



OPM HR
Solutions
USA Staffing®

USA Staffing Applicant List Workgroup

January 2023

Agenda

11:00 am – 11:10 am

Welcome and Kickoff

Steph Colon

11:10 am – 11:35 am

Applicant List Survey Results

Maria Ahmad

11:35 am – 12:55 am

Recently Completed and Upcoming Enhancements

Steph Colon

11:55 am – 12:00 pm

Open Questions





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Welcome and Kickoff

Steph Colon

Who Should Attend

USA Staffing HR users who **regularly** work with applicant lists, i.e., saved lists, stored lists, assignments, and/or certificates by

- Filtering applicant lists
- Reviewing applicants for qualifications
- Managing applicants through multiple assessment hurdles
- Issuing certificates
- Auditing certificates



Goals for This Workgroup

- Learn how agencies use applicant lists
- Discuss potential system changes that would improve usability
- Obtain feedback on planned/completed enhancements
- Share applicant list best practices and tips
- Provide mini-trainings or demos on topics related to applicant lists



Testing...

**What three things would you bring
with you to a desert island?**

Go to
Menti.com
and use code
8551 4264



What 3 things would you bring to a desert island?



What future training or demo topics would you like to see?

Go to
Menti.com
and use code
8551 4264



What future training or demo topics would you like to see?

Sunscreen

I would bring water, food, and music

SME Panel process

Breaking down applicant list and the ability to share

1) Book 2) water 3) food

Import/export manual assessments

I would bring a plan to get off the island,

What is the difference between "ranking list" and other applicant list options - and how are they used?

- applicant list functionality
- how to use assignments

What future training or demo topics would you like to see?

Second assessments - SME reviews - stored lists - etc

Saved list vs. Stored list

Open continuous announcements and lists

training on stored lists/benefits of using

Importing assessments

Stored lists for panel review.

Interdisciplinary JOA's from request number.

Alternative ways to issue a cert with multiple grades on it.

panel list for the SMEQ process



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Applicant List Survey Results

Maria Ahmad

Applicant List Survey

- One of our goals for FY23 is to improve the usability and design of the applicant list area of USA Staffing.
- Conducted several one-on-one interviews with HR specialists to gain initial insights, and designed survey to help obtain broader feedback.
- Survey was available through the Feedback Opportunities icon in USA Staffing to all HR users for a week in early November 2022.
- Intended to better understand how HR users interact with applicant lists in USA Staffing and obtain feedback used to inform future improvements.
- Included 36 questions, with a mix of multiple choice, comment textbox, and ranked choice response options.

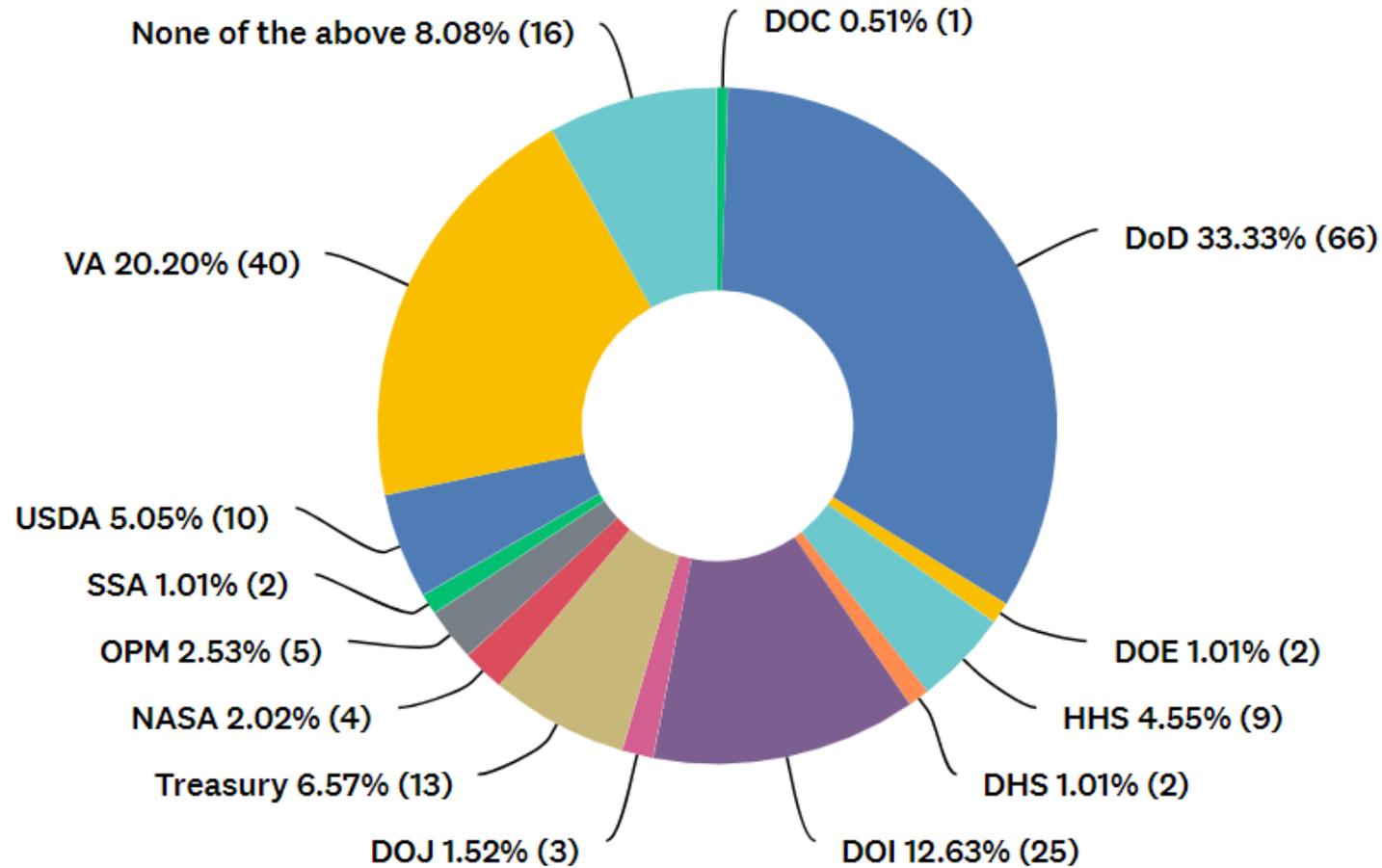


Applicant List Survey Sections

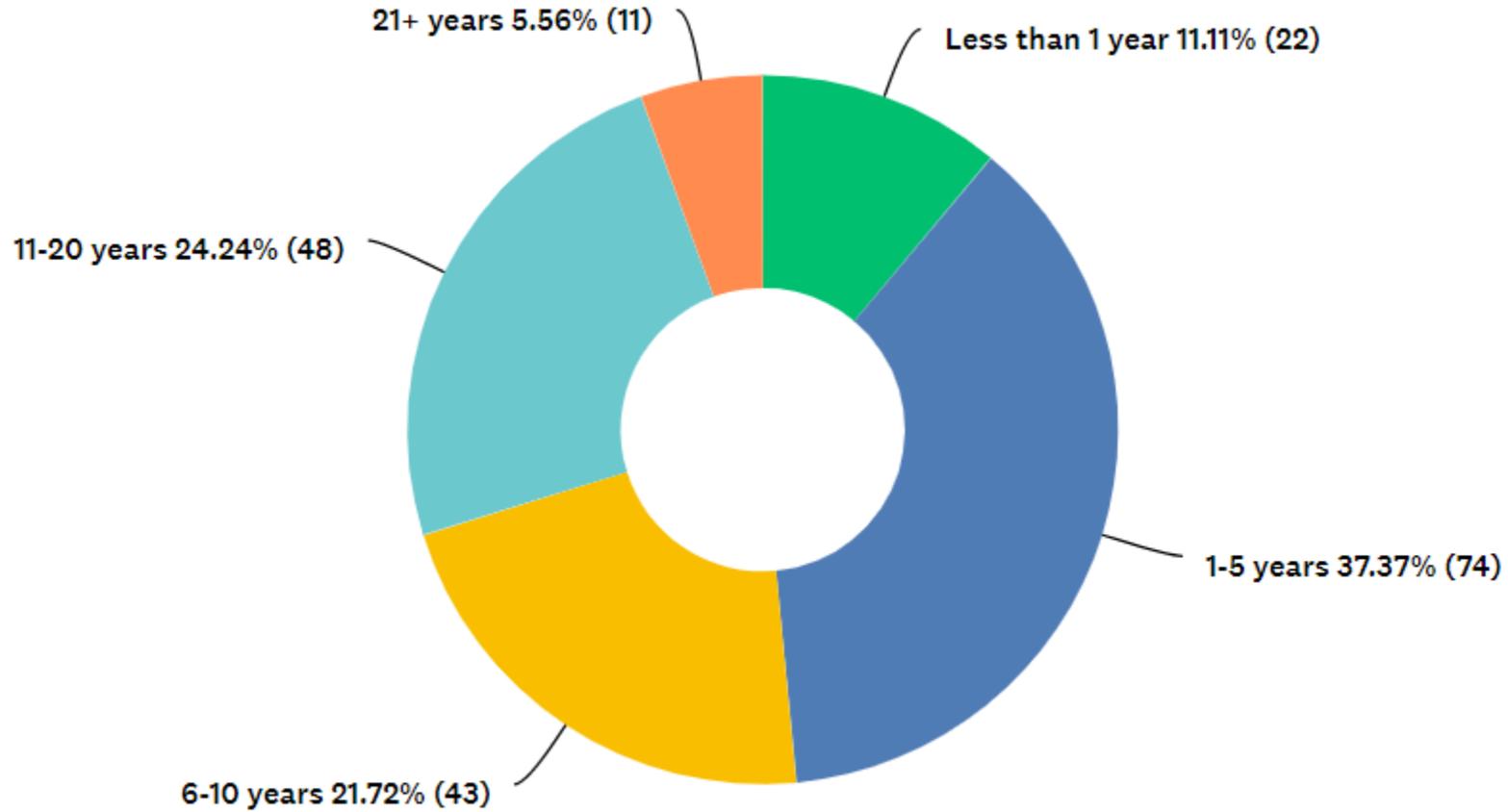
- **Participant Experience** – who's taking the survey, what's their level of experience working with applicant lists in USA Staffing (screening questions)
- **Applicant List Filters** – how are filters being used, which filters are most useful, how might the filtering process be improved
- **Reviewing Applications** – how and where are applicants reviewed, what information is most helpful when reviewing applicants from a list
- **Feedback on Enhancements** – how useful would several potential enhancements be (copying a saved list, retaining a saved list, pagination configuration)
- **Feedback on Interface** – how useful are mass action options, how should locations be displayed, should ineligible eligibilities be displayed on a list, what mistakes are people making repeatedly



Survey Participants by Agency



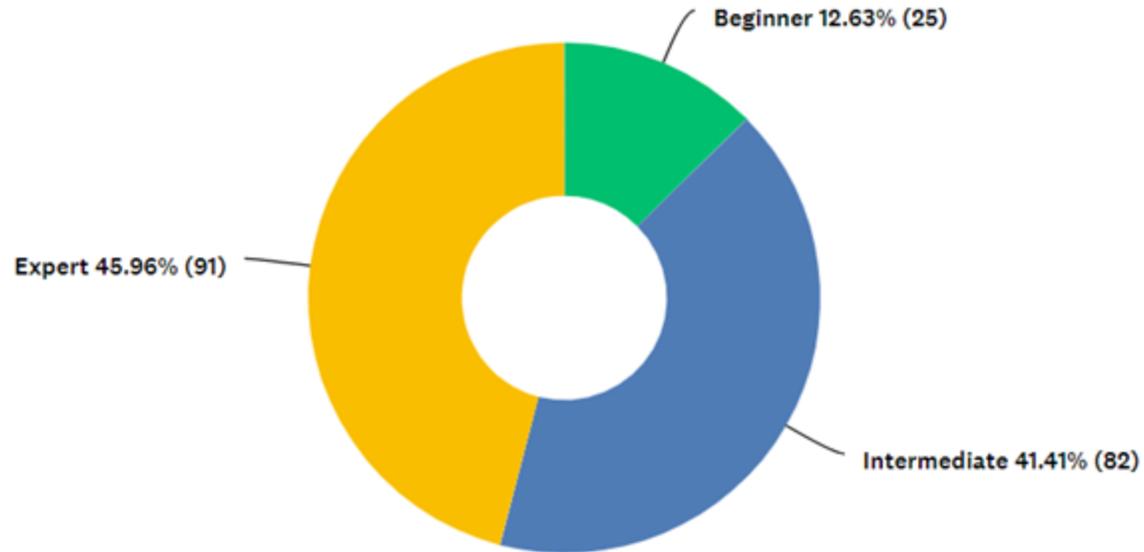
HR Experience



USA Staffing Experience

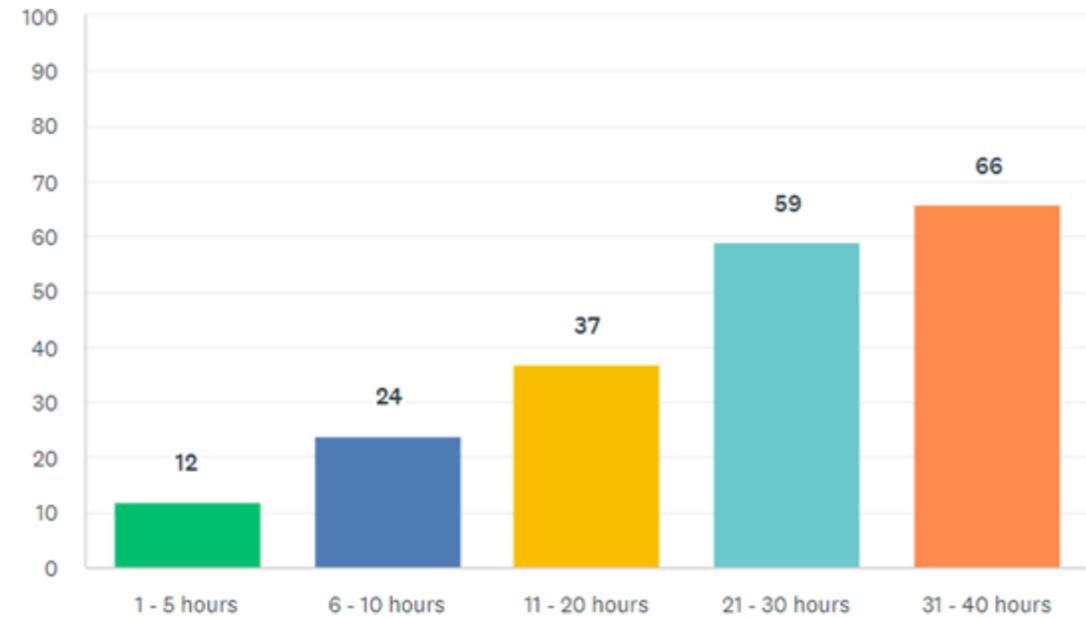
How would you classify your experience level with USA Staffing?

Answered: 198 Skipped: 0



How many hours a week do you use USA Staffing?

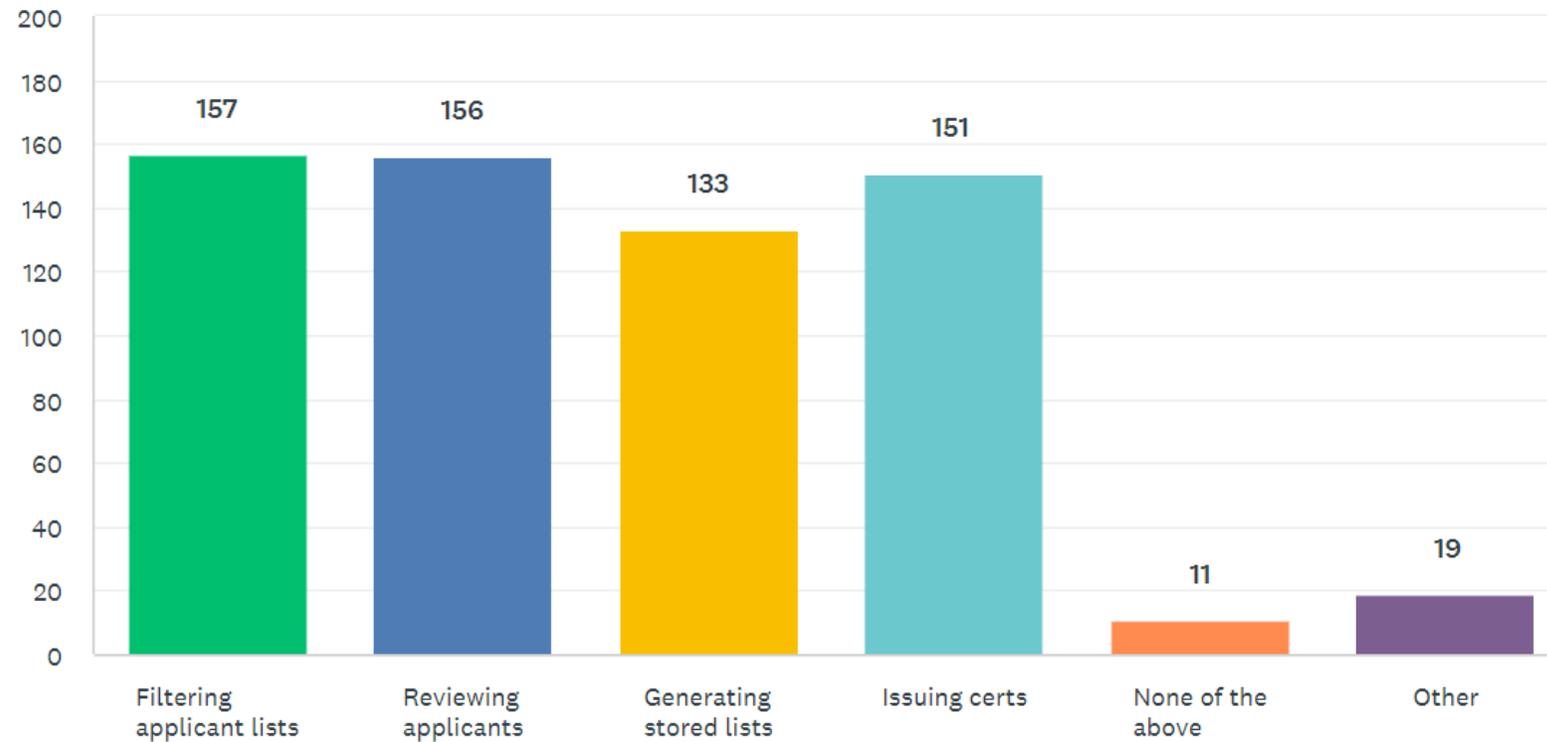
Answered: 198 Skipped: 0



Applicant List Experience

Which of the following tasks related to applicant lists do you perform in USA Staffing?

Answered: 183 Skipped: 15



Participant Summary

- 198 participants started, and 100 completed the entire survey
 - Drop-off rate attributed to screening questions (participants who indicated they're not HR users, or don't use applicant lists) as well as survey length
- Overall, we had a very good mix of participants from different agencies, with different levels of experience in USA Staffing
- Participants were anonymous, but those who volunteered their email addresses were invited to participate in the applicant list workgroup



Applicant List Filtering

	EXTREMELY USEFUL	VERY USEFUL	MODERATELY USEFUL	SLIGHTLY USEFUL	NOT AT ALL USEFUL	N/A	TOTAL	WEIGHTED AVERAGE
Eligibilities	78.22% 79	10.89% 11	3.96% 4	0.00% 0	0.99% 1	5.94% 6	101	3.76
Grade	72.28% 73	9.90% 10	9.90% 10	3.96% 4	0.00% 0	3.96% 4	101	3.57
Veterans' Preference	66.00% 66	16.00% 16	6.00% 6	2.00% 2	2.00% 2	8.00% 8	100	3.54
Locations	63.00% 63	15.00% 15	7.00% 7	6.00% 6	2.00% 2	7.00% 7	100	3.41
Category Rating	55.88% 57	17.65% 18	7.84% 8	2.94% 3	3.92% 4	11.76% 12	102	3.34
NOR Code	48.48% 48	18.18% 18	16.16% 16	3.03% 3	5.05% 5	9.09% 9	99	3.12
Toggles	50.52% 49	13.40% 13	15.46% 15	6.19% 6	9.28% 9	5.15% 5	97	2.95
Certification Status	32.29% 31	23.96% 23	17.71% 17	10.42% 10	6.25% 6	9.38% 9	96	2.72
Status (RSC)	35.05% 34	13.40% 13	20.62% 20	9.28% 9	9.28% 9	12.37% 12	97	2.64
Series	31.96% 31	12.37% 12	22.68% 22	10.31% 10	12.37% 12	10.31% 10	97	2.46
Specialties	20.43% 19	6.45% 6	21.51% 20	6.45% 6	8.60% 8	36.56% 34	93	2.37
Application Date	28.28% 28	15.15% 15	19.19% 19	13.13% 13	18.18% 18	6.06% 6	99	2.24

- Some applicant list filters are used more than others
- Advanced filter options are not as useful for most users
- Survey data from these questions used to inform decisions about:
 - The order in which filters should be displayed
 - Which filters should be expanded/collapsed by default



Filtering Comments Summary

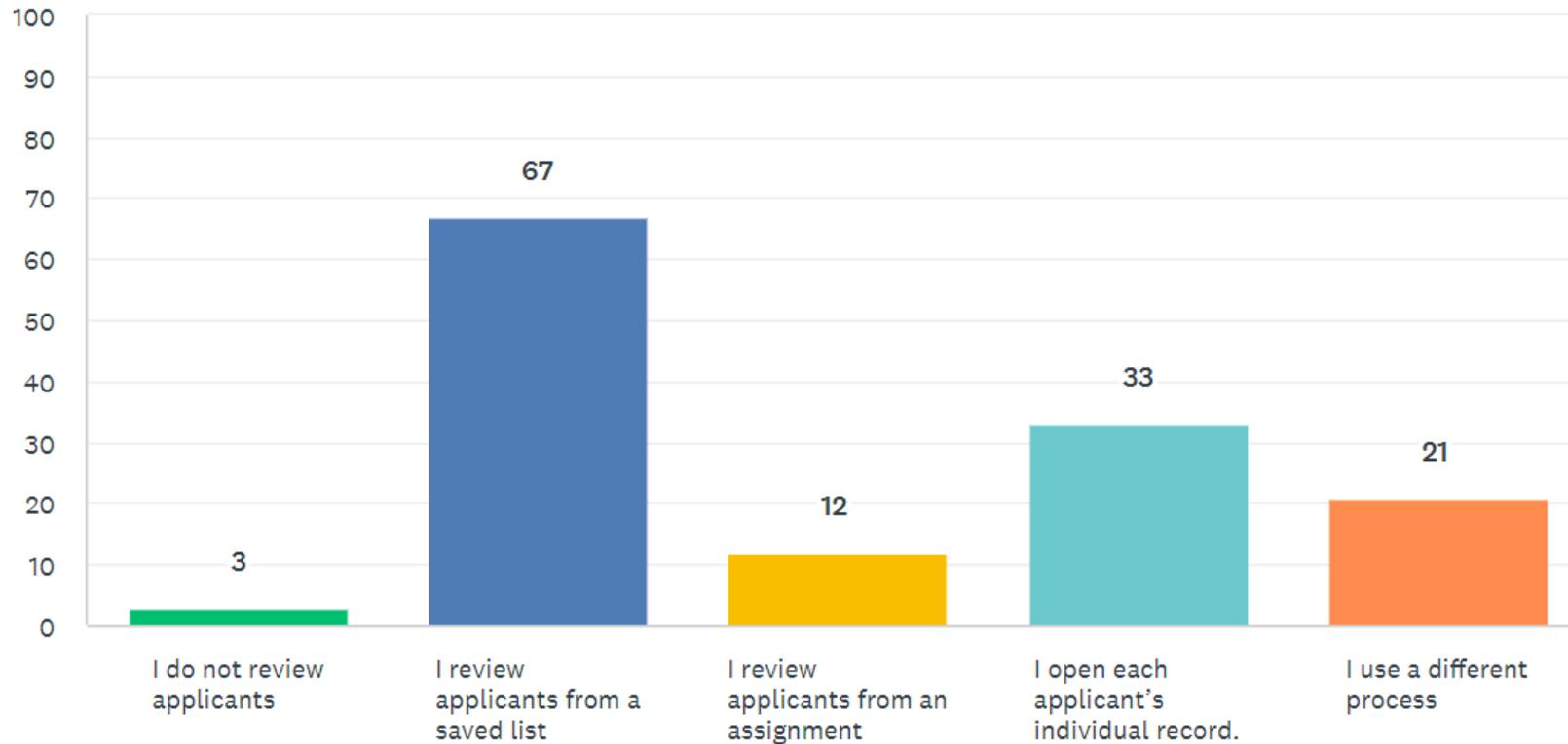
- Participants provided thoughtful feedback and suggestions to improve filtering, including:
 - Making it easier to select a filter option by clicking on the text for the option, not just the little checkbox
 - Bundling the veterans' preference options so that you can select all vets with one click
 - Presetting the CTAP/ICTAP well qualified cutoff score
 - *Bundling eligibilities into competitive and non-competitive*



Reviewing Applicants

Where do you review applicants?

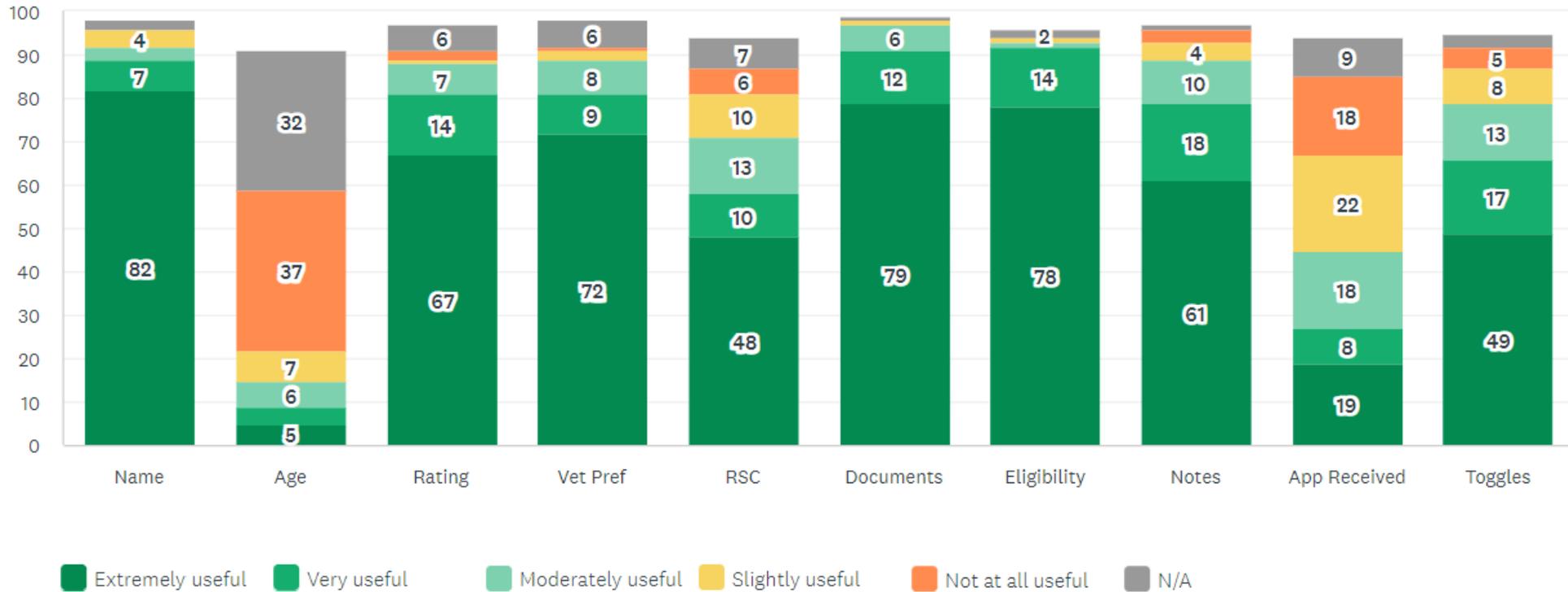
Answered: 102 Skipped: 96



Reviewing Applicants

How useful is it to be able to review or reference the applicant information in each column in the applicant list table?

Answered: 99 Skipped: 99



Reviewing Applicants Comments Summary

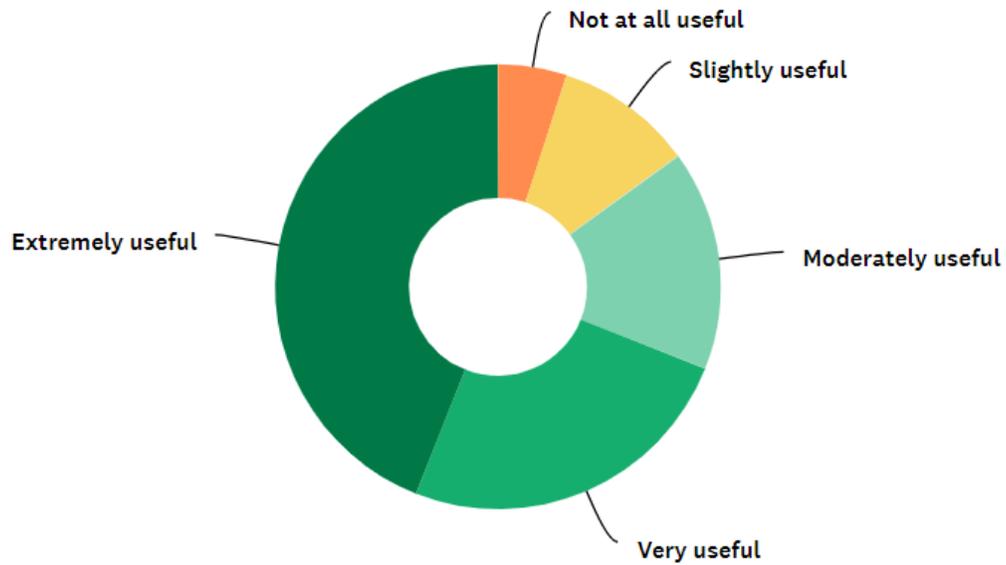
- Feedback and suggestions to improve the process of reviewing applicants included:
 - Better visibility for which applicant is actively being reviewed on a list
 - Adding an indicator if the veterans' preference was adjudicated to something other than what the applicant claimed
 - Automatically navigating to the same page number you were viewing if you move off a list and come back
 - *Making it easier to view both Documents and Notes at the same time*



Enhancements – Copy Saved List

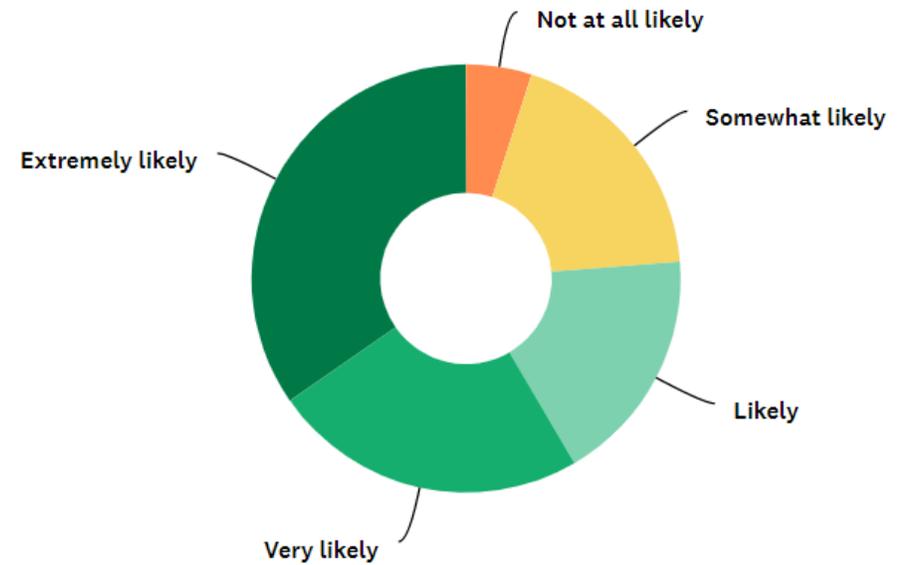
How useful would it be to copy a saved list with all its filters?

Answered: 100 Skipped: 98



How likely would you be to use this option if it existed?

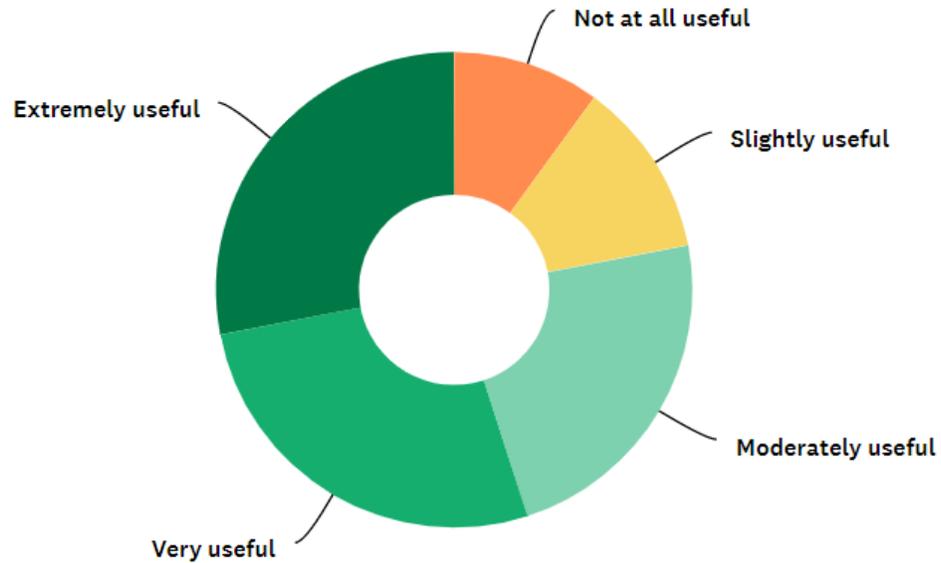
Answered: 101 Skipped: 97



Enhancements – Retaining Saved List

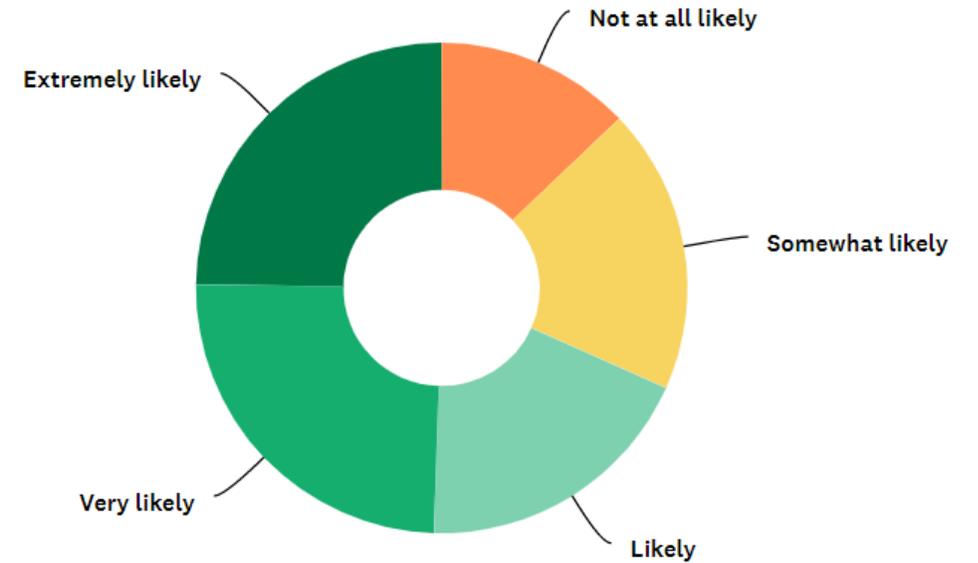
How useful would it be to retain a saved list after you have generated a stored list or issued a certificate?

Answered: 100 Skipped: 98



How likely would you be to use this option if it existed?

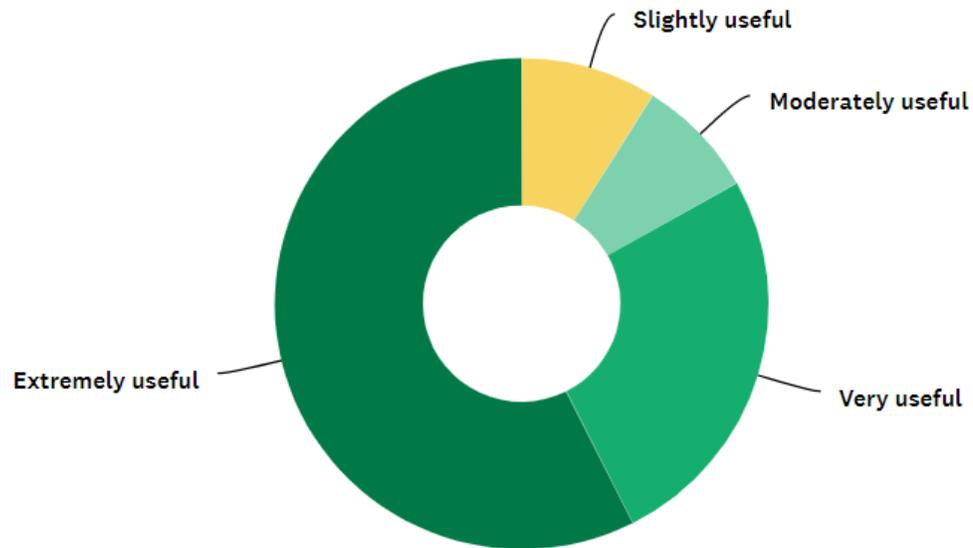
Answered: 101 Skipped: 97



Enhancements – Pagination Configuration

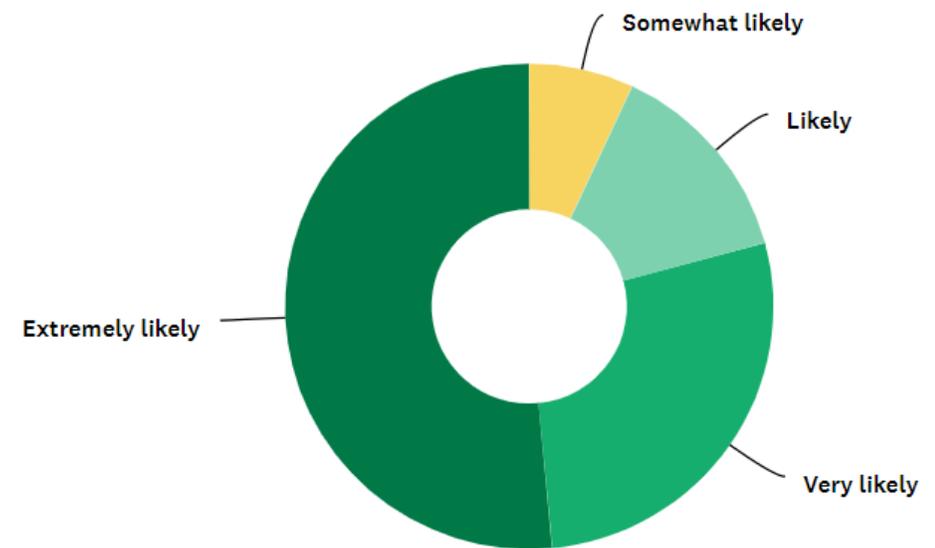
How useful would it be to set how many applicants display per page?

Answered: 101 Skipped: 97



How likely would you be to use this option if it existed?

Answered: 101 Skipped: 97



Enhancements Summary

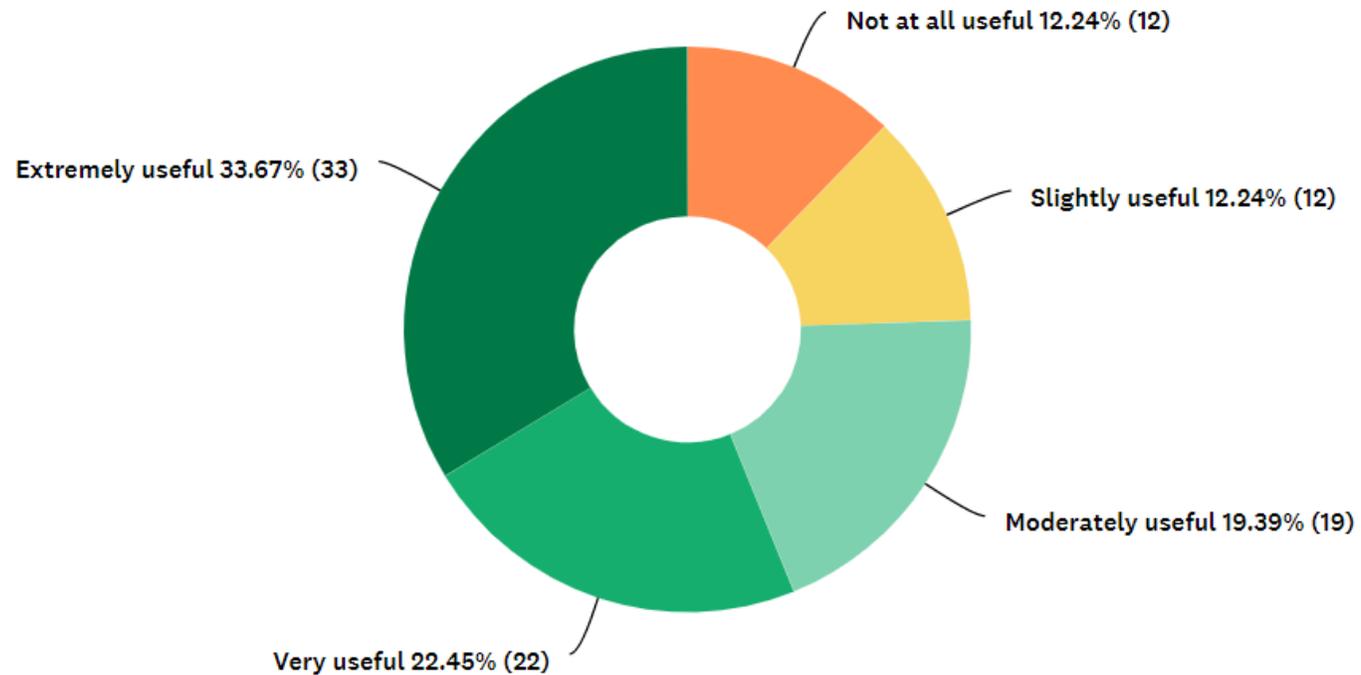
- Feedback confirmed all 3 enhancements would be very positive additions
- Prioritized the pagination configuration development work since it received the highest ratings
 - In the process of development, found “sticky pagination” solution which addressed several other comments regarding scrolling/placement of the pagination menu
- Currently working on developing the other two enhancements (ability to copy a saved list and option to retain a saved list when a stored list is generated/certificate is issued)



Interface Feedback – Ineligible Eligibilities

How useful would it be to display the eligibilities that are Ineligible?

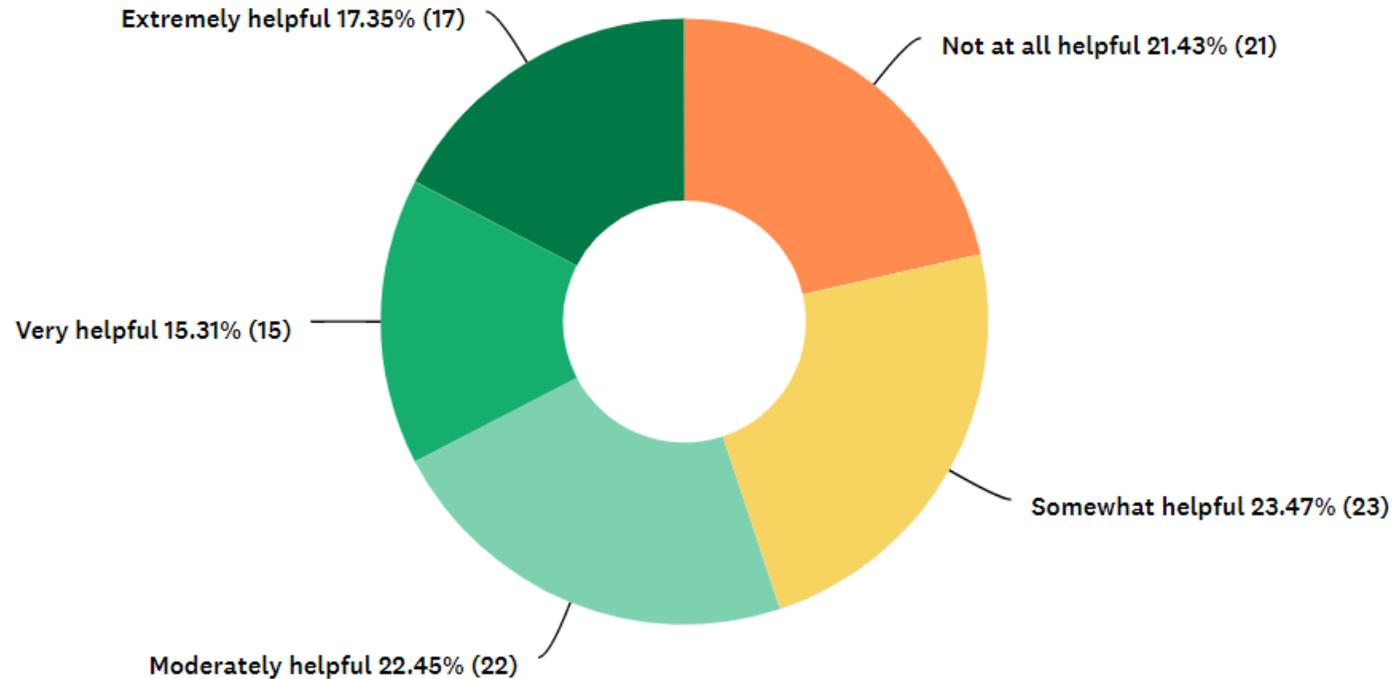
Answered: 98 Skipped: 100



Interface Feedback – Filter Panel

How helpful would it be for the filters panel to close automatically after you've applied filters and saved the list?

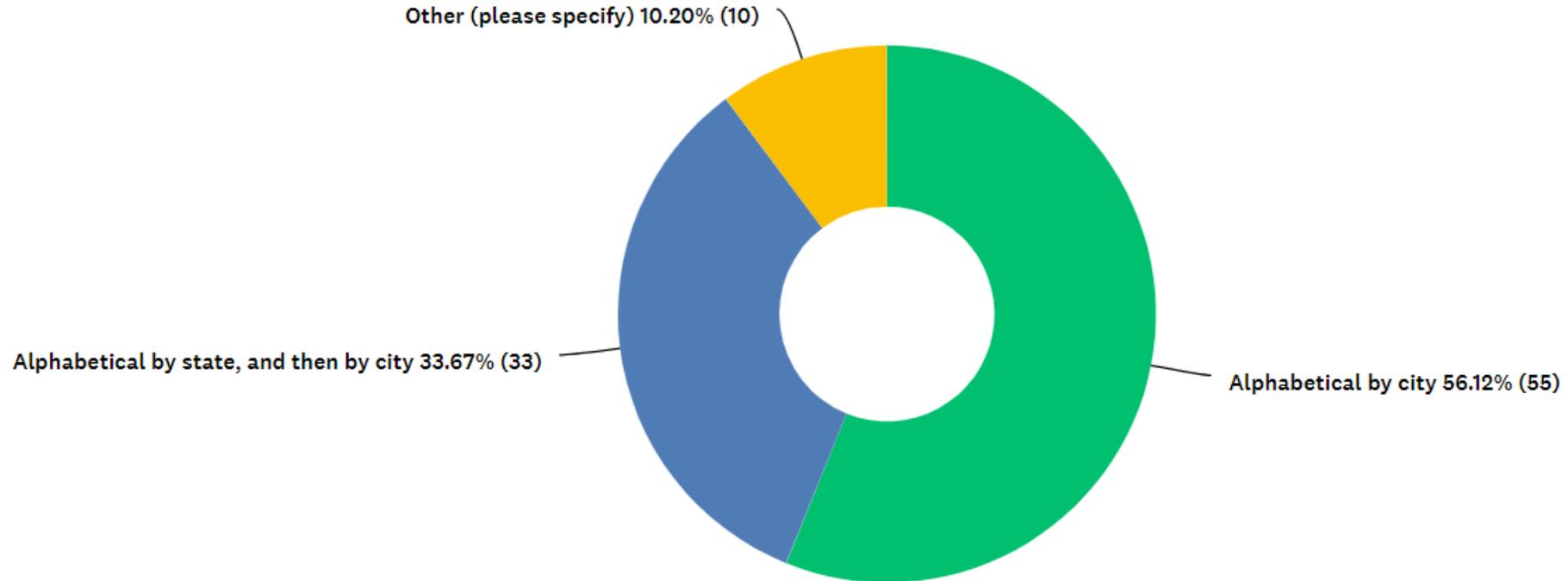
Answered: 98 Skipped: 100



Interface Feedback – Location Filter

How would you prefer the locations be listed in the Locations filter?

Answered: 98 Skipped: 100



Interface Feedback Summary

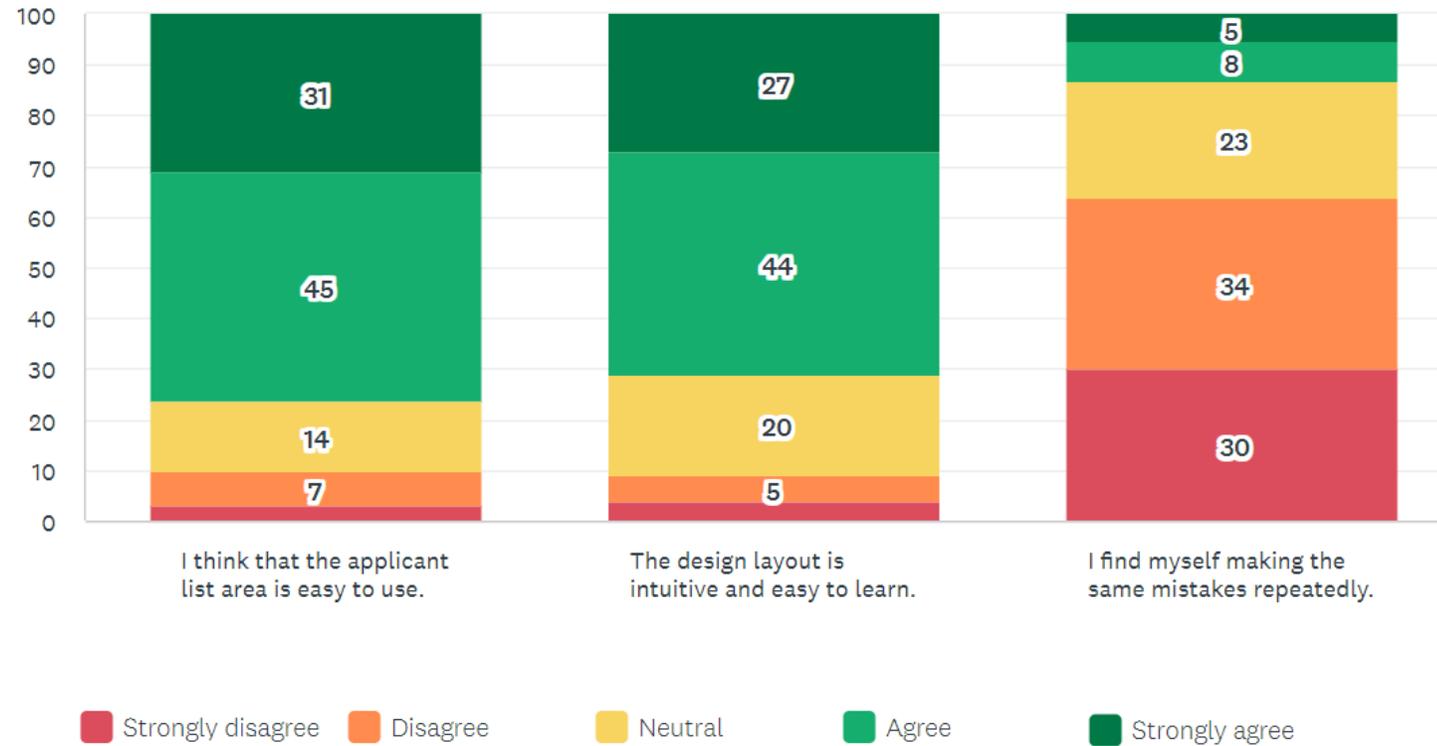
- Confirmed that displaying ineligible eligibilities on an applicant list would be very helpful, and prioritized development work for this.
- Majority of participants would prefer having the filter panel automatically close once filters are applied and the list is saved.
 - The panel would be able to be expanded using the icon to modify filters if needed, but having it closed by default would provide more space on the page for the applicant table.
- Feedback was a bit more mixed on the best order of locations in the locations filter. We're keeping it alphabetical by city for the time being.



Applicant List Area Overall Usability

Indicate your level of agreement with each of the following statements:

Answered: 100 Skipped: 98





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Recently Completed and Upcoming Enhancements

Steph Colon

Ability to change pagination increments

In Production - 12/16

										Last Name or First Name or Email		Search	Clear
<input type="checkbox"/>		Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes					
<input type="checkbox"/>	+	Beasley, Pam	ELTE	NV	AA	0	Dunder Mifflin	0	☑	🚩	🔗		
<input type="checkbox"/>	+	Halpert, Jim	ELTE	NV	AA	0		0	☑	🚩	🔗		
<input type="checkbox"/>	+	Lafleur, Wes	ELTE	NV	AA	0		0	☑	🚩	🔗		
<input type="checkbox"/>	+	Land, Wilfredo	ELTE	NV	AA	0		0	☑	🚩	🔗		
<input type="checkbox"/>	+	Markham, Franklyn	ELTE	NV	AA	0		0	☑	🚩	🔗		
<input type="checkbox"/>	+	Mathias, German	ELTE	NV	AA	0		0	☑	🚩	🔗		

Number of applicants per page:

1 - 100 of 102 << < 1 2 > >> Go to page:



Retain the Reviewed/Flagged/Pinned filter on the Applicant Overview

In Production - 12/16

👤 Applicants (5)

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

Name	Email	RSC - Applicant Status	✓	🚩	📌
Beasley, Pam	pambeasley787@gmail.com	AA	✓	🚩	📌
Halpert, Jim	lucillebluthtest+2@gmail.com	AA	✓	🚩	📌
Lafleur, Wes	sc1880@test.com	AA	✓	🚩	📌
Land, Wilfredo	sc1891@test.com	AA	✓	🚩	📌
Markham, Franklyn	sc1506@test.com	AA	✓	🚩	📌



Click Checkbox When Clicking on Description Text

Expected in Production – 1/20



USA Staffing® Development

Staffing Classification Admin Reports Search

VACANCY 10063012

Applicant List: Applicant List 1

Applicant List Name: Applicant List 1

Certificate Type: Select a Certificate Type

Filters: Scranton, PA 11 0343

Applicant List (102)

Save List Generate Stored List

Last Name or First Name or Email Search Clear

	Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes
<input type="checkbox"/>	+ Beasley, Pam	ELTE	NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	+ Halpert, Jim	ELTE	NV	AA	0		0
<input type="checkbox"/>	+ Lafleur, Wes	ELTE	NV	AA	0		0
<input type="checkbox"/>	+ Land, Wilfredo	ELTE	NV	AA	0		0
<input type="checkbox"/>	+ Markham, Franklyn	ELTE	NV	AA	0		0
<input type="checkbox"/>	+ Mathias, German	ELTE	NV	AA	0		0
<input type="checkbox"/>	+ Mathis, Gerry	ELTE	NV	AA	0		0

Number of applicants per page: 100

1 - 100 of 102

Go to page: Go

Eligibilities

- Any
- Career Transition Assistance Plan
- Dunder Mifflin Employee
- None

Veterans' Preference

- Any
- NV - No Preference Claimed
- NP - No Preference
- SSP - Sole survivorship
- TP - 5 - point
- CP - Disability rating 10-30%
- CPS - Disability rating at least 30%
- XP - Disability rating less than 10%
- XP - Derived

Toggles

- Any
- Reviewed
- Not Reviewed



Display Ineligible Eligibilities on Applicant Lists and Assignments

Expected in Production - 1/20

<input type="checkbox"/>		Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes	
<input type="checkbox"/>	+	Beasley, Pam	ELTE	NV	AA	0	Dunder Mifflin  	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
<input type="checkbox"/>	+	Schrute, Dwight Knight, JR.	ELTE	NV	AA	0	Dunder Mifflin 	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Scott, Michael	ELTE	NV	AA	0	Dunder Mifflin  	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Halpert, Jim	ELTE	NV	AA	0	Dunder Mifflin  	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>
<input type="checkbox"/>	+	Tyson, Elmer	ELTE	NV	AA	0	Dunder Mifflin 	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Tremblay, Dylan	ELTE	NV	AA	0	Dunder Mifflin 	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Tomato, Tomato	ELTE	CPS 	AA	0	Dunder Mifflin 	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



Updates to Date Column

Expected in Production – February

The screenshot displays the USA Staffing application interface for a specific vacancy (10063012). The main content area shows an 'Applicant List (102)' with various filters and a table of applicants. A green circle highlights a dropdown menu with the option 'Show App Received Date' selected.

Applicant List (102)

Filters: Scranton, PA | 11 | 0343 | Eligibles

		Name	Rating	Category	Vet Pref	RSC	Documents	Eligibility	Notes
<input type="checkbox"/>	+	Beasley, Pam	ELTE		NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	+	Halpert, Jim	ELTE		NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	+	Lafleur, Wes	ELTE		NV	AA	0		0
<input type="checkbox"/>	+	Land, Wilfredo	ELTE		NV	AA	0		0
<input type="checkbox"/>	+	Markham, Franklyn	ELTE		NV	AA	0		0
<input type="checkbox"/>	+	Mathias, German	ELTE		NV	AA	0		0
<input type="checkbox"/>	+	Mathis, Gerry	ELTE		NV	AA	0		0
<input type="checkbox"/>	+	Matney, Gilbert	ELTE		NV	AA	0		0

Number of applicants per page: 100

1 - 100 of 102 | Page 1 of 2 | Go to page: [] Go



Applicant List Filters Reordering

Expected in Production - February

- Toggles
- Category Rating
- Eligibilities
- Location
- Status (RSC)
- NOR Code
- Veterans' Preference
- Series
- Specialties
- Certification Status
- Advanced Filters
- Applicant Date



- Eligibilities
- Veterans' Preference
- Location
- Series
- Specialties
- Toggles
- NOR Code
- Status (RSC)
- Category Rating
- Certification Status
- Advanced Filters
- Applicant Date



Highlight Active Applicant Row

Expected in Production - February

<input type="checkbox"/>		Name	Rating	Category	Vet Pref	RSC	Documents	Eligibility	Notes	
<input type="checkbox"/>	+	Beasley, Pam	ELTE		NV	AA	0	Dunder Mifflin	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Halpert, Jim	ELTE		NV	AA	0	Dunder Mifflin	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Lafleur, Wes	ELTE		NV	AA	0		0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Land, Wilfredo	ELTE		NV	AA	0	Add Eligibility	0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Markham, Franklyn	ELTE		NV	AA	0		0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Mathias, German	ELTE		NV	AA	0		0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	+	Mathis, Gerry	ELTE		NV	AA	0		0	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Number of applicants per page: 1 - 25 of 102 Go to page:



Usability updates to Veterans' Preference

Expected in Production - February

Matthews, Glen	ELTE	NV
Mattingly, Glenn	ELTE	CPS 
Mattos, Gordon	ELTE	NV



Matthews, Glen	ELTE	NV
Mattingly, Glenn	ELTE	TP  
Mattos, Gordon	ELTE	NV



Group Veterans' Preference filter options

Expected in Production - February

The screenshot shows the USA Staffing application interface for a vacancy (10062629). The main area displays an 'Applicant List (1)' with one applicant, Jessica Harris. The interface includes a navigation menu at the top, a search bar, and a sidebar with filter options. The 'Veterans' Preference' filter is expanded, showing various options including 'Any', 'No Veterans' Preference', and several specific preference categories like 'SSP - Sole survivorship', 'TP - 5 - point', 'CP - Disability rating 10-30%', 'CPS - Disability rating at least 30%', 'XP - Disability rating less than 10%', and 'XP - Derived'. A cartoon bee character is overlaid on the bottom left of the screenshot.

USA Staffing® Development

VACANCY 10062629

Applicant List Name: Applicant List 1

Filters: Anywhere in the U.S. (remote job) 0201

Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes	App Received
Harris, Jessica	ELTE	CPS	AA	0		0	11/11/2022 12:56 EST

- + Filters
 - + Toggles
 - + Category Rating
 - + Eligibilities
 - + Grade
 - + Status (RSC)
 - + NOR Code
 - Veterans' Preference
 - Any
 - No Veterans' Preference
 - NV - No Preference Claimed
 - NP - No Preference
 - Veterans' Preference
 - SSP - Sole survivorship
 - TP - 5 - point
 - CP - Disability rating 10-30%
 - CPS - Disability rating at least 30%
 - XP - Disability rating less than 10%
 - XP - Derived
 - + Certification Status



Collapse Filter Panel when Saving

Expected in Production - March

USA Staffing® Development

VACANCY 10063012

Applicant List: Applicant List 1

Applicant List Name: Applicant List 1

Certificate Type: Select a Certificate Type

Filters: Scranton, PA | 11 | 0343

Applicant List (102)

Save List | Generate Stored List

	Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes
<input type="checkbox"/>	Beasley, Pam	ELTE	NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	Halpert, Jim	ELTE	NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	LaFleur, Wes	ELTE	NV	AA	0		0
<input type="checkbox"/>	Land, Wilfredo	ELTE	NV	AA	0		0
<input type="checkbox"/>	Markham, Franklyn	ELTE	NV	AA	0		0
<input type="checkbox"/>	Mathias, German	ELTE	NV	AA	0		0
<input type="checkbox"/>	Mathis, Gerry	ELTE	NV	AA	0		0

Number of applicants per page: 100 | 1 - 100 of 102 | Go to page: [] Go



USA Staffing® Development

VACANCY 10063012

Applicant List: Applicant List 1

Applicant List Name: Applicant List 1

Applicant List (102)

Save List | Generate Stored List

	Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes
<input type="checkbox"/>	Beasley, Pam	ELTE	NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	Halpert, Jim	ELTE	NV	AA	0	Dunder Mifflin	0
<input type="checkbox"/>	LaFleur, Wes	ELTE	NV	AA	0		0
<input type="checkbox"/>	Land, Wilfredo	ELTE	NV	AA	0		0
<input type="checkbox"/>	Markham, Franklyn	ELTE	NV	AA	0		0
<input type="checkbox"/>	Mathias, German	ELTE	NV	AA	0		0
<input type="checkbox"/>	Mathis, Gerry	ELTE	NV	AA	0		0

Number of applicants per page: 100 | 1 - 100 of 102 | Go to page: [] Go



Add Copy List Option to Applicant Lists

Expected in Production - March

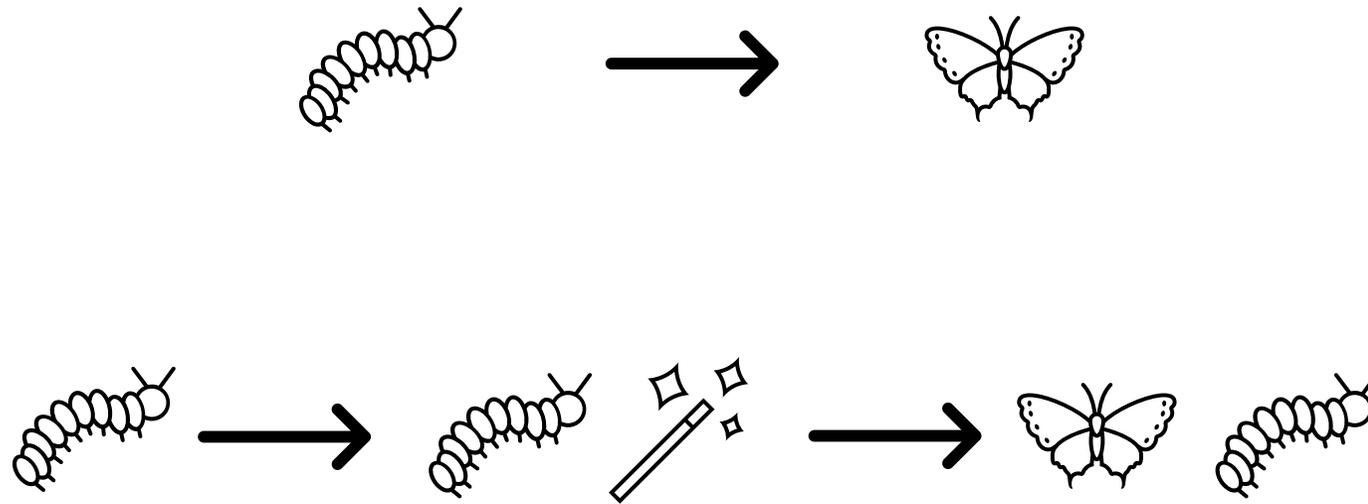
The screenshot shows the USA Staffing Applicant List interface for VACANCY 11636308. The page title is 'Applicant List: Applicant List 1'. The 'Applicant List Name' is 'Applicant List 1'. The 'Last Updated By' is 'Maria Ahmad' and the 'Last Updated' time is '9/20/2022 11:00 EDT'. The interface includes a 'Certificate Type' dropdown, a 'Filters' section, and a table of applicants. The 'Copy List' button is highlighted with a blue arrow.

Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes	App Received
Kitchens, Joshua C	PA	NP	PA	1	PA		9/1/2022 20:31 EDT
Rivas, Lamar	BS	CPS	AC	3			9/1/2022 13:34 EDT
Vetmore, Maria	IOBI	NV	IN	2			9/1/2022 13:38 EDT
Wilson, Beth	82	NV	UN	2			9/1/2022 13:29 EDT

The screenshot shows the USA Staffing Applicant List interface for VACANCY 11636308, but the page title is 'Applicant List: Applicant List 1 - Copy'. The 'Applicant List Name' is 'Applicant List 1 - Copy'. The 'Last Updated By' is 'Maria Ahmad' and the 'Last Updated' time is '9/20/2022 10:59 EDT'. A 'Determine List Name' dialog box is open, showing the text 'Applicant List 1 - Copy' in the input field. The dialog has 'Save' and 'Cancel' buttons.



Retain Saved Lists when Stored Lists/Certs are created

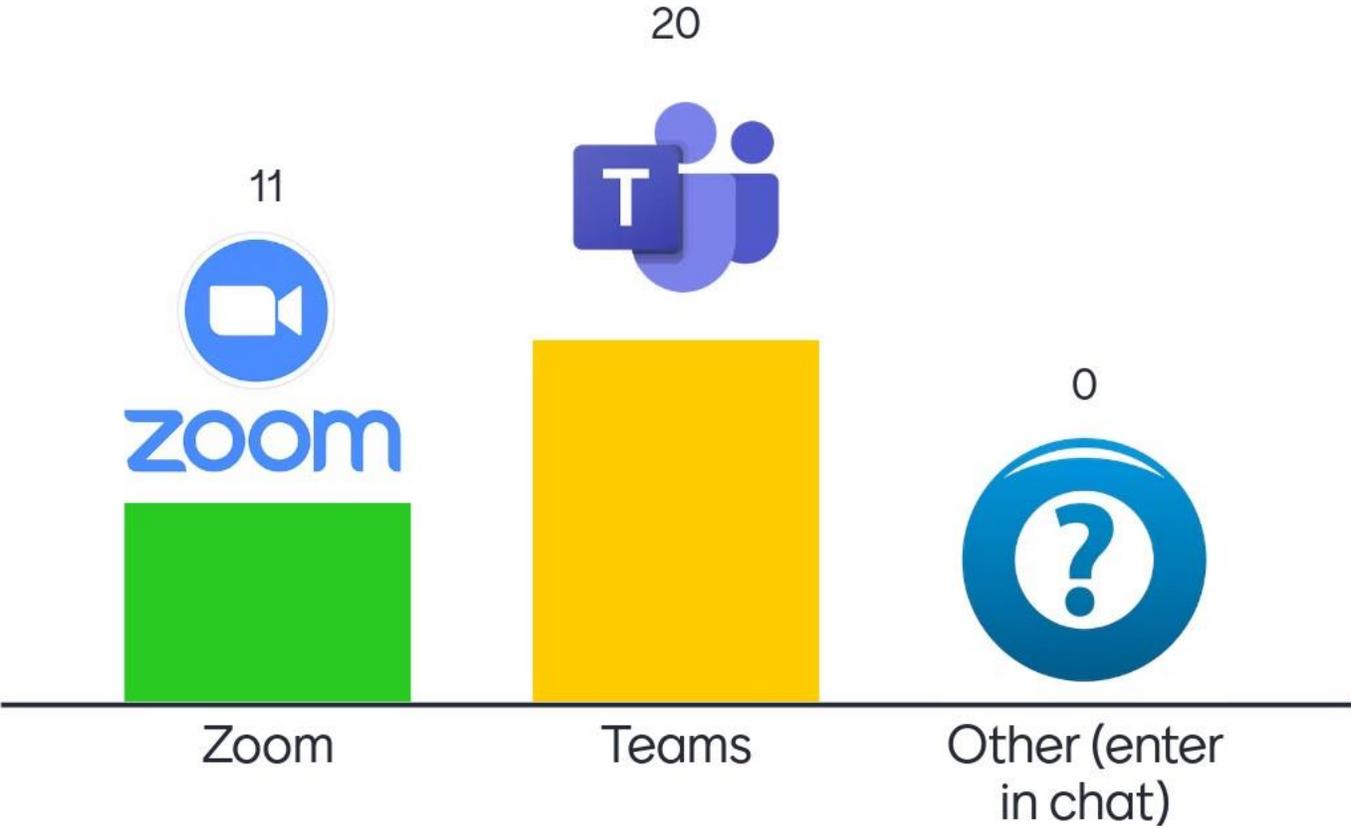


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Which virtual meeting platform do you prefer?



Hiring Manager's feedback opportunity!

We will be conducting 60-minute usability test sessions on Applicant List Review for Hiring Managers. Please provide this survey link to Hiring Managers that would be willing to participate!

Note: Not all respondents will be chosen to participate.



<https://www.surveymonkey.com/r/applist-2>





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Questions?

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