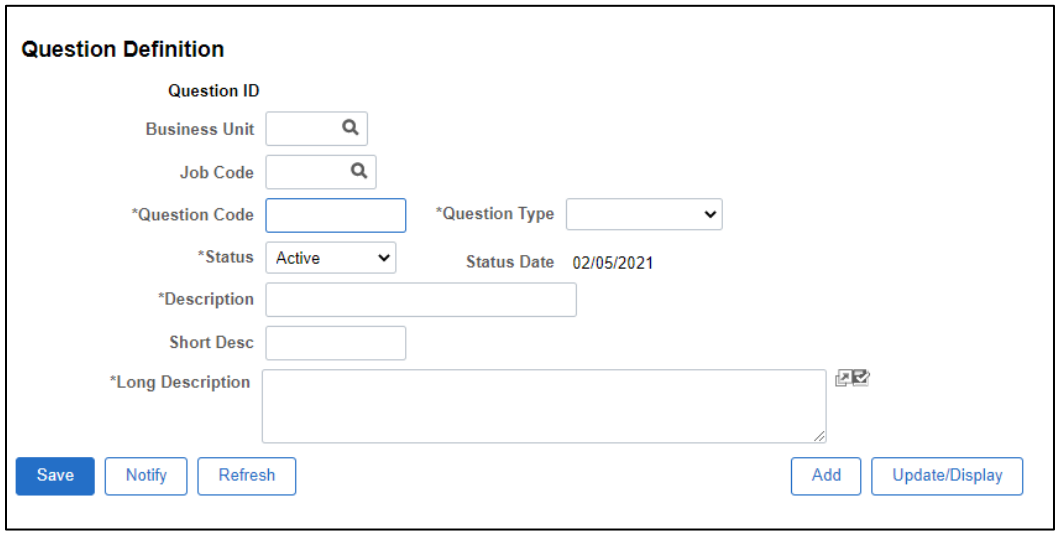
5. If you need to create a question, go the Question Definition Page, and click **Add a New Value**



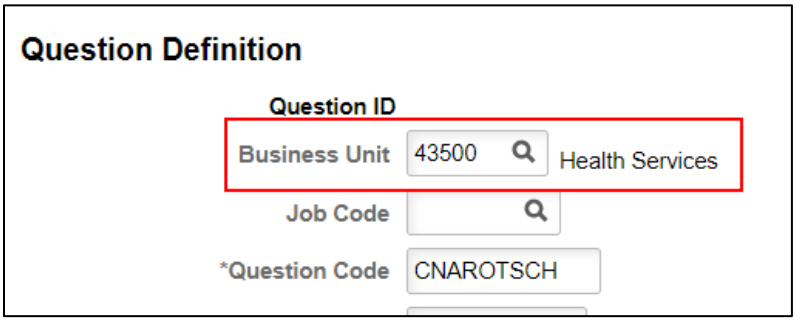
⚠ Do NOT enter a value in Question ID, just click **Add**. The system will auto-number the question.



6. You will be brought to this page where you build the question:



7. When an agency recruiter creates a question, a business unit must be entered. This is required.



   a. Agencies will be able to see and use questions from other agencies.

   b. If the question was created centrally, a business unit may not be entered.

   c. Entering the job code associated with the question is optional.

      i. If the question could be used across multiple job codes, you should leave the value blank.

      ii. If the question only applies to a specific job code at your agency, you may want to enter the job code. This will allow for easier searching in the future.

8. Create a **Question Code** that will help you find the question in future searches (10-character limit)

Understanding Question Types

9. Select the **Question Type** from the Question Type dropdown. More information about the available question types is below.

   a. A **single choice question** must be used if the applicant can select **only one (1) answer** to a question. Examples include Yes/No questions or training/experience questions where applicant may only select one response from two or more choices.

   b. **A multiple choice question** allows the applicant to select **more than one (1) answer** from the list of answers provided. For example, "Select up to three areas you have experience with" would be set up as a multiple choice question. **You should never use a multiple-choice question if the applicant should only be able to select one answer (ex. Yes/No question).**

⚠ Multiple choice questions should only be used when applicants can select MORE THAN ONE answer!

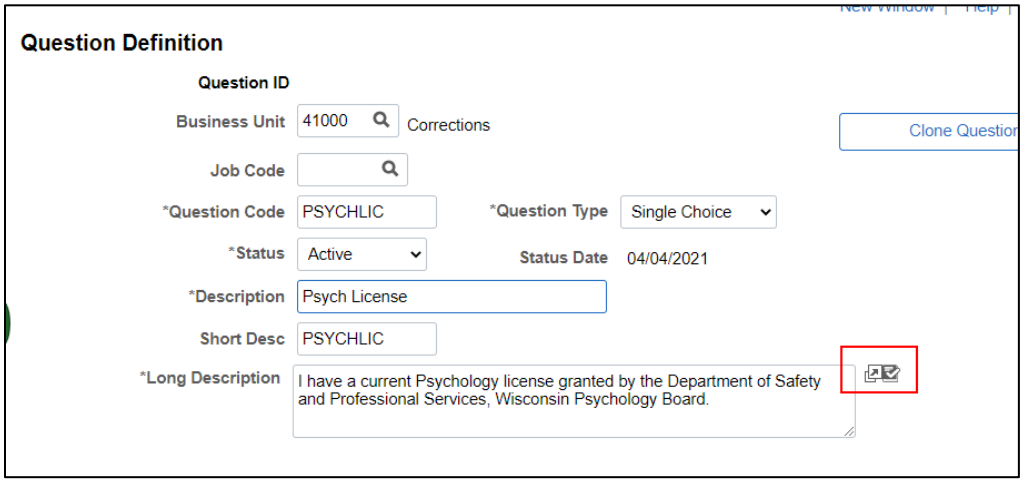
   c. **Open Ended questions** allow the applicant to enter their response in a text box that can be routed to an evaluator for scoring (you will assign raters to the question on the job opening).

      i. Can also be used to collect information from the applicant that is not used for scoring. You will also need to enter a Maximum Points Value for the question. This value can be updated on the Job Opening.

   d. **Numeric questions** are used to collect numerical information. If you need to collect a number for any reason (ex. GPA, years associated with something…) you can collect the number and set up an associated score. You do not have to associate a score if you just want to collect the information. You will also need to enter a Maximum Points Value for the question. This value can be updated on the Job Opening.

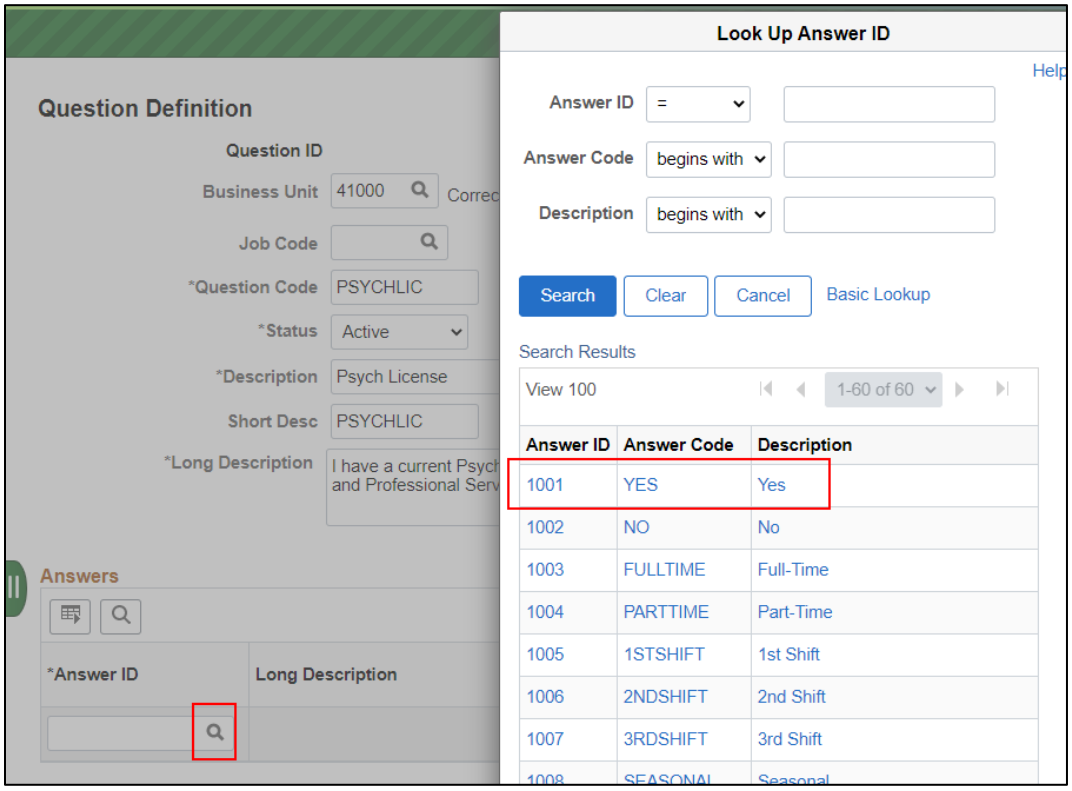
e. **Date questions** are used to collect date information. If you want to capture the date associated with something (ex. license expiration date), you can collect the date and an associated score. You do not have to associate a score with it if you only want to collect the information. You will also need to enter a Maximum Points Value for the question. This value can be updated on the Job Opening.

10. **Status** will default to Active. Leave as Active.
11. Enter values in both the **Description** (30-character limit) and **Short Description** (10-character limit) that will help you identify the question in future searches.
    a. It is recommended that you use the same value for the Question Code and Short Description
12. Enter the text of question in the **Long Description** box. This is the question that will appear to the applicants during the application process.
    a. This can be quite long. If the question is larger than the box, click on the arrow in the bottom-right corner to expand the text box.

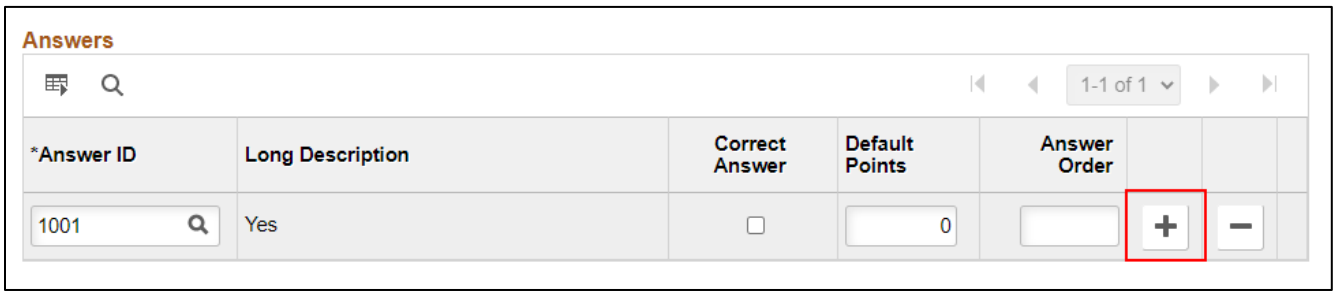


Adding Answers to Questions

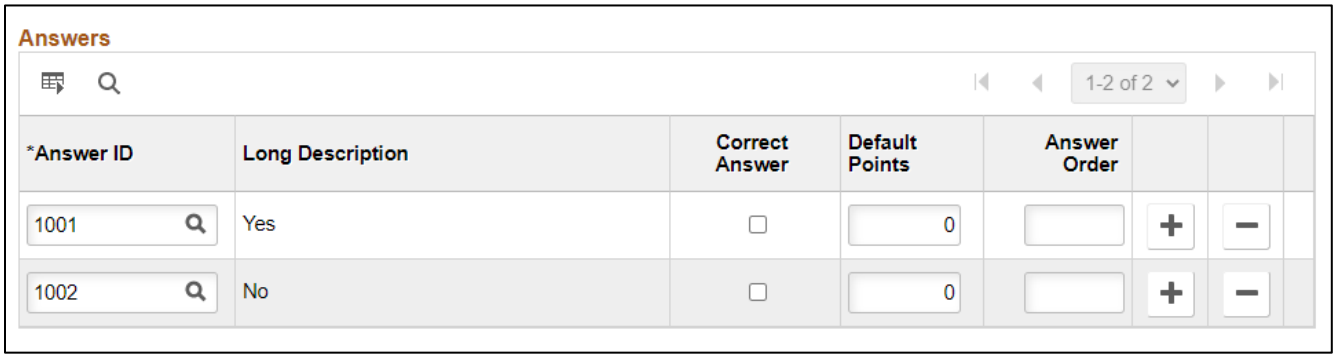
13. If you are creating a single choice or multiple choice question, populate the answers associated with the question.
    a. Click on the magnifying glass next to the Answer ID (or enter the Answer ID if you know it) and select the answer.



b. This will populate the Answer ID and Long Description (the answer). Click the **+** to add additional answers. Reminder – you must have at least 2 answers.

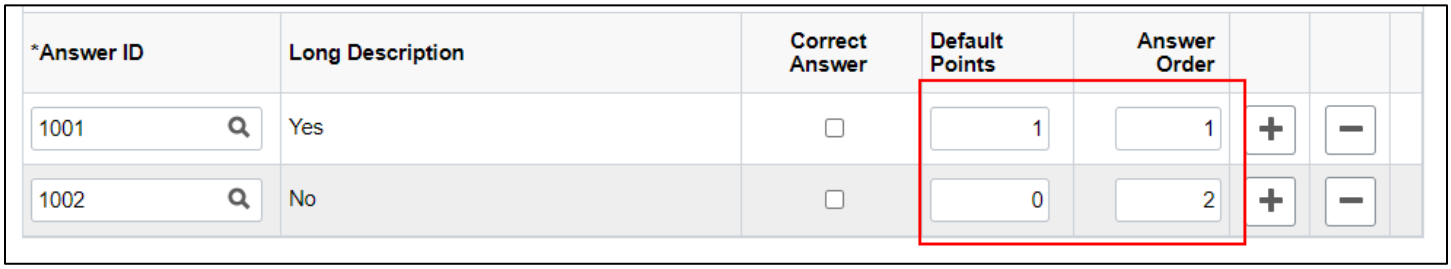


c. Continue to add answers until you have entered them all.

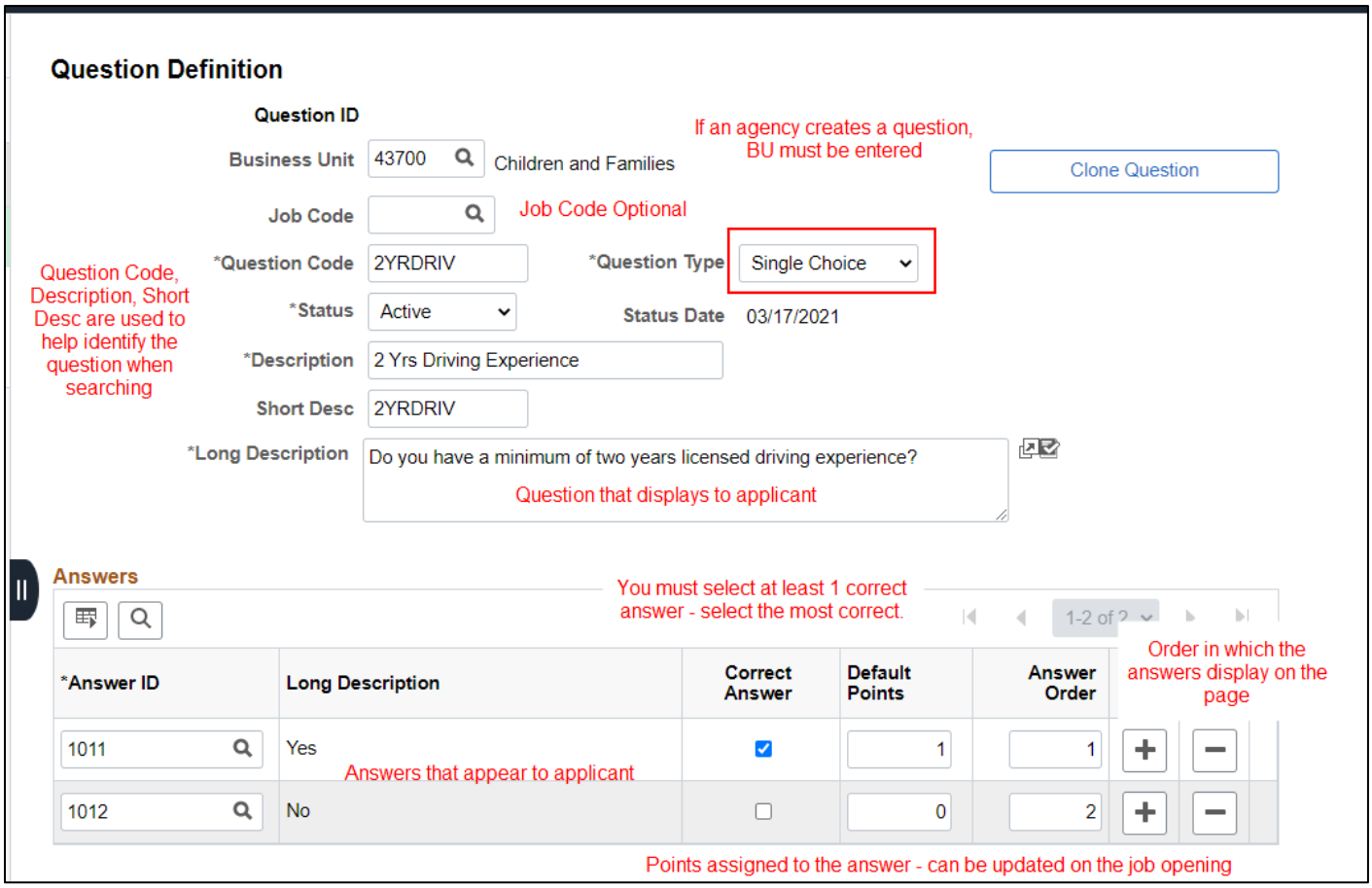


d. Assign Default Points to each answer. When this question is attached to a screening within the recruitment, the recruiter will be able to update the Default Points associated with the response if needed.

e. Enter the order in which you want to answers to Appear in the Answer Order column.

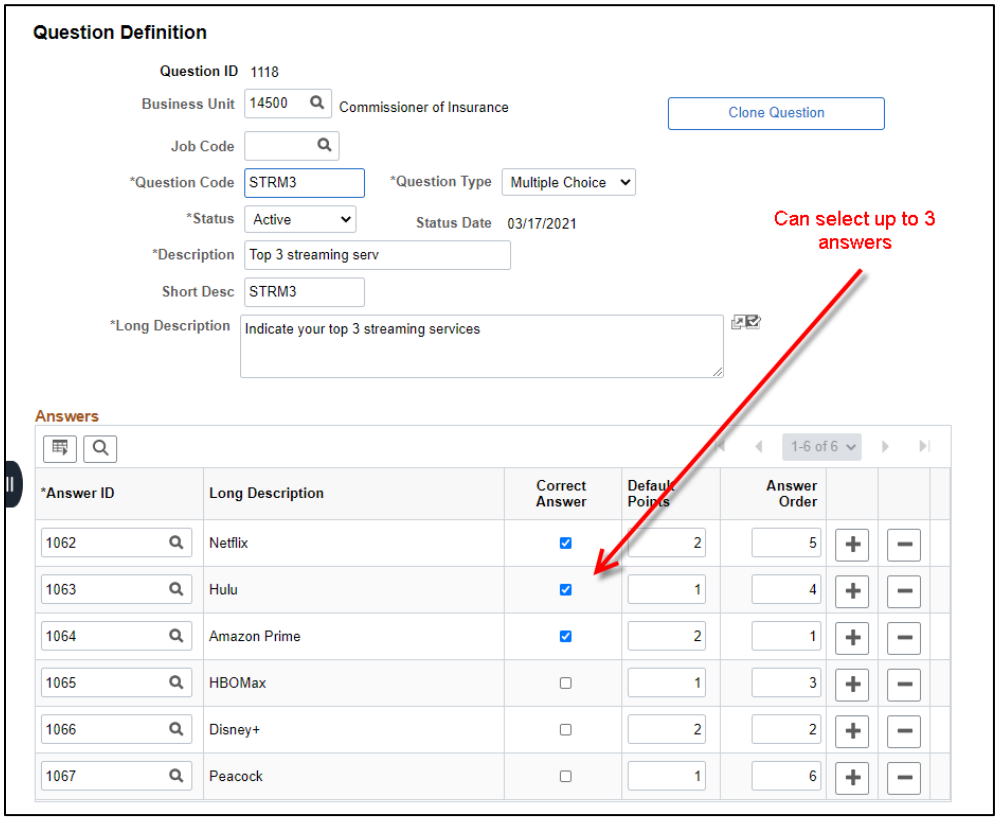


f. For **single choice questions**, check the box next to the most correct answer. You must select at least 1 correct answer.

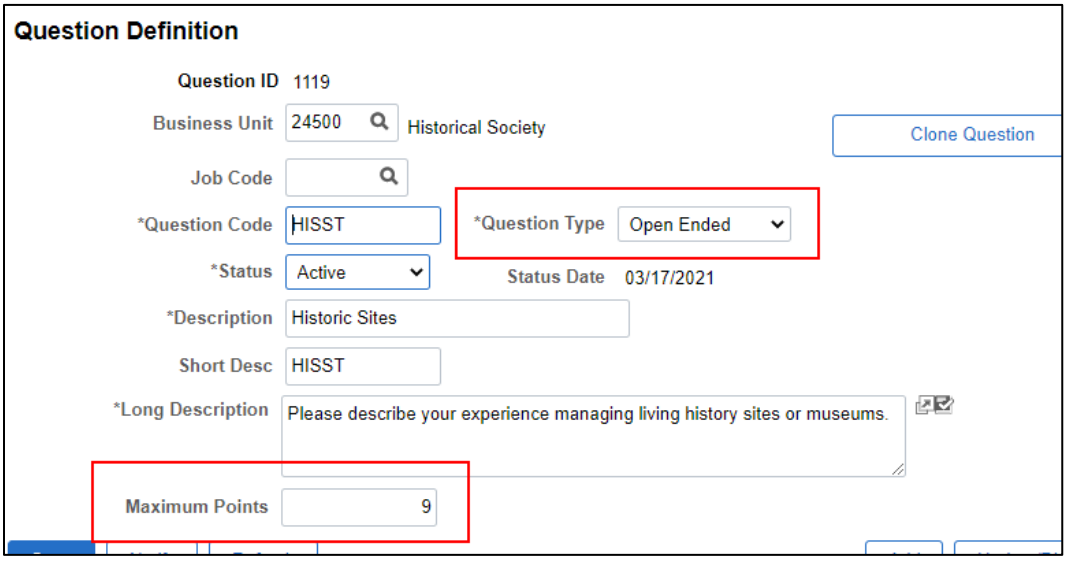


g. For a **multiple choice question**, the number of boxes you check under Correct Answer will be the number of answers an applicant can select for a question.

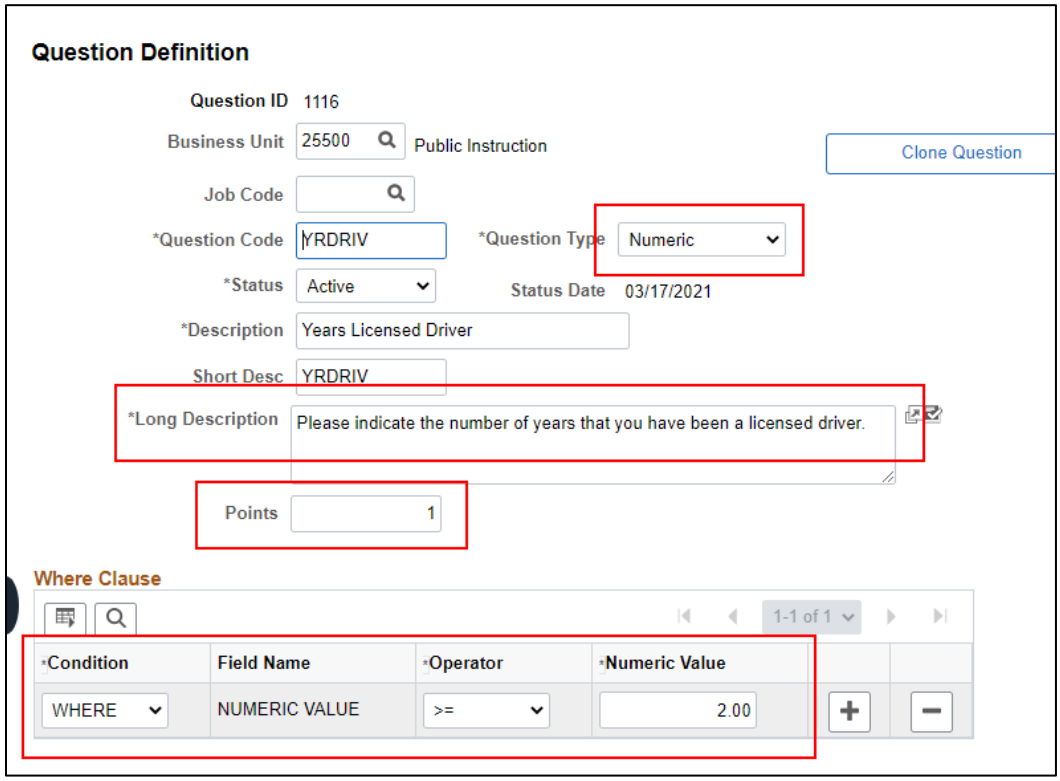
i. If you want the applicant to be able to select more than 1 response, you will select the number of boxes under Correct Answer that correspond to the number of answers that applicants can select. For example, the question “Select up to three areas you have experience with” should have three Correct Answer boxes checked.



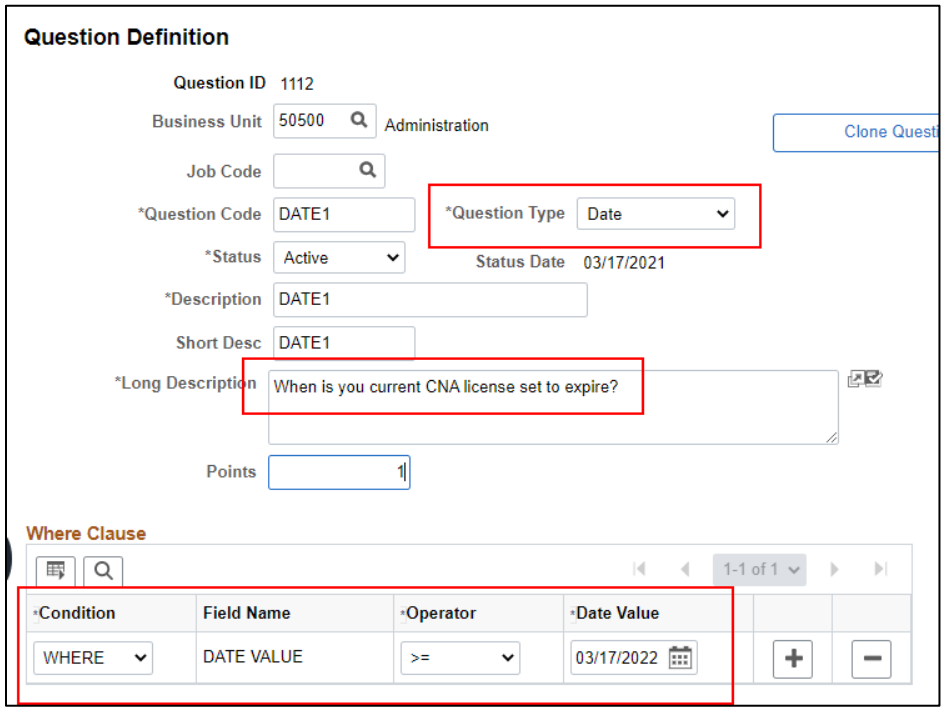
14. If you are creating an **open-ended question**, enter the maximum points for the question (if applicable). Then click **Save** when complete.



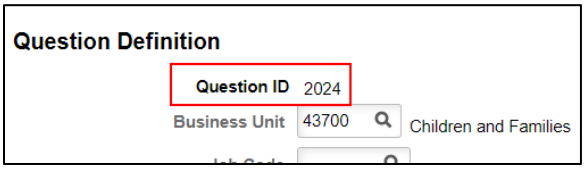
15. If you are creating a **Numeric question**, you must enter the condition that the applicant must meet as the answer.



16. If you are creating a **Date question**, you must enter the condition that the applicant must meet as the answer.



17. Once you enter the question and click **Save**, a Question ID will populate at the top of the page.



18. If you want to add a new question, click **Add** on the bottom of the page.
19. If you are done adding questions and want to go back to the main page, click **Update/Display** at the bottom of the page.
20. Once you define all of your questions, you have 2 choices:
    a. You can create a Question Set to link all your questions together; or
    b. Add individual questions to the Job Opening.

Note: If you create a question and add it to a Job Opening and then you notice something is wrong with the Question, you can still correct the question while the Job Opening is in Draft status. Once the Job Opening is in Open Status, create a ticket if you need a correction.

How to Request the Creation of Questions

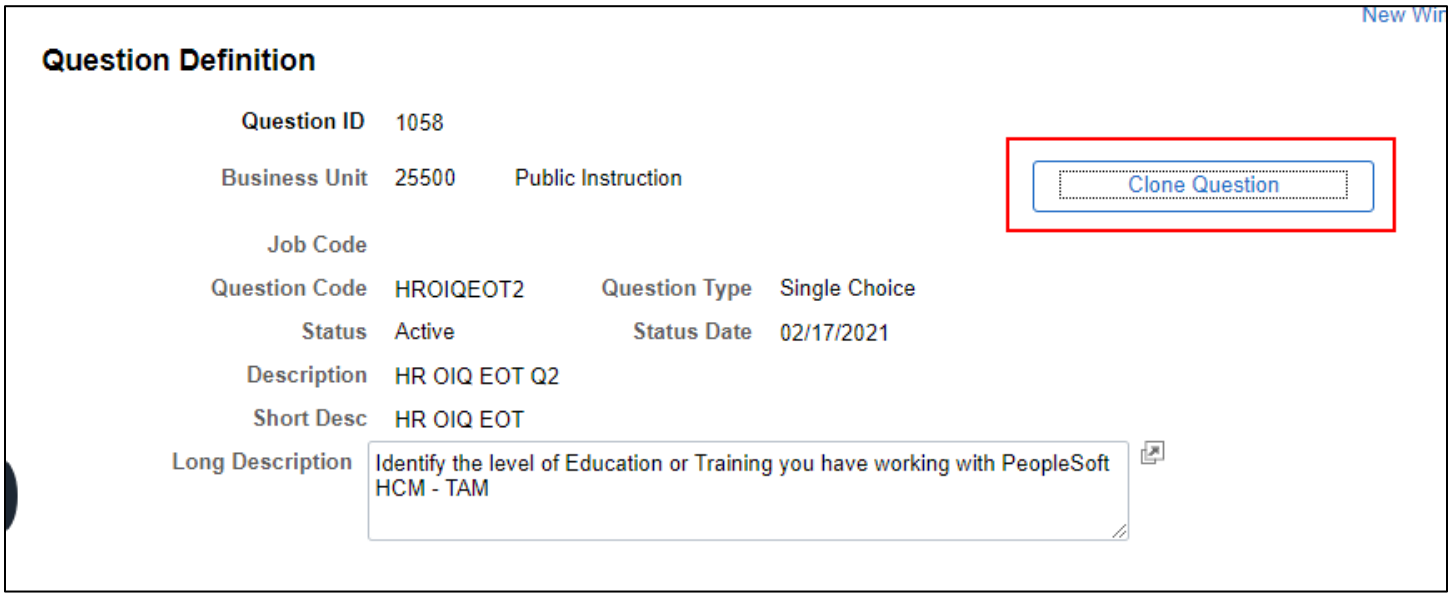
Do you have a large number of questions to create and/or would like Central DPM to create your questions?

If yes, please complete the Question Definition Collection Document and attach it to a JIRA ticket. Please make sure it's assigned to category HCM – Recruiting.

Cloning a Question

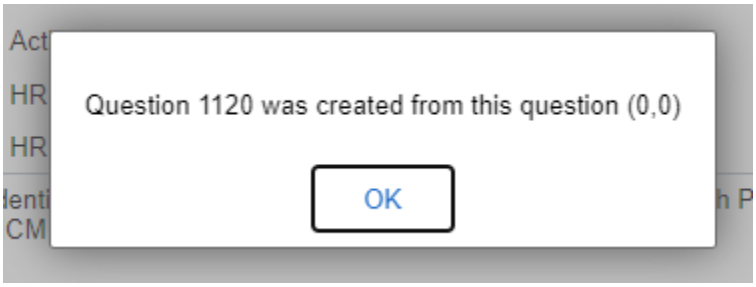
If you want to make update to a question that has already been used, you can clone it to make updates and then save it as a new question. As a reminder, you can NOT make updates to a question that has been used in a Job Opening.

1. Navigate to the question you want to clone and click the **Clone Question** button.

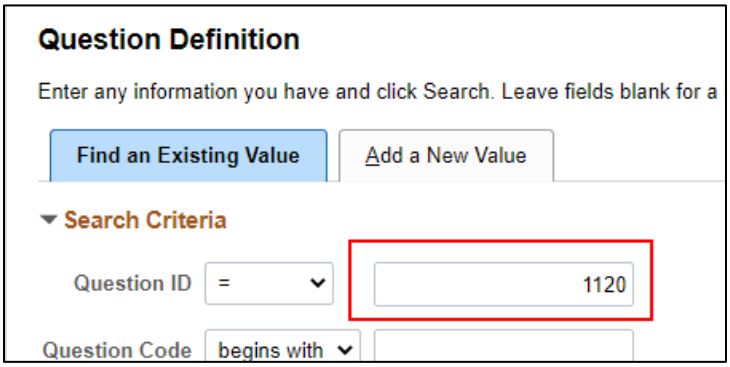


a. A message will appear letting you know a new question was created.

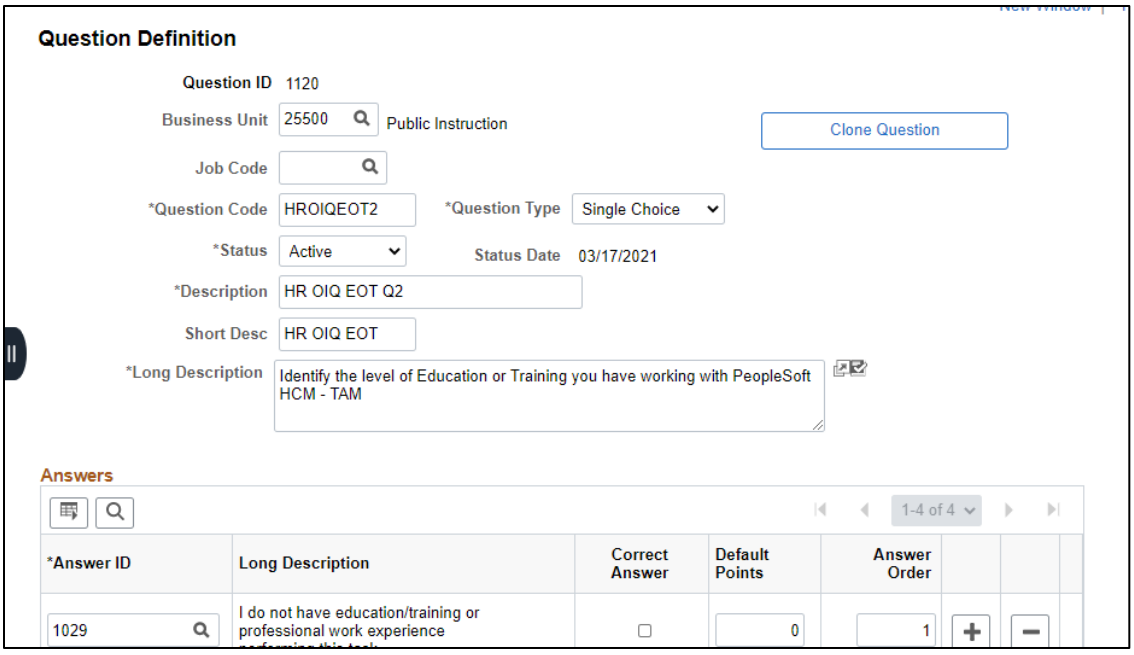
b. Take note of the Question ID listed in the message so you can find it easily later.



2. Click **OK**. A new question was created.
3. Click **Return to Search** on the bottom of the page to get to the search menu.
4. Enter the new Question ID as a search parameter and click **Search**.



5. The cloned question will now be available for you to update. All fields can be updated at this point.

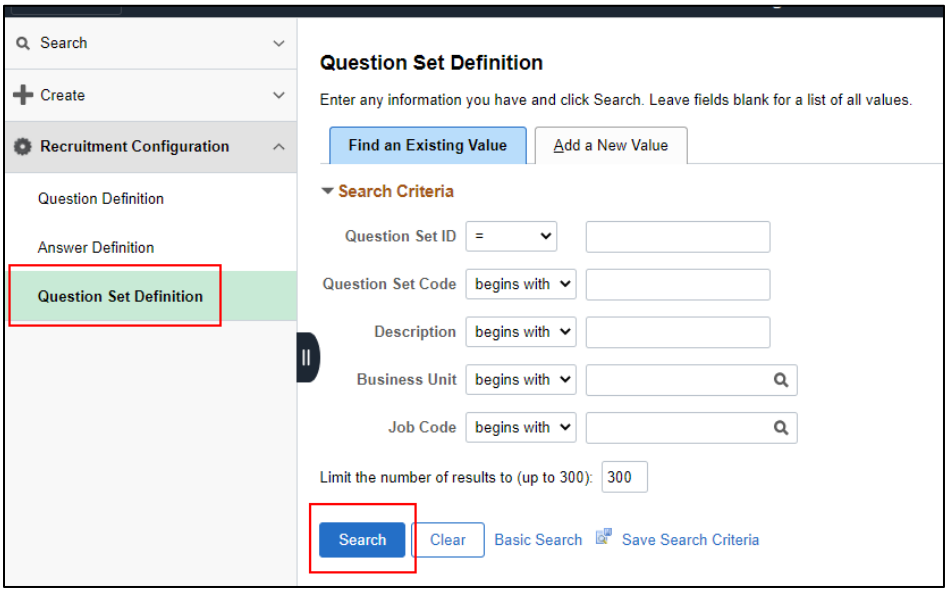


Question Sets

If you think you may use the same set of questions again or have a lot of questions that will be included in the Job Opening, it is recommended that you create a Question Set. This will provide efficiency when attaching to a job opening. You can add as many questions as you want to a Question Set. This allows you to load questions more quickly to the job opening. Instead of adding questions one by one, you can add a question set which will populate all the questions within the question set into the Job Opening.

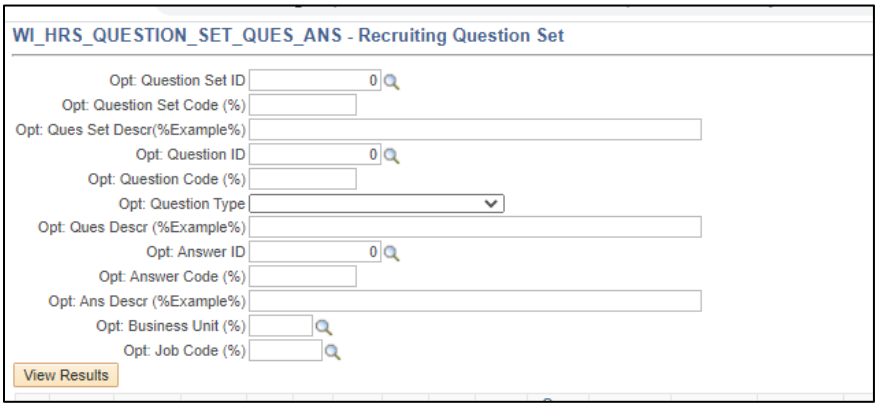
Creating a Question Set

1. Go to the Question Set Definition Page
    a. **Navigation:** Recruiting Homepage – Recruiting Activities Tile – Recruitment Configuration – Question Set Definition
2. There are several ways to search for available questions.
    a. Click on **Search** to see Question Sets that have already been created to see if you can use an existing question.

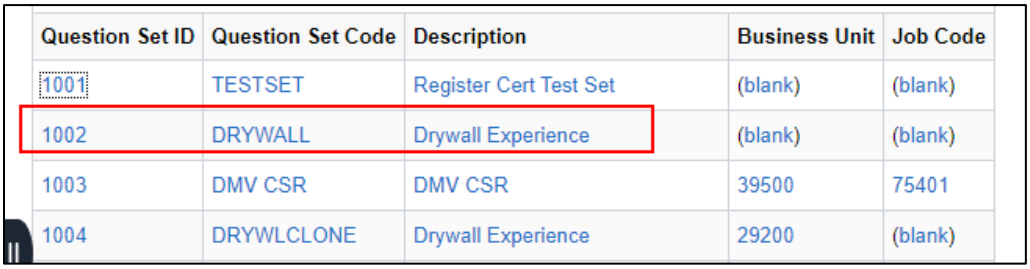


    b. Use BU or other search criteria to narrow the search results
    c. Run the WI_HRS_QUESTION_SET_QUES_ANS query and enter applicable criteria to download available Question Sets.
        i. All the prompts are optional.
        ii. The Question Set Description, Question Description, and Answer Description prompts need to use wildcards (%) before and after the value(s) you are searching for.
        iii. The Question Description and Answer Description prompts bring back all Questions and Answers associated with a Question Set ID that contains that Question Description or Answer Description.

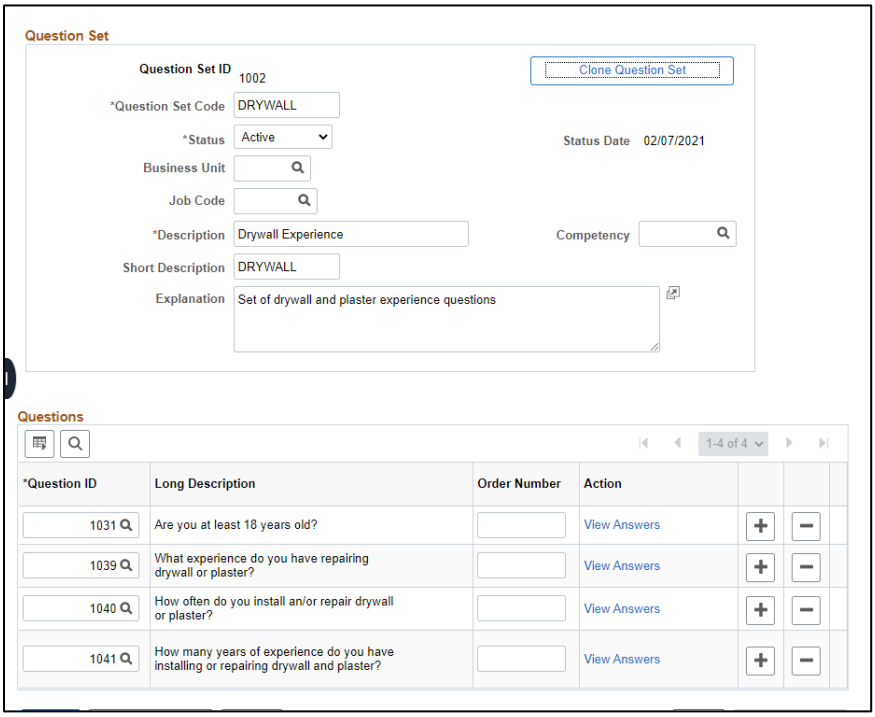
iv. These prompts search the following fields: Description, Short Description, and Long Description that are visible on the Question and Answer pages.



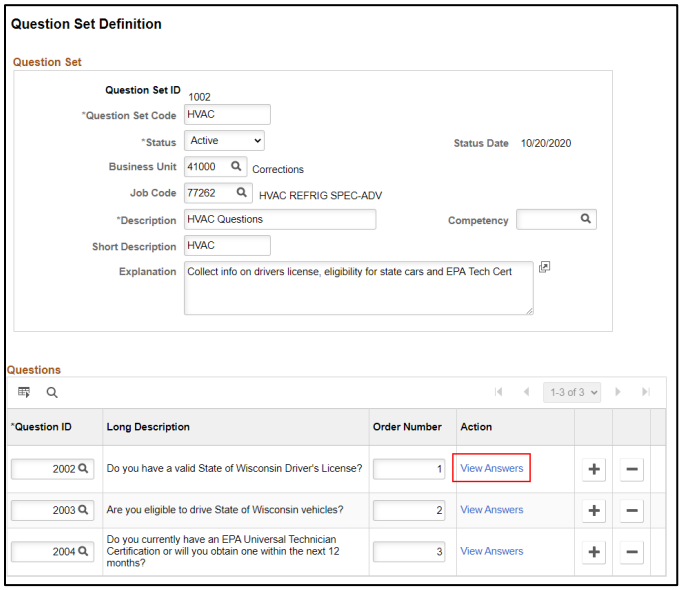
3. Click on the Question Set ID to see all the questions included in the Question Set.

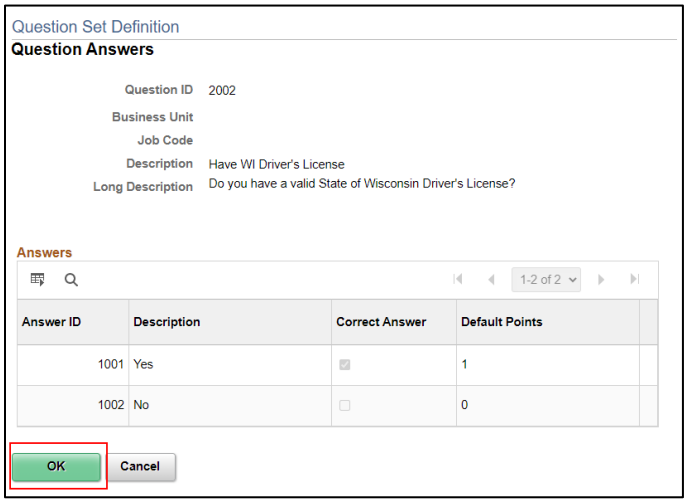


Question Set ID	Question Set Code	Description	Business Unit	Job Code
1001	TESTSET	Register Cert Test Set	(blank)	(blank)
1002	DRYWALL	Drywall Experience	(blank)	(blank)
1003	DMV CSR	DMV CSR	39500	75401
1004	DRYWLCLONE	Drywall Experience	29200	(blank)

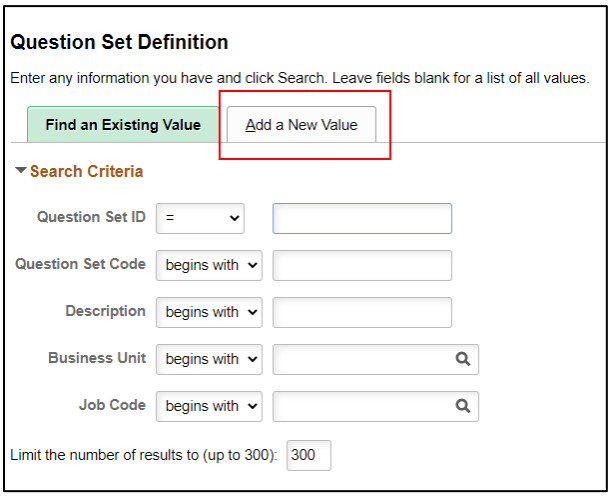


4. Click on **View Answers** to see the Answers associated with the questions. Click **OK** to return to the Question Set.

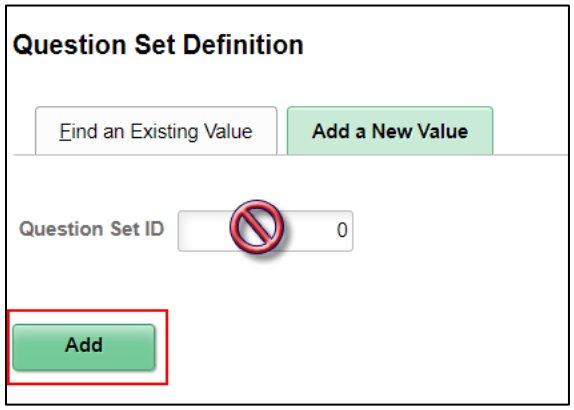




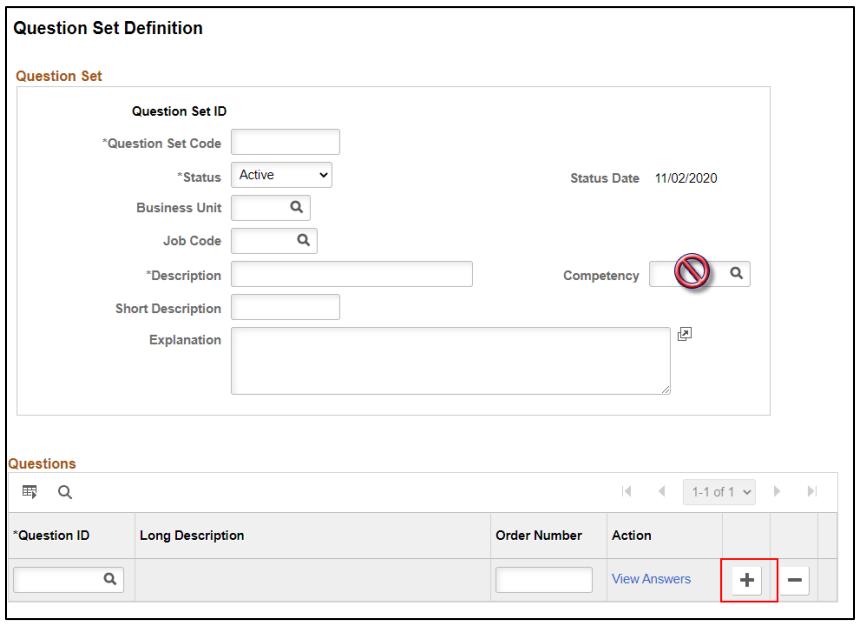
5. If you need to create a question set, click **Add a New Value** on the Question Set Definition Page.



6. You will be brought to this page. DO NOT enter a value in the Question Set ID box – the system will auto-number the Questions Sets. Click **Add**.



7. Now you will start building your Question Set.



8. Enter the following values:

    a. Question Set Code – enter a code that will help you identify the Question Set (10-character limit).

    b. Status defaults to Active. Leave the Status as Active.

    c. Enter your Business Unit. Agencies will be able to see Question Sets for other agencies.

        i. If the Question Set is created centrally, Business Unit is not a required field.

    d. Job Code is optional – enter a value if the Question Set is associated with only one job code.

    e. Description – enter a description that will help you identify the question set in a lookup table (30-character limit).

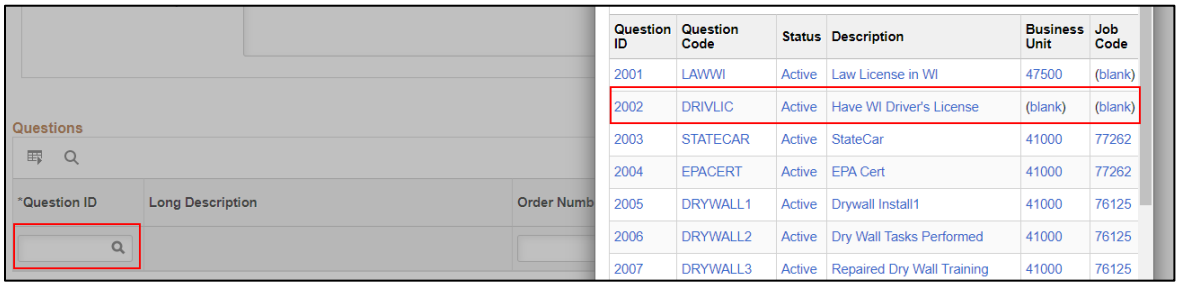
    f. Ignore Competency – we are not tracking this information at this time.

    g. Short Description – add the same value you used for Question Set Code (10-character limit).

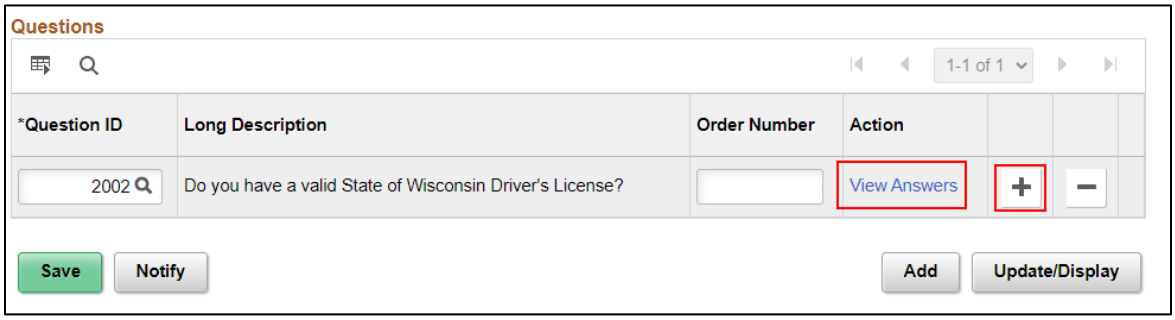
h. Enter an explanation that helps you identify the Question Set.

9. Once the above information is entered, start adding your questions.

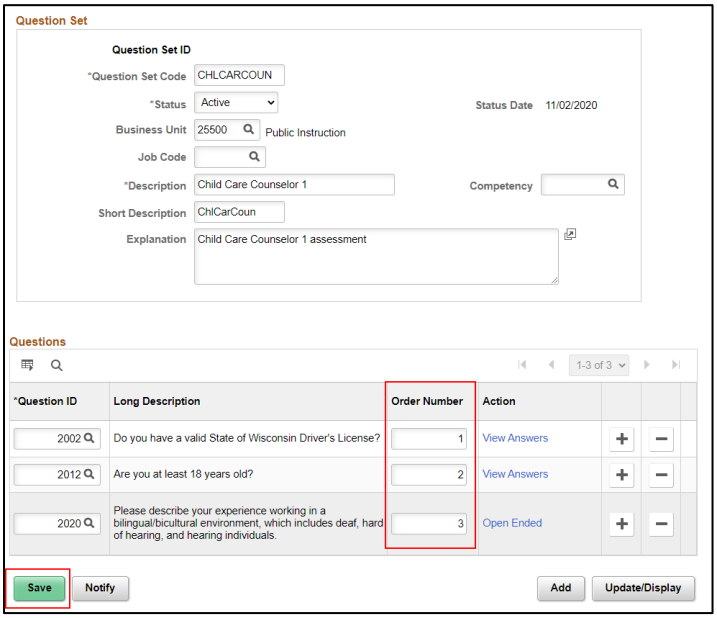
   a. Click on the Magnifying Glass Next to Question ID and select the first question.



   b. The text of the question will populate, and you can also click **View Answers** to review the available answers. Click the "**+**" sign to add more questions.



10. Once you have entered all the questions, enter the order you want the questions to appear in Order Number. Confirm everything is correct and click **Save.**



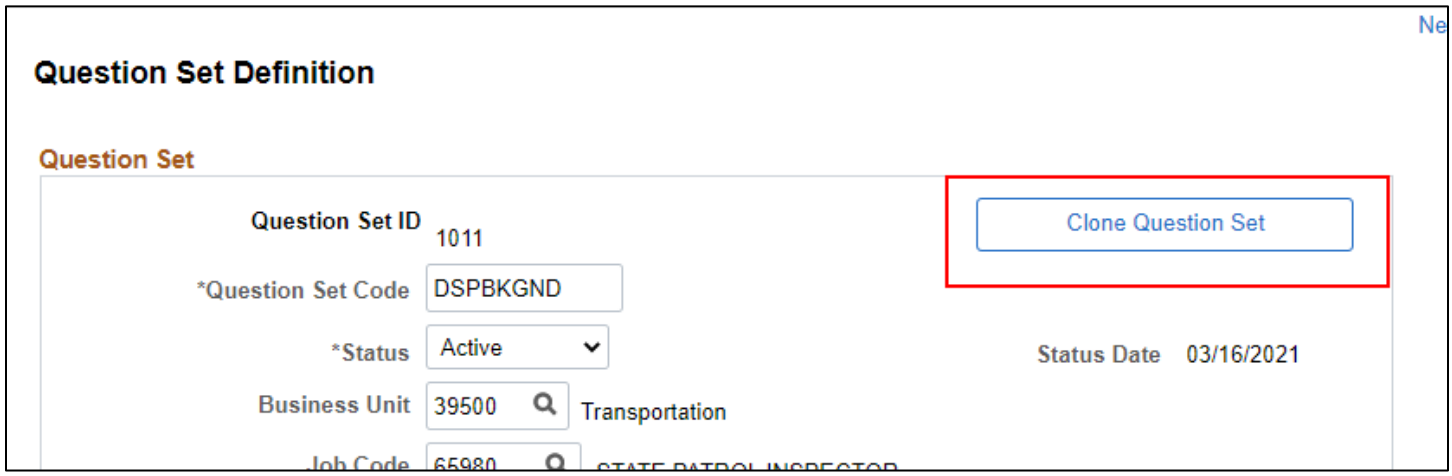
11. Click **Update/Display** at the bottom of the page to return to the Question Set Definition Search Page.

   a. You can update the Questions within a Question Set at any time.

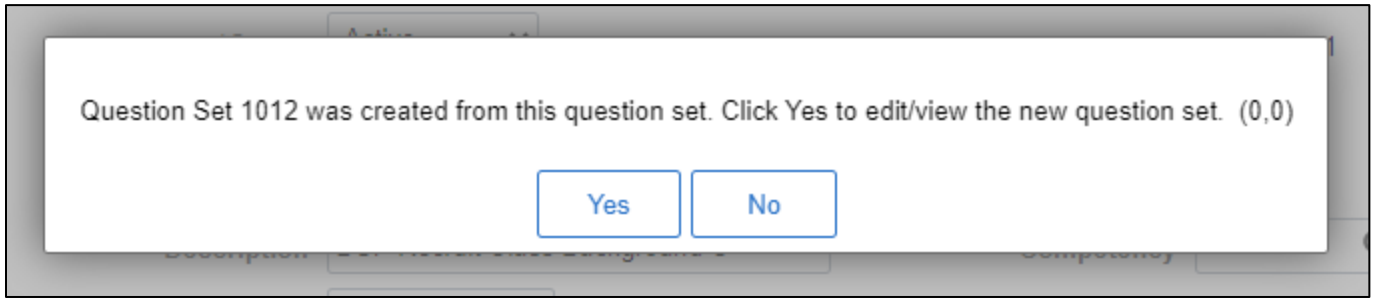
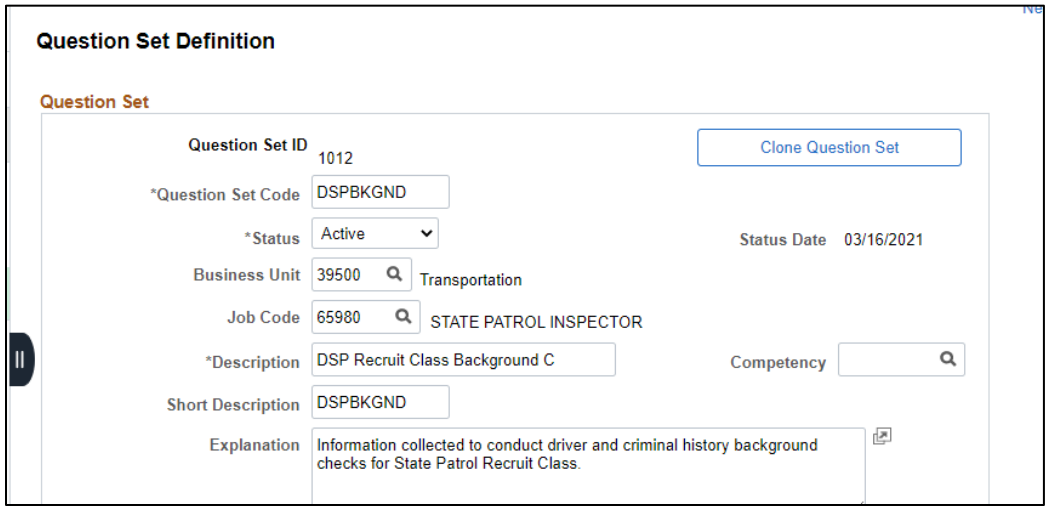
b. If you see a Question Set that want to use (with a few modifications), but you were not the one who created it, you should clone the question set to make your updates.

Cloning Question Sets

1. Click **Clone Question Set**.



2. The following will display. Unlike when you clone a Question, if you click Yes here, you will automatically be taken to the new Question Set.



3. The new Question Set is now available for update.