# Questionnaire Best Practices
## *Quick Reference Sheet*

This quick reference sheet contains best practice recommendations regarding the development of an effective prescreening questionnaire for templates and requisitions.

## Your ACE List

The questions on a template or requisition should be designed to have **prescreening value**, to allow the system to do some automatic prescreening for you.

Start by identifying the basic requirements of the requisition, using the minimum qualifications in the job description.

Break up the qualifications into abilities, certifications and experience that are **required** or **strongly desired**.
The result is your ACE list of criteria.



## Questionnaire Strategy

Based on your ACE list, you will choose the questions that you wish to add to the template or requisition. Before doing so, be sure to know the goals and strategy related to the specific requisition you are going to be posting.

**Goals:**

1. Questions should have prescreening value. They should assess whether the candidate clearly meets a requirement, or clearly has an asset.

2. Avoid text questions (open text answers). These cannot be scored, thus you will have to go into the answers for each candidate to evaluate.

3. Balance the number of questions with the expected candidate volume and job complexity. See chart.
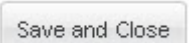
| | Difficult To Fill | Average To Fill | Easy To Fill |
|---|---|---|---|
| **# of Candidates Expected** | Low<br>Less than 30 | Medium<br>30 to 100 | High<br>100+ |
| **Recommended # of Questions** | 8 or less | 12 or less | As many as required |
| **Recommended Sort Settings Strategy** | ▪ Use Required<br>▪ Assets Optional<br>▪ Do NOT Weight | ▪ Use Required<br>▪ Use Assets<br>▪ Weight is Optional | ▪ Use Required<br>▪ Use Assets<br>▪ Use Weight |
| **Target ACE % (Candidates identified as ACE)** | 15% and higher | 10 - 15% | 5 – 10 % |

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### Add questions to Prescreening Questionnaire

1. On the Prescreening tab, click the plus ![Add] icon at the top of the Questions section.

2. In the selector window, use the filters to find desired question(s), and click [Select]. When all questions have been selected, click **Done**.
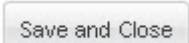
### Duplicate a question to create new 'local' question

1. On the Prescreening tab, select the question you wish to duplicate by selecting the **checkbox** to the left of the question.

2. Click on the duplicate icon at the top of the Questions section.

3. Edit the duplicate, and click [Save and Close].

### Remove questions from Prescreening Questionnaire

1. On the Prescreening tab, select the question you wish to delete by selecting the checkbox to the left of the question.

2. Click minus ![Remove] icon at the top of the Questions section.

### Create new 'local' question

1. On the Prescreening tab, click the create ![!] icon at the top of the Questions section.

2. Create the question and click [Save and Close].

## Prescreening Library

### Create/Add/Remove/Duplicate

1. Select the **Libraries** tab in Recruiting Centre and choose one of the sub options Questions/Competencies/Disqualification Questions.

2. If necessary, from the left frame locate the appropriate Job Field or Location (to which you wish to add a question, or from which you wish to remove/duplicate a question).

3. Use the appropriate option to manage the library.
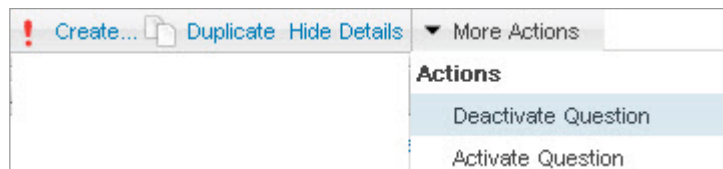


## Question Guidelines

**1. Ineffective Questions:** Is question going to have required or asset elements? Will I be able to sort candidates on question? Will the answer provide value for prescreening? If no, leave the question out!

**2. Too Many/Too Few Questions:** Balance the number of questions with the job complexity and expected candidate volume.

**3. Questions with Yes/No answers:** This type of question is good for straight-forward requirements, such as "Do you have a valid driver's license?" For other questions, consider answer ranges that make it less obvious what the correct answer is.

**4. No "Out" in Selection:** Always include a "None of the above", "None" or "Not applicable" option, otherwise you force the candidate to be untruthful.

**5. Non-Standardized Formats:** Standardizing answer ranges to questions gives the candidate a positive experience. Example: "None of the above" always at the top or bottom of the answer list. Also, all years of experience questions should have same ranges, in same order.

**6. Poor Selection Range:** Questions with answers that cover a broad range are not valuable in prescreening. Example: Years experience ranges of 1-5 years; 5-10 years, etc. are too broad.

**7. Poor Question Content:** Check for grammar, spelling and other typos that look unprofessional.

**8. Multiple Functions per Question:** Example: When a candidate answers the question, "How many years of experience do you have in accounting, marketing, and/or manufacturing?" You will not know which area the actual experience is in.

**9. Wrong Question Type:** Double-check that you have selected the appropriate question type, (i.e. single answer vs. multiple answer vs. text answer).

**10. Years vs. Proficiency:** Years does not equal proficiency. Reword the question, "How many years of **day-to-day** experience do you have working with XXX." And follow-up with proficiency question, "What level of proficiency do you have in XXX". Consider using skills questions (which measure proficiency, years of experience, last used and interest).