



USA Staffing®

Great Government Starts Here®

September 9, 2020

The Advisory Board meeting will begin shortly.

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, confidential or otherwise legally exempt from disclosure. If you have received this presentation in error, please notify the USA Staffing Program Office immediately and delete all copies of the material.



Agenda

1. USA Staffing Program Updates

- Onboarding Award Winner
- We're Hiring!
- Upcoming Downtime
- Authority to Operate
- Application Trends

2. Upcoming Functionality

- Batch Printing Applications and Assessment Responses

3. USA Hire

- Executive Order on Modernizing and Reforming Assessment and Hiring of Federal Job Candidates

4. USAJOBS

- Job Status

5. Upcoming Events

Questions?

Use the Q&A feature in Adobe to ask questions during the meeting.

USA Staffing Onboarding: Igniting Innovation Award Winner



The American Council for Technology and Industry Advisory Council's (ACT-IAC) annual Igniting Innovation 2020 Conference and Awards event identifies, recognizes, promotes, and connects the best innovations and innovators to improve services to citizens and government operations.

Igniting Innovation Award: The one best innovation selected by the attendees.

Transformer Award: Innovation that repurposes existing solutions in new or different ways resulting in new or broadened applicability and uses.

View USA Staffing Onboarding's video submission here:

<https://www.youtube.com/watch?v=nkBoFOf6bsw&list=PLGRYhcHhAOM8gHdajpJ5TeKe3V8GasCoe&index=35&t=0s>



USA Staffing is Hiring!

We are recruiting:

- Business Analysts (BAs) (GS-11-13)
- Junior and Senior Account Managers (GS-11-13)
- Interconnection Analysts (GS-13)
- User Supporters (GS-11-13)

USA Staffing’s Account Management announcements are open until 9/17/20.

OPM’s HR Solutions Division is using a special search page on USAJOBS that lists all HRS jobs as they open.

An official website of the United States government

USAJOBS

Keywords: Job title, dept., agency, series, or occupation

Location: City, state, zip, or country

Viewing 1 - 2 of 2 jobs Sort by Relevance

[Save this search.](#) We'll email you new jobs as they become available.

Human Resources Specialist
Office of Personnel Management
 Other Agencies and Independent Organizations
 Multiple Locations
 Starting at \$64,009 (GS 11-12)
 Permanent • Full-Time
 Open 09/03/2020 to 09/17/2020

Human Resources Specialist
Office of Personnel Management
 Other Agencies and Independent Organizations
 Multiple Locations
 Starting at \$91,674 (GS 13)
 Permanent • Full-Time
 Open 09/03/2020 to 09/17/2020

<https://www.usajobs.gov/Search/Results?mco=OPM-HRS>



Upcoming System Downtime

When:

- Saturday, September 19, approximately 7:30 am until 10:00 am ET
- Sunday, September 20, approximately 5:00 am until 10:00 am ET

Why:

- OPM will perform local network and firewall maintenance.

What this means for you:

- During these downtimes, all USA Staffing interfaces will be unavailable.
- A downtime message will be posted on all sites for applicants, new hires, and agency users.





USA Staffing's New Authority to Operate

- USA Staffing has a new Authority to Operate (ATO) that is **valid until September 1, 2023**.
- USA Staffing completed a full security assessment and authorization (A&A) performed by a third party.
- Customer agencies can request a copy of the ATO memo and/or Privacy Impact Assessment from their Account Manager.
- Customer agencies can request a reading room session at OPM's Headquarters building in DC to review the complete set of security documentation.

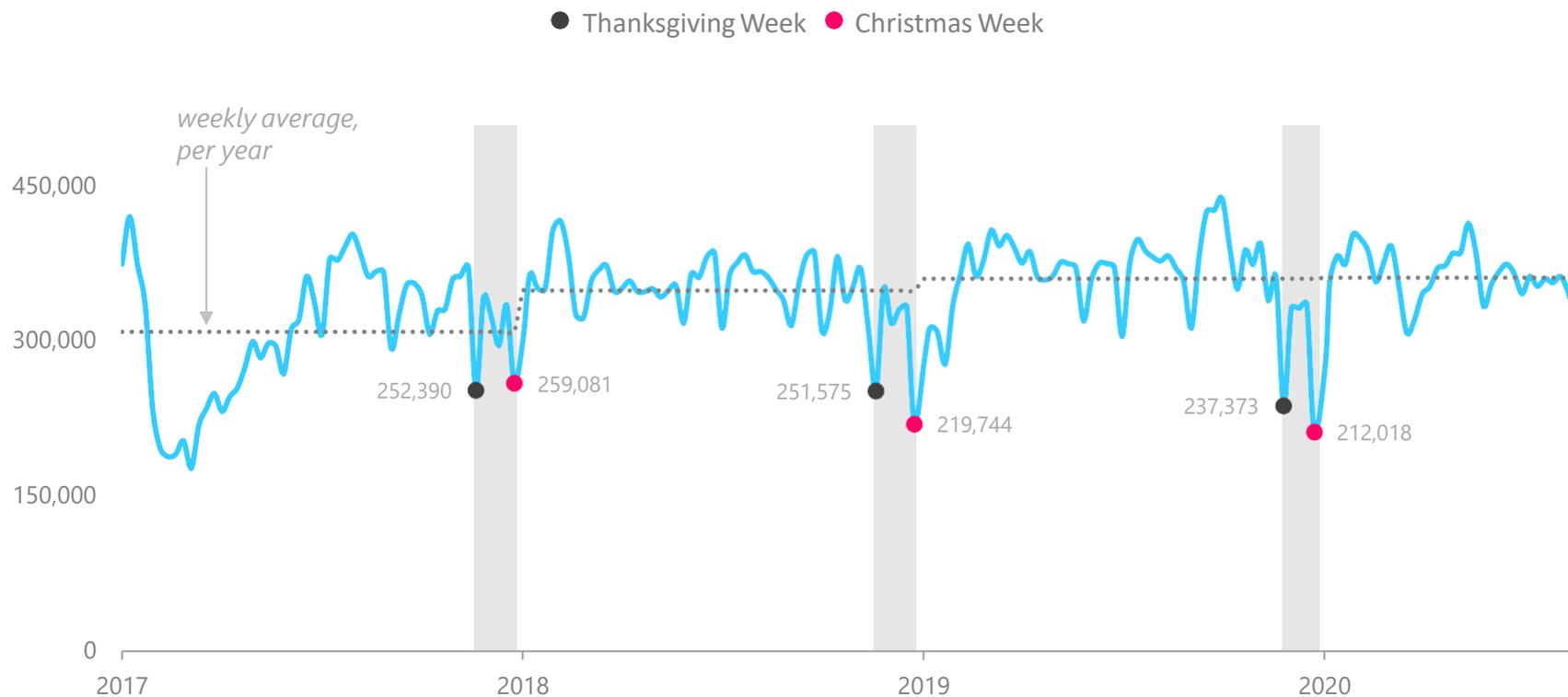




USAJOBS Application Trends

Major Holiday Weeks See the Lowest Number of Applications Started on USAJOBS

Total applications started on USAJOBS by Calendar Week



Source: USAJOBS - January 2017 to August 2020



Batch Printing Applications and Assessment Responses

Presenter: Stephanie Colon, USA Staffing Business Analyst



Certificate Type
Ranking List

Certificate Grade
11

Rank By
 Rating (include Veteran Points)
 Rating (exclude Veteran Points)
 Raw Score
 Eligibles Only

Priority Order
 Priority Referrals, Compensable Veterans
 Float Compensable Veterans
 None
 Float Priority Referrals
 Absolute Veteran Preference

Refer Method
 All
 Number of Names
 Cutpoint

Order
 Rating
 Name
 Original Submission Date
 Latest Submission Date

Tie Breaker
 Random Number

Applicant List (6)

Filters: 11 0201 Eligibles

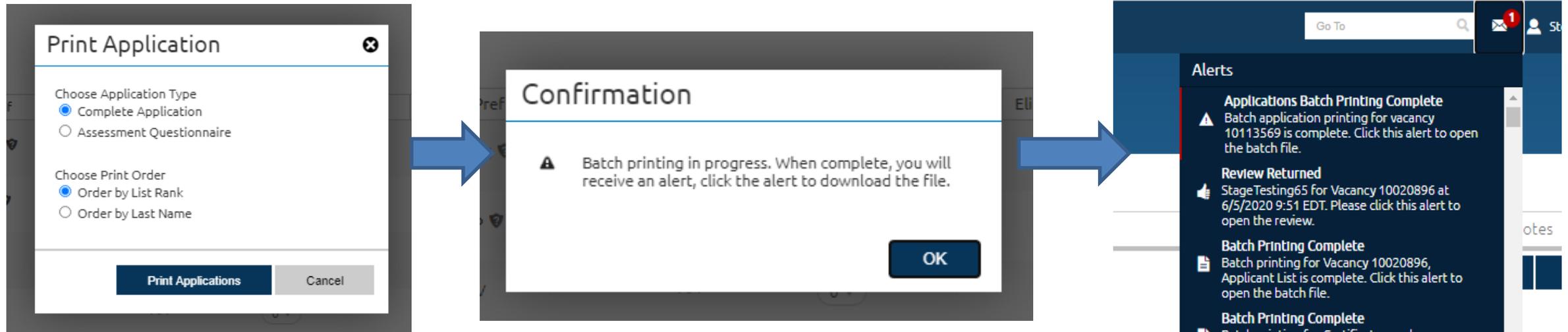
Advanced Criteria: +
Assessment Filter: +

All 6 Applicant records are selected - Clear selected records

<input checked="" type="checkbox"/>		Name	Rating	Category	Vet Pref
<input checked="" type="checkbox"/>	+	Bailey, Alison	100	Best Qualified	CPS
<input checked="" type="checkbox"/>			93	Best Qualified	XP
<input checked="" type="checkbox"/>			93	Best Qualified	NV
<input checked="" type="checkbox"/>			100	Best Qualified	NV
<input checked="" type="checkbox"/>			100	Best Qualified	NV
<input checked="" type="checkbox"/>			100	Best Qualified	TP

- Print Documents
- Print Applications**
- Override Rating
- Add Notes
- Send Notifications
- Toggle Flagged On
- Toggle Flagged Off
- Toggle Reviewed On
- Toggle Reviewed Off
- Apply Action

Users can batch print submitted Application Packages from an Applicant List, Stored List, and Certificate.



Users can choose to batch print either the complete application or just the assessment questionnaire and order by list rank or last name. All batch print files can be accessed from the Alerts drop down.



Office of Personnel Management

JOB APPLICATION

POSITION INFORMATION

ANNOUNCEMENT NUMBER
20-SC-DE-10113569

OPEN PERIOD
09/01/2020 to 09/30/2020

POSITION TITLE
Human Resources Specialist

BIOGRAPHIC INFORMATION * Required

Name

First *
Alison

Middle

Last (Family/Surname) *
Bailey

Suffix (Sr, Jr, III, etc.)

Mailing Address

Use Standard State Postal Code (abbreviations). If outside the United States of America, and you do not have a military address, print "OV" in State and fill in Country, leaving Postal Code blank.

Street Address * (House Number, Street, Apartment, Company, Suite, Unit)
3218 Lobster

City *
Roll

State / Territory / Province Postal Code *
D E 43892

Country
United States

Printed Date 9/3/2020 19:16 EDT USAJOBS Control # 3264698100 Announcement # 20-SC-DE-10113569 Page 1 of 4

If the **“Complete Application”** option is selected when printing, the PDF will include the Position Information, Biographic Information, Eligibilities, Preferences, Assessment Responses, and a list of Documents submitted by each Applicant.

If the **“Assessment Questionnaire”** option is selected when printing, the PDF will include the Position Information, Biographic Information, and Assessment Responses submitted by each Applicant.

Note: This feature is currently in Stage and requires additional testing before it can move to the Production environment.

First page of a batch printed application



USA HireSM

Transforming Government One Hire At A Time

Presenter: Michael Blair, Lead Personnel Research Psychologist



Purpose of Today's Briefing

To provide background information and recent trends on OPM's USA Hire online assessment capability as it relates to Executive Order 13932 - Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates.



Executive Order 13932

Modernizing and Reforming the Assessment and Hiring of Federal Job Candidates

Sec. 3. Improving the Use of Assessments in the Federal Hiring Process.

(a) In addition to the other requirements of this order, the Director of OPM shall work with the heads of all agencies to ensure that, within 180 days of the date of this order, for positions within the competitive service, agencies assess candidates in a manner that does not rely solely on educational attainment to determine the extent to which candidates possess relevant knowledge, skills, competencies, and abilities. The heads of all agencies shall develop or identify such assessment practices.

(b) In assessing candidates, **agencies shall not rely solely on candidates' self-evaluations of their stated abilities. Applicants must clear other assessment hurdles in order to be certified for consideration.**

(c) Agencies shall continually evaluate the effectiveness of different assessment strategies to promote and protect the quality and integrity of their hiring processes.



Implementation of E.O. 13932 - Timeline

Date	Action
July-August 2020	OPM Acting Director Rigas participates in listening sessions with leaders and experts within and outside of the Federal Government, including agency Chief Human Capital Officers, private employers and assessment specialists arranged by OPM, OMB, and DPC.
Within 1 week of the date of this memorandum	Agencies designate lead and alternate points of contact . Please email the name, title, email address, and telephone number to Fedclass@opm.gov.
Friday, August 21, 2020	OPM issues draft changes to the General Schedule qualifications policy.
Friday, August 21-Monday, September 21, 2020	OPM collects and reviews feedback from agencies on draft changes to the qualification policy.
August-September 2020	OPM develops guidance to facilitate agency development and use of effective competency-based assessments.
Monday, October 26, 2020	OPM issues final changes to the General Schedule qualification policy.
Ongoing	OPM and OMB will host webinars with agencies to prepare for change management and implementation of the EO to include updated guidance, tool, and mythbusters.
Thursday, December 24, 2020	Final implementation of updated Operations Manual, Delegated Examining Handbook, revised General Schedule qualification policy and assessment guidance.

Implementation of E.O. 13932; Determining Qualifications and the Use of Assessment Tools When Filling Positions:

<https://www.chcoc.gov/content/implementation-eo-13932-determining-qualifications-and-use-assessment-tools-when-filling>



How does USA Hire meet the E.O. requirements?

1. USA Hire measures general competencies directly related to the position.
2. USA Hire does not rely on an applicant's self-evaluation.
3. USA Hire uses professionally developed, reliable, and valid assessments that can be used governmentwide and off-the-shelf.
4. USA Hire offers assessments for:
 - a) Occupational specific non-supervisory positions
 - b) Writing ability
 - c) Program/project management
 - d) Supervisory and Management positions
 - e) Executive positions
 - f) Custom assessments tailored for unique agency needs





Standard

- 118 Job Series
- General competencies
- Non-Supervisory
- Off the shelf
- Specific to series/grade



Premium

- Leadership
 - Federal Supervisor Assessment
 - Supervisory Situational Judgment Test
 - Executive Assessment
- Critical Skills
 - Writing
 - Project/Program Management
- 1801/1802 Job Series



Custom

- Agency-specific
- Mission critical
- New content

USA Hire is fully integrated with USA Staffing and may combine with a technical questionnaire.



USA Hire Standard

- XX99 Student Trainee (23 series)
- 0018 Safety & Occupational Health Management
- 0020 Community Planning
- 0023 Outdoor Recreation Planning
- 0025 Park Ranger
- 0028 Environmental Protection Spec.
- 0080 Security Administration 
- 0101 Social Science
- 0110 Economist
- 0130 Foreign Affairs
- 0150 Geography
- 0170 History
- 0180 Psychology
- 0193 Archeology
- 0201 Personnel/HR Management 
- 0203 Personnel Clerk & Assistance 

- 0301 Misc. Administration & Programs
- 0303 Miscellaneous Clerk & Assistant 
- 0304 Information Receptionist
- 0305 Mail & File
- 0318 Secretary 
- 0326 (OA) Clerical & Assistance
- 0335 Computer Clerk & Assistance
- 0341 Administrative Officer
- 0343 Management & Program Analysis 
- 0344 Management & Clerical Assistance
- 0346 Logistics Management
- 0391 Telecommunications
- 0401 General Biological Science
- 0404 Biological Science Technician
- 0462 Forestry Technician
- 0501 Financial Administration & Programs 
- 0503 Financial Clerk & Assistance

- 0510 Accountant 
- 0511 Auditor
- 0525 Accounting Technician
- 0544 Civilian Pay
- 0545 Military Pay
- 0560 Budget Analysis 
- 0570 Financial Institution Examining
- 0675 Medical Records Technician
- 0679 Medical Clerk
- 0685 Public Health Program Specialist
- 0801 General Engineering
- 0802 Engineering Technician
- 0810 Civil Engineering
- 0830 Mechanical Engineering
- 0854 Computer Engineer
- 0855 Electronics Engineering

 *Cut scores implemented*



USA Hire Standard (con't)

- 0856 Electronics Technician
- 0901 General Legal and Kindred Admin
- 0950 Paralegal Specialist
- 0962 **Contact Representative (Clerical)** 
- 0965 Land Law Examining
- 0991 Worker's Comp Claims Examining
- 0996 Veterans Claims Examining
- 0998 Claims Clerical
- 1001 General Arts & Information (Prof)
- 1015 Museum Curator
- 1035 Public Affairs
- 1082 Writing & Editing
- 1083 Technical Writing and Editing
- 1101 General Business & Industry (Clerical)
- 1102 **Contract Specialist** 
- 1103 Industrial Property Management

- 1104 Property Disposal
- 1130 Public Utilities Specialist
- 1140 Trade Specialist
- 1150 Industrial Specialist
- 1160 Financial Analysis
- 1165 Loan Specialist
- 1170 Realty
- 1171 Appraising
- 1173 Housing Management
- 1176 Building Management
- 1311 Physical Science Technician
- 1316 Hydrologic Technician
- 1412 Technical Information Services
- 1420 Archivist
- 1421 Archive Specialist (Professional)
- 1701 General Education & Training

- 1702 Education & Training Technician
- 1715 Vocational Rehabilitation
- 1720 Education Program
- 1910 Quality Assurance Specialist
- 2001 General Supply
- 2003 Supply Program Management
- 2005 Supply Clerical & Technician
- 2010 Inventory Management
- 2030 Distribution Facilities & Storage Management
- 2032 Packaging
- 2101 Transportation Specialist
- 2102 Transportation Clerk & Assistant
- 2130 Traffic Management
- 2150 Transportation Operations
- 2210 **Information Technology** 

 *Cut scores implemented*



USA Hire Standard Assessments



Interaction

- Accountability
- Attention to Detail
- Customer Service
- Flexibility
- Influencing/Negotiating
- Integrity/Honesty
- Interpersonal Skills
- Learning, Self-Management
- Stress Tolerance
- Teamwork



Judgment

- Decision making



Mathematical Reasoning

- Arithmetic
- Mathematical reasoning



Reading

- Reading



Reasoning

- Reasoning

Note: Assessments used and competencies measured depend on the job series and grade.



USA Hire Leadership Assessments

Federal Supervisor Assessment

Off-the-shelf

- Accountability
- Customer Service
- Decisiveness
- Flexibility
- Interpersonal Skills
- Problem Solving
- Resilience

Executive Assessment Suite (EA)

Situational Judgment Test

Work styles assessment

Work simulation

- Executive Core Qualifications (ECQs measured depend on assessments selected)

Supervisory Situational Judgment Test (SSJT)

Customized/tailored

- Accountability
- Conflict Management
- Customer Service
- Developing Others
- Flexibility
- Interpersonal Skills
- Problem Solving
- Strategic Thinking



USA Hire Critical Skills Assessments



Automated Writing Assessment

- Basic grammar, punctuation, and spelling; writing mechanics and structure; writing principles and organization; analysis and reasoning

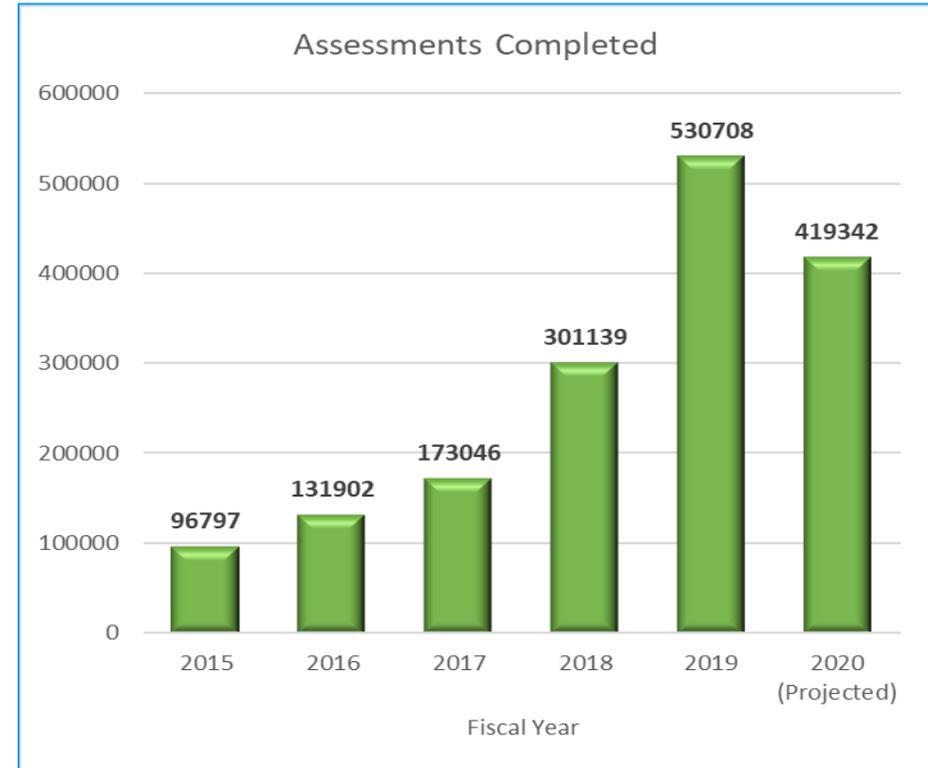
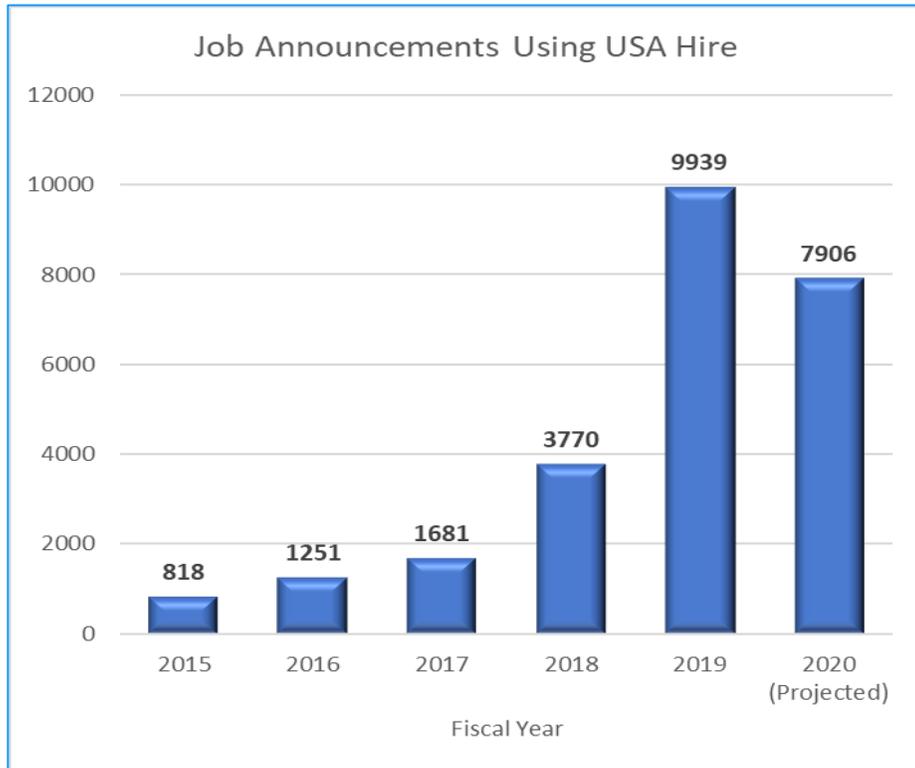


Program and Project Management Assessment

- Accountability
- Administration & Management
- Decision Making
- Information Management
- Interpersonal Skills
- Planning & Evaluating
- Problem Solving
- Teamwork



USA Hire Use Metrics



Assessment Completion Rates

Assessments Started	71%
Assessments Started & Completed	92%

Applicant Feedback

Assessment Process User-Friendly	94%
Satisfied with Assessment Process	85%



Case Study

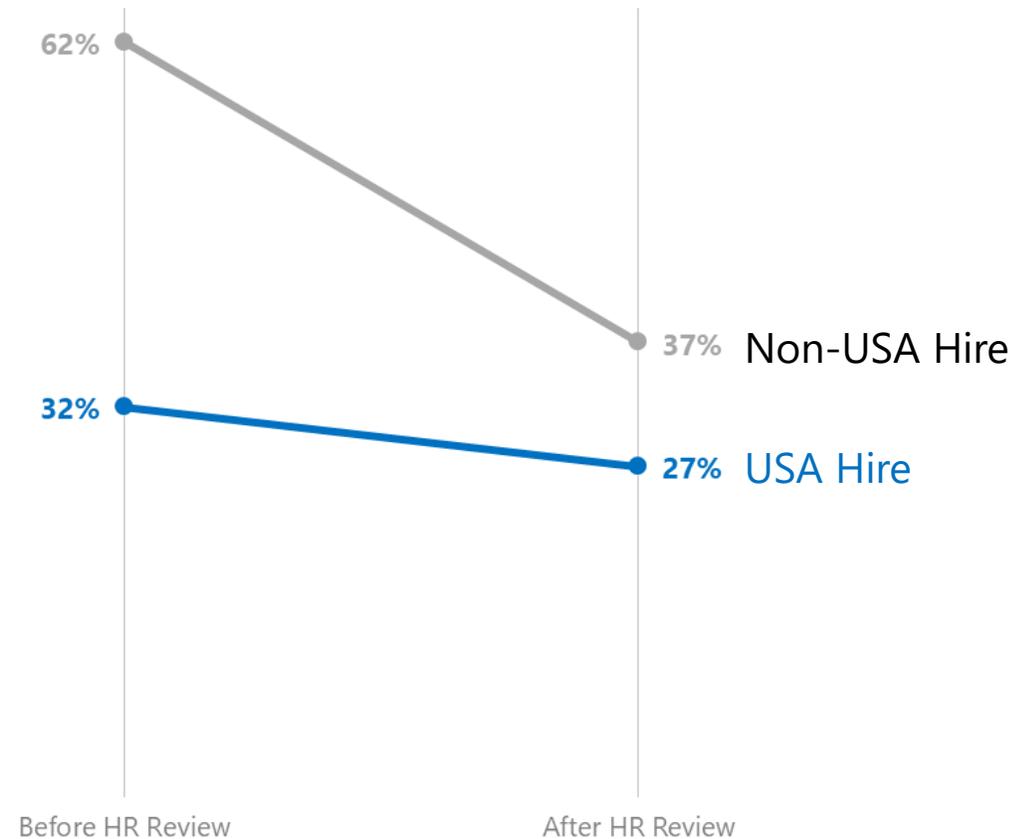
Applicant Volume Before and After HR Review

USA Hire announcements resulted in fewer applicants requiring HR review.

“ It would be a benefit to implement USA Hire across the board because you get a **higher quality of referred applicants.** ”

- HR Staff

Percent of Total Applicants by Assessment Type



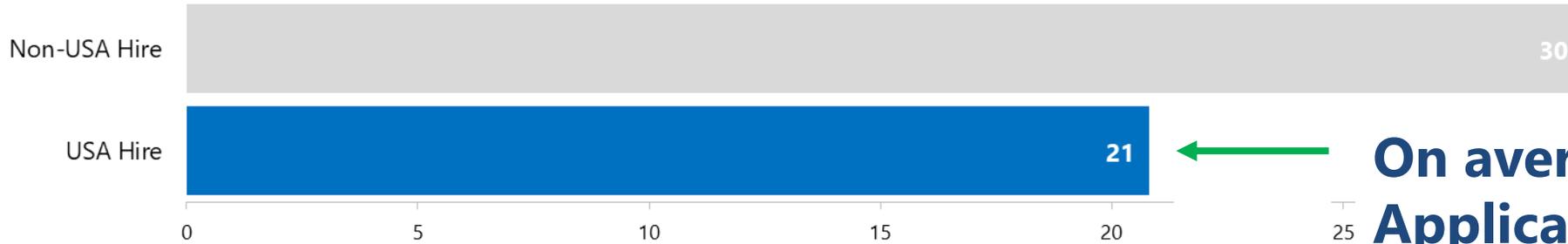


Case Study

USA Hire Applicant Review Timeline

Average Applicant Review Days

Assessment Type | Days



On average, Applicant reviews were completed 9 days faster for announcements that used USA Hire

30% improvement!

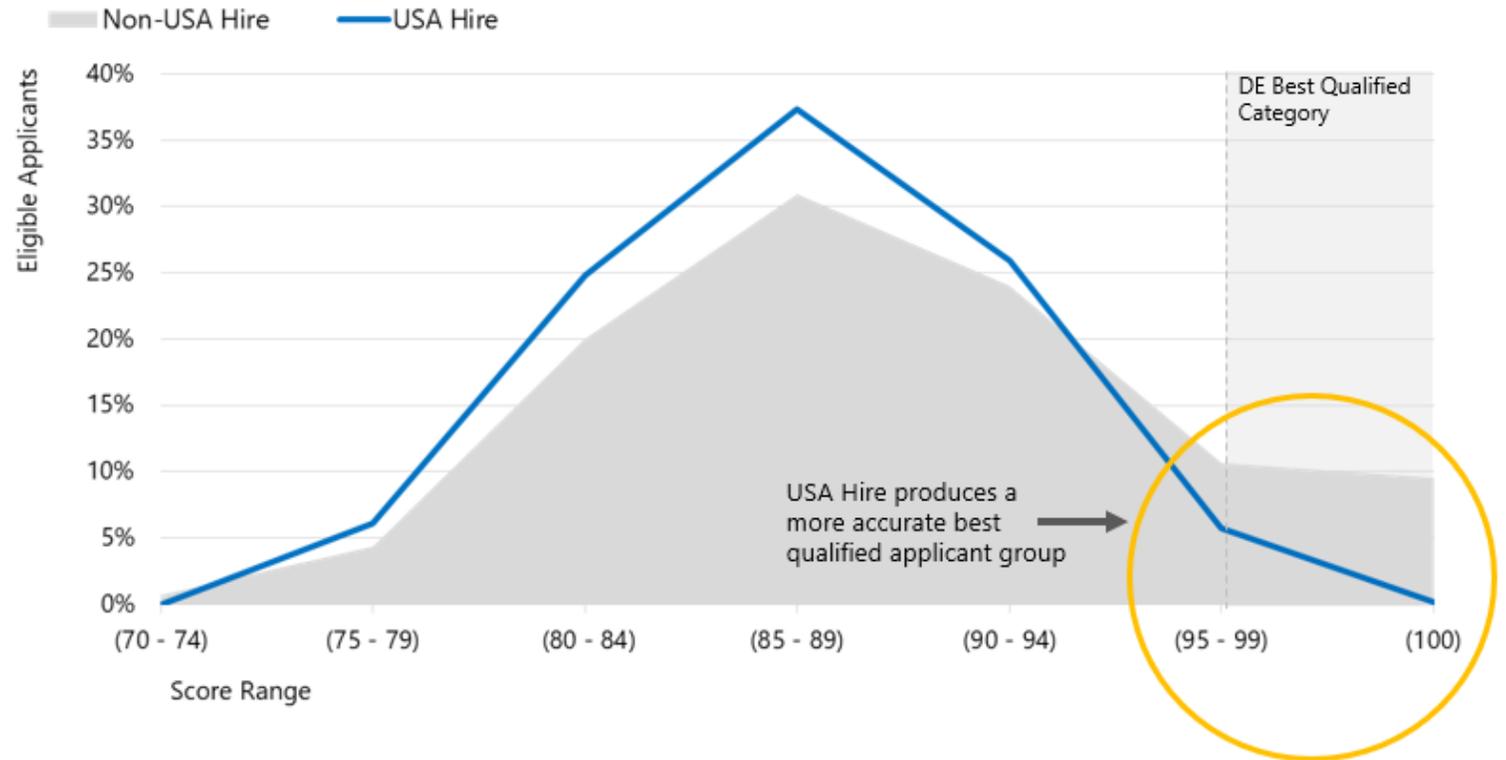


Case Study

USA Hire vs Non-USA Hire Score Distribution

USA Hire assessments provided a more accurate best qualified applicant group compared to assessment questionnaires alone.

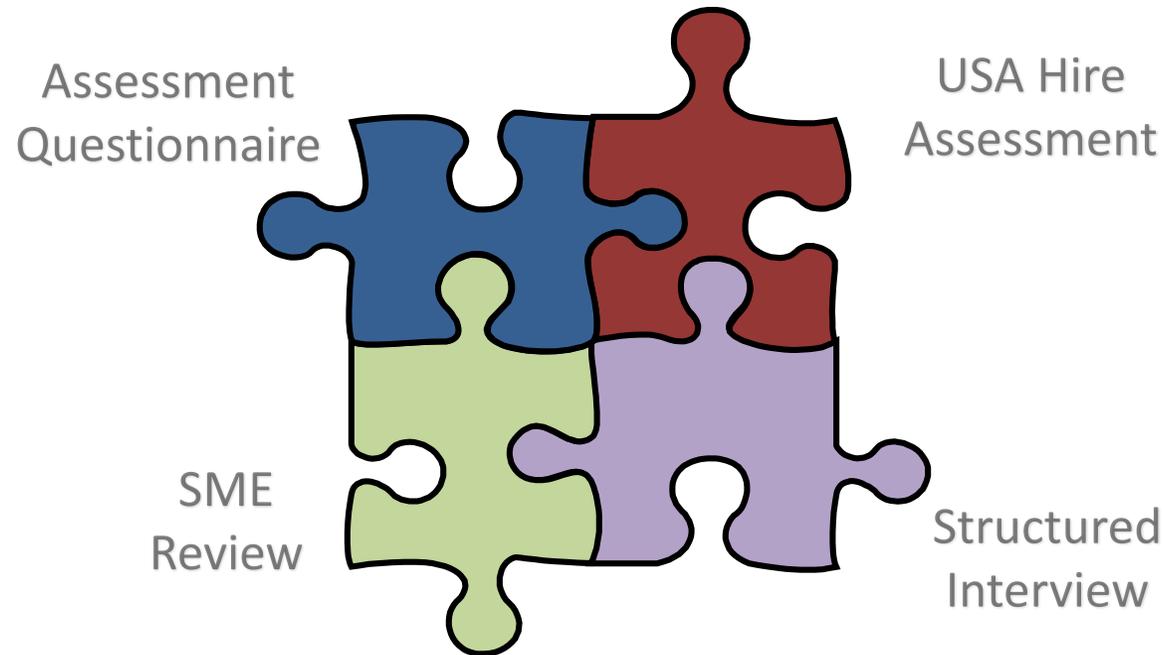
Percent of Total Eligible Applicants by Assessment Type, Per Score Range





Whole Person Assessment

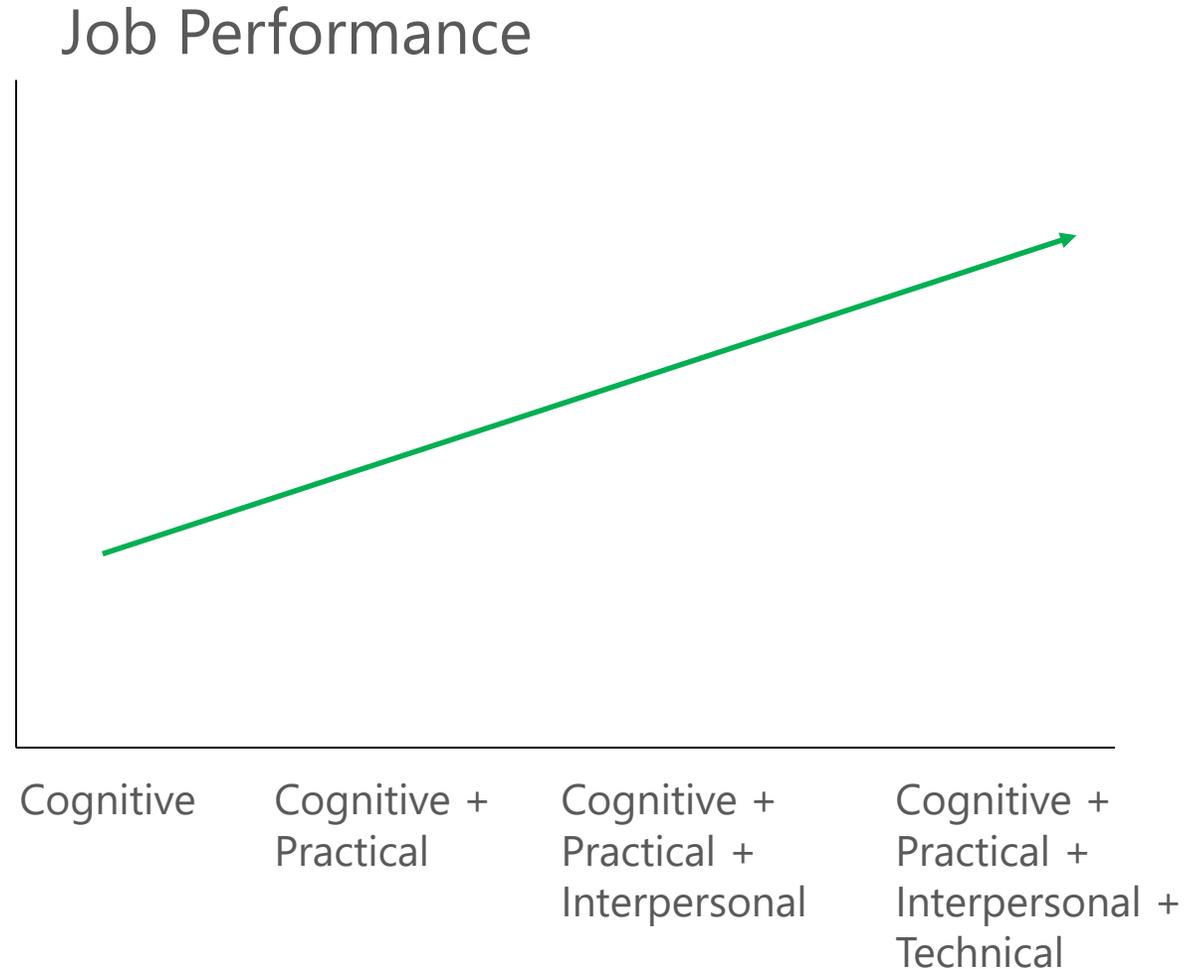
To accurately assess a whole person, you need to use a **palette of assessments.**





Whole Person Assessment and Job Performance

Combining different types of assessments leads to a better measure of the whole person, resulting in a better hire and better job performance





Applying Whole Person Assessment

USA Staffing customers can apply a whole person assessment approach using the AQ, USA Hire, and a structured interview





Is USA Hire right for my agency?

- Are commonly filled job series covered by USA Hire assessments?
- Would these positions benefit from an efficient method to identify high quality candidates?
- Do you need access to high quality assessments that do not rely on applicant self-ratings?
- Would HR staff benefit from reducing time spent on qualification reviews?
- Do hiring managers want higher quality applicants on their referral lists?
- Would ready-made, off-the-shelf, objective assessments help your agency?
- Would a whole person approach using a palette of assessments support your mission?

If you answered “yes” to one or more of these questions, USA Hire may be right for you! To learn more visit the USA Hire Resource Center:

[https://help.usastaffing.gov/ResourceCenter/index.php/USA Hire Resource Center](https://help.usastaffing.gov/ResourceCenter/index.php/USA_Hire_Resource_Center)



USA Hire Points of Contact

Contact:

For questions regarding the Executive Order:

OPM Employee Services
Classification & Assessment Policy
Fedclass@opm.gov

For questions regarding USA Hire:

Dr. Patrick Sharpe
Program Manager
USA Hire Program Office
U.S. Office of Personnel Management
Tel: 202-606-2448
Patrick.Sharpe@opm.gov

Michael D. Blair
Lead Personnel Research Psychologist
HR Solutions
U.S. Office of Personnel Management
Tel: 202-957-5427
Michael.Blair2@opm.gov



USAJOBS[®]

Presenters: John Still, Management & Program Analyst and Kristin Parrill, Designer



USAJOBS[®]

Job Status Feature Update



Contents

1. Defining the problem
2. Setting a clear goal
3. Our approach to job status
4. Overview of our first usability test
5. Outcomes of our first usability test
6. Review of next usability test



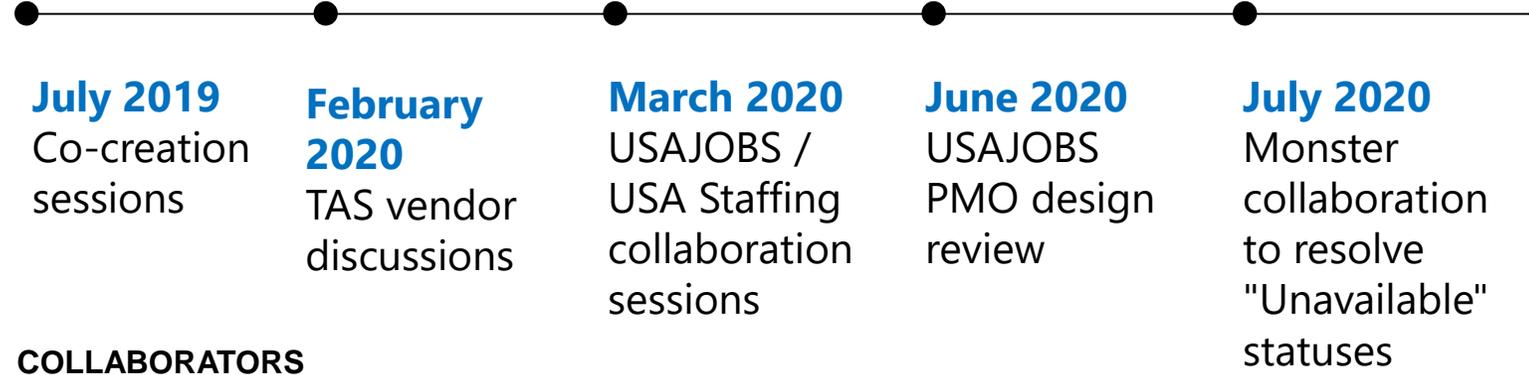
Defining the problem



Research collaborations

Through a series of co-creations and collaborative discussions, USAJOBS **defined the pain points in the current state of application status** in conjunction with our agency and Talent Acquisition System partners.

TIMELINE



COLLABORATORS

Agency collaborators

-
- OPM
- DoT
- VA
- DoD
- HHS
- NGA
- IRS

Vendor collaborators

-
- USA Staffing
- Monster
- Acendre
- Econsys



Programmatic considerations

- Agencies do not reliably send Application Status updates to USAJOBS.
- **Only selected/hired applicants receive consistent updates**
- In fact, many applicants are not provided with an application status past the “application received” phase.

Contradiction of statuses

Handling applicant inquiries is complicated by having two sources of application status—USAJOBS and notifications from the talent acquisition system. With multiple locations and multiple certificates it is not uncommon for the statuses to be contradictory. This can cause unnecessary confusion and increased inquiries.



—
**Setting a
clear goal**



How might we...

- **Considering that more than 30% of applicants never receive an application status update after a job closes...**
- How might we provide applicants with a more reliable status update?
- How might we provide applicants with a more comprehensible status update throughout their job search?

We believe that by transitioning from the display of specific application statuses to broad job statuses

For USAJOBS applicants

We will achieve a form of communication that is more reliable and understandable to our applicants

We will know this is true when we are able to diminish the number of unavailable statuses and experience a noticeable decline in job status-related help desk inquiries.



Our goals

We want to provide a more reliable and understandable application experience and, in turn, build trust with the applicants.

We acted on an opportunity to test our initially proposed job statuses and related content for understandability with our users.

1

For MVP, we aim to provide applicants with 5 possible job status updates

—
The Job Status feature is intended to provide applicants with an indication of where the announcement is in the hiring process.

This will provide some clarity to the applicant especially when their application status is not updated by the TAS.

2

Provide the applicant with a clear set of actions they can take on any given application

—
Allowing the applicant to prioritize their next steps and provide them with visibility into system status.

3

Shift applicant status focus to TAS

—
Only "In progress" & "Received" statuses will display in USAJOBS.

Providing the seeker with "a single source of truth" for individual statuses.



—
**Our approach
to job status**



New USAJOBS status

Current State

Status on USAJOBS communicated:

- If an application was started
- When an incomplete application was last attempted
- If an application was received
- If an application was referred for at least one certificate
- If an application was not referred
- If an applicant was selected for a position
- If an applicant was not selected for a position
- If a job has been cancelled

Future State

Status on USAJOBS will communicate:

- If an application was started
- If an application has not yet been submitted
- When a complete application was last submitted
- If a **job** is accepting applications
- If a **job** is in the *Reviewing applications phase*
- If a **job** is in the *Position filled phase*
- If a **job** has been *Canceled*



Job statuses and triggers

The job statuses will automatically map to existing triggers and actions—**providing more value to applicants with less burden on the HR specialist.**

- The job statuses will appear on the application dashboard in USAJOBS and on the job announcement itself.
- By putting job status on the JOA, anyone can see a job status without the need to authenticate through login.gov.

Job Status	Status Trigger
Accepting applications	JOA is open
Reviewing applications	JOA is closed
Position filled	<u>Manual trigger</u> : USAJOBS will allow an agency to send this job status directly; giving complete control of timing to accommodate for high volume hiring scenarios.
Job canceled	USAJOBS must receive a "Canceled" status from the TAS in order to indicate that a job has been canceled.
Job closed	Closed or expire date is exceeded (Flag in DB determining if apply online is disabled)



—

Overview of our first usability test



First usability test overview

Who we tested

Three Federal Employees
Five Non-Federal Employees
(3 under age 25)

Where we tested

Virtually using Zoom

How we tested

A/B testing- 2 prototypes

- 5 tested Version A
- 4 tested Version B
- 1 Non-Federal employee was shown both versions

Does moving from an applicant status to a job status...

1. Make it clear where the agency is in the hiring process?
2. Make it clear when the applicant is no longer in the running for a vacancy?
3. Make it clear what actions can be taken at any given time throughout the process?



Job Status Prototype A

An official website of the United States Government

USAJOBS Awesome Applicant Help Search

[Home](#) [Profile](#) [Documents](#) [Preferences](#)

Welcome Awesome Applicant [Sign out](#)

Your profile is complete and you're able to apply for jobs on USAJOBS.

4 APPLICATIONS **0** SAVED JOBS **0** SAVED SEARCHES

Active [Archived](#)

[Find & filter applications](#) +

Sort by [Notifications](#)

- + Administrative Technician**
Farm Service Agency
Little Rock, Arkansas
Closes 09/25/2020
Accepting applications
You have not completed your application
- + Administrative Assistant**
Veterans Affairs, Veterans Health Administration
Walla Walla, Washington
Closes 08/10/2020
Accepting applications
You applied for this job on 07/10/2020
Last updated on 07/22/2020
- + Administrative Officer**
Centers for Disease Control and Prevention
Atlanta, Georgia
Closed 06/24/2020
Reviewing applications
You applied for this job on 06/10/2020
- + Administrative Specialist**
Office of the Secretary of the Interior
Lakewood, Colorado
Closed 10/10/2019
Position filled
You applied for this job on 08/11/2020

+ Administrative Assistant **Accepting applications**

Veterans Affairs, Veterans Health Administration
Walla Walla, Washington
Closes 08/10/2020

You applied for this job on 07/10/2020
Last updated on 07/22/2020



Job Status Prototype B

An official website of the United States Government

USAJOBS Awesome Applicant [Help](#) [Search](#)

[Home](#) [Profile](#) [Documents](#) [Preferences](#)

Welcome Awesome Applicant [Sign out](#)

Your profile is complete and you're able to apply for jobs on USAJOBS.

4
APPLICATIONS

0
SAVED JOBS

0
SAVED SEARCHES

[Active](#) [Archived](#)

[Find & filter applications](#) +

Sort by [Notifications](#)

<p>+ Administrative Technician Farm Service Agency Little Rock, Arkansas Closes 09/25/2020 · Accepting applications</p>	<p>Finish my application You have not completed your application</p>
<p>+ Administrative Assistant Veterans Affairs, Veterans Health Administration Walla Walla, Washington Closes 08/10/2020 · Accepting applications</p>	<p>Update my application You applied for this job on 07/10/2020 Last updated on 07/22/2020</p>
<p>+ Administrative Officer Centers for Disease Control and Prevention Atlanta, Georgia Closed 06/24/2020 · Reviewing applications</p>	<p>View my application history You applied for this job on 06/10/2020</p>
<p>+ Administrative Specialist Office of the Secretary of the Interior Lakewood, Colorado Closed 10/10/2019 · Position filled</p>	<p>You did not complete or submit your application</p>

+ Administrative Assistant [Update my application](#)

Veterans Affairs, Veterans Health Administration

Walla Walla, Washington

Closes 08/10/2020 · Accepting applications

You applied for this job on 07/10/2020

Last updated on 07/22/2020



Scenario: Let's suppose you have applied for a few Administrative Assistant jobs on USAJOBS. You have signed into your USAJOBS profile to see if there is any progress on your applications.

Version A

Looking at the Administrative Technician and Administrative Assistant positions, please explain the difference in the status on the right.

100% of the participants understood that they hadn't completed their application for the Administrative Technician position

<p>+ Administrative Technician Farm Service Agency Little Rock, Arkansas Closes 09/25/2020</p>	<p>Accepting applications You have not completed your application</p>
<p>+ Administrative Assistant Veterans Affairs, Veterans Health Administration Walla Walla, Washington Closes 08/10/2020</p>	<p>Accepting applications You applied for this job on 07/10/2020 Last updated on 07/22/2020</p>

Observation:

Versions A and B performed about the same; users were able to understand the paired text.

Version B

Looking at the Administrative Technician and Administrative Assistant positions, please explain the difference in the two.

100% of the participants understood that they hadn't completed their application for the Administrative Technician position

3 of the 4 participants were confused about "Last updated"

<p>+ Administrative Technician Farm Service Agency Little Rock, Arkansas Closes 09/25/2020 · Accepting applications</p>	<p>Finish my application You have not completed your application</p>
<p>+ Administrative Assistant Veterans Affairs, Veterans Health Administration Walla Walla, Washington Closes 08/10/2020 · Accepting applications</p>	<p>Update my application You applied for this job on 07/10/2020 Last updated on 07/22/2020</p>

Next Steps:

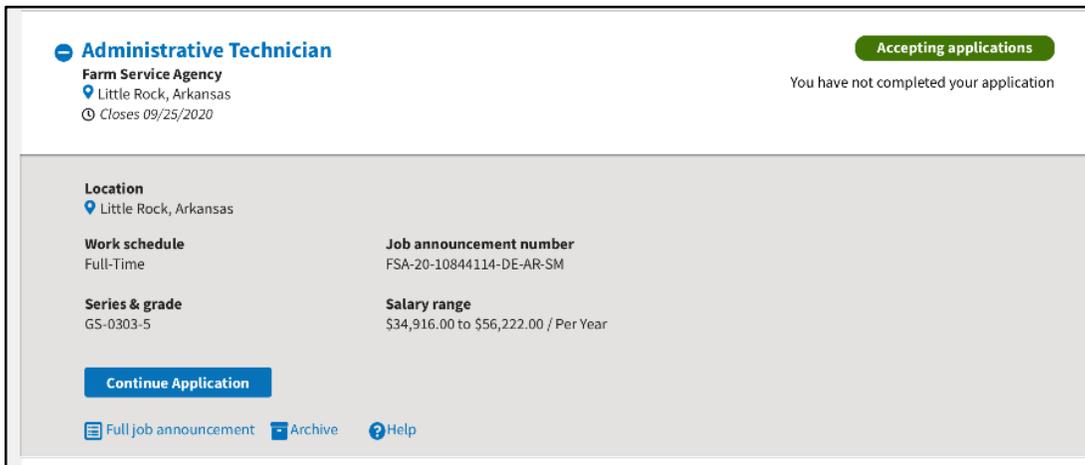
This validates the use of paired text to provide an individual action the user may complete.



Version A

Let's suppose you would like to finish your application for the Administrative Technician position. How would you do that?

- 100% of the participants understood they needed to open the drawer
- 2 clicked the +
 - 3 clicked the "Administrative Technician" title
 - 1 of the 5 participants started to click the pill



Observation:
Version A and B performed about the same; users were able to complete the task without difficulty.

Version B

Let's suppose you would like to pick up where you left off for the Administrative Technician position. How would you do that?

100% of the participants understood that they needed to click "Finish my application" on the right



Next Steps:
The design team will determine which design to use after further testing.



Version A

What action, if any could you take on the Administrative Assistant position? How would you do that?

100% of the users understood they could still “update” their application.

Administrative Assistant
 Veterans Affairs, Veterans Health Administration
 Walla Walla, Washington
 Closes 08/10/2020

Accepting applications
 You applied for this job on 07/10/2020
 Last updated on 07/22/2020

Location
 Walla Walla, Washington

Work schedule
 Full-Time

Job announcement number
 CBSV-10832850-20-MDC

Series & grade
 GS-0341-9/11

Salary range
 \$34,916.00 to \$56,222.00 / Per Year

Update Application

Full job announcement | Archive | Help

Observation:

Users were confused about the “update application” label. Some didn’t know who updated and others thought they were missing something.

Version B

What is the difference between “Finishing” your application and “updating” your application?

3 of the 4 participants were confused about the “update application” label .

Administrative Technician
 Farm Service Agency
 Little Rock, Arkansas
 Closes 09/25/2020 · Accepting applications

Finish my application
 You have not completed your application

Administrative Assistant
 Veterans Affairs, Veterans Health Administration
 Walla Walla, Washington
 Closes 08/10/2020 · Accepting applications

Update my application
 You applied for this job on 07/10/2020
 Last updated on 07/22/2020

Next Steps:

The design team will experiment with different labels for “update application”.



Version A

Looking at the Administrative Officer position, in your own words, what does "Reviewing applications" mean to you?

100% of the users explained that the agency is looking at the applications that were submitted.

+ Administrative Officer
Centers for Disease Control and Prevention
Atlanta, Georgia
Closed 06/24/2020

Reviewing applications

You applied for this job on 06/10/2020

Observation:

Version A performed better than Version B. Users were able to identify the status more easily due to the colored pill and placement on the right.

Version B

What is the status of the Administrative Officer position?

3 of the 4 users did not notice the status on the left. They said the status is that they have applied.

+ Administrative Officer
Centers for Disease Control and Prevention
Atlanta, Georgia
Closed 06/24/2020 · Reviewing applications

[View my application history](#)

You applied for this job on 06/10/2020

Next Steps:

Users were drawn to the colored pill, so we likely go forward with some version of this design.



Version A

Let's suppose that you can't remember anything about the Administrative Officer position, and you would like to look at the job announcement again. How would you do that?

100% of the users were able to find the "Full job announcement" link in the drawer.

Administrative Officer Reviewing applications
 Centers for Disease Control and Prevention
 Atlanta, Georgia
 Closed 06/24/2020
 You applied for this job on 06/10/2020

Location
Atlanta, Georgia

Work schedule
Full-Time

Job announcement number
HHS-CDC-M5-20-10840914

Series & grade
GS-0341-13

Salary range
\$96,117.00 to \$124,995.00 / Per Year

Additional Application Information

Full job announcement Archive Help

Observation:

Once the user opened the drawers there was additional information there and quickly went there to find the job announcement link.

Version B

Let's suppose that you can't remember anything about the Administrative Officer position, and you would like to look at the job announcement again. How would you do that?

100% of the users were able to find the "Full job announcement" link in the drawer.

Administrative Officer View my application history
 Centers for Disease Control and Prevention
 Atlanta, Georgia
 Closed 06/24/2020 · Reviewing applications
 You applied for this job on 06/10/2020

Location
Atlanta, Georgia

Work schedule
Full-Time

Job announcement number
HHS-CDC-M5-20-10840914

Series & grade
GS-0341-13

Salary range
\$96,117.00 to \$124,995.00 / Per Year

Full job announcement Archive Help

Next Steps:

Using a drawer was intuitive to all users, we will move forward with this information in a drawer.



Version A

In your own words, what does "Position filled" mean?
 If you were to see this, would you understand that you were not selected if you hadn't received a job offer?
 What additional action would you take on the Administrative Specialist position?

100% of the users understood that the agency had selected someone for the position.
 They also understood that if they hadn't received a job offer that they weren't the one selected.

100% of the users understood that there was nothing more they could do because the position had been filled and they hadn't completed their application.

+ Administrative Specialist
 Office of the Secretary of the Interior
 Lakewood, Colorado
 Closed 10/10/2019

Position filled

You applied for this job on 08/11/2020

Observation:

Users had a clear understanding of "position filled". They didn't think they were selected if they hadn't received a job offer.

Version B

In your own words, what does "Position filled" mean?
 If you were to see this, would you understand that you were not selected if you hadn't received a job offer?
 What additional action would you take on the Administrative Specialist position?

100% of the users understood that the agency had selected someone for the position.
 They also understood that if they hadn't received a job offer that they weren't the one selected.

+ Administrative Specialist
 Office of the Secretary of the Interior
 Lakewood, Colorado
 Closed 10/10/2019 · Position filled

You did not complete or submit your application

Next Steps:

The status was clear so we will likely move forward with "Position filled"



—

Outcomes of our first usability test



First usability test outcomes

What worked

- Statuses in a pill
- Information in Drawers
- Paired Text
- Job status labels

What we can improve

- "Last updated" label
- Additional status between "Reviewing applications" and "Position filled"
- Pill colors

What we need to learn

- Reevaluate content in the drawer
- Explore other calls to action in the drawer
- The value of the "Last updated" date
- Reevaluate "Additional application information" call to action



Design iteration

USAJOBS Awesome Applicant Help Search

Home Profile Documents Preferences

Welcome Awesome Applicant [Sign out](#)

Your profile is complete and you're able to apply for jobs on USAJOBS.

5 APPLICATIONS **0** SAVED JOBS **0** SAVED SEARCHES

Active Archived

Find & filter applications +

Sort by Job Status Notifications

- Administrative Technician** Accepting applications Application status: You haven't finished your application.
Farm Service Agency
Little Rock, Arkansas
Closes 09/25/2020
- Administrative Assistant** Accepting applications Application status: You applied on 07/10/2020. You resubmitted on 07/22/2020.
Veterans Affairs, Veterans Health Administration
Walla Walla, Washington
Closes 08/10/2020
- Administrative Officer** Reviewing applications Application status: You applied on 06/10/2020.
Centers for Disease Control and Prevention
Atlanta, Georgia
Closed 06/24/2020
- Admin Support Assistant** Reviewing applications Application status: Your application status is unavailable. Contact the hiring agency for an update.
Veterans Affairs, Veterans Health Administration
Mather AFB, California
Closes 09/20/2020
- Administrative Specialist** Position filled Application status: You didn't submit your application.
Office of the Secretary of the Interior
Lakewood, Colorado
Closed 10/10/2019

- Administrative Assistant** Accepting applications Application status: You applied on 07/10/2020. You resubmitted on 07/22/2020.
Veterans Affairs, Veterans Health Administration
Walla Walla, Washington
Closes 08/10/2020
- Administrative Officer** Reviewing applications Application status: You applied on 06/10/2020.
Centers for Disease Control and Prevention
Atlanta, Georgia
Closed 06/24/2020
- Admin Support Assistant** Reviewing applications Application status: Your application status is unavailable. Contact the hiring agency for an update.
Veterans Affairs, Veterans Health Administration
Mather AFB, California
Closes 09/20/2020
- Administrative Specialist** Position filled Application status: You didn't submit your application.
Office of the Secretary of the Interior
Lakewood, Colorado
Closed 10/10/2019



Development is ongoing, and you can monitor our progress in our UAT site at uat.usajobs.gov



USA Staffing Upcoming Events

September 10: Customer Sprint Review

September 14: Applicant Flow Data Workgroup and AFD Reporting Refresher

September 16: Cognos Production Release

September 18: USA Staffing Production Release

September 23: Cognos Stage Release and USA Hire Workgroup

September 25: USA Staffing Stage Release

September 28-October 2: Virtual Mixed Agency USA Staffing Training w/ Onboarding

September 30: Cognos Production Release





Questions and Closing

**Thank you for your active participation in
USA Staffing Advisory Board meetings!**