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?

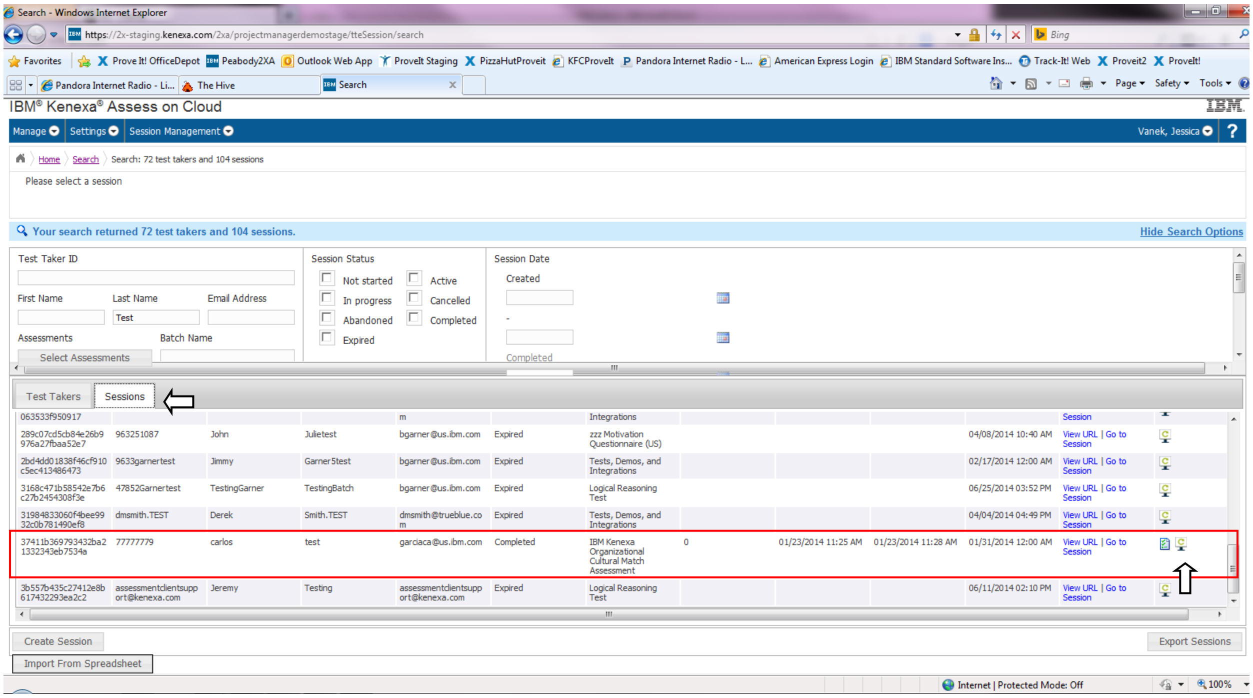
The results of your Kenexa Candidate Assessment will be available to you in a number of ways, depending on if you are a self-service or integrated client. For those who are self-service administrators you can view candidate results and reports within the Assess self-service application or by providing 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.

<u>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</u>.

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.



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

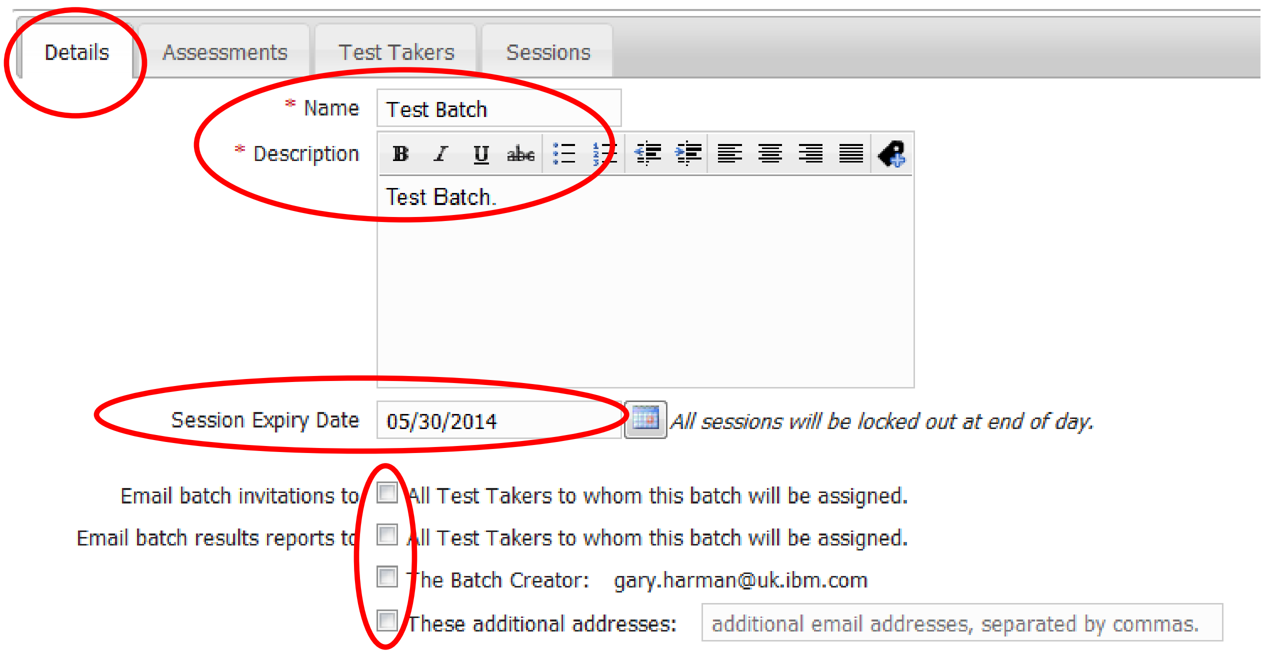
<u>Note: For clients processing out of the EU Production Data Center, the system time is set to GMT rather than Eastern Time</u>.

Creating a Batch

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

2) In the lower-left corner, click:

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



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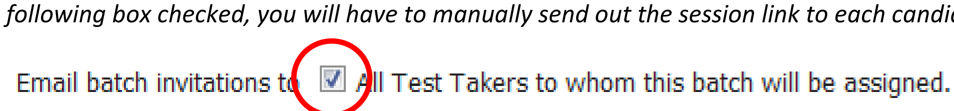
3) Select **Details** tab and complete required fields (indicated by a red asterisk).

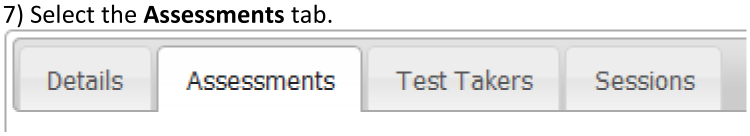
4) If desired, change **Session Expiry Date** to selected future date. **IMPORTANT: If you do not set a Session Expiry Date it will automatically default to seven (7) days. You can update the Session Expiry Date later, but it will not update for those sessions already created.**

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.*

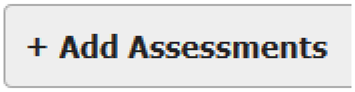


6) Click **Save**.

7) Select the **Assessments** tab.

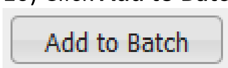


8) Click **+Add Assessments**.

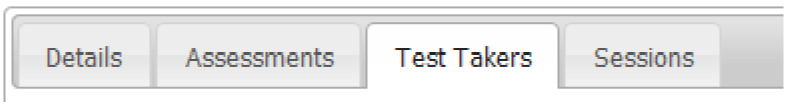


9) Check the box to the left of the assessment(s) you would like to assign to this batch of Test Takers.

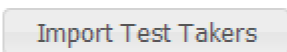
10) Click **Add to Batch**.



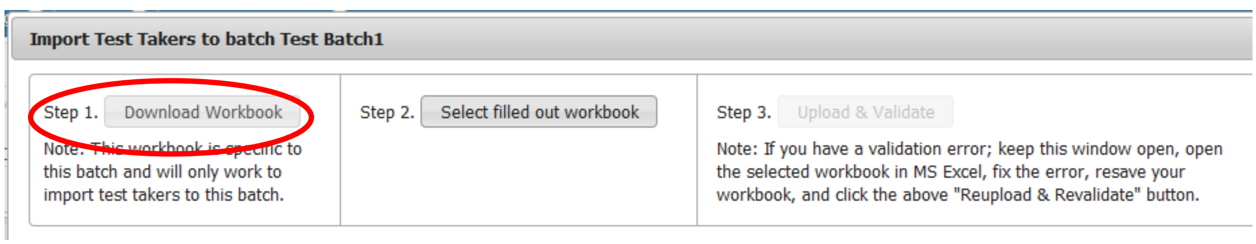
11) Select the **Test Takers** tab.



12) Select **Import Test Takers**.



13) Select **Download Workbook**



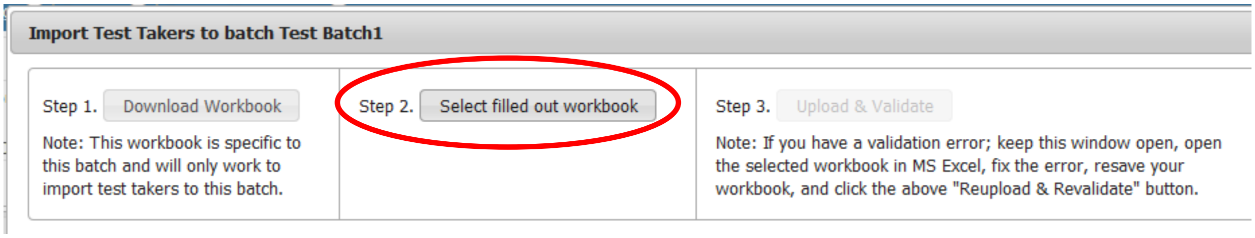
14) Open workbook and complete both tabs (New Test Takers and Batch Test Takers).
****Hint***: First, complete the **New Test Takers** tab. Then, copy/paste the Test Taker IDs into the **Batch Test Takers** tab.***

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

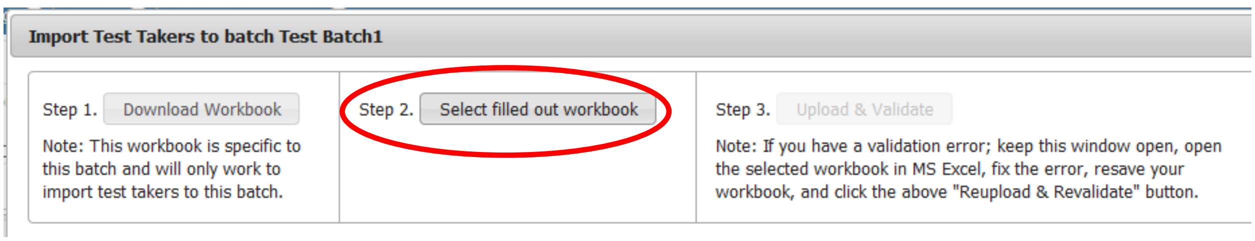
Batch Test Takers:
- Test Taker ID is the only required field on this tab.
  o Copy Test Taker ID column from New Test Takers tab, and paste she into Test Taker ID column.

15) Save completed workbook to your computer.

16) **Select filled out workbook.**



17) Select **Upload & Validate.**

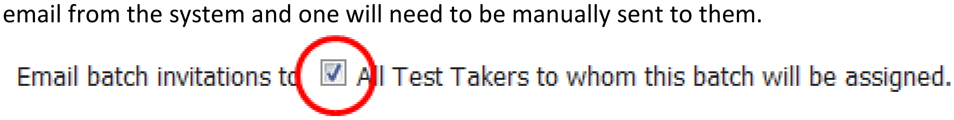


18) You should now see the following confirmation that all “New Test Takers” have been successfully uploaded.

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.



EDITING AN EXISTING BATCH:

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

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

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

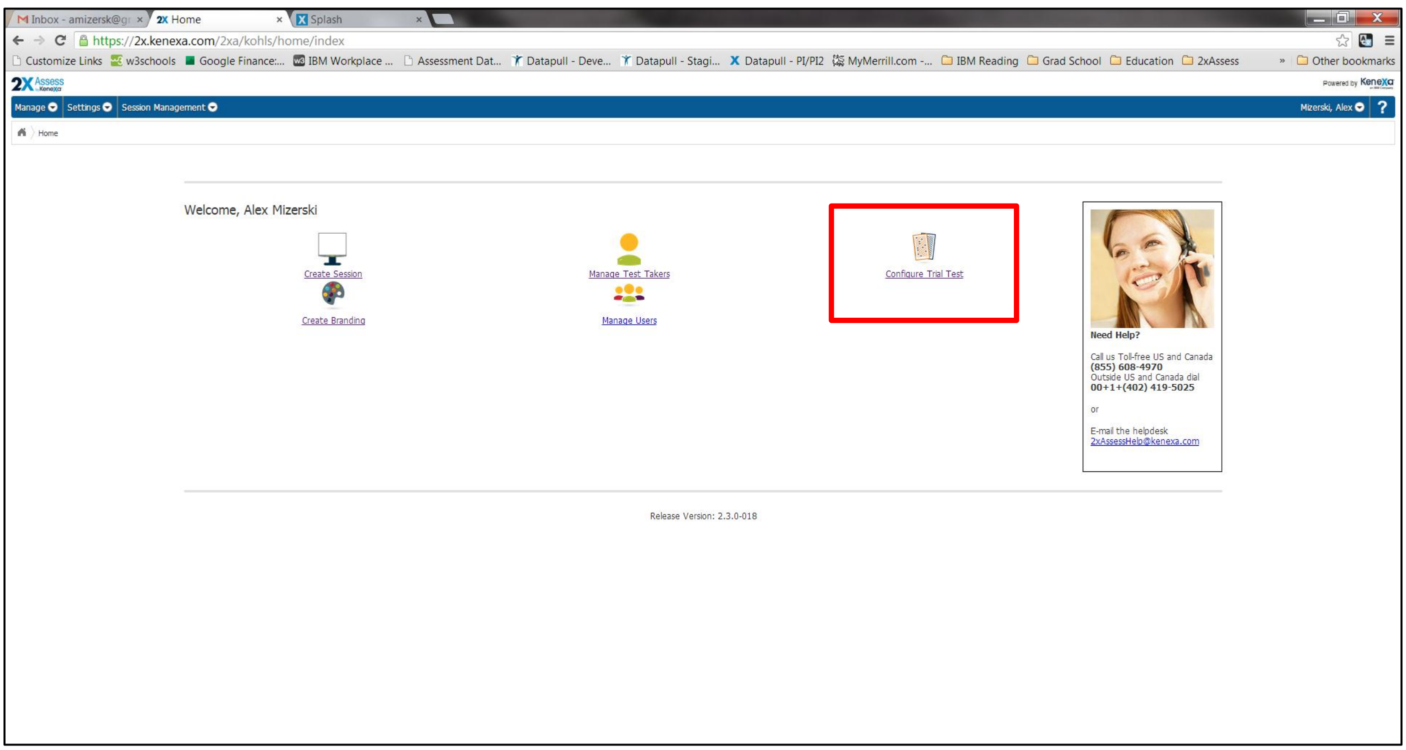
Creating Trial Test links (static links, reusable links)

Trial Test links:

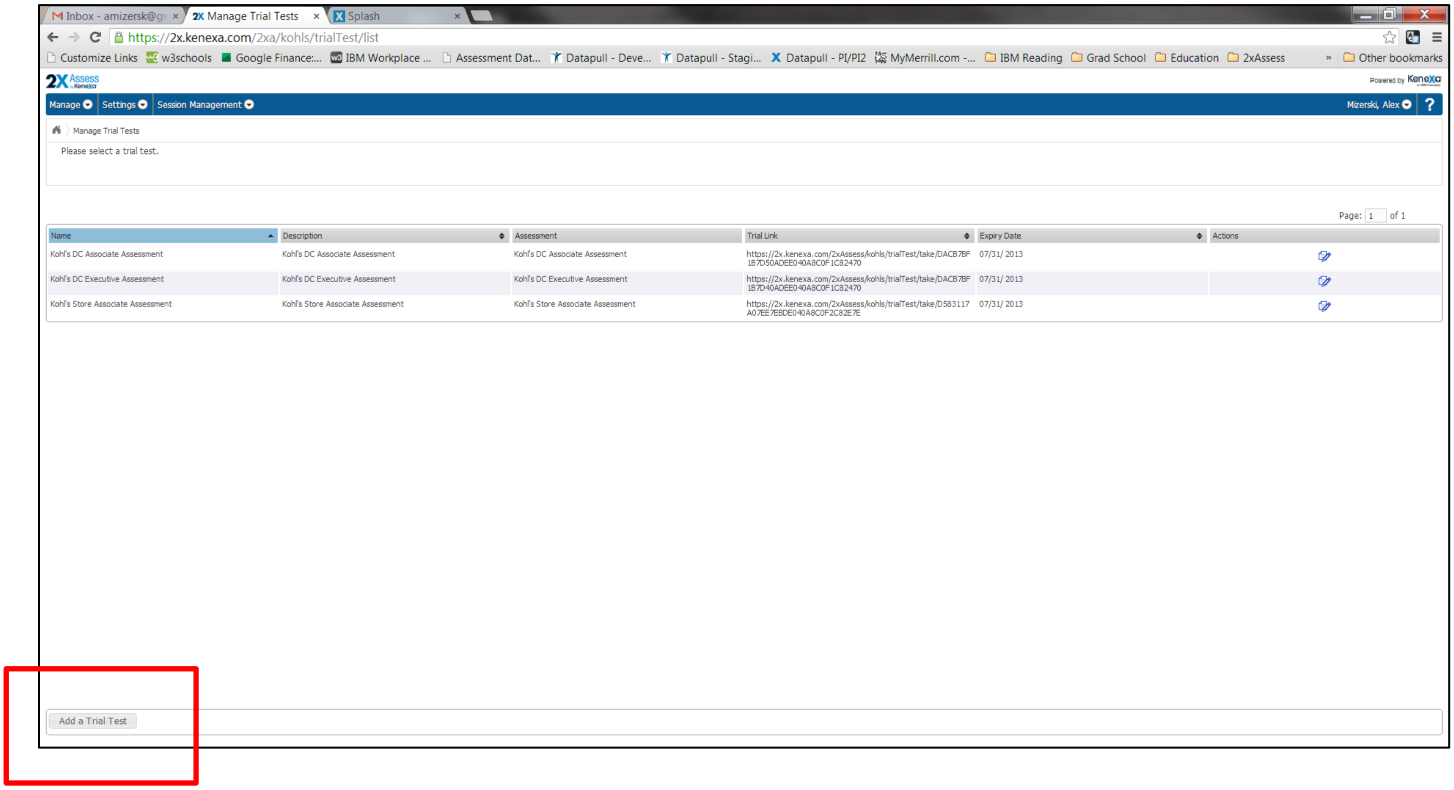
- also known as a static link - from PI, think Pilot/PA links
- can be used to administer an assessment repeatedly without creating individual links
- we are able to build them on any environment (Smoke, Staging, Production)
- can include expiration dates (Expiry Date)
- don't store any identifiable 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

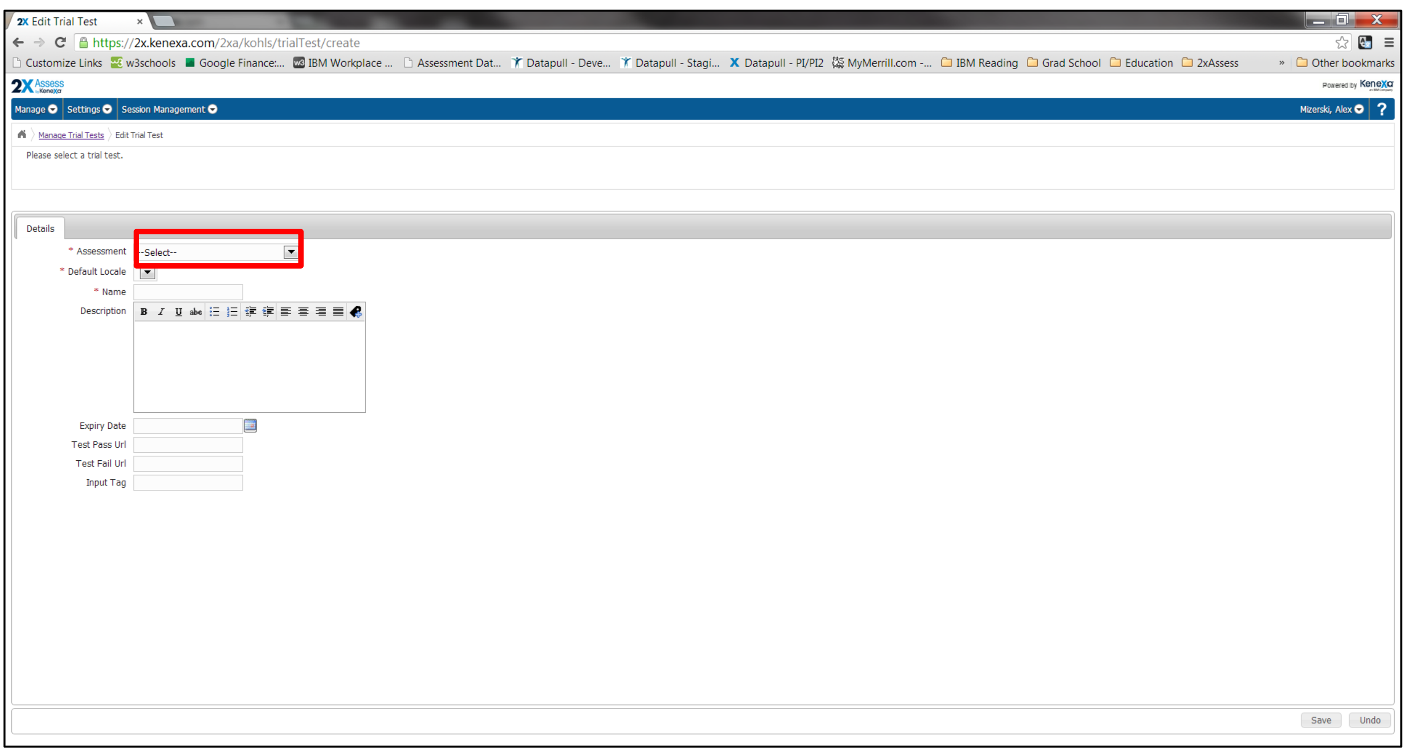
Click on "Configure Trial Test"



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



Select your assessment from the drop down list

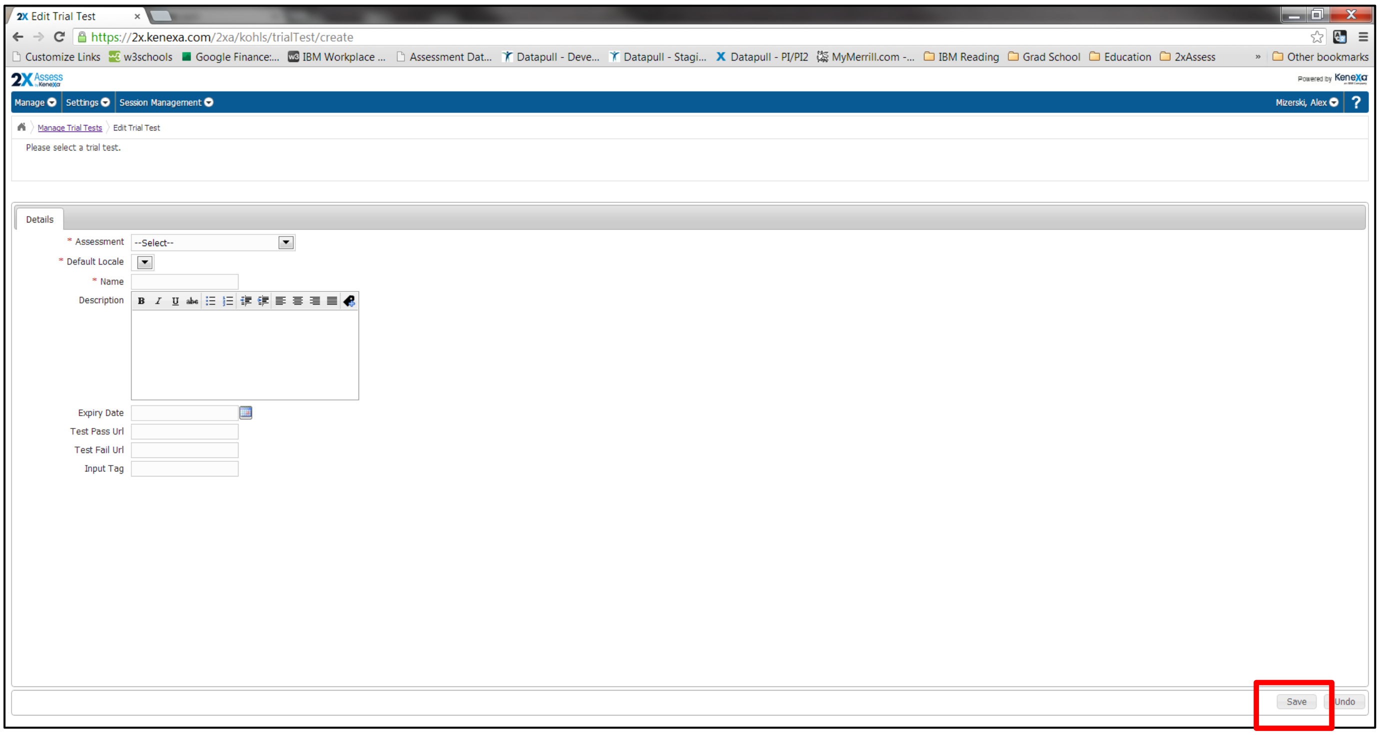


On this same screen fill in the “Name” and “Description”

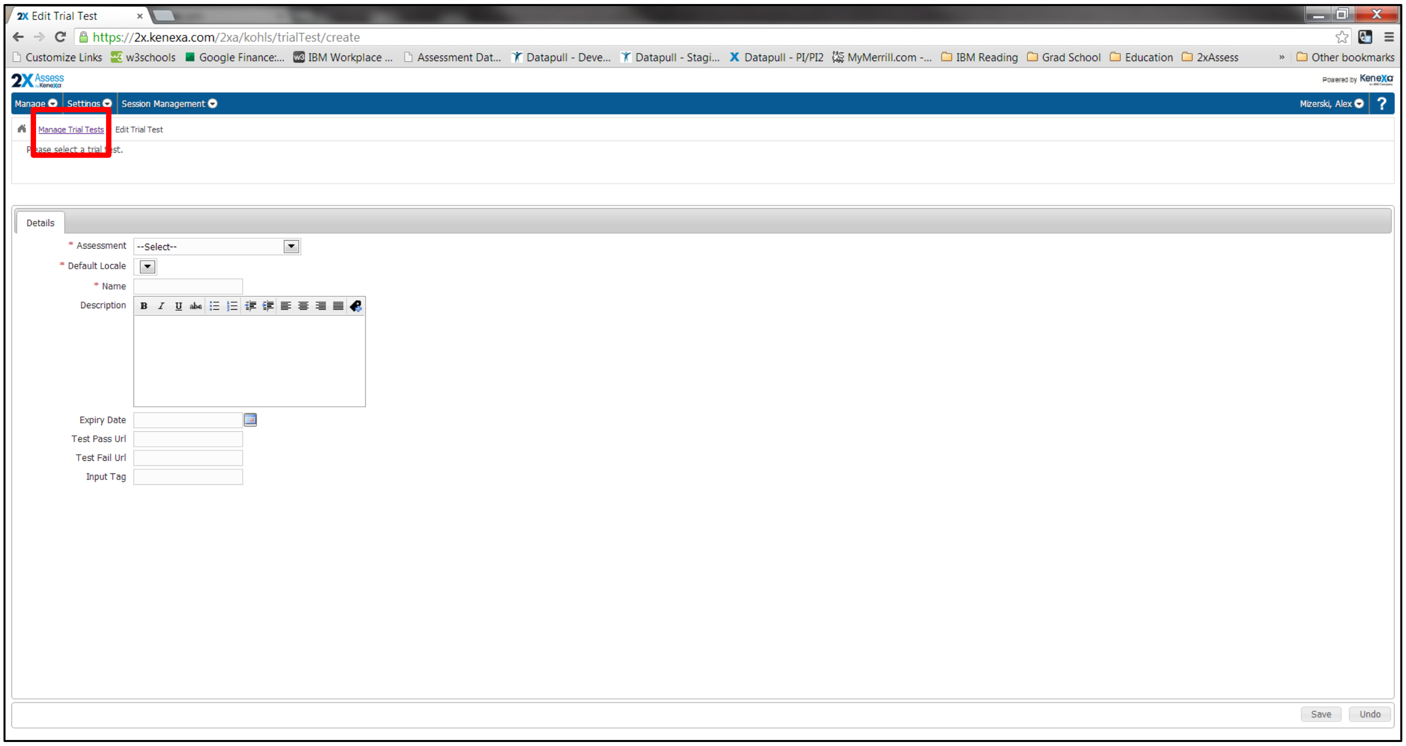
> The description is not required, but can be a useful tool to provide at a glance detail about an assessment when viewing trial test links from the trial test link home page.

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.



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