

# IBM Kenexa Assess on Cloud

## Assess System FAQ Document

This document is to assist you in answering some additional questions you may have about administering assessments thru the Kenexa Assess platform.

### ***What is an assessment and how many questions are on each test?***

A behavioral assessment is a measure of how well a fit a potential candidate might be for the position you are hiring for and is a strong predictor of performance. These assessments will help identify the strengths and weaknesses of a candidate, based on a combination of traits. These traits can range in a wide variety, for example Compliance, Cooperation, Detail Orientation, Initiative, Situational Judgment, and Stress tolerance are some of the few traits we measure by. Each company works with our consulting team to create and identify which traits would be the most valuable to your organization. The questions asked in the assessment are based off of an extensive creation/review process to ensure compliance with EEOC guidelines. Each test will differ on the amount of questions asked, you could see as few as 30 and as many as 100.

### ***How long does it take to complete a test on the Kenexa Assess platform and are these tests timed?***

How long a candidate takes to complete a test can be determined by different factors, such as the candidate's familiarity with subject matter, the number of questions on the test, and the computer being used. On average an assessment can take anywhere from 30-45 minutes; the system does track the elapsed time however the elapsed time does NOT get factored into the score.

### ***If a candidate begins a test and cannot complete it right away, can the candidate save and close the test and resume when they return?***

For many types of assessments the candidate may utilize the "Save and Finish later" button located at the bottom left hand corner of the assessment. This will allow them to save their responses that they have already input and resume where they left off at another time. They may simply access the link by selecting the original link that was provided to them via email when the session was created. **CAUTION:** The cancel button located in the bottom left hand corner will close out of the session and the candidate will NOT be able to resume where they left off, this would actually cause the candidate result status to come back with an 'Abandoned' status and will give the candidate a score of 0% for the assessment. In some instances the cancel button may not be an option for the candidate as this setting can be removed in the configuration.

Note: The system behaves differently when a candidate closes out of their browser window by selecting the red X at the top of the page. The behavior depends on where they are at within the assessment and if the assessment is time or a CAT section. If the candidate closes their browser window during a CAT section their session will be set to 'Abandoned' regardless of whether this is the last section or not. The chart below is provided for additional detail.

Last Section	Timed	CAT	Closing browser window...
N	N	N	Sets session status to In Progress at current item
N	Y	N	Sets session status to In Progress at the beginning of next section
N	N	Y	Sets session status to Abandoned, posts back 0 score/"cancelled by candidate" message
Y	N	N	Sets session status to In Progress at current item
Y	Y	N	Sets session status to Complete, scores assessment as-is (with unanswered items left unanswered)
Y	N	Y	Sets session status to Abandoned, posts back 0 score/"cancelled by candidate" message

### ***How do I get the results for my candidates Assessment?***


The results of your Kenexa Candidate Assessment will be available to you in a number of ways, depending on if you are a self-service or integrated client. For those who are self-service administrators you can view candidate results and reports within the Assess self-service application or by providing an email address and requesting email notification with a link to view the report online. This request must be made at the time the session is created. If you are integrated with BrassRing you will review the assessment results through the BrassRing platform.

You may access their results by performing a search (last name, first) on the applicant. Once you have located the applicant scroll until you see ***KAS Assessment results***. By clicking on the ***KAS Assessment results*** hyperlink you will be directed to the results page. To locate the detailed report you will want to select the ***Link to Assessment Summary Page***; there will be a hyperlink to the candidate report. These reports could depending on our organizations configurations but could include the following: The candidate graph, detail explanation of each trait level and how the candidate scored at that trait, a development report as well as follow up question that can be used as part of the interview process should you wish to move forward with the candidate.

**If integrated thru and ATS system other than BrassRing, the results/reports may also be viewed there using the standard process for each ATS system.**

### ***How do I reset an assessment for my candidate?***

While the rest functionality is available it is not an IBM best practice to reset candidates assessments on a regular basis. However if you should choose to reset a candidates assessment you can do so by the following. Log in to the Assess self-service system, under the Search function search for the candidate you are wishing to reset. Once located make sure to select the session tab, scroll until you've identified your candidate. In the far right column

you will see the actions section options, select the icon that looks like  This icon will reset the candidates assessment out as many days as the original expiration was set. For example If the session was created for the candidate on 1.1.14 and was set to expire on 1.7.2014 (default expiration is 7 days in the assess system) when the recruiter goes to reset the assessment on 1.8.2014 the assessment will be set to expire on 1.14.2014. The candidate will have that amount of days to complete the assessment before it will expire again.

The screenshot shows the IBM Kenexa Assess on Cloud interface. At the top, there's a search bar and navigation tabs. Below that, a search results summary indicates 72 test takers and 104 sessions. A filter panel on the left allows for refining results by Test Taker ID, Session Status, and Session Date. The main area displays a table of sessions. A red box highlights a session with ID 37411b369793432ba21332343eb7534e, which is in a 'Completed' state. A red arrow points to the 'Session' column for this row, which contains links to 'View LRL' and 'Go to Session'.

Test Taker ID	First Name	Last Name	Email Address	Session Status	Session Date	Created	Session
06333950917							
289c07d5d5b04e26b9976a27ba552e7	John	Julietest	bgarner@us.ibm.com	Expired	Integrations	04/08/2014 10:40 AM	<a href="#">View LRL</a>   <a href="#">Go to Session</a>
2bd46d01838f4c9f10c5ec413486473	Jimmy	Garner Stest	bgarner@us.ibm.com	Expired	Tests, Demos, and Integrations	02/17/2014 12:00 AM	<a href="#">View LRL</a>   <a href="#">Go to Session</a>
3168c471b58542e7b6c27b24513085e	TestingGarner	TestingBatch	bgarner@us.ibm.com	Expired	Logical Reasoning Test	06/25/2014 03:52 PM	<a href="#">View LRL</a>   <a href="#">Go to Session</a>
3198483306f8bee9932c0b781490ef8	Derek	Smith.TEST	dsmith@trueblue.com	Expired	Tests, Demos, and Integrations	04/04/2014 04:49 PM	<a href="#">View LRL</a>   <a href="#">Go to Session</a>
37411b369793432ba21332343eb7534e	carlos	test	garciaca@us.ibm.com	Completed	IBM Kenexa Organizational Cultural Match Assessment	01/23/2014 11:25 AM 01/23/2014 11:28 AM	<a href="#">View LRL</a>   <a href="#">Go to Session</a>
3b557e435c27412e8b617432293ea2c2	Jeremy	Testing	assessmentclientsupport@kenexa.com	Expired	Logical Reasoning Test	06/11/2014 02:10 PM	<a href="#">View LRL</a>   <a href="#">Go to Session</a>

## How is the session expiration date/time calculated when an assessment is reset?:

When an assessment is reset the expiration date and time will be extended out as what the original expiration date and time was. For example, if you create a session at 3:00pm on Wednesday 7.9.14 and set the expiration date to be Sunday 7.13.14 it will set the expiration date and time for 7.13.14 @ 12am (session automatically expires at midnight eastern). When I get into the office on Monday (7.14.14) I find my candidate hasn't taken the assessment and the session has expired, I proceed with resetting the session, the time is 8:30am. The new expiration for the reset session should be 7.18.14 @ 5:00pm. Because the time is being calculated in days and what the difference is from when the session was created until midnight when the session was set to expire. So this is why the resets are showing times other than 12am when the assessments been reset

**Note: For clients processing out of the EU Production Data Center, the system time is set to GMT rather than Eastern Time.**

## Creating a Batch

1) From the **Session Management** tab, select **Batches**.

2) In the lower-left corner, click:

Add New Batch

***For steps 3 through 6, refer to the following diagram:***

The screenshot shows a web interface for creating a batch. At the top, there are four tabs: 'Details', 'Assessments', 'Test Takers', and 'Sessions'. The 'Details' tab is selected and circled in red. Below the tabs, there are two required fields: '\* Name' and '\* Description', both circled in red. The 'Name' field contains 'Test Batch' and the 'Description' field contains 'Test Batch.'. Below these fields is the 'Session Expiry Date' field, which contains '05/30/2014' and is also circled in red. To the right of this field is a calendar icon and the text 'All sessions will be locked out at end of day.'. Below the expiry date field are four checkboxes for email notifications: 'Email batch invitations to', 'Email batch results reports to', 'The Batch Creator: gary.harman@uk.ibm.com', and 'These additional addresses:'. The first checkbox is checked and circled in red. The 'Additional addresses' field contains the placeholder text 'additional email addresses, separated by commas.'

3) Select **Details** tab and complete required fields (indicated by a red asterisk).

4) If desired, change **Session Expiry Date** to selected future date. **IMPORTANT: If you do not set a Session Expiry Date it will automatically default to seven (7) days. You can update the Session Expiry Date later, but it will not update for those sessions already created.**

5) Designate who you would like to receive emails and/or results. **Note: If you do not have the following box checked, you will have to manually send out the session link to each candidate.**

Email batch invitations to  All Test Takers to whom this batch will be assigned.

6) Click **Save**.

7) Select the **Assessments** tab.

The screenshot shows the same web interface as above, but now the 'Assessments' tab is selected and highlighted in grey. The other tabs ('Details', 'Test Takers', 'Sessions') are dimmed.

8) Click **+Add Assessments**.

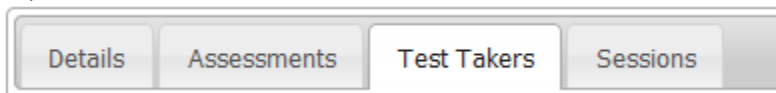
**+ Add Assessments**

9) Check the box to the left of the assessment(s) you would like to assign to this batch of Test Takers.

10) Click **Add to Batch**.

**Add to Batch**

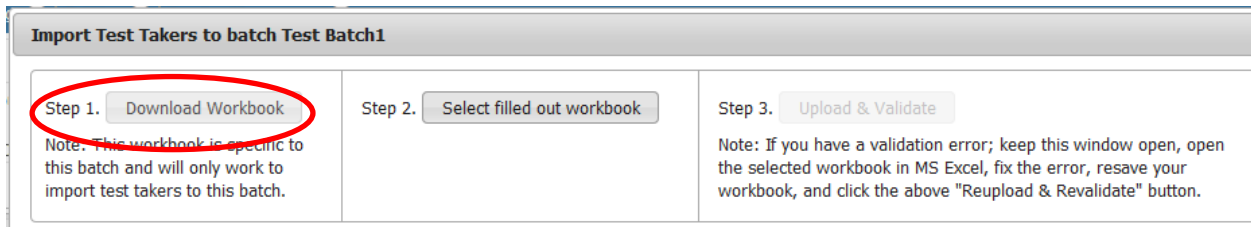
11) Select the **Test Takers** tab.



12) Select **Import Test Takers**.

**Import Test Takers**

13) Select **Download Workbook**



14) Open workbook and complete both tabs (New Test Takers and Batch Test Takers).

\*\*\***Hint**: First, complete the **New Test Takers** tab. Then, copy/paste the Test Taker IDs into the **Batch Test Takers** tab.\*\*\*

**New Test Takers:**

- Each Test Taker ID must be unique.
- Be sure to include Locale (must correspond to a locale available for the test and the account)
- Example: **English(US)** – **locale must match exactly, no spaces.**

**Batch Test Takers:**

- **Test Taker ID** is the only required field on this tab.
  - o Copy Test Taker ID column from New Test Takers tab, and paste she into Test Taker ID column.

15) Save completed workbook to your computer.

16) Select filled out workbook.

**Import Test Takers to batch Test Batch1**

Step 1. [Download Workbook](#)  
Note: This workbook is specific to this batch and will only work to import test takers to this batch.

**Step 2. [Select filled out workbook](#)**

Step 3. [Upload & Validate](#)  
Note: If you have a validation error; keep this window open, open the selected workbook in MS Excel, fix the error, resave your workbook, and click the above "Reupload & Revalidate" button.

17) Select **Upload & Validate**.

**Import Test Takers to batch Test Batch1**

Step 1. [Download Workbook](#)  
Note: This workbook is specific to this batch and will only work to import test takers to this batch.

**Step 2. [Select filled out workbook](#)**

Step 3. [Upload & Validate](#)  
Note: If you have a validation error; keep this window open, open the selected workbook in MS Excel, fix the error, resave your workbook, and click the above "Reupload & Revalidate" button.

18) You should now see the following confirmation that all "New Test Takers" have been successfully uploaded.

**New Test Takers**  
The "New Test Takers" sheet in the selected workbook contained 1 new test taker(s). We were able to successfully import all test takers.

Test Taker ID	First Name	Last Name	Email Address	Locale	Status
mmouse	Mickey	Mouse	mmouse@kenexa.com	English(US)	Success

**Test Takers Imported to Batch**

Test Taker ID	First Name	Last Name	Email Address	URL
mmouse	Mickey	Mouse	mmouse@kenexa.com	<a href="https://2x-staging.kenexa.com/2x/assess/projectmanagerdemostage/assessment/index?sessionID=86575036fca3499637c8c8944b2d848&amp;candidateId=mmouse">https://2x-staging.kenexa.com/2x/assess/projectmanagerdemostage/assessment/index?sessionID=86575036fca3499637c8c8944b2d848&amp;candidateId=mmouse</a>

19) Click **Done**.

- a. If you checked the box below (in step 5), the invitation will automatically be sent to all test takers you uploaded via the workbook.
- b. If you did not check the box below prior to loading your Test Takers, they will not receive an automatic email from the system and one will need to be manually sent to them.

Email batch invitations to  All Test Takers to whom this batch will be assigned.

**EDITING AN EXISTING BATCH:**

1) From the **Session Management** tab, select **Batches**.

2) On right side of screen click **Actions** icon.

Name	Description	Self Registration Link	Actions
2xA Demo	This batch is for demo purposes	<a href="https://2x-staging.kenexa.com/2x/assess/projectmanagerdemostage/batch/take/cc58e3ca53db44f391251fc641d26b40">https://2x-staging.kenexa.com/2x/assess/projectmanagerdemostage/batch/take/cc58e3ca53db44f391251fc641d26b40</a>	

3) Continue from **Step 3** in **Creating a New Batch** section above.

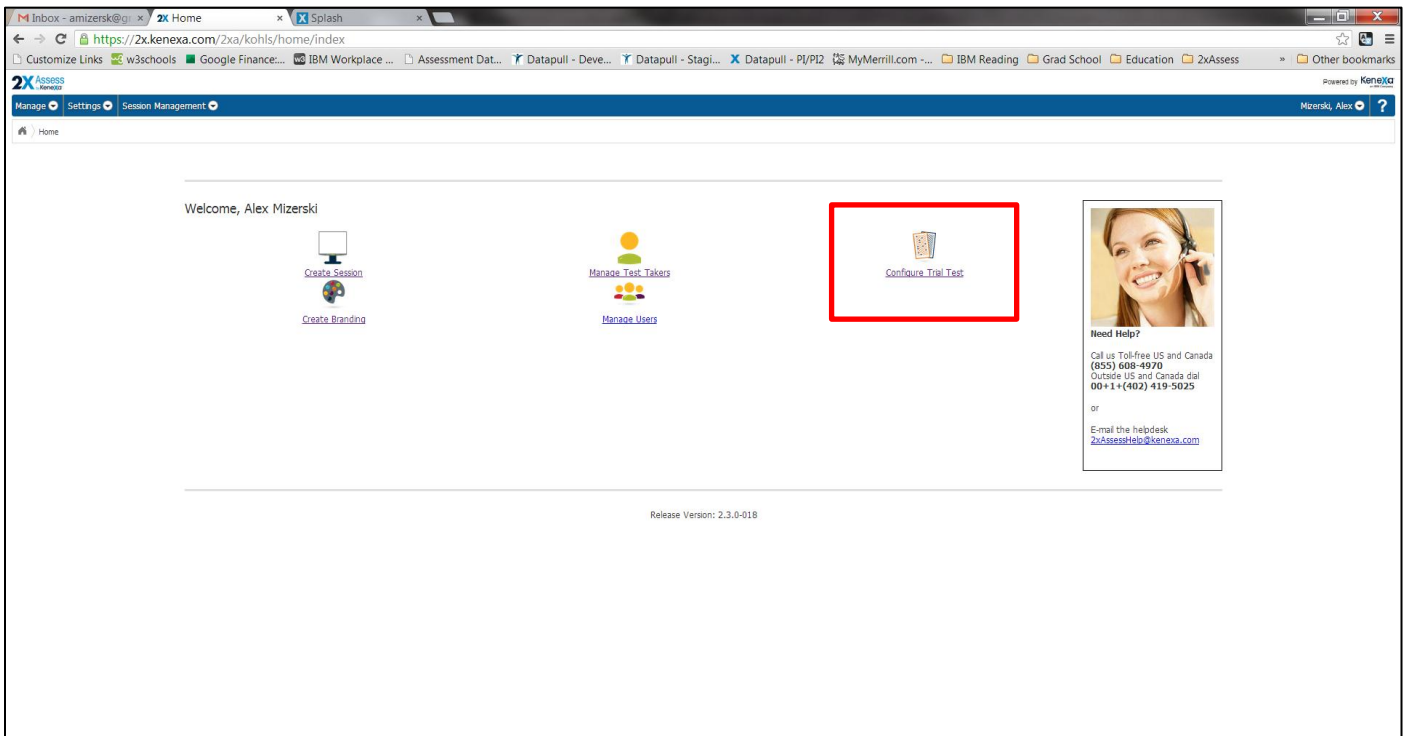
## Creating Trial Test links (static links, reusable links)

Trial Test links:

- also known as a static link - from PI, think Pilot/PA links
- can be used to administer an assessment repeatedly without creating individual links
- we are able to build them on any environment (Smoke, Staging, Production)
- can include expiration dates (Expiry Date)
- don't store any identifiable information to link results back to a particular test taker
  - you can add free text items to collect this data

Log into your client's site

Click on "Configure Trial Test"



The screenshot shows a web browser window with the URL <https://2x.kenexa.com/2xa/kohls/home/index>. The page displays a user interface for Alex Mizerski, with a navigation bar at the top containing 'Manage', 'Settings', and 'Session Management'. The main content area includes a welcome message, a 'Home' link, and several action buttons: 'Create Session', 'Create Branding', 'Manage Test Takers', and 'Manage Users'. The 'Configure Trial Test' button, which features a document icon, is highlighted with a red rectangular box. To the right of these buttons is a 'Need Help?' section with contact information for support. At the bottom of the page, the release version '2.3.0-018' is displayed.

From this screen click “Add a Trial Test” (lower left corner)

The screenshot shows the 'Manage Trial Tests' interface. At the top, there are navigation tabs for 'Manage', 'Settings', and 'Session Management'. Below this is a header area with the text 'Please select a trial test.' and a table listing existing trial tests. The table has columns for Name, Description, Assessment, Trial Link, Expiry Date, and Actions. Three trial tests are listed: 'Kohl's DC Associate Assessment', 'Kohl's DC Executive Assessment', and 'Kohl's Store Associate Assessment'. In the bottom left corner, there is a button labeled 'Add a Trial Test' which is highlighted with a red rectangular box.

Name	Description	Assessment	Trial Link	Expiry Date	Actions
Kohl's DC Associate Assessment	Kohl's DC Associate Assessment	Kohl's DC Associate Assessment	https://2x.kenexa.com/2xAssess/kohls/trialTest/take/DACB78F1B7055ACED94A8CF1C82470	07/31/2013	
Kohl's DC Executive Assessment	Kohl's DC Executive Assessment	Kohl's DC Executive Assessment	https://2x.kenexa.com/2xAssess/kohls/trialTest/take/DACB78F1B7055ACED94A8CF1C82470	07/31/2013	
Kohl's Store Associate Assessment	Kohl's Store Associate Assessment	Kohl's Store Associate Assessment	https://2x.kenexa.com/2xAssess/kohls/trialTest/take/D583117A07EE7E8DE140A8CF2C82E7E	07/31/2013	

Select your assessment from the drop down list

The screenshot shows the 'Edit Trial Test' form. The form has a 'Details' section with several fields. The 'Assessment' field is a dropdown menu currently showing 'Select--' and is highlighted with a red rectangular box. Other fields include 'Default Locale', 'Name', 'Description' (with a rich text editor), 'Expiry Date', 'Test Pass Uri', 'Test Fail Uri', and 'Input Tag'. At the bottom right, there are 'Save' and 'Undo' buttons.



On this same screen fill in the “Name” and “Description”

The description is not required, but can be a useful tool to provide at a glance detail about an assessment when viewing trial test links from the trial test link home page.

This screen also provides you the opportunity to identify an expiration date (Expiry Date)

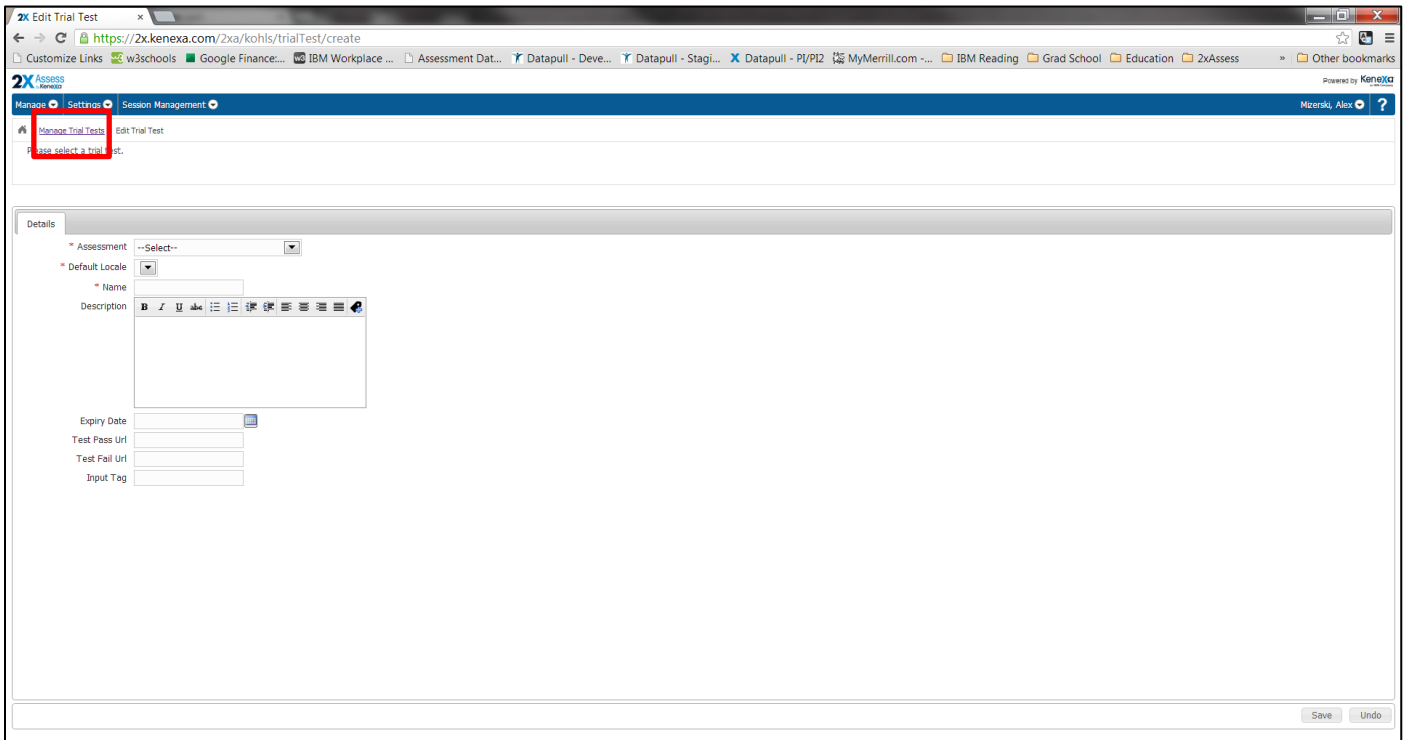
After you fill in all necessary and desired information click “Save” in the bottom right corner of the screen.

The screenshot shows a web browser window with the URL <https://2x.kenexa.com/2xa/kohls/trialTest/create>. The page title is "2x Edit Trial Test". The browser's address bar shows several tabs, including "Datapull - Dev...", "Datapull - Stagi...", and "Datapull - PJ/P12". The page content includes a navigation bar with "Manage", "Settings", and "Session Management" options. Below the navigation bar, there is a message "Please select a trial test." and a "Details" section. The "Details" section contains the following fields:

- Assessment: --Select-- (dropdown menu)
- Default Locale: (dropdown menu)
- Name: (text input field)
- Description: (rich text editor with formatting options)
- Expiry Date: (date picker)
- Test Pass Uri: (text input field)
- Test Fail Uri: (text input field)
- Input Tag: (text input field)

In the bottom right corner of the form, there are two buttons: "Save" and "Undo". The "Save" button is highlighted with a red rectangular box.

Now that you have saved your trial test link you will want to navigate back to the trial test link home page. This can be done by clicking “Manage Trial Tests” in the upper left corner of the screen.



From this screen you can copy/paste out your links for any assessment you see fit

The screenshot shows a web browser window with the URL <https://2x.kenexa.com/2xa/kohls/trialTest/list>. The page title is "2x Assess" and the user is logged in as "Mizrenki, Alex". The main content area is titled "Manage Trial Tests" and contains a table of assessments. A red box highlights the "Trial Link" column for three rows.

Name	Description	Assessment	Trial Link	Expiry Date	Actions
Kohl's DC Associate Assessment	Kohl's DC Associate Assessment	Kohl's DC Associate Assessment	<a href="https://2x.kenexa.com/2xa/assess/kohls/trialTest/take/DACB79F-1B7D-40ADEE-40A8C0F-1C82470">https://2x.kenexa.com/2xa/assess/kohls/trialTest/take/DACB79F-1B7D-40ADEE-40A8C0F-1C82470</a>	07/31/2013	
Kohl's DC Executive Assessment	Kohl's DC Executive Assessment	Kohl's DC Executive Assessment	<a href="https://2x.kenexa.com/2xa/assess/kohls/trialTest/take/DACB79F-1B7D-40ADEE-40A8C0F-1C82470">https://2x.kenexa.com/2xa/assess/kohls/trialTest/take/DACB79F-1B7D-40ADEE-40A8C0F-1C82470</a>	07/31/2013	
Kohl's Store Associate Assessment	Kohl's Store Associate Assessment	Kohl's Store Associate Assessment	<a href="https://2x.kenexa.com/2xa/assess/kohls/trialTest/take/D583117-AD7BE7ED-8D40A8C0F-1C82470">https://2x.kenexa.com/2xa/assess/kohls/trialTest/take/D583117-AD7BE7ED-8D40A8C0F-1C82470</a>	07/31/2013	

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Add a Trial Test