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USA Staffing Upgrade

Multiple Choice - Multiple Select Items Quick Reference Guide

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OPM HR SOLUTIONS
by government, for government

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Introduction

This document serves as a reference for using Multiple Choice - Multiple Select (MCMS) items in the USA Staffing Upgrade. The MCMS item type can be used in the Assessment Questionnaire to rate applicant knowledge and experiences, and the Announcement Questionnaire to collect information from applicants. MCMS use a "Select all that apply" item format.

Using MCMS Items in Assessments

MCMS items can be used in assessments using the **Weight-based** Rating Method in conjunction with either **Competency-level** or **Item-level** scoring. All else being equal, Competency-level scoring weights *competencies* equally, whereas Item-level scoring weights *items* equally. The decision of which scoring method would be most appropriate should be based on job analysis information and Subject Matter Expert (SME) input.

Note: Based on the scoring protocol outlined in the Job Qualification System for Trades and Labor Occupations, Multiple Choice – Multiple Select items would not be appropriate for use in rating applicants for Federal Wage System (FWS) positions.

Using MCMS items in an Assessment Questionnaire allows users to collect multiple, specific pieces of information about applicants' previous experiences in order to assess their breadth of knowledge and experience. The development of MCMS items requires greater SME involvement but can lead to more valid items and greater buy-in among hiring managers. When constructed properly, critical information can be collected with fewer MCMS items relative to default scale items.

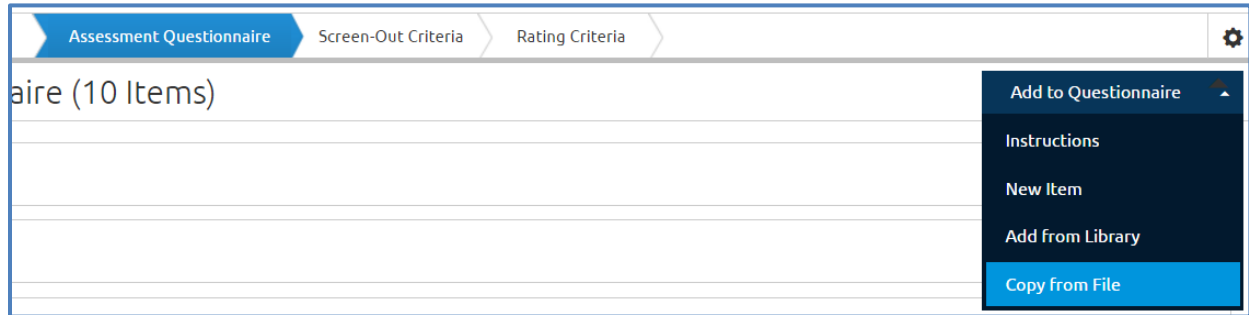
The USA Staffing system scores MCMS items by summing the points for each endorsed response option. Some responses could be weighted higher than others if there is job analysis evidence and/or SME input that supports this approach. However, keep in mind that MCMS items make an underlying assumption that more cumulative experiences are better than fewer experiences. If a specific response is the most important, and the additional experiences do not make the applicants more qualified, it may be more appropriate to rate that experience with a Multiple Choice – Single Select scale.

When creating a MCMS item, it is recommended that HR Users:

- Utilize the complete question format because it is easier for applicants to understand. In other words, instead of "I have led construction projects in:" ask, "Which of the following types of construction projects have you led?"
- Remind applicants to select all response options that apply to them. Although it may seem obvious that a list of response options requires multiple selections, it does not hurt to include a reminder.
- Enter a "None of the above" response option at the end. Keep in mind that checked boxes will not automatically clear if an applicant selects "None of the above", so it may be a good idea to instruct applicants that if they selected this option they should ensure this is their only response for the item.

Building MCMS Items in Assessment Questionnaires

MCMS assessment items can be added on the Assessment Questionnaire tab when preparing an Assessment for an Assessment Package or Assessment Package Template by using the **Copy from File** option.

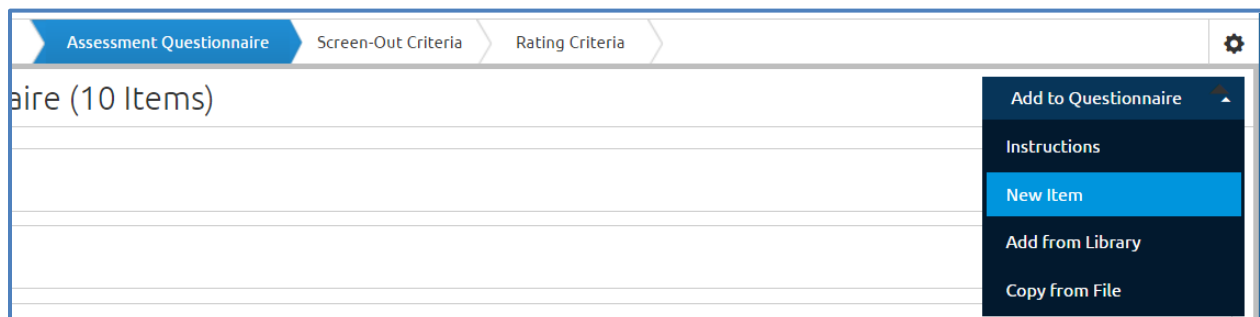


Use **MCMS:** followed by the item stem, and enter the base values for each response in [] before the letter of the response. For example:

COMPETENCY ID: XXX
MCMS:
1. Which of the following activities have you led during a subject matter expert panel?
(Select all that apply.)
[1] A. Draft interview questions
[1] B. Develop content for work samples (e.g., assessment center exercises, case studies)
[1] C. Develop occupational questionnaires (e.g., assessment questionnaires, training and experience questionnaires)
[1] D. Review and revise test items (e.g., situational judgment tests, job knowledge tests)
[1] E. Create assessment scoring benchmarks
[1] F. Set cut-scores for assessments
[0] G. None of the above (if selected, be sure this is the ONLY response selected for this item)

MCMS assessment items can also be added individually when preparing an Assessment tool for an Assessment Package or Assessment Package Template by following the steps below:

1. From the **Add to Questionnaire** dropdown in the top right corner, select **New Item**.



2. From the **Link To** dropdown, select the competency to which the item will be linked.
3. Enter the **Item Stem**.
4. From the **Response Type** dropdown, select **Multiple Choice – Multiple Select**.

Edit Questionnaire Item

Link To: Assessment Development

Screen-out:

Required: No

Item Stem *

Which of the following activities have you led during a subject matter expert panel? (Select all that apply.)

Response Type *: Multiple Choice - Multiple Select

Scale: Item-specific Response Options

Save & New Save & Close Cancel

5. Click **Save & Close** to exit the Add Questionnaire Item pop-up box and then click the **Add Response** button to enter the response options one at a time. Be sure to click **Save** on the bottom right corner of the page once all the responses have been entered.

11. Which of the following activities have you led during a subject matter expert panel? (Select all that apply.)

Response Option

A Draft interview questions

B Develop content for work samples (e.g., assessment center exercises, case studies)

C New Response

Add Response

Save Cancel

- Navigate to the **Rating Criteria** page and click on the appropriate competency title. Expand the MCMS item and assign the appropriate base values to the response options. Based on SME input, response options can be weighted equally or some responses could be scored higher relative to one another. The “None of the above” response should receive a value of 0.

0201 - 12 Item Weights
✕

Assessment Development

	Number	Item Stem	Rated	Proportional Weight
-	11	Which of the following activities have you led during a subject matter expert panel? (Select all that apply.)	<input checked="" type="checkbox"/>	1

Response Option	Response Text	Base Value
A	Draft interview questions	1 (10)
B	Develop content for work samples (e.g., assessment center exercises, case studies)	1 (10)
C	Develop occupational questionnaires (e.g., assessment questionnaires, training and experience questionnaires)	1 (10)
D	Review and revise test items (e.g., situational judgment tests, job knowledge tests)	1 (10)
E	Create assessment scoring benchmarks	1 (10)
F	Set cut-scores for assessments	1 (10)
G	None of the above (if selected, be sure this is the ONLY response selected for this item)	0 (0)

Apply to all Rating Combinations

Save
Save & Close
Cancel

Note: By default, the system will weight MCMS items equally with other questionnaire items. If SME input indicates a need for MCMS items to be rated differently relative to other items in the assessment, users with the appropriate permission profile can uncheck the Weight Equally box to adjust the weight of MCMS items.

Using MCMS Items as Screen-Outs in Assessments

If needed, **MCMS items can be also be used as screen-out items in the Assessment.** For example, if ability to communicate in one of three foreign languages is necessary for a particular position, the HR User can create an MCMS screen-out item with a response option for each of the languages, and a fourth option for “None of the above”.

Note: Tying an MCMS screen-out item to a Competency is only necessary if it is also being used to rate applicants. In this example, if knowledge of more than one of the desired foreign languages would also enhance performance in the position, the item can be used to rate applicants by assigning it to a competency (e.g., Foreign Language Ability) and establishing base values for the qualifying responses. In doing so, an applicant who can communicate in two or all three of the desired languages would be rated higher than an applicant who is only proficient in one of them.

Building the item would follow the same steps outlined above, with the following additions:

- To identify the item as a screen-out, enter a “-” in front of the question number when using the Copy from File option, or select the **Screen-out checkbox** when entering/editing the individual item.

2. On the Screen-Out Criteria page, click **Add Screen-Out**.

3. Provide a name, select the appropriate Ineligibility Code, and check the box to make the “None of the above” answer a disqualifying response.

Response Options	Qualifying	Disqualifying	Label
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A French
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	B Flemish Dutch
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	C German
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	D None of the above
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Failed to respond

Note: If an applicant selects both a qualifying and a disqualifying response option for an MCMS screen-out item, the system will determine that the applicant meets that particular screen-out requirement.

Note: HR Users with permission profiles that include this option can also add MCMS items to Competency Networks in the Admin area. To do so, navigate to the **Items** tab of the Competency Network and select **Add Item**. The process is very similar to the steps identified above, except users will be able to add the responses and assign the base values for each response directly from the **Create Item** pop up box.

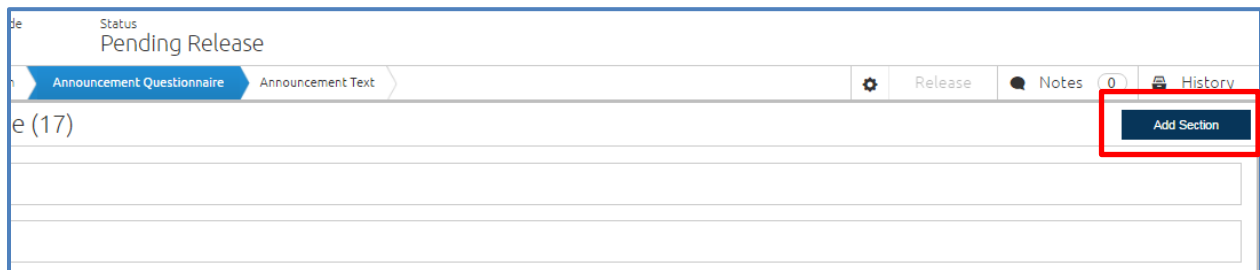
Building MCMS Items in Announcement Questionnaires

MCMS items can also be used in the Announcement Questionnaire to collect information from applicants. This information can later be used to help filter applicant lists using Advanced Criteria functions.

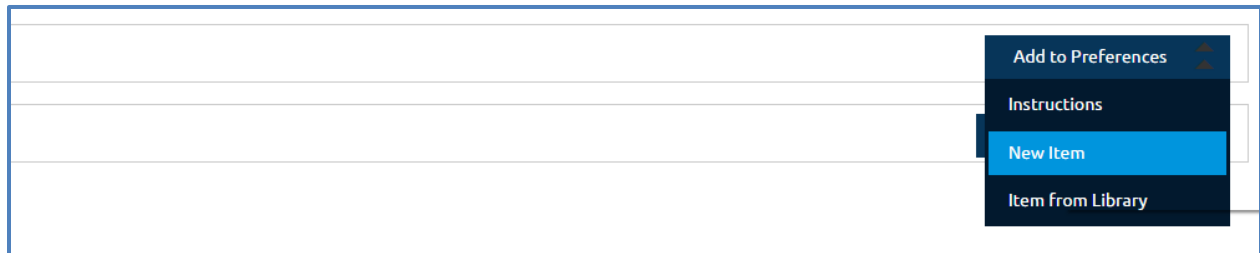
Note: At this time, MCMS items can be used as screen-out questions in the Assessment, but not in the Announcement Questionnaire.

Users can add an MCMS item to the Announcement Questionnaire by following the steps below:

1. Create a new section by selecting **Add Section** from the top right corner or hover over an existing section (e.g., Preferences).



2. Select **Add to *Section Name*** and select **New Item**.



3. Enter an **Item Header** and the **Item Stem**.
4. From the **Response Type** dropdown, select **Multiple Choice – Multiple Select**.
5. If appropriate, identify the item as **Required**.
6. Select **Add Response** to enter the response options one at a time, and **Add & Close** when completed.

Add Questionnaire Item

Item Header *

Org Preference

Item Stem *

This announcement includes multiple vacancies in different functional areas. In which of the following areas would you be interested in working? (Select all that apply.)

Response Type *
Multiple Choice - Multiple Select

Required
Yes

Response	
A	Facilities engineering
B	Systems engineering
C	Testing and evaluation
D	None of the above (if selected, be sure this is the ONLY response selected for this item)

Add Response

Add & Close Cancel

Note: HR Users with permission profiles that include this option can also add MCMS items to Announcement Items in the Admin section. To do so, select **Manage Announcement Items** and select **Create New Item** in the top right corner of the page. Once entered and saved, these items will be available for easy reuse within individual Announcement Questionnaires by selecting the **Item from Library** option.