



USA Staffing®
Great Government Starts Here®

USA Staffing

Subject Matter Expert Review Assignment

April 2023

OFFICIAL USE NOTICE: This material is intended exclusively for use by USA Staffing Customers and is not to be distributed without approval from the USA Staffing Program Office. This communication may contain information that is proprietary, privileged, or confidential or otherwise legally exempt from disclosure. If you have received this document in error, please notify the USA Staffing Program Office immediately and delete all copies of the presentation.



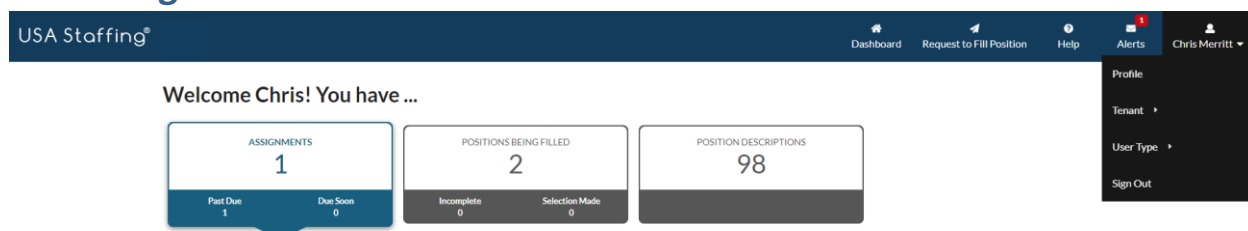
OPM HR SOLUTIONS
by government, for government

Logging In to USA Staffing

For First Time Users:

Your Agency's HR Office will create an account for you to log into the USA Staffing system. Once an account is created, you will receive a welcome email titled "Your New USA Staffing Account" containing the email address used to create your account and an activation link. Click on the link in the body of the email and follow the on-screen prompts to access the system. You will be asked to accept the system's Rules of Behavior the first time you log in and annually thereafter. To complete the activation of your account, register your Smart Card, such as the Personal Identification Verification (PIV) or Common Access Card (CAC). If you do not have a Smart Card issued by your agency, you must use Login.gov to gain access to USA Staffing. For Additional Information on Log In, please click [here](#).

Site Navigation



The Hiring Manager Dashboard is your (hiring manager users, subject matter experts, or any other user who accesses USA Staffing as a non-HR user) home page in USA Staffing. The dashboard consists of a Navigation Toolbar with menu options that allow you to access your Dashboard, access Online Help, view personalized Alerts, and manage your User Account. The Dashboard displays Assignments, Positions Being Filled and Position Descriptions tiles. By clicking on one of the tiles, you can view the specific details.

Navigation Toolbar – on your navigation toolbar and in your sign-in menu, the following options are available:

- The **Help** navigates you to the online help pages within USA Staffing. Once the Help item is clicked, you are taken to the online help content specific to the page you are currently viewing.
- The **Alerts** is where you view personalized notifications related to your hiring details. The number in “red” will display the active alerts.
- The **User Account** displays your First and Last Name. Users can click on their name to access a menu with options for managing their account.
 - The **Profile** will display your Email Address, Name, Address and Phone Number. Users can view or edit their personal information. The Email Address

cannot be modified by the user. Please contact your HR office for email changes.

- The **Tenant** will display only if you have access to multiple Agencies (i.e., DOD, OPM, VA, etc.).
- The **User Type** will display if you have access to USA Staffing with more than one profile type (i.e., HR User, Onboarding User, etc.).
- The **Sign Out** is used to log off the system completely.

Assignment Tile

USA Staffing allows HR Users to collaborate with you, the Subject Matter Expert (SME), using a tool called Assignments. An assignment is sent to you through the Hiring Manager Interface and can be accessed on the Assignment tile.

On the Assignment tile, you will see the number of assignments you have that are Past Due or Due Soon.

Past Due – Includes the number of your assignments where the Due Date is prior to today.

Due Soon – Includes the number of your assignments that are due within the next three days.

While on the Assignment Tile you can View, Search, Filter and Sort all your assignments. On the Assignment Tile the results are sorted by the default of due date. Click on the Sort By dropdown to change your sort option.

The screenshot shows the USA Staffing dashboard. At the top is a dark blue navigation bar with the USA Staffing logo and several menu items: Dashboard, Request to Fill Position, Candidate Inventory, Help, Alerts, and a user profile for Briana Heinz. Below the navigation bar, a welcome message reads "Welcome Briana! You have ...". The main content area features three summary tiles: "ASSIGNMENTS" with a total of 2 (1 Past Due, 0 Due Soon), "POSITIONS BEING FILLED" with a total of 27 (4 Incomplete, 6 Selection Made), and "POSITION DESCRIPTIONS" with a total of 80. Below these tiles is the "Assignments" section. It includes a "Sort By:" dropdown menu set to "Due Date". There are also "Filters" (Active, Change, Reset) and a search bar labeled "Position Title, Assignment Name, I" with a "Search" button. The first assignment listed is "Structured Resume Review TESTING" with a due date of 12/30/2022. It includes details for PAY PLAN (GS), SERIES (0201), and GRADES (12). An "HR CONTACT" box on the right lists Briana Heinz with her email (briana.heinz@opm.gov) and phone number (202-000-0000).

Accessing the Subject Matter Expert (SME) Review Assignment

1. To open a Subject Matter Expert (SME) Review assignment, click the URL from the review notification email or log directly into USA Staffing. If logging into USA Staffing directly, you will need to find the appropriate Assignment on the Assignment Dashboard. Once found, click on the Assignment name (blue hyperlink).
2. When you open an assignment for the first time, the instructions from your HR office will display. After reading the instructions, minimize the box by clicking the *Continue with evaluation* button.

Instructions

How to evaluate a resume as a Subject Matter Expert (SME)

- Review applicant's resume**
Look for evidence of each pre-defined specialized experience requirement in the applicant's resume. Evaluate the resume based on the experience presented relative to each pre-defined specialized experience requirement rather than looking for key words.
- Make determination**
For each specialized experience requirement, select the appropriate response based on whether the applicant's resume reflects the required experience.
- Provide justification**
Provide the appropriate justification for each determination. If the applicant's resume reflects the required experience, indicate where in the resume you found support for your determination (i.e., year(s) experience gained, as well as position title as needed for clarity). If the applicant's resume does not reflect the required experience, you will see text auto-populate (i.e., "Resume reflects insufficient evidence of ..."). Provide additional justification as needed to help others retrace your decision.
- Finish evaluation**
Click Finish Evaluation to save your evaluation and review the next applicant. A new applicant record will open for your review. You may stop at any time by clicking Exit Reviews.

Still have questions? Visit our Online Help for more details.

Continue with evaluation

3. The top of the page will provide two informational boxes:
 - a. On the left, you will see the Position Title, Series and Grade combination, the total number of applicants to be evaluated and a progress bar showing how many applicants have been or are actively being evaluated within the assignment.



The progress bar tracks the total number of applicants included in a single review assignment. You may not evaluate all the applicants in that assignment due to other SME Reviewers working in the same assignment.

- b. On the right, a Details box listing the Review name, Due Date, Number of SMEs assigned as Reviewers and Number of SMEs assigned as Tiebreak Reviewers.

Subject Matter Expert Review

Evaluate as many applicants as you can for the position below.

Human Resources Specialist (0201-GS-11)

3 Applicant Reviews Completed: 0 In Progress: 1

You've Completed 0 Reviews

Details

- SME Review for HR Specialist
- Available for review until March 31, 2023
- 2 SMEs
- 1 Tiebreakers

Instructions

Completing an SME Review Assignment

1. When presented with your first applicant to evaluate begin by reading the **Evaluation Criteria** the resume will be rated against, located on the left.
2. Review the resume content against the Evaluation Criteria and document your final rating determination by selecting the appropriate radio button for each specialized experience.
 - a. Resume reflects this specialized experience.
 - b. Resume does not reflect this specialized experience.

Applicant XP Widow

Time remaining to complete the evaluation: 3 hours and 46 minutes

Submit Evaluation Recuse Yourself

Evaluation Criteria

Basic Math

The applicant has experience equivalent to the GS-7 level, performing basic math to aggregate data for analysis.

☒ Resume reflects this experience
☐ Resume does not reflect this experience

Evaluation Justification *

Business Analyst, 03/2020 - Present

JavaScript Coding

The applicant has experience coding front-end and back-end web applications using the JavaScript coding language.

☐ Resume reflects this experience
☐ Resume does not reflect this experience

Evaluation Justification *

Resume

PDFTRON

3. The **Evaluation Justification** text box is provided for you to document a summary of how you made your final determination for each specialized experience being rated. Your agency policies will determine when justifications are needed. The HR User managing the vacancy will implement the appropriate settings based on those policies. You will be alerted in the system when justification narratives are needed.



It is a best practice to provide a justification that supports your evaluation decision. Evaluation justifications will assist HR in the final review of an applicant's qualification. Also, if SMEs disagree on one or more specialized experience requirement(s), a third tiebreaker SME must review the justifications from the two SMEs to make a final determination.

Examples of justification language:

When rating 'Yes' (resume reflects the required experience), indicate where in the resume you found support for your rating (i.e., year(s) experience gained, as well as position title as needed for clarity).

- *"Assessment Consultant, 9/19 – 12/20"*
- *"Personnel Psychologist, 2019 – 2021"*

When rating 'No' (resume does not reflect the required experience), indicate that the resume reflects insufficient evidence of the target experience, providing justification needed to help others retrace your decision.

- *"Resume reflects insufficient evidence of 'Conducting Job Analysis.' See May 2022 – Present. Only 6 months experience in conducting job analysis."*
- *"Resume reflects insufficient evidence of 'Developing Assessments for Employee Selection.' See 2019-2021. Relevant experience but at the Grade 11 level only."*

4. Click the *Submit Evaluation* button at the top or bottom of the page once steps 2 and 3 are completed.

Applicant XP Widow
Time remaining to complete the evaluation: 3 hours and 40 minutes

Evaluation Criteria

Basic Math
The applicant has experience equivalent to the GS-7 level, performing basic math to aggregate data for analysis.
☒ Resume reflects this experience
☐ Resume does not reflect this experience
Evaluation Justification *

JavaScript Coding
The applicant has experience coding front-end and back-end web applications using the JavaScript coding language.
☒ Resume reflects this experience
☐ Resume does not reflect this experience
Evaluation Justification *

Network Security
The applicant has experience configuring DNS and firewall rules to protect networks from external threats.
☒ Resume reflects this experience
☐ Resume does not reflect this experience
Evaluation Justification *

Submit Evaluation

5. The system will save your responses and transmit them to the HR Specialist for review. You will receive the below confirmation message once this action is successful.

Subject Matter Expert Review

Evaluate as many applicants as you can for the position below.

Human Resources Specialist (0201-GS-11)

3 Applicant Reviews ☒ Completed: 1 ☐ In Progress: 1

You've Completed 1 Reviews

Details

- SME Review for HR Specialist
- Available for review until March 31, 2023
- 2 SMEs
- 1 Tiebreakers

Evaluation Submitted
Your evaluation of Matt Reilly has been submitted successfully. Click the **Next Applicant** button to evaluate another applicant.

Next Applicant

6. To move to the next evaluation, click the *Next Applicant* button and complete the same steps as before.
7. SME Reviewers are given four (4) hours to complete each applicant evaluation. The timer will start once the applicant's resume is displayed and a reminder will appear at the top left corner (under the Applicant's Name) showing the time remaining. If an evaluation is not completed in the time allowed, that applicant's resume will be reassigned to another SME.

The screenshot shows the 'Applicant XP Window' interface. At the top left, under the applicant's name, a red-bordered box contains the text 'Time remaining to complete review: 59:38 minutes'. On the right side, there are two buttons: 'Submit Evaluation' and 'Recuse Yourself'. In the center, a large red-bordered box also displays 'Time remaining to complete review: 59:38 minutes'. The left panel shows 'Evaluation Criteria' for 'Basic Math', with instructions and radio buttons for selecting if the resume reflects the experience. Below that is an 'Evaluation Justification' text box containing 'Business Analyst, 03/2020 - Present'.

Recuse yourself from a review

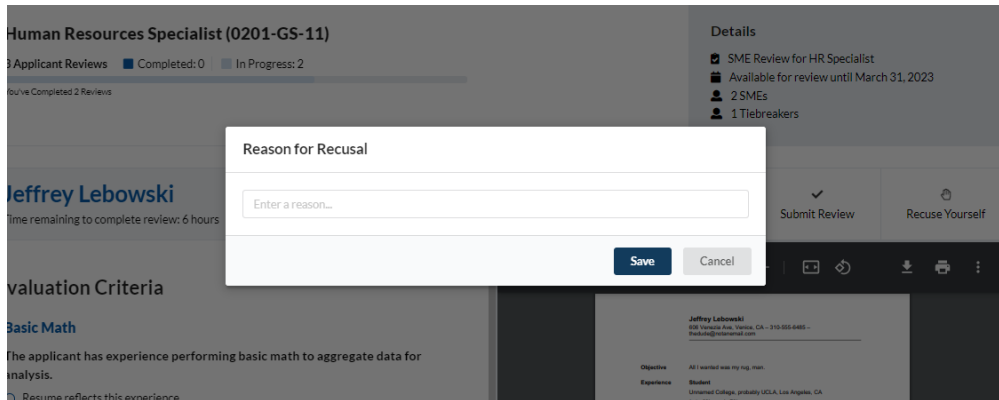
1. If presented with an applicant's resume that you are unable to review due to a conflict of interest, you may recuse yourself from that specific review by clicking the *Recuse Yourself* button on the right corner of the resume.



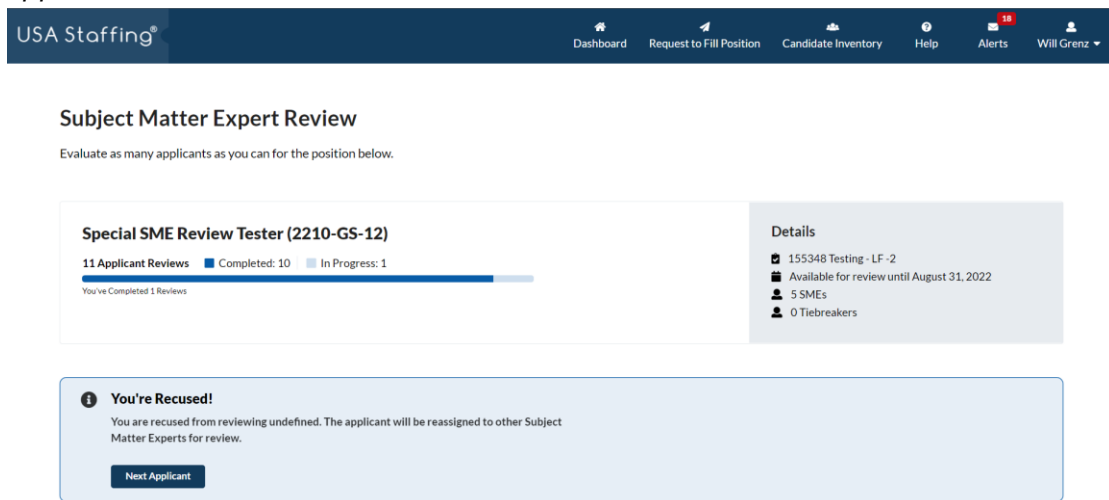
SMEs should recuse themselves when there is an appearance of bias or potential bias toward the applicant. Examples include:

- You have a personal relationship with an applicant outside of work
- You work with the applicant
- You supervise the applicant
- You have a prior work relationship with the applicant

2. The system will present you with a text box to document your **Reason** for recusing yourself from that review.



3. Once your justification is saved you will receive a confirmation message that your recusal was sent to the HR Specialist. You will then be presented with the *Next Applicant* button to move to the next review.



Completing a Tiebreaker Review

If assigned as a Tiebreaker Reviewer, you will access the review assignment using the same steps outlined in the Accessing the Subject Matter Expert (SME) Review Assignment section above.

- a. On the left side of the page, you will see the **Tiebreaker Evaluation** message indicating you will complete a tiebreaking evaluation.
- b. Read the **Evaluation Criteria** the resume will be rated against, located on the left.
- c. Review the **Evaluation Justification** submitted by the previous SME Reviewers.

- d. Then, review the resume content against the Evaluation Criteria and document your final rating determination by selecting the appropriate radio button for each specialized experience.

The screenshot displays the 'Kay Chap' evaluation interface. At the top, it shows the user's name 'Kay Chap' and a timer indicating 'Time remaining to complete the evaluation: 3 hours and 59 minutes'. On the right, there are buttons for 'Submit Evaluation' and 'Recuse Yourself'. The main section is titled 'Evaluation Criteria' and contains a 'TIE-BREAKER EVALUATION!!' notice. Below this, the 'Network Security' criterion is listed: 'The applicant has experience configuring DNS and firewall rules to protect networks from external threats.' Two radio buttons are present: 'Resume reflects this experience' (selected) and 'Resume does not reflect this experience'. The selected option has a text input field containing 'resume 3/22/- current'. The unselected option has a text input field containing 'tet'. A red arrow points from the text 'Other SMEs Justifications' to the 'Resume reflects this experience' radio button. Below the radio buttons is an 'Evaluation Justification' text box and a 'Submit Evaluation' button. On the right, a preview of the applicant's resume is shown, including the name 'Kay Chap', address '123 Data Drive, Macon, GA 31204', and job history: 'OPM, IT Specialist, June 2017 - Present'.

- e. The Evaluation Justification text box is provided for you to document a summary of how you made your final determination for each specialized experience being rated. Your agency policies will determine when justifications are needed. The HR User managing the vacancy will implement the appropriate settings based on those policies. You will be alerted in the system when justification narratives are needed.

Examples of tiebreaker justification language:

When providing a tiebreaker justification, follow the general Evaluation Justification guidelines above:

- When rating ‘Yes’ (resume reflects the required experience), indicate where in the resume you found support for your rating (i.e., year(s) experience gained, as well as position title as needed for clarity).
- When rating ‘No’ (resume does not reflect the required experience), indicate that the resume reflects insufficient evidence of the target experience, providing justification needed to help others retrace your decision.

In addition, evaluate and reference the justifications from the other two SMEs in writing up your documentation. See samples below.

- Sample 1: *“I do not agree with SME 1 that the applicant has experience to qualify them for Conducting Job Analysis. The job analysis experience referenced by the applicant exceeds one year; however, it does not demonstrate a foundational understanding of the procedures required to carry out a job analysis that meets professional standards that would be required at Grade 12. I agree with SME 2 that the applicant has not properly demonstrated experience qualifying them for Conducting Job Analysis.”*
- Sample 2: *“I agree with SME 1 that the applicant has demonstrated required experience in Developing Assessments for Employee Selection. SME 2 indicated the applicant did not have relevant assessment development experience; however, the applicant developed structured interviews, biodata instruments, and work samples over a two-year period (see Personnel Psychologist, 2019-2021).”*

- f. Click the *Submit Evaluation* button at the top or bottom of the page once the above steps are completed.

The screenshot displays the 'Applicant XP Widow' evaluation interface. At the top, a header bar shows 'Testing (0201-GS-12)' and progress indicators for '6 Applicants to Evaluate' (0 Completed, 6 In Progress). A 'Details' sidebar on the right lists 'Structured Resume Review', a deadline of 'December 29, 2022', and counts for '3 SMEs' and '1 Tiebreakers'. The main content area is titled 'Applicant XP Widow' with a 3-hour and 49-minute time limit. It features an 'Evaluation Criteria' section with a 'TIE-BREAKER EVALUATION!' note and a 'Basic Math' section. The 'Basic Math' section includes two radio buttons: 'Resume reflects this experience' (selected) and 'Resume does not reflect this experience'. Below these are text boxes for 'Business Analyst, 03/2020 -Present' and 'Resume reflects insufficient evidence of basic math.' An 'Evaluation Justification' field contains 'Business Analyst, 03/2020 -Present'. A progress bar is visible below the justification field. Two red circles highlight 'Submit Evaluation' buttons: one in the top right corner and one at the bottom center. A red arrow points from the top button to a callout box containing a checkmark and the text 'Submit Evaluation'. Another red arrow points from the bottom button to a larger blue 'Submit Evaluation' button.

Testing (0201-GS-12)

6 Applicants to Evaluate Completed: 0 In Progress: 6

You've evaluated 1 applicants

Details

- Structured Resume Review
- To be completed by December 29, 2022
- 3 SMEs
- 1 Tiebreakers

Applicant XP Widow

Time remaining to complete the evaluation: 3 hours and 49 minutes

Submit Evaluation Recuse Yourself

Evaluation Criteria

TIE-BREAKER EVALUATION!
This applicant received two evaluations with conflicting results for one or more experience statements. Review the justifications provided by the other subject matter experts, then review the applicant's resume and evaluate the experience statements to determine if the applicant possesses the experience.

Basic Math
The applicant has experience equivalent to the GS-7 level, performing basic math to aggregate data for analysis.

☒ Resume reflects this experience

Business Analyst, 03/2020 -Present

☐ Resume does not reflect this experience

Resume reflects insufficient evidence of basic math.

Evaluation Justification *

Business Analyst, 03/2020 -Present

Submit Evaluation

Submit Evaluation

- g. The system will save your responses and transmit them to the HR Specialist for review. You will receive the below confirmation message once this action is successful.

Subject Matter Expert Review

Evaluate as many applicants as you can for the position below.

Testing (0201-GS-12)

6 Applicants to Evaluate

Completed: 0

In Progress: 6

You've evaluated 1 applicants

Details

- Structured Resume Review
- To be completed by December 29, 2022
- 3 SMEs
- 1 Tiebreakers

Evaluation Submitted

Your evaluation of Applicant XP Widow has been submitted successfully. Click the **Next Applicant** button to evaluate another applicant.

Next Applicant

- h. To move to the next review, click the *Next Applicant* button and complete the same steps as before.

Closing out a Review

1. When all evaluations are completed, you will be presented with the below message. Click on the *Go to Dashboard* to return to your Hiring Manager Dashboard.

Subject Matter Expert Review

Evaluate as many applicants as you can for the position below.

Human Resources Specialist (0201-GS-11)

3 Applicant Reviews

Completed: 0

In Progress: 2

You've Completed 2 Reviews

Details

- SME Review for HR Specialist
- Available for review until March 31, 2023
- 2 SMEs
- 1 Tiebreakers

All Done!

At this time, there are no further applicants available for you to evaluate. Additional applicants may become available at a later time if additional evaluations are required for applicants where other SMEs have disagreement. Please check back periodically until the assignment is completed by all SMEs.

Go to Dashboard