



ASSESSMENT FREQUENTLY ASKED QUESTIONS

Candidate Questions FAQ

How long do I have to take the assessment?

If you are prompted to take the assessment, you may start and stop and save at any point throughout the assessment. *It is highly recommended you take the assessment in one sitting and within 48 hours of completing your application.*

How long does the assessment take to complete?

The assessments can be completed within 25 to 40 minutes. As a candidate, you can exit the assessment and return to it at any time if you are unable to finish it in one setting. Once you finish the entire assessment the results will then be available to the HR team.

How can I prepare for the assessment?

We encourage you not to prepare in advance, as we are looking for a person's natural responses (i.e. your initial reaction) to our questions. There is no preparation required, as the questions are truly based on better understanding your natural thoughts, feelings and behaviors. Most people enjoy the assessment and find the process rather intriguing. We urge you to respond to the questions in a way that is right for you, not what you think Talent Plus or our organization wants to hear.

How will the assessment results be used?

The results will be used as one component of the selection process. The results of the assessment will be factored into the hiring process and considered alongside the other criteria that are critical for this position.

If I apply for multiple jobs, will I have to retake the assessment each time?

If you apply for similar jobs you will NOT be required to take the assessment again. If you do apply different types of jobs (i.e. Customer Support vs. Leadership) you may be required to take the appropriate assessment for those roles.

Are there different types of assessments for every job?

Yes, Talent Plus has over 60 assessments and interviews scientifically validated for selection and development.

If I am a current employee, will my assessment results impact my current position?

No, your results will not impact your current employment.

If I am a current employee, will my manager see my results?

The assessment results are part of the application and are shared only with the hiring manager.

Do I need access to a computer?

Yes, you will need access to a computer or mobile device. If you do not own or otherwise have access to a computer, computers are available in Human Resources. Computers are also available at most public libraries. We recommend that all pop-up blockers be turned off during the application and assessment process.

May I take the assessment on an iPad or other mobile device?

Yes, the assessments are available on your tablet or mobile device if you have internet access.

Do I need to complete the entire assessment at one time?

No, you can start and stop the assessment as needed. It is highly recommended that you do complete the assessment in one sitting.

Who do I contact if I have technical problems while I am completing the assessment?

Call Talent Plus Support: 1.800.VARSITY

TALENT PLUS® AND ASSESSMENT FAQs

Hiring Leader FAQs

What is the purpose of this pre-hire assessment?

The assessment is given to determine each applicant's fit with our organization, with the goal to improve the culture of our organization for our employees and our customers/patients/guests. The assessments are designed to identify the best applicant for a position, it is important to look at an individual's work performance, experience, skills and behavioral characteristics. The combination of all provides a comprehensive view of each applicant and allows us to make an informed decision during the selection process.

What is a Talent Online® Assessment (TOASM)?

A Talent Online® Assessment (TOASM) is a series of questions with multiple-choice responses designed to capture one's natural talent and behaviors. The validated assessments will help our organization select individuals with the talents to be outstanding professionals.

Who administers the assessment?

Talent Plus® is an international company with extensive experience, research and knowledge in the field of selection and developmental assessments. Talent Plus has over 60 assessments that have been validated, which means that the results measure what we expect them to measure.

Is this required of every candidate? Why do I need to take this assessment?

Yes, every candidate for a front line and/or front line supervisor position is required to complete the Talent Plus assessment. Our organization has partnered with Talent Plus to help you and our organization understand each individual's natural talents and abilities through an assessment process. Talent Plus measures a person's natural talents. The selection science behind the Talent Plus assessments is proven to be accurate (valid), consistent (reliable) and will highlight the specific natural talents of our candidates and employees.

What roles will we be implementing the Talent Online Assessments?

Our organization has implemented the online assessments for front line employees and/or front line leaders.

How will the Talent Online Assessments help our organization select employees for these roles in the future?

The Talent Online Assessments support our goal to be a workplace of choice. The TOAs help us identify the natural talents that will enable people who serve in these roles to be uniquely successful. An added benefit of the TOA is that it will help with our diversity efforts. We have found in our research that talent is universal and not isolated to a certain age range, gender or ethnicity. Oftentimes, leaders hire people like themselves or who fit their mold of a good employee. Our organization welcomes talented people who may think or act differently and are very successful thanks to these talents.

Why are Talent Plus assessments important? Can we hire someone who is “not recommended to move forward in the selection process?”

Talent Plus assessments are important because those organizations who consistently use this selection science have seen statistically significant results with performance, turnover, retention, customer satisfaction and more. Our goal is to hire only those candidates who have the appropriate experience, are a cultural fit AND have the talent to perform the job well. Only on an exception basis will hiring candidates “not recommended to move forward in the selection process” be allowed and only then with approval by a senior leader.

How will our organization use the results of the Talent Online Assessments in our selection decisions?

Talent Plus assessments are just one component in the hiring decision. Experience, skills, knowledge, education and performance are often just as important; and as stated earlier, our goal is to hire only those candidates who have the appropriate experience, are a cultural fit and have the talent to perform the job role. However, experience, education and cultural fit interviews are not usually validated tools. The science of the Talent Online Assessments will allow us to compare the talents of the top candidates who apply for vacancies in any of these selected roles to industry benchmarks. Talent Plus assessments are another tool to help us make the very best selection decisions.

Should we share the TOA results with internal or external candidates?

It is Talent Plus’ recommendation we not share assessment results with candidates. Offer a kind response to a candidate who asks, such as the following, “I appreciate your inquiry. Our company has a multifaceted selection process and has the privilege of interviewing thousands of individuals. The confidential results of the Talent Plus assessment are just one component of our selection process. As such, we do not share the results of our interviews with candidates. Please be assured that the results are confidential. We wish you every personal and professional success with your job search and hope that you will apply for openings in the future for which you qualify.” For employees, you may add, “We are happy to send your leader your talent results for your development purposes and from which you will be able to learn more about your natural talents.” A Talent Graph® is highly confidential and is never to be shared with the person being assessed or selected.