Taleo Enterprise

Taleo Assessment Configuration Guide

Feature Pack 12A
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Technical Configuration and Software Performance

For the latest information, refer to the *Taleo Enterprise Technical Configuration and Software Performance Guide* document for the applicable release.

Revision History

Date	Modification	Revised Topic
February 24, 2012	Minor typographical corrections.	
January 27, 2012	Initial publication.	

Basic Concepts

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Assessments

Assessments in the workplace are used to measure the knowledge, skills, abilities and behavioral attributes related to a job or corporate culture. They can also be referred to as screening services, tests, surveys, exams, evaluations, simulations, work samples, assessment centers, interview guides, or realistic job previews. Employers use assessments to hire applicants, develop and promote employees, and collect talent intelligence on internal and external talent pools.

Professional fields related to the scientific research, development and use of workplace assessments include Industrial Organizational (I/O) Psychology and Organizational Development (OD). Also, the fair use of workplace assessments is overseen at the state and federal level or the territory, national and regional/multinational level by various government organizations, such as the U.S. Equal Employment Opportunity Commission (EEOC).

The Taleo Assessment application provides assessments to candidates through the Career Section. Creating, configuring, and maintaining assessments involves the following components.

- Taleo Assessment Authoring Center
- Passport Settings made Recruiting Administration
- Configurations in Recruiting Administration
- Configurations in Career Section Administration
- Recruiting WebTop

Additionally, some administrative functions are executed by Taleo Customer Support.

Assessment Authors

In Taleo Assessment, an assessment author is responsible for the creation and management of *assessment content*.

Depending on their professional credentials, authors may also be involved with the following assessment services:

- Job Analysis – determines job-related competencies to include in the assessment.
- Validation Study – determines if the assessment is a reliable and valid measure of the selected competencies and to what degree it predicts job performance.
- Adverse Impact Analysis – determines if the assessment could potentially impact protected groups or promote unfair bias.
- Business Impact Study – determines the cost and time savings, or return on investment, from using a validated assessment over a period of time.

Assessment Workflow

This guide follows a workflow to plan assessments, create assessment content, configure assessments and their versions, and then utilize candidate assessment results.

- *Planning the Assessment*
- *Creating Assessment Content*
- *Configuring Assessments*
- *Using Candidate Assessment Results*

Assessment Planning

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Assessment Planning Matrix

Several decisions must be made when developing an assessment that involve assessment configuration and assessment creation.

The following table describes question categories, an overview of the possible choices, and the places in the Assessment Authoring Center or the Recruiting Center where they can be found. Click the item name for more information.

Item	Possible Choices Summarized/Examples	Responsible Role(s)	Path(s)
Assessment location in application process	• Within the application process • Sent manually after application reviewed	Recruiting System Administrator	***Configuration > [Career Section] Administration > Application Flow***
Length of assessment validity period	• Ninety days is standard • 6 months for managerial positions • Duration of time assessment version is in use for a particular result	• Assessment Author • Recruiting System Administrator	• ***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties*** • ***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment***
Complete assessment in multiple sittings	• Up to five visits • Up to 180 days for completion	Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Add or Edit Version Properties***
Amount of time allowed to complete assessment	• Time limit based on content • No time limit	Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties***
Languages		Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties***

Item	Possible Choices Summarized/Examples	Responsible Role(s)	Path(s)
Assessment display method	• Pop-up • In-line	Recruiting System Administrator	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment***
Randomization	• Randomize questions • Randomize answers • Randomize both questions and answers	• Assessment Author • Taleo Customer Support	***Assessment Authoring Center > Manage Assessments > [Assessment] > Reorder Questions***
Mobile Candidate Experience (Beta)	Mobile Candidate Experience (Beta) Available for Assessment	Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] > Reorder Questions***
Branding with the New Candidate Experience	RGB Color for Background Color and Header Bar	Taleo Customer Support	Request through Taleo Web Support
Configurable Navigation	• Linear • Unlimited	Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties***
Configurable Text on Instruction and Completion Pages	• Custom Assessment Instructions • Default Assessment Instructions • Custom Completion Message • Default Completion Message	Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties***
Interview Guide	• Include existing interview content • length of interview • static or dynamic questions • include assessment questions	Assessment Author	• ***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Add or Edit Version Properties*** • ***Assessment Authoring Center > Manage***

Item	Possible Choices Summarized/Examples	Responsible Role(s)	Path(s)
			Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Setup Interview Guide
Bands	• Colors: red, yellow, green • Qualified/Not Qualified	Assessment Author	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Add or Edit Selection Measurements***
Assessment Results View	• Yes/No • Pass/Fail only with criterion validation study • Remove field	Recruiting System Administrator	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment***
Assessment Results View	• Default is No • Use only with criterion validation study • Remove field	Recruiting System Administrator	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment***
Assessment Results View	• Score • Bands • Details	Recruiting System Administrator	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment***

Assessment Location in Application Process

An assessment can be located within the Career Section Application Flow or be sent to candidates manually using email.

In most cases, it is Taleo's recommendation to have all candidates take the assessment while completing the application. If assessments are routinely included in initial applications, hiring managers can determine with much less time and effort who are the best candidates to interview.

The other option is to have candidates complete the application and then have recruiters or hiring managers review applications and manually invite chosen candidates to complete the assessment. For Taleo Authored Assessments in Retail Hourly Hiring situations, this is not recommended due to time required on part of recruiter or hiring manager.

Configuration

Regardless of assessment positioning, the Recruiting system administrator must add the screening block to both the *requisition file* and *candidate file*. Additionally, if the assessment will be included in the application flow, then the Recruiting system administrator must also *add the screening block to the application flow* used by the applicable Career Section.

Display Mode

There are two different display modes for assessments launched through a Career Section.

- **Pop-up** – assessment is displayed in separate a 720 pixel wide window from Career Section.
- **In-line** – assessment is displayed 720 pixels wide in same window as Career Section.

Pop-up is the default delivery method, however Taleo recommends in-line delivery for a better candidate experience.

Configuration

Display mode is configured in Career Section Administration. If the option shows as disabled, contact Taleo Customer Support for the latest Passport certification.

Setting		
Name	Description	Location
Display Mode	The assessment can be delivered in a separate window (pop-up) or in the same window (inline) of the Career Section	***Configuration > [Career Section] Administration > Application Flows > [Application Flow] > Screening***

Assessment Validity Period

Assessment results can be configured to be valid for a specified amount of time.

After a candidate takes an assessment, the results are valid for a specific number of days. Taleo recommends 90 days as the amount of time an entry-level assessment result is valid before requiring candidates to test again to be considered for employment. This is a generally accepted standard for validity period. It is reasonable to expect that candidates' personal characteristics and abilities will remain stable for that period of time. The 90 day period also minimizes the chance of a practice effect on test performance; when a candidate performs better on second assessment attempt due to prior experience taking the test.

There are several layers of validity to configure for Taleo Assessments.

- *Validity Period set in Recruiting Administration*. This is the initial layer. It determines if a candidate's scores are valid for a specific requisition when a candidate file is being reviewed. Also, Recruiting checks the validity period of existing assessment scores if a candidate reapplies to the same

requisition or applies to a different requisition using the same assessment. See *Assessment Retakes and Scoring* for more information.

- *Validity Period set in the Assessment Authoring Center*. This is a secondary layer of validity. If the Recruiting validity period has expired, validity of assessment scores set in the Assessment Authoring Center is checked if a candidate reapplies to the same requisition or applies to a different requisition using the same assessment. See *Assessment Retakes and Scoring* for more information.
- *Evergreen Validity set in the Assessment Authoring Center*. Global bands can be marked as evergreen so candidates never have to take that version of an assessment again for the life of the scoring version if they had achieved a score within the evergreen band range. See *Assessment Retakes and Scoring* for more information.

Results Synchronization

Assessment results transfer from one requisition to another using Results Synchronization.

Results Synchronization allows candidate scores to be resued. If a candidate applies to two different requisitions that utilize the same assessment and the assessment results are still valid, the results will populate the screening information tab on both requisitions. This feature is automatically enabled.

See *Assessment Results and Scoring* for more information.

Assessment Retakes and Scoring

Validity periods are used in conjunction with *Assessment versions* and *Results Synchronization* to determine if a candidate who takes an assessment on a requisition is required to retake assessments on subsequent applications.

Once a candidate has a applied for a job and has completed an assessment associated with a requisition the parameters in the following table determine if a candidate's existing assessment scores apply, if the original answers are rescored, or if the candidate needs to take the assessment again.

Results Synchronization and Scoring		
Validity Period	Scores Exist for Assessment Version	Scores Do Not Exist for Assessment Version
Within Recruiting Validity Period	• Results Synchronization detects existing valid results for the assessment version for the candidate. • Results are copied and applied to new the new requisition.	• Results Synchronization does not apply because the candidate is taking a different assessment version. • The candidate will likely be prompted to attempt assessment and upon clicking link would see Already Completed message sent from Taleo Assessment. Taleo Assessment would then rescore valid answers against different scoring method in current version and transmit results to Recruiting.

Results Synchronization and Scoring		
Validity Period	Scores Exist for Assessment Version	Scores Do Not Exist for Assessment Version
Outside Recruiting Validity Period, Within Assessment Validity Period	• Results Synchronization does not apply because the assessment scores are outside Recruiting validity period. • The candidate will likely be prompted to attempt assessment and upon clicking link would see Already Completed message sent from Taleo Assessment. Taleo Assessment would then rescore valid answers against different scoring method in current version and transmit results to Recruiting.	• Results Synchronization does not apply because the candidate is taking a different assessment version. • The candidate will likely be prompted to attempt assessment and upon clicking link would see Already Completed message sent from Taleo Assessment. Taleo Assessment would then rescore valid answers against different scoring method in current version and transmit results to Recruiting.
Outside Recruiting Validity Period and Outside Assessment Validity Period- Evergreen Band not Configured	• Results Synchronization does not apply because the assessment scores are outside the Recruiting validity period. • Assessment results expired in Taleo Assessment. • Candidate needs to retake the Taleo Assessment and achieve a new score which would then be transmitted to Recruiting.	• Results Synchronization does not apply because the candidate is taking a different assessment version. • Assessment results expired in Taleo Assessment. • Candidate needs to retake the Taleo Assessment and achieve a new score which would then be transmitted to Recruiting.
Outside Passport Validity Period and Outside Assessment Validity Period- Evergreen Band Configured	• Results Synchronization does not apply because the assessment scores are outside the Recruiting validity period. • Assessment results expired in Taleo Assessment. • If the candidate achieved a previous score within a configured Evergreen Band, the candidate will likely be prompted to attempt assessment and upon clicking link would see Already Completed message sent from Taleo Assessment. • If the candidate achieved a previous score that was not within a configured Evergreen Band, the candidate needs to retake the Taleo Assessment and achieve a new score which	• Results Synchronization does not apply because the candidate is taking a different assessment version. • Assessment results expired in Taleo Assessment. • If the candidate achieved a previous score within a configured Evergreen Band of a different assessment version, candidate will likely be prompted to attempt assessment and upon clicking link would see Already Completed message sent from Taleo Assessment. Taleo Assessment would then rescore valid answers against different scoring method in current version and transmit results to Recruiting

Results Synchronization and Scoring		
Validity Period	Scores Exist for Assessment Version	Scores Do Not Exist for Assessment Version
	would then be transmitted to Recruiting.	• If the candidate achieved a previous score on a previous assessment that was not within a configured Evergreen Band, the candidate needs to retake the current Taleo Assessment version and achieve a new score which would then be transmitted to Recruiting.

Multiple Sittings

Candidates may be allowed up to five visits and 180 days from the first attempt to complete an assessment.

It is possible that a candidate cannot complete an assessment in one sitting. Assessment recognizes a voluntary close out of an assessment window or a time out as reasons requiring multiple sittings. The number of times a candidate is allowed to complete an assessment and the number of days they are given to complete it, is set by the assessment author in the Assessment Authoring Center for each *Assessment version*.

Taleo recommends allowing multiple attempts for either reason to maximize the number of completed applications. The number of attempts can be set from one to five. Taleo recommends allowing three visits for candidates to complete Taleo authored assessments. However, it is also recommended that the candidate not be told at the initial onset of the assessment that he or she has the ability to revisit the same assessment at a later time to reduce the possibility of dishonest answers.

Candidates may be allowed up to 15 days to complete the an assessment attempt before it expires. There is no partial scoring. Assessment scores are only reported to Recruiting if the candidate completes the assessment. Taleo recommends for Taleo authored assessments limiting the time period to three days to reduce number of incomplete applications.

Configuration

If multiple sittings are allowed, ***Save Partial Settings*** must be turned on to configure number of attempts and the expiration time for each attempt. Contact Taleo Customer Support for changes to Taleo authored assessments.

Setting		
Name	Description	Location
Save Partial Assessments	• On • Off (Default)	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Add or Edit Version Properties***

Setting		
Name	Description	Location
Candidates may resume an assessment after:	• 1-5 days • 2 (Default)	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Add or Edit Version Properties***
Expire the attempt after:	• 1-180 Days • 3 (Default)	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment Version > [Assessment Version] > Add or Edit Version Properties***

Timed Assessments

Maximum time allowed to complete an assessment can be configured.

Time allowed can be configured for each assessment by specifying the maximum time limit. Time allotment will vary based on the length of an assessment and the type of content. For example, a cognitive evaluation may take a different amount of time than assessing a candidate's work style. If no time limit is specified, then there is no limit on the length of time given to complete an assessment. The minimum value allowed is 5 minutes.

Configuration

Assessment timing is configured in the Assessment Authoring Center by the assessment author. Contact Taleo Customer Support for changes to Taleo authored assessments. If no value is specified then there is no time limit.

Setting		
Name	Description	Location
Time Allowed in Minutes	• Any number • No value specified (Default)	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment > [Assessment] > Add or Edit Properties***

Randomization

The presentation of assessment questions and answers may be configured so that the order is randomly determined.

The questions or the answers may be randomized; or both may be randomized at the same time. The order in which questions and answers may appear is random across candidates. Utilizing this feature is recommended by Taleo to deter candidates who might want to share answers to questions.

Instructions and questions that are sequentially linked can be excluded from randomization.

Configuration

The settings below describe turning randomization on and off. Additionally, if randomization of questions is turned on, individual questions may be selected to be excluded from the randomization. Randomization is configured in the Assessment Authoring Center by the assessment author. See *Assessment Questions* for more information. Contact Taleo Customer Support for changes to Taleo authored assessments.

Setting		
Name	Description	Location
Randomize Question Order	• On • Off (Default)	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment > [Assessment] > Reorder Questions***
Randomize Question Order	• On • Off (Default)	***Assessment Authoring Center > Manage Assessments > [Assessment] Select Assessment > [Assessment] > Reorder Questions***

Mobile Candidate Experience (Beta)

Taleo Assessment offers an optimized display for mobile devices that utilizes the full Experior candidate experience in a touch screen interface.

When a candidate begins an assessment, the application checks to see if the candidate is using a mobile device. If the candidate is using a mobile device, and ***Optimize Display on Mobile Device (Beta)*** is enabled for that assessment, the assessment will be presented using the Mobile Candidate Experience (Beta). The Mobile Candidate Experience (Beta) optimized display begins with the first assessment question. If the candidate is using a mobile device, and ***Optimize Display on Mobile Device (Beta)*** is not enabled for that assessment, the assessment will be presented as configured for a standard display.

The following features of the *New Candidate Assessment Experience* have been optimized for mobile devices:

- Color bar for branding continuity
- Progress bar
- Countdown clock
- Previous/Next/Finish buttons activated based on configured navigation
- Key navigation menu for unlimited navigation configuration

Supported mobile devices are:

- iPhone
- iPad
- Android

Mobile Candidate Experience is currently in Beta version. Functionality will increase over time.

Configuration

Customer must have been migrated to the new Experior candidate experience before configuring ***Optimize Display on Mobile Device (Beta)***. Assessment validity must be assessed to determine if

the Mobile Candidate Experience (Beta) is appropriate for each assessment before enabling ***Optimize Display on Mobile Device (Beta)*** for that assessment.

Configuration	
Name	Location
Optimize Display on Mobile Device (Beta)	***Assessment Authoring Center > Manage Assessments > [Assessment] > Reorder Questions***

Branding with the New Candidate Assessment Experience

The new candidate assessment experience provides improved performance, usability, and branding capabilities to enhance the candidate experience.

The new candidate experience is built on a dedicated infrastructure that is isolated from the Assessment Authoring Center and Assessment Interview Guide tools. By being decoupled, the new candidate assessment experience will remain operational even if issues are encountered in other areas of the Assessment product. This will help improve overall response time and stability for candidate assessments.

In addition, usability and branding improvements were introduced with the new, modern, and interactive candidate assessment experience.

The background color and text color for the assessment header are configurable and help to enhance the candidate experience by aligning the assessment look and feel with the career section branding.

The system will provide clearer distinction to candidates who are attempting to access an assessment but cannot. Specifically, candidates will receive a message page if they:

- Try to take an assessment when they have exceeded the number of allowed attempts.
- Try to take an assessment but have exceeded the number of days in which they were allowed to take the assessment.
- Try to take an assessment they have completed successfully.
- Try to proceed with an assessment after the session has timed out.

Visual cue enhancements have been added:

- A progress bar that dynamically displays assessment progress.
- A real-time countdown clock on timed assessments.
- An indication of the total number of questions to be completed in the assessment.
- A clearer process for returning to the career section upon assessment completion. With inline configuration a continue button is available, with pop-up configuration a close button is available.

Configuration

Activate the new candidate experience with a request in Taleo Web Support. On this support ticket, indicate the RGB number of the background color and text color in the header bar of the new design, for branding.

Configurable Navigation

With the adoption of the new candidate experience, assessment authors have the option to configure the system to allow candidates to navigate freely through the assessment.

The assessment property, Experior Navigation, provides two options:

- Unlimited navigation
- Linear navigation

Unlimited navigation is the default navigation for all new assessments. It will allow candidates to move back and forth through assessment pages and skip to specific questions and pages. Candidates will have the ability to change answers at any time before clicking ***Finish***. This includes changes during the initial assessment attempt, as well as changing previously answered questions in subsequent attempts of the same assessment.

Visual cues support the new navigation option:

- A progress bar that dynamically displays assessment progress.
- Previous and Next buttons.
- A key navigation menu and question key that enables candidates to track the assessment progress by page and navigate to a page quickly.
- Visual distinction of answered and not answered questions.
- A finish button that becomes usable when all questions have been answered.

Linear navigation is the default navigation for all existing assessments. Candidates must complete all answers on a page before proceeding to the next page.

For some assessments, the explorability that is inherent in unlimited navigation is beneficial and increases user completion rates and satisfaction. For example, in cognitive assessments, the candidate can skip a hard question and come back to it later. For other assessments, explorability can impact validity. This is the case with bio-data assessments, in which a candidate's initial response is gathered.

For Taleo authored assessments, the Taleo Assessment Practice Team will do an active review of assessment content to determine if Unlimited Navigation is appropriate. If so, the team will proactively contact the customer to discuss and plan activity to unlimited navigation once they migrated to the new candidate experience.

Any assessment author can activate this feature by unpublishing the assessment, making it unavailable, changing the Experior Navigation value, and republishing. If Taleo has put non-Taleo content into Assessment and a navigation change is desired for the assessment, contact your Client Executive to request modifications. They will then work with the Taleo Assessment Practice Team to have the changes implemented.

Configuration

Configuration	
Name	Location
Experior Navigation	***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties***

Configurable Text on Instruction and Completion Pages

With the adoption of the new candidate experience, assessment authors can configure text to be presented to candidates on the instruction page and the completion page for each assessment.

Taleo provides default text for both the new instruction page and the new completion page that will be used for all assessments, if no other text is configured for individual assessments. The default text can

be edited for each active language. For Taleo authored assessments, the Taleo Assessment Practice Team will be doing an active review of assessment content to determine if custom text is needed for each assessment. The team will then proactively contact the customer to discuss and plan activity to customize text once migrated to the new candidate experience.

Custom instruction and completion messages are configured in Assessment Properties. ***Configure Messages*** only becomes available after the Assessment Properties page has been saved. Once custom instruction and completion text is saved, it will override the default text provided by Taleo. To revert the assessment back to either the default instruction or completion text, clear the appropriate text from the field and click ***Save***. Text changes are applied in real time for active assessments. Instruction and completion text can be previewed using ***Preview the Assessment*** and clicking ***Experior***.

The custom assessment instruction and completion text supports line breaks, bold, left and center alignment, bulleted lists, and numbered lists using the following HTML tags.

- Line Break < br/>
- Bold
- Center Alignment
- Unordered Lists for Bullets <ul>
- Ordered Lists for Numbers <ol>
- Individual List Items <li>

Example:

A bulleted list that appears like this to a candidate:

- Bullet 1
- Bullet 2
- Bullet 3

Will appear like this to the assessment author:

Bullet 1

Bullet 2

Bullet 3

A numbered list that appears like this to a candidate:

1. Number 1
2. Number 2
3. Number 3

Will appear like this to the assessment author:

Number 1

Number 2

Number 3

Assessment Instructions Page

The Assessment Instructions page is the entry page into the Assessment. The candidate reads the instructions and clicks ***Start Assessment*** on this page. The text can be tailored to explain the purpose of the assessment and how it will be used. It can clarify the nature and goals of the assessment, the expected length, and any other relevant instructions that may be applicable for the that assessment. Custom assessment instructions can give candidate information that will help them prepare and be successful before beginning the assessment.

Default Instruction Page Text
Instructions Please carefully read the following instructions and make sure that you understand them before starting the assessment. • You must answer every question in order to complete the assessment. • Once complete, a Finish button will become active to submit your answers. • Complete the assessment without assistance. Your answers may be verified at a later time. • Use the buttons provided within the assessment design (not browser buttons) to navigate.

Assessment Completion Page

The Assessment Completion Page is the page that displays the assessment completion confirmation message. The message can be tailored to explain the completed experience, what the candidate needs to do next to proceed, and any other relevant instructions upon completion that may be applicable for candidates who have completed the assessment. Two buttons alternatively are available depending on assessment delivery. Continue will be used if the assessment flow is delivered inline and Close will be used if initiated from an email or a pop-up window.

The default text on the completion page is:

You have completed the assessment. Thank you.

Configuration

Any assessment author of a non-Taleo authored assessment can change instruction or completion text as needed. When customizing the completion text, ensure that the text accommodates both pop-up and inline delivery methods for the user experience.

If Taleo has put non-Taleo content into Assessment and this custom text is desired for the assessment, contact your Client Executive to request modifications. They will then work with the Taleo Assessment Practice Team to have the changes implemented.

Configuration	
Name	Location
Configure Messages	***Assessment Authoring Center > Manage Assessments > [Assessment] > Add or Edit Properties > Configure Message***

Assessment Results View

The components of the Assessment Results View are configurable.

The Recruiting administrator can choose which fields to display, including:

- Passed
- Score
- Band
- Exceptional

- Details

All the fields listed are displayed by default.

Passed

Taleo recommends not using a Pass or Fail distinction when a criterion validation study has not been conducted. The default value for this field is Yes. If no value is set for this field, all candidates' results will say Yes. An alternative configuration is to display a non-passing score in red in the overall assessment Score field. This field can be removed from the Results View.

Score

This is the overall assessment score. Taleo recommends that the score not be displayed.

Band

The band assigned to the candidate's score. The author configures *bands* to use for score reporting.

Exceptional

Taleo recommends not using Exceptional distinction when a criterion validation study has not been conducted. The default value for this field is No. If no value is set for Exceptional, all candidates' results will say No. This field can be removed from the Results View.

Configuration

Assessments Results View is configured in Recruiting Administration by the Recruiting system administrator.

Assessment Result Fields	
Element	Path
Band	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Band***
Details	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Details***
Exceptional	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Exceptional***
Passed	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Passed***
Score	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Score***

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Assessment Content

Assessment content includes a variety of different elements.

- *Dimensions*
- *Assessment Questions*
- *Response Sets*
- *Bands*
- *Band Markers*
- *Evergreen Validity*
- *Question Scores*
- *Global Scores*
- *Interview Guides*

Assessment content is: *planned*, *created*, *added to assessments*, and *configured*.

Dimensions

Dimensions label competencies and provide grouping for assessment results.

An assessment can be designed to measure one or several dimensions.

Assessment Questions

Assessment questions are intended to evaluate candidate knowledge, skills, or personality traits in a specific dimension.

There are three types of assessment questions: single answer, multiple answer and instruction.

- Single answer: answers appear as radio buttons. Only one answer can be selected.
- Multiple answer: answers appear as check boxes. One or more answers can be selected.
- Instructions: do not have associated answers. It is important to make sure instruction questions appear in the appropriate places of the assessment.

Assessment questions can have customized answers or reusable response sets.

Response Sets

The Response Set Library stores answers that can be copied to multiple questions.

When creating a question, authors can link to a predefined response set from the Response Set Library. A response set is linked to the question when it is copied to that question. This creates a copy of the response set with the question and leaves a copy of the response set in the Response Set Library.

The response sets available for the question must include all of the translations needed for the languages selected for the question. Each response set can include translations for all available languages supported in the candidate experience.

When a response set is linked to a question, the response set is unavailable for modification. A response set can be unlinked from a question for editing purposes. Once unlinked, answers can be

changed, added, or deleted from a response set. Changes to an unlinked response set only affect the copy of the response set being edited, other copies of the response set remain.

The Response Set editor allows authors to track usage and linkage of response sets in the history section.

Bands

Bands are score divisions.

When a candidate takes an assessment, dimension scores and a global score are calculated for the version of the assessment he or she took. The candidate's dimension scores and global scores fall within a range. This range is referred to as a band in Taleo Assessment.

Band names may vary by organization. By default, Taleo assessments are designed to separate candidate assessment score ranges into three groups: red, yellow, and green.

- Red candidates have a poor to below average score.
- Yellow candidates have a score that is slightly below the average.
- Green candidates have an above average to exceptional score. The top 40% of applicants receive this global band. Candidates best suited for hiring are usually located in this band.

  Example:

  ABC Corporation has an assessment measuring three dimensions: interpersonal skills, honesty, and loyalty. The cashier version of the assessment has the following properties: Honesty has a -20 to 30 point range and is weighted at 40% importance; Loyalty has a -10 to 10 point range and is weighted at 10%; and interpersonal skills has a -40 to 30 point range and is weighted at 50%. The global range is -29 to 28.

  Each dimension score has three bands: red, yellow, and green. The ranges of the bands must include all possible scores.

  The breakdown of the bands for the honesty dimension is:

  - Red has a range of -20 to -5 points.
  - Yellow has a range of -5.1 to 15 points.
  - Green has a range of 15.1 to 30 points.

Band Markers

Bands have markers that provide extra distinction between candidate pools.

Global Score Band Markers

Global bands are the bands dividing candidates by global score. There are three markers available for global bands:

- Exceptional is a mark that shows the candidate did exceptionally well on an assessment. A candidate in an exceptional band has a yes in the exceptional field in the job submission assessment summary.
- Failed means a candidate failed the assessment. A candidate in a failed band has the word No in the passed field in the job submission assessment summary.

Dimension Score Band Markers

Dimension bands are the bands dividing candidates by dimension score. There are two markers available for dimension scores:

- Hurdle is a mark that indicates a candidate did particularly well in a dimension. Taleo does not use this distinction in its assessments. Exact behavior would need verification.
- Failed means a candidate failed that band of an assessment. Failing a segment of an assessment should end the assessment.

Example:

ABC Corporation has a personality assessment which measures three dimensions: interpersonal skills, honesty, and loyalty. The cashier version has the following properties: Honesty has a -20 to 30 point range and is weighted at 40% importance; Loyalty has a -10 to 10 point range and is weighted at 10%; and interpersonal skills have a -40 to 30 point range and are weighted at 50%. The global range is -29 to 28.

There are four global bands.

- Poor has a range of -29 to -10 and is marked failed because candidates in this category are not likely to be good hires.
- Average has a range of -10.1 to 5.
- Good has a range of 5.1 to 15 and is marked exceptional because the candidates in this pool are likely to be high performers. This marker is not marked evergreen because a candidate could fail a segment and land in this category.
- Great has a range of 15.1 to 28 and is marked exceptional and evergreen because a candidate with these qualities is most likely to remain a qualified candidate. There is no indication of a candidate's evergreen status in the Recruiting Center.

Evergreen Validity

Global bands marked as evergreen allows for authors to configure a band scores that override otherwise configured validity periods.

Evergreen is a configurable option on a band that overrides the validity period for assessment responses. A candidate whose score falls within an evergreen band does not have to retake the assessment for that scoring version. A candidate who falls within a band that does not have evergreen configured on the scoring version would still be required to retake the assessment once the validity period expires.

Evergreen validity can be used to exempt candidates who passed an assessment version or restrict candidates who scored poorly. It can also be used to create an assessment with all bands and scores to be valid indefinitely.

For more information about version scoring see *Assessment Retakes and Scoring*.

Question Scores

Assessment authors designate points for answers to specific questions in the Score Editor.

Global Scores

The global score is the sum of the weighted dimension scores.

Global Score Range

The global score is determined by totaling the net number of points earned by the candidate.

Example:

ABC Corporation has a personality assessment which measures interpersonal skills, honesty, and loyalty. The cashier version has the following properties: Honesty has a -20 to 30 point range and is weighted at 40% importance; Loyalty has a -10 to 10 point range and is weighted at 10%; and interpersonal skills have a -40 to 30 point range and are weighted at 50%.

The minimum global score is calculated using the following calculations:

- A = low honesty * honesty weight = -20 * .4 = -8
- B = low loyalty * loyalty weight = -10 * .1 = -1
- C = low interpersonal skills * interpersonal skills weight = -40 * .5 = -20
- Minimum Global Score = A+B+C = -8 -1 -20 = -29.

The maximum global score is calculated using the following calculations:

- A = high honesty * honesty weight = 30 * .4 = 12
- B = high loyalty * loyalty weight = 10 * .1 = 1
- C = high interpersonal skills * interpersonal skills weight = 30 * .5 = 15
- Maximum Global Score = A+B+C = 12 +1 + 15 = 28.

The range for the global score is -29 to 28.

Creating Assessment Content

The steps to create assessment content are:

1. *Create a dimension.*
2. *Create an optional response set*.
3. *Create assessment questions* adding response sets to questions as applicable.
4. *Create a band*.
5. *Order the band*.
6. *Add the band to a dimension*.
7. Optionally, *interview guides* can be created.

.

Creating a Dimension

Prerequisite

Assessment Authoring Center > ***Manage Dimensions***

Steps

1. Click ***New***.
2. Fill in the Dimension Name.
3. Enter a description.
4. Click ***Save*** or ***Save and continue***.

Next Step

Creating assessment bands.

Creating a Response Set

Prerequisite

Assessment Authoring Center > ***Manage Response Sets***

Steps

1. Click ***New***.
2. Enter the name of the response set.
3. Configure languages, as necessary.
   a) Click ***Configure Languages***.
   b) Select all active languages.
   c) Click ***Done***.
4. Enter a Description.
5. Click ***Add Response Set*** if there was a Response Set created
6. Enter answers. Click ***Add Answer*** to enter each additional answer choice.
7. Enter a response set code in the Response Set Properties box.
8. Click ***Save.***

Next Step

Creating an assessment question.

Creating an Assessment Question

Prerequisite

An optional, reusable response set has been created.

An associated dimension has been created, if applicable.

Assessment Authoring Center > ***Manage Assessment Questions***

Steps

1. Click ***New***.
2. Select question type.
3. Enter Dimension code, if applicable.
4. Configure languages, as necessary.
   a) Click ***Configure Languages***.
   b) Select all active languages.
   c) Click ***Done***.
5. Enter question.
6. Click ***Add Response Set*** if there is an existing, appropriate response set or enter answers directly into question. Click ***Add Answer*** to enter each additional answer choice.
7. Enter answers. Click ***Add Answer*** to enter each additional answer choice.
8. Click ***Save***.

Result

The question is saved but unavailable. Questions in Not Available status can be edited. Questions in Available status can be added to assessments.

Next Step

Set the status of the question to Available.

Activating an Assessment Question

Prerequisite

A question has been created.

Assessment Authoring Center > ***Manage Assessment Questions***

Steps

1. Click on the question name.
2. Select Available as the status.
3. Click ***Save***.

Result

The question can be used in an assessment.

Creating a Band

Prerequisite

Assessment Authoring Center > ***Manage Bands***

Steps

1. Click ***New***.
2. Enter the name of the band.
3. Click ***Save***.

Next Step

Ordering bands.

Ordering Bands

Prerequisite

Assessment Authoring Center > ***Manage Bands***

Steps

1. Select the new position of the band using the Order select box.
2. Click ***Save Band Order***.

Result

Bands are ordered.

Adding a Band to a Dimension

Prerequisite

Assessment Authoring Center > ***Manage Dimensions***

Steps

1. Click ***Manage Dimensions***.
2. Click a dimension name.
3. Click ***Add or Edit Bands***.
4. Click ***Add Band***.
5. Select bands by checking the corresponding box.
6. Click ***Done***.

Result

The selected bands are added automatically to an assessment when a dimension is added.

Adding Content to the Assessment

There are four steps to add content to an assessment.

1. *Add dimensions to assessment*. Bands assigned to dimensions will be added automatically.
2. *Add questions to an assessment*.
3. Review *Assessment Planning Matrix* and *Randomization* to *configure randomization* if not already configured.
4. *Preview the assessment*.

Adding Dimensions to an Assessment

Prerequisite

Dimensions have been created.

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Click the name of an assessment.
2. Cllck ***Add or Edit Dimensions***.
3. Click ***Add Dimensions***.
4. Check dimension boxes to add the dimensions to assessment.
5. Click ***Done***.

Result

Bands that have been assigned to dimensions are automatically added to the assessment when the dimension is added.

Next Step

Adding questions to the assessment.

Adding Questions to an Assessment

Prerequisite

Questions have been created and activated.

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Click the name of an assessment.
2. Click ***Add or Edit Questions*** next to the appropriate domain name.
3. Click ***Add Assessment Questions***.

   If no questions exist, click ***Create a New Question*** and follow instructions to *create* and *activate* assessment questions.
4. Click ***Continue***.
5. Configure *Question Displays* and randomization, if not already configured.

6. Click ***Save***.

Result

Questions are added to the assessment.

Next Step

Previewing the assessment.

Previewing the Assessment

Prerequisite

Dimensions and questions have been created, activated, and added to the assessment.

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Select the assessment.
2. Click ***Preview the Assessment***.
3. Select the appropriate candidate experience tab.
4. Navigate through the assessment preview using the assessment navigation controls.

Creating Assessment Scoring Versions

Before adding scoring criteria, the Assessment Version must be created and selected.

1. *Designate scoring weights for answers to each question.*
2. *Designate scoring weights for assessment version bands*, creating a global score

.

Weighing Answers

Prerequisite

The assessment version must have a status of Not Available.

Questions have been added to the assessment.

Assessment Authoring Center > ***Manage Assessment Versions***

Steps

1. Click ***Add or Edit Scores***.
2. Enter points for the answer to each question.
3. Click ***Save*** or ***Save and continue***.

Result

Next Step

Adding score ranges to bands using selection measurements.

Weighing Dimensions

Prerequisite

The assessment version must have a status of Not Available.

Questions have been added to the assessment.

Answers to questions have weights.

Assessment Authoring Center > ***Manage Assessment Versions***

Steps

1. Click on the name of the assessment version.
2. Click ***Add or Edit Selection Measurements***.
3. Select dimensions to add bands.
   Global can also be selected to add bands.
4. Click ***Add Band***.
5. Select bands and click ***Done***.
6. Indicate the dimension's weight relative to the other dimensions as a percentage.
   The combined dimension weights have to equal 100% for the assessment version to be activated.

7. Click ***Save*** or ***Save and continue***.

Result

The range and weight are used to determine *the global range*.

Next Step

Configuring Assessment Version Status.

Interview Guides

An interview guide is an optional screening tool that provides recruiters and hiring manager with specific candidate assessment answers and interview questions that relate to the candidate's assessment results.

When an assessment version is created, the assessment author can choose to activate interview guide generation. If this option is enabled the system generates an interview guide for employees who take that version of the assessment.

Enabling Interview Guide generation is determined when assigning *assessment version properties*.

Interview Guide Content

Name	Description
Applicant Information	
Job name	Auto-filled with the job name from Recruiting.
Applicant name	Auto-filled with the applicant name from Recruiting.
Application date	Auto-filled with the application date from Recruiting.
Assessment completed	Auto-filled with the date the assessment was completed from Recruiting.
Prescreening result	Auto-filled with prescreening results from Recruiting.
Overall Match to Job	
Dimension Text	Assessment version specific text to describe the overall the assessment. This text is not labeled dimension text.
Pass	If a global band has been marked as failed and a candidate fell into that band this value is no. If the candidate's global band does not have a failed marker this value is yes.
Exceptional	If a global band has been marked as exceptional and a candidate falls into that band this value is yes.
Global Band	The candidate's global band based on the global score.
Global Interpretation	Description of how to interpret the global band result.
Results Summary Table	Lists the dimensions measured and the candidate's dimension band.
Interview Guideline	Instructions to the interviewer.
Interview Guide Questions	Default interview questions asked to all candidates.
Dimension Specific Information	

Name	Description
Impact	A rating scale a hiring manager can use to note his or her personal perception of the candidate.
Job Fit Personality rating	A rating scale a hiring manager can use to note his or her personal perception of the candidate.
Dimension description	Information on the dimension that was measured.
Interpretation for	Information on how to interpret the candidate's dimension band.
Interview Questions for the Dimension	Two types of interview questions make up this portion of the interview guide: interview questions configured to show up on all assessments with the dimension, and interview questions configured to show up based on the dimension band the candidate receives.
Assessment Questions	Assessment question and answer combinations for answers marked to validate. These questions and answers only show up on a candidate's interview guide if the candidate has selected the answer marked for validation.

Creating Interview Questions

Interview questions can be used by all assessments, dimensions, and dimension bands.

Interview questions can be created in the Interview Question Library. These questions can be associated with an assessment in three ways:

- *Through a specific assessment version*.
- *Through dimensions*. Interview questions associated with a dimension appear on all interview guides generated for an assessment associated with that dimension.
- *Through dimension bands*. Interview questions associated with dimension bands appear on the interview guides of those candidates who fall into that dimension band.

Creating an Interview Question

Prerequisite

Assessment Authoring Center > ***Manage Interview Questions***

Steps

1. Enter the new interview question.
2. Enter the code in the Question Properties.
3. Click ***Done***.

Adding Interview Questions to the Interview Guide for an Assessment Version

Prerequisite

Assessment version must be created and Not Active.

Activate Interview Guide Generation is Enabled.

Interview questions have been created.

Assessment Authoring Center > ***Select Assessment Version*** > ***Add or Edit Interview Questions***

Steps

1. Click ***Select Questions and Answers to validate***.
2. Select an interview question by clicking the check box next to the question.
3. Click ***Save*** or ***Save and continue***.

Result

The interview question is included on the interview guide for the selected assessment version.

Adding an Interview Question to a Dimension

Prerequisite

Interview questions have been created.

Dimensions have been created.

Assessment Authoring Center > ***Manage Dimensions***

Steps

1. Click the name of the dimension.
2. Click ***Add or Edit Interview Questions for the Dimension***.
3. Click ***Add Interview Questions***.
   - If interview questions have not been configured, new interview questions can be created from this point by clicking ***Create a New Interview Question***.
4. Select an interview question by clicking the check box next to the question.
5. Click ***Done***.

Result

The interview question is included on interview guides for assessments with this dimension.

Adding an Interview Question to a Dimension Band

Prerequisite

The dimension must have bands associated with it.

Interview questions have been created.

Assessment Authoring Center > ***Manage Dimensions***

Steps

1. Click the name of the dimension.
2. Click ***Add or Edit Interview Questions for bands***.
3. Click ***Add Interview Questions*** next to the appropriate band name.
   - If interview questions have not been configured, new interview questions can be created from this point by clicking ***Create a New Interview Question***.
4. Select an interview question by clicking the check box next to the question.

5. Click ***Done***.

Result

The interview question is included on the interview guides of candidates who have taken an assessment with the dimension and been assigned the designated band.

Configuring Taleo Assessments

- Configuring Taleo Assessments..... 40

Configuring Taleo Assessments

Taleo Assessments are configured in the Assessment Authoring Center, Recruiting Administration, and Career Section Administration.

- *Configuring Taleo Assessments in the Assessment Authoring Center*
- *Configuring Taleo Assessments in Recruiting Administration*
- *Configuring Taleo Assessments in Career Section Administration*

Configuring Taleo Assessments in the Assessment Authoring Center

Configuring an Assessment in the Taleo Assessment Authoring Center

The configuration of Taleo Assessments in the Taleo Assessment Authoring Center consists of the following steps.

1. *Configuring Assessment Properties*
2. *Configuring Instructions and Completion Messages*
3. *Configuring Languages*
4. *Creating the Assessment Content*
5. *Configuring Question Display Properties*
6. *Configuring Assessment Status*
7. *Creating Assessment Versions*
8. *Configuring Assessment Version Properties*
9. *Configuring Assessment Version Status*
10. *Creating an Interview Guide*
11. *Publishing the Assessment*

Configuring Taleo Assessment Properties

Prerequisite

Review the *Assessment Planning Matrix* for guidance in configuring the assessment.

See *Assessment Properties* for more information about properties.

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Click ***New*** or the name of an assessment.
2. Enter the Assessment Name, Code, *Result Validity Period*, and *Time Allowed* if applicable.
3. Select Language and *Experior Navigation*.
4. Click ***Save*** or ***Save and continue***.

Next Step

Configuring Instruction and Completion Messages.

Assessment Properties

Name	Description	Path
Name	The assessment name. It is recommended to make the assessment name meaningful.	***Manage Assessments > [Assessment] > Add or Edit Properties***
Code	A unique identification code assigned by the assessment author used by the system to identify the assessment.	***Manage Assessments > [Assessment] > Add or Edit Properties***
Language	The active languages for the assessments. Translations to questions and answers must be provided for all available languages.	***Manage Assessments > [Assessment] > Add or Edit Properties***
Result Validity Period	The time span, in days, after the assessment is completed that the answers are valid. See *Result Validity Period* for more information.	***Manage Assessments > [Assessment] > Add or Edit Properties***
Time Allowed	The time span, in minutes, that a candidate has to complete an assessment attempt. See *Timed Assessments* for more information.	***Manage Assessments > [Assessment] > Add or Edit Properties***

Configuring Instructions and Completion Messages

Prerequisite

The Assessment Properties have been saved.

Review the *Assessment Planning Matrix* and *Configurable Instruction and Completion pages* for guidance in configuring the assessment.

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Click ***Configure Messages***.
2. Select a language.
3. Enter instruction text and format as appropriate.
4. Enter completion text and format as appropriate.
5. Click ***Save***

Next Step

Configuring question display.

Configuring Assessment Languages

Prerequisite

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Click ***New*** or the name of an assessment.
2. Click ***Configure Languages***.
3. Select all active languages.

4. Click ***Done***.

Result

Active languages are available for configuration.

Next Step

Configuring assessment properties.

Configuring Question Display Properties

Prerequisite

Review the *Assessment Planning Matrix*, *Randomization*, *Question Display Properties* and *Mobile Candidate Experience (Beta)* for guidance in configuring the assessment.

Assessment Authoring Center > ***Manage Assessments*** > ***Reorder Questions***

Steps

1. Enter the number of questions to be displayed on each assessment page.
2. Check ***Randomize Question Order***, if appropriate.
3. Check ***Randomize Answer Order***, if appropriate.
4. Check ***Optimize Display on Mobile Devices (Beta)***, if appropriate.
5. Click ***Save*** or ***Save and continue***.

Question Display Properties

Name	Description	Path
Questions per page	The number of questions that appear to the candidate per page in the assessment.	***Manage Assessments > [Assessment] > Reorder Questions***
Randomize Question Order	The presentation of assessment questions and answers may be configured so that the order is randomly determined. This feature randomizes all question types including instruction type questions. When activated the option to fix questions in place will be available.	***Manage Assessments > [Assessment] > Reorder Questions***
Not Randomized	A question level property that allows an author to skip the randomization of individual questions. Randomize Question Order must be selected for this feature to be displayed. A fixed question will be in the question sequence at the count placeholder.	***Manage Assessments > [Assessment] > Reorder Questions***
Randomize Answer Order	Answers to questions are randomized on every assessment attempt.	***Manage Assessments > [Assessment] > Reorder Questions***
Optimize Display on Mobile Devices (Beta)	An optimized display for mobile devices that utilizes the full Experior candidate experience in a touch screen interface. Assessment validity must be assessed to determine if the Mobile Candidate Experience (Beta) is appropriate for each assessment.	***Manage Assessments > [Assessment] > Reorder Questions***

Configuring Assessment Status

Prerequisite

Assessment must be in Not Available status to be edited or deleted.

Assessment must be in Available status to be published.

Assessment Authoring Center > ***Manage Assessments*** > ***Change Assessment Status***

Steps

1. Select ***Status***.
2. Click ***Save*** or ***Save and continue***.

Next Step

Publishing the assessment if Available.

Making an edit or deleting it if Not Available.

Assessment Versions

Assessments can have multiple versions.

The questions on the assessment are the same for all versions but can have different properties and scoring methods. Assessment versions affect *Assessment Retakes and Scoring*.

Creating an Assessment Version

Prerequisite

An assessment must be created.

Review the *Assessment Planning Matrix* and *Assessment Version Properties* for guidance in configuring the assessment.

Assessment Authoring Center > ***Manage Assessments***

Steps

1. Click ***Manage Assessments***.
2. Click the name of an assessment.
3. Click ***Select Assessment Versions***.
4. Click ***New***.
5. Enter Name and Code.
6. Check ***Save Partial Assessments***, if applicable and complete *multiple sitting settings*.
7. ***Activate Interview Guide Generation*** if applicable.
8. Click ***Save*** or ***Save and continue***.

Assessment Version Properties

Name	Description	Path
Code	Unique identification code	***Manage Assessments > [Assessment] > Select Assessment Versions > [Name] > Add or Edit Version Properties***

Name	Description	Path
Background Color		***Manage Assessments > [Assessment] > Select Assessment Versions > [Name] > Add or Edit Version Properties***
Save Partial Assessments	If *multiple sittings* are allowed, Save Partial Settings must be turned on to configure the number of attempts, the allowed number of days from initial attempt, and in what conditions the assessment may be resumed.	***Manage Assessments > [Assessment] > Select Assessment Versions > [Name] > Add or Edit Version Properties***
Activate Interview Guide Generation	Generates an interview guide when an assessment is completed based on the candidates answers.	***Manage Assessments > [Assessment] > Select Assessment Versions > [Name] > Add or Edit Version Properties***

Configuring Assessment Version Status

Prerequisite

Assessment version must be in Not Available status to be edited or deleted.

Assessment version must be in Available status to be published.

Assessment Authoring Center > ***Manage Assessments*** > ***Change Version Assessment Status***

Steps

1. Select ***Status***.
2. Click ***Save*** or ***Save and continue***.

Next Step

Publishing the assessment version if Available.

Making an edit or deleting it if Not Available.

Publishing an Assessment

Prerequisite

Assessment must be in Available status to be published.

Assessment Authoring Center > ***Publish Assessment*** > ***Assessment Status Publication***

Steps

1. Select a client.
   The Publication List will populate with the assessments published on the zone selected.
2. Click ***Add***.
3. Select an assessment to add to the publication list.
4. Click ***Done***.
5. Click ***Publish List***.
6. Click ***Yes***.

Result

Published assessments are available to be added to requisitions.

Configuring Taleo Assessments in Recruiting Administration

Configuring Taleo Assessments in Recruiting Administration

The configuration of Taleo Assessments in the Recruiting Administration consists of the following steps.

1. Assessments must be activated in the Assessment Authoring Center before they can be used in a requisition flow. Taleo authored assessments must be activated by Taleo Support. Taleo assessments are sourced to the application using an external tool and enabled by default if the service does not require any additional configuration. Contact Taleo Support for details.
2. *Configuring Taleo Assessment settings*.
3. *Configuring Taleo Assessment input fields*.
4. *Configuring Taleo Assessment result fields*.
5. *Configuring Taleo Assessment user-defined forms*.
6. *Configuring the Taleo Assessment message displayed to candidates*.
7. *Configuring the Taleo Assessment candidate selection workflow*.
8. *Selecting message templates for the Taleo Assessment*.
9. *Activating Taleo Assessment*.
10. *Adding the Screening block in the requisition file*.
11. *Adding the Screening block in the candidate file*.
12. *Granting Taleo Assessment permissions*.

Configuring Taleo Assessment Settings

Prerequisite

The Access Administration user type permission is required.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Click ***Edit*** next to Properties.
3. In the Settings section, configure the assessment settings as desired. For details, see *Assessment Settings*.
4. Click ***Save***.

Configuring Taleo Assessment Input Fields

Prerequisite

The Access Administration user type permission is required.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Click the link under Input Fields.

3. Click ***Edit*** next to Properties.
4. Under Default Value, select the assessment that will appear by default in the assessment field located in the requisition Screening block. For details, see *Assessment Input Fields*.
5. Click ***Save***.

Configuring Taleo Assessment Result Fields

Prerequisite

Taleo Assessment results fields are not configurable by the system administrator. For details, see *Assessment Result Fields*.

Configuring Taleo Assessment User-defined Forms

Prerequisite

The Access Administration user type permission is required.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Under User-defined Forms, configure the following elements. For details, see *Assessment User-defined Forms*.
   - Capture of input fields: This is where you define how the Assessment Version field (input field) will appear in the requisition file in Edit mode. You can define elements such as the field type (drop-down list, radio button) and if the field is mandatory.
   - Display of input fields: This is where you define how the Assessment Version field (input field) will appear in the requisition file in View mode. You can define elements such as the field type (drop-down list, radio button) and if the field is mandatory.
   - Display of result fields: This is where you define how the Assessment result fields will appear in the candidate submission. Available fields are: Band, Details, Exceptional, Interview Guide, Passed, Score.
   - Display of result set fields: This is used only for those external partners whose certification includes result set fields. Taleo Assessment does not use this kind of fields. Therefore, nothing to configure here.
3. Click ***Save***.

Configuring the Taleo Assessment Message Displayed to Candidates

Prerequisite

The Access Administration user type permission is required.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Click ***Edit*** next to Labels.
3. Select the language in which you want to create the message.
4. Complete the fields as desired. For details, see *Assessment Labels*.
5. Click ***Save***.

6. Click ***Preview*** next to Labels to see how the message will appear to candidates.

Configuring the Taleo Assessment Candidate Selection Workflow

Prerequisite

The Access Administration user type permission is required.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Click ***Create*** next to CSW Actions.
3. Complete the fields as desired. For details, see *Assessment Candidate Selection Workflow*.
4. Click ***Save***.

Result

When the candidate selection workflow is used in the Recruiting Center, the execution of the Taleo Assessment will be carried out automatically.

Selecting Message Templates for the Taleo Assessment

Message templates are used either when the recruiter manually requests an assessment for a candidate, or when a candidate decides on the Career Section to receive an e-mail with a link to the Assessment service instead of taking the assessment immediately during the submission process.

Prerequisite

The Access Administration user type permission is required.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Click ***Edit*** next to Correspondence.
3. Click ***Select*** under Message template (internal candidates).
4. Select the message template you want to send to internal candidates.
5. Click ***Select***.
6. Click ***Select*** under Message template (external candidates).
7. Select the message template you want to send to external candidates.
8. Click ***Select***.
9. Click ***Save***.

Result

The candidate will receive an e-mail based on these templates, depending on whether the candidate is an internal or external candidate. The e-mail will contain a link where to take the Assessment.

Activating Taleo Assessment

Prerequisite

The Access Administration user type permission is required.

The screening service must be Draft.

Configuration > ***[Recruiting] Administration*** > ***Screening Services***

Steps

1. Click an assessment provided by Taleo.
2. Click ***Activate*** located next to the name of the assessment.

Result

The status of the assessment is changed to Active. The Assessment is then available in the Recruiting Center and Career Section provided that the Assessment is included in a requisition and then the requisition is posted to a Career Section.

Adding the Screening Block in the Requisition File

Prerequisite

The user-defined file must have the inactive or draft status.

At least one section must be created in the user-defined file.

Configuration > ***[Recruiting] Administration*** > ***User-defined Files***

Steps

1. Click on a user-defined file of type Requisition File.
2. Click ***Edit*** next to Section Ordering.
3. Enter the name of the Screening section in the Add a Section field.
4. Click ***Create Section***.
5. Select the Screening block in the Available Blocks section and drag and drop it to the Screening section you created.
6. Click ***Save***.

Adding the Screening Block in the Candidate File

Prerequisite

The user-defined file must have the inactive or draft status.

At least one section must be created in the user-defined file.

Configuration > ***[Recruiting] Administration*** > ***User-defined Files***

Steps

1. Click on a user-defined file of type Candidate File.
2. Click ***Edit*** next to Section Ordering.
3. Enter the name of the Screening section in the Add a Section field.
4. Click ***Create Section***.
5. Select the Screening block in the Available Blocks section and drag and drop it to the Screening section you created.
6. Click ***Save***.

Granting Taleo Assessment Permissions

The following permissions are used for Taleo Assessments.

User Type Permissions		
Name	Description	Location
Request services from Taleo partners	Allows Recruiting Center users to request a Taleo Assessment service for candidates. The Request Screening Service is then available in the More Actions list.	***Configuration > [SmartOrg] Administration > [Users] User Types > Recruiting > Other***
Access Taleo partners summary results	Allows Recruiting Center users to access summary results in the candidate submission file.	***Configuration > [SmartOrg] Administration > [Users] User Types > Recruiting > Other***
Access Taleo partners detailed results	Allows Recruiting Center users to access detailed results regarding the assessment. The Provider Detailed Results link becomes available in the candidate submission file.	***Configuration > [SmartOrg] Administration > [Users] User Types > Recruiting > Other***

Taleo Assessment Properties, Settings, and Fields in Recruiting Administration

The table presents the properties, settings, and fields used to configure Taleo Assessment in the Recruiting Administration.

Assessment Properties		
Element	Description	Path
Name	Name of the assessment.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Description	Description of the assessment.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Provider Name	Name of the provider.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Provider Description	Description of the provider.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***

Assessment Properties		
Element	Description	Path
Type	Type of screening service.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Status	Status of the assessment. Possible values are Active, Inactive.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Code	Code given to the assessment.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***

Assessment Settings		
Element	Description	Path
Validity Period	The validity period is the number of days that an assessment result is valid. If a candidate takes an assessment after the validity period, a request is made to the Assessment Authoring Center for an assessment. The Assessment Authoring Center will respond based on the behavior of the assessment configured in the Assessment Authoring Center. It is a Taleo best practice to use the setting "Defined by user" with a date range specified that will not exceed the validity of the assessment. Possible values are: • Always valid: The results for a particular version received by Taleo Recruiting will remain valid for the life of the candidate. If the candidate applies to another position with the same version attached to the requisition, the candidate will NOT be presented with the Screening block in the application process.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***

Assessment Settings		
Element	Description	Path
	• Defined by user: This is similar to Always valid by a time frame from when the assessment was completed is entered. A recruiter can therefore specify how long before a candidate would be required to retake an assessment. • Defined by partner: The Screening block is always presented to candidates. When they click the link to take the assessment the Taleo Assessment application will determine, based on the assessment author's criteria, if they are allowed to retake it. If not, they are presented with a message indicating that they have already completed the assessment.	
Candidate must answer email within (in hours)	Time frame in hours in which the candidate has to take an assessment. The assessment must be completed in the time frame specified.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
This service is mandatory for new requisitions and for those updated while in "Draft" status	If this setting is activated, the Assessment is mandatory on the requisition file, meaning that it is preselected in the Screening section and cannot be removed.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Access this service through the browser full-screen mode	If using pop-up assessment delivery, this setting determines that the browser ignores the latest defined pop-up size and instead presents the assessment in full screen mode.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Client Identifier	Name to identify the company as a client. This value must be identical to the value defined in the Assessment Authoring Center.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > [Properties] > Edit***
Delay to wait before timing out a request (in hours)	When a request times out the system will no longer try to receive a candidate assessment summary.	***Configuration > [Recruiting] Administration > Screening***

Assessment Settings		
Element	Description	Path
	The assessment author should be consulted if requests are not being completed. A higher value gives candidates more time to take and complete an assessment. Once a request expires, Taleo Recruiting will NOT accept results for this assessment.	***Services > Taleo Assessment > [Properties] > Edit***

Assessment Input Fields		
Element	Description	Path
Version	The assessment version is selected by Recruiting Center users in the Screening block of the requisition. The properties of the input field are: • Code: The internal name of the input field. The code is a read-only property. • Name: The label of the field in the requisition file. For example, Assessment Version. • Domain: The type of field. The domain is a read-only property. • Mandatory: If the service definition specifies the field as being mandatory, then the input field will always be mandatory. If the service definition specifies the field as optional, then you can configure the field as being either mandatory or optional. For example, if the input field is mandatory, then in the Recruiting Center, the Assessment Version field in the requisition file Screening block will have a red asterisk to indicate that the field must be completed. • Default Value: Assessment displayed by default in the requisition file.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Input Fields > Version [Properties] > Edit***

Assessment Result Fields		
Element	Description	Path
Band	The band is the candidate global band.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Band***
Details	This is the label of the Details link displayed in the candidate job submission, under the Screening block.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Details***
DetailsUrl	This is the label for the URL used to request the interview guide (if enabled) from the Taleo Assessment application.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > DetailsUrl***
Exceptional	No global bands have been denoted as “Exceptional” by Taleo. This value will always be “No” and is not relevant to the assessment interpretation.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Exceptional***
Passed	A status of “Yes” indicates that the candidate received a passing green or yellow global band. Passed status of “No” indicates that the candidate received a failing red global band.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Passed***
Score	The score is the candidate's global score. It is best to focus on the global band and dimension bands rather than the global score.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Score***

Assessment User-Defined Forms		
Element	Description	Path
Capture of input fields	This is where you define how the Assessment Version field (input field) will appear in the requisition file in Edit mode. You can define elements such as the field type (drop-down list, radio button) and if the field is mandatory.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > User-defined Forms***
Display of input fields	This is where you define how the Assessment Version field (input field) will appear in the requisition file in View mode. You can define elements such as the field type (drop-down list, radio button) and if the field is mandatory.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > User-defined Forms***

Assessment User-Defined Forms		
Element	Description	Path
Display of result fields	This is where you define how the Assessment results fields will appear in the candidate submission. Available fields are: Band, Details, Exceptional, Interview Guide, Passed, Score.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > User-defined Forms***
Display of result set fields	This is used only for those external partners whose certification includes result set fields. Taleo Assessment does not use this kind of fields. Therefore, nothing to configure here.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > User-defined Forms***

Assessment Labels		
Element	Description	Path
Service Name	This is the name of the service. Default value: Assessment (AAWT)	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Labels***
Label 1	Default value: We would like you to provide additional information that will help us evaluate your qualifications for the job.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Labels***
Label 2	Default value: Therefore, we invite you to fill out an online assessment questionnaire. This process occurs in another window. You must answer all questions in a page before clicking Next.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Labels***
Label Before Link to Service	Default value: Do not use the browser's Back or Forward buttons to view previous or following questions. If you do so, you will lose all the information you have entered.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Labels***
Link to Service	Default value: Fill out the assessment questionnaire	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Labels***
Tooltip for Link to Service	Default value:	***Configuration > [Recruiting] Administration > Screening***

Assessment Labels		
Element	Description	Path
	Access the assessment questionnaire	***Services > Taleo Assessment > Labels***
Label 3	Default value: After completing the questionnaire, you will automatically return to this page.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Labels***

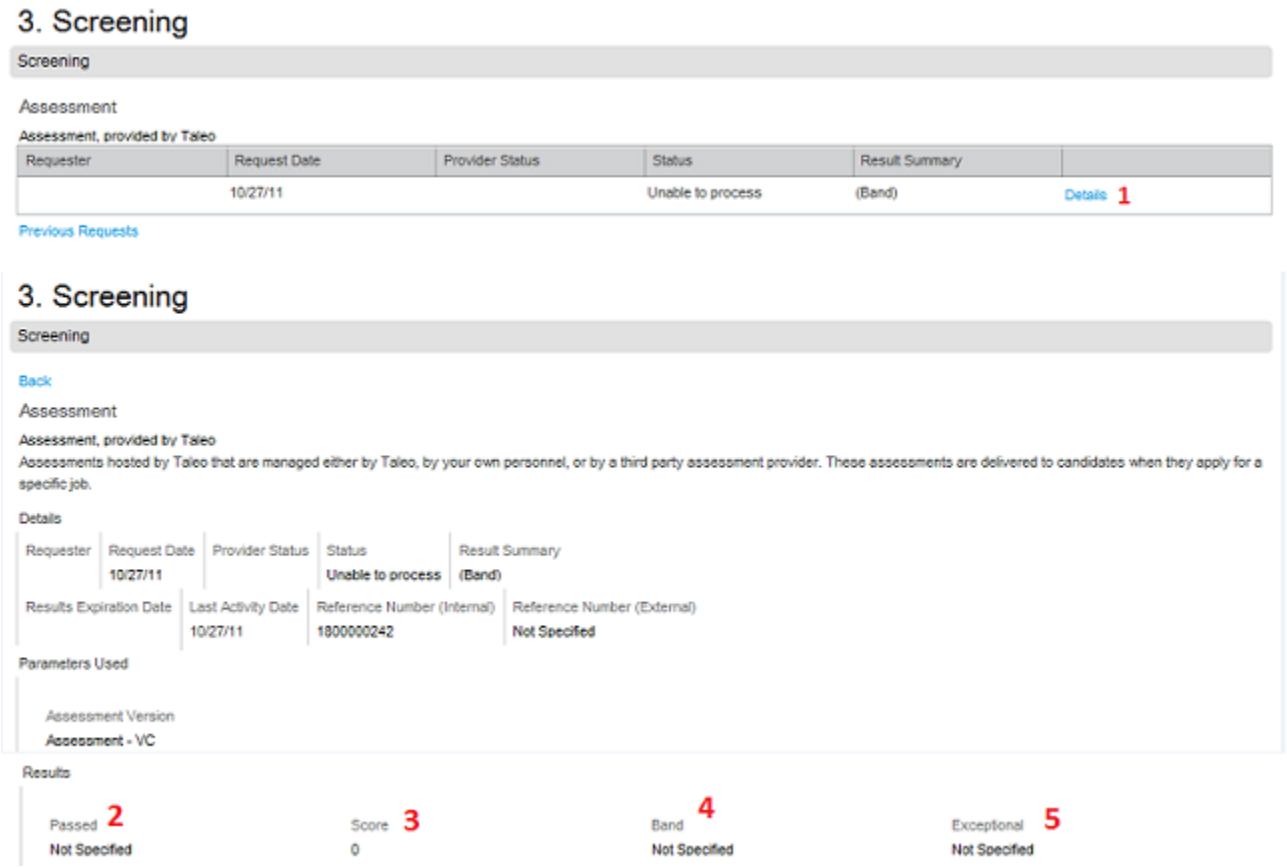
Assessment CSW Actions		
Element	Description	Path
Workflow	The action will take place when a candidate uses the specified workflow.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessments > CSW Actions***
Step	The action will take place when the specified step is reached or later if the status criteria is not yet met.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessments > CSW Actions***
Status	The candidate must have this status when they reach the selected step or the action will not take place until this status is reached.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessments > CSW Actions***
Action	Send Online Screening Assessment	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessments > CSW Actions***
Phase	The phase is used with the candidate selection workflow (CSW). If a certain step/status is reached in the CSW, then the system can send out a Phase request to the partner (like perform additional assessment for the candidate after the candidate reached a certain step in the CSW). Phases are not used with Taleo Assessment.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessments > CSW Actions***

Assessment Message Templates		
Element	Description	Path
Message template (internal candidate)	Message templates are used either when the recruiter manually requests an assessment for a	***Configuration > [Recruiting] Administration > Screening***

Assessment Message Templates		
Element	Description	Path
	candidate, or when a candidate decides on the Career Section to receive an email with a link to the Assessment service instead of taking the assessment immediately during the submission process. A message template is selected for internal candidates.	***Services > Taleo Assessment > Correspondence***
Message template (external candidate)	Message templates are used either when the recruiter manually requests an assessment for a candidate, or when a candidate decides on the Career Section to receive an email with a link to the Assessment service instead of taking the assessment immediately during the submission process. A message template is selected for external candidates.	***Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Correspondence***

Taleo Assessment Fields in the Recruiting Center

Illustrations presenting the assessment fields configured via the Recruiting Administration.



	Element	Description
1	Details	***Configured via Details field in Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Details***
2	Passed	***Configured via Passed field in Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Passed***
3	Score	***Configured via Score field in Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Score***
4	Band	***Configured via Band field in Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Band***
5	Exceptional	***Configured via Exceptional field in Configuration > [Recruiting] Administration > Screening Services > Taleo Assessment > Result Fields > Exceptional***

Configuring Taleo Assessments in Career Section Administration

The configuration of Taleo Assessments in Career Section Administration consists of the following steps.

1. *Adding the screening block in the Career Section application flow*
2. *Configuring the screening block in the Career Section application flow*

Adding the Screening Block in the Career Section Application Flow

Prerequisite

The Access the Career Section administration section user type permission is required.

The application flow must be inactive.

Configuration > ***[Career Section] Administration*** > ***Application Flows***

Steps

1. Click an application flow.
2. Click ***Edit***.
3. Enter the name of the Screening section in the Add a Page field.
4. Click ***Create a Page***.
5. Select the Screening block in the Available Blocks section and drag it to the Screening section you created.
6. Click ***Save***.

Next Step

Configuring the Screening block.

Configuring the Screening Block in the Career Section Application Flow

Prerequisite

The Access the Career Section administration section user type permission is required.

The application flow must be inactive.

Configuration > ***[Career Section] Administration*** > ***Application Flows***

Steps

1. Click the application flow containing a Screening block.
2. In the Application Flow Properties page, under Page Ordering, click the Screening link.
3. Click ***Edit*** next to Properties.
4. Complete the fields. For details, see *Screening Block Properties*.
5. Click ***Save***.

Next Step

Activating the application flow.

Career Section Screening Block Properties

Screening Block Properties			
Name	Description	Value	Location
Allow candidates to receive questionnaire information later by email		• Yes • No	***Configuration > [Career Section] Administration > Application Flows > Click an application flow > Screening link > Edit***
Show this block to the following candidates		• ACE Candidates • Those who Meet RMI Criteria • Those who Meet Required Criteria • All Candidates	***Configuration > [Career Section] Administration > Application Flows > Click an application flow > Screening link > Edit***
Display Mode	The assessment can be delivered in a separate window (pop-up) or in the same window (inline) of the Career Section.	• Pop-up Window • Inline	***Configuration > [Career Section] Administration > Application Flows > Click an application flow > Screening link > Edit***
This service is mandatory (candidates must click the link to access the questionnaire immediately or choose to receive it by email, if the latter is activated.		• Yes • No	***Configuration > [Career Section] Administration > Application Flows > Click an application flow > Screening link > Edit***
Service	The services available to the zone.	No	***Configuration > [Career Section] Administration > Application Flows > Click an application flow > Screening link > Edit***

Using Candidate Assessment Results

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Using Taleo Assessment Results to Evaluate Candidates

Following best practices when using assessment results to evaluate a candidate will result in high quality hires.

The assessment summary is available in the candidate submission, in the Screening section of the Job Submission tab.

By default Taleo puts candidates in three *bands*: red, yellow, and green. The band names may vary by company preference.

The first step in evaluating a candidate is to focus on the global band. Candidates with green global results should be reviewed first. Yellow candidates can be reviewed. We highly recommend against considering candidates that have a global band of red.

The next step is to review the candidate's individual dimension results. Candidates with more green dimension bands should be considered before candidates with fewer green dimension bands. For example, a candidate with 6 green dimension bands is a better candidate to proceed to the interview than a candidate with 4 green dimension bands.

When planning the interview, the hiring manager should review the dimension results from the assessment. Any yellow or red dimension areas should receive more focus during the interview. Using behavioral-based interview questions is the best technique to evaluate a candidates competence in the dimension topic areas. An automatically generated *interview guide*is an optional feature that can be included with assessment results.

A final evaluation is the determination of fit between the role being filled and the candidate's dimension results from the assessment. A hiring manager or recruiter should have a good idea of the specific competency requirements for the specific position being filled. This knowledge should be used to compare a candidate's assessment results to the specific competency requirements of the given role.

Assessment Results Fields in the Candidate Submission

Field	Description
Requester	Name of the person requesting the screening service. In the case of assessments, it is usually the name of the candidate since the request is made during the application through the Career Section.
Request Date	Date when the assessment was requested.
Provider Status	Status of the request on the partner's side. The field can be empty and values displayed may differ for each partner.
Status	Status of the request on Taleo side. See *Assessment Status*.
Result Summary	In the partner certification, it is possible to mark one field as the Result Summary field. Values come from the assessment partner. Values displayed may differ for each partner.
Details	The Details link opens the Details view which provides an overview of the dimensions assessed and the candidate's dimension bands. To go back to the summary view, click Back.

Field	Description
Previous Requests	The Previous Requests link gives access to the previous transactions with the same provider.
Results Expiration Date	Validity of the results. When the date is passed, the results expire.
Last Activity Date	Date when last activity took place.
Reference Number (Internal)	Taleo ID for the request.
Reference Number (External)	Partner ID for the request.
Online Assessment Solution	The input parameter specified on the corresponding requisition.
Results	This section presents assessment result fields coming back from the partner.
Provider Detailed Results	The Provider Detailed Results link opens a window to navigate in the partner's site where further details are provided regarding the assessment results.

Assessment Status in the Candidate Submission

Status	Description
Waiting For Provider Response	When a candidate attempts to take an assessment by clicking a link a request is sent to the assessment provider. Once the response is received the status will change to Unable to Process, Service Requested, or Sent to Candidate.
Unable to Process	The connection between the request and acknowledgment of assessment request was not successful. Contact Taleo Support.
Service Requested	The candidate has clicked a link to take the assessment.
Sent to Candidate	The system has fulfilled a request to send a link to the assessment to the candidate via email.
In progress	
Acknowledged by Provider	The assessment has been completed. If the assessment was completed by the candidate a score is now available. If a score is not available the candidate completed the assessment by timing out.
Partner Didn't Respond within Set Time	The *Delay to wait before timing out a request (in hours)* time limit has been met.
Candidate Didn't answer email within Set Time	The *Candidate must answer email within (in hours)* time limit has been met.
Declined By Candidate	The candidate declined to take the assessment.