

# CODESP

Cooperative Organization for the Development of Employee Selection Procedures

March 2011

## INSIDE THIS ISSUE

- 1 CODESP Board Election  
Stop Cyberspace Leaks,  
Tweaks, etc.
- 2 Do Candidates Need a  
“Bill of Rights” in Web-  
Based Assessment?
- 3 Join or Subscribe  
LinkedIn Referrals  
Job Openings
- 4 Conferences & Webinars

## CODESP Board of Directors Nominations

The CODESP Board has made it easier for members from outside Southern California to join the Board. There are only four meetings per year, and they can be attended by webinar.

**Be a leader - run for a position on the CODESP Board!**



## Stop Cyberspace Leaks, Tweaks and Offensive Peaks in 2011

Stephen Paskoff is president and CEO of ELI Inc. in Atlanta, GA. In his blog at Workforce.com, he posted “11 tips to help you ensure 2011 is not your staff’s or organization’s year of cyber-gloom”. Here are some of the highlights:

- **Say it, don’t write it.** Context is better communicated “live” through tone of voice and inflection. You can explain what you really mean directly. If the meaning and tone of what you are communicating could be better understood in live conversation, don’t use email, chat, text or social media to do it.
- **You can’t write an e-mail in disappearing ink.** Who hasn’t written something really stupid? Unless it’s photocopied or scanned, a note, memo or letter reaches only a limited audience. And once you attach a document and send it to others, you have unleashed viral cyber-communication you can’t control, but are responsible for launching.
- **It’s not your diary—it’s everyone’s.** Think of you what you write, all of it, as your diary. Do you really want your most private or passing thoughts to be read by everyone else? That’s what you’re doing when you send that stuff via e-mail or post it anywhere.
- **Would you post this on a billboard that everyone in your city could see?** Keep that in mind with everything you write and communicate electronically, because that is exactly what you are doing.
- **Just because you can doesn’t mean you should.** This applies to lots of activities in the physical world. It should also be the mantra for what we post and circulate in the virtual world.
- **Prudence, more than policies; logic, more than lawsuits; common sense, more than causes of action and online civility,** more than online codes are the key to making sure your 2011 is not ruined by cyberspace blunders.

<http://workforce.com/wpmu/ethical/2010/12/29/how-to-stop-cyberspace-leaks-tweaks-and-offensive-peaks-in-2011/>

20422 Beach Blvd. Suite 310, Huntington Beach, CA 92648 Phone: 714-374-8644 Fax: 714-374-8225

[www.codesp.com](http://www.codesp.com)

## Best Practices in Web-Based Assessment: Do Candidates Need a “Bill of Rights”?

What are the rights of candidates during online assessment processes? This is the topic of a [recent article on ERE.net by Dr. Charles Handler](#). According to Dr. Handler, we should consider how candidates respond to the assessment process, and how their responses affect assessment outcomes for better and for worse. Especially when we are receiving record numbers of applications, how we treat candidates throughout the process will determine their lasting impression of the agency.

Handler’s “rights” refer only to web-based selection processes. Listed briefly, many of them are clearly good practices regardless of where or how the assessment is administered:

1. Candidates should be informed about the nature of the assessment and why they are being asked to take it.
2. Assessments should be of “reasonable” length.
3. Candidates should be informed about what to expect next in the process.
4. The online assessment site should give the candidate a “good” experience (that is, the website should be easy to read, easy to navigate even by users with older browsers or operating systems, and the instructions should be clear).
5. Tech support for online assessments should be available 24/7.
6. Assessment content should be face-valid (directly related to job).
7. Assessments should be enjoyable or even fun.
8. Candidates should be informed about what feedback they can expect, if any, after taking the assessment.



Points 1 and 3 are fairly routine practices in the organizations associated with CODESP, very likely point 8 as well, and we would probably all agree that candidates have a right to this information. Point 2 is good, although the definition of a “reasonable” length will differ depending on the complexity of the position being filled and its KSAs (Handler is referring here to a single online assessment session). Good communication is key: candidates are more willing to undergo longer assessments if they understand the reason for them, depending on the payoff (such as advancing to the next stage of competition). The content of lengthier assessments can be managed by separating it into distinct hurdles, saving HR staff time and effort by administering each one only to those who pass the preceding tests.

Point 5 may be outside the employer’s control: the organization may not have the luxury of offering around-the-clock tech support. This would be more important for unproctored tests that can be taken at the applicant’s home, such as ratings of training and experience. That said, the best practice would indeed be to try for the most comprehensive tech support available, or at least make online tutorials on the testing process accessible to applicants 24/7.

Face validity, point 6, is desirable for many reasons, not least candidate acceptance of the tests. Handler links face validity to employer branding, claiming that the lack of face validity may leave candidates feeling that the employer is “uncaring, or out of touch”. Face validity is usually considered a best practice, because without it there is a higher risk of litigation.

Finally, point 7 can be construed by public sector agencies to mean a “more stimulating and engaging assessments”, a reasonable expectation for candidates to have, and something more like a best practice. Stimulated and engaged candidates are likely to do better in the process generally.

Candidates ARE customers to HR recruiters and assessors, and we are wise to treat them with the consideration that we hope will encourage the high performers to keep applying with us until we can find places for them. Keeping this in mind will help recruiters and assessors get the most out of their efforts online or in any other environment.

## Join or Subscribe to Services

Does your public agency need any of these?

Visit [www.codesp.com](http://www.codesp.com) & Click on Products

- Employment test materials
- HR Training, including FREE webinars
- Online testing capability
- Job analysis
- Classification studies\*
- Recruitment services\*
- Job description assistance
- Low cost HR consulting for special recruitments, classification and job analysis studies



Public educational agencies are eligible for consortium membership. All other public agencies, afterschool programs and other non-profits can subscribe to CODESP. Visit our website and click on Products in the toolbar at the top of the page to learn how we can make your HR processes more efficient through our low-cost services.

\*Extra services beyond those provided in membership/subscribership are available by separate contract. Contact us for more information.

## What's Your Agency's Policy on LinkedIn Referrals?

Did you know that the popular professional social networking site LinkedIn provides users a template that makes it easy to ask for references? "Recommendations help illustrate your achievements, project credibility and show why people enjoy working with you," LinkedIn states on its site. Are your employees recommending current or former co-workers? How would these referrals reflect on your agency?

As Ed Frauenheim points out in his blog [on Workforce.com](http://on.Workforce.com), your employees may not be happy if they're forbidden to write them, but the practice raises legal risks. Check with your legal team for their opinion.

## Job Openings

### Calexico Unified School District

Classified Personnel Director

\$74,064.00 - \$81,774.00

Apply by 3/04/11 at <http://agency.governmentjobs.com/cspca/default.cfm>

### Vista Unified School District

Director, Classified Human Resources

\$84,480-\$104,527

Apply by 3/25/11 at [www.vusd.k12.ca.us](http://www.vusd.k12.ca.us)

### Long Beach Unified School District

Executive Officer, Personnel Commission and Classified Employment

\*Salary rates frozen at first step: \$137,280.00 - \$161,200.00

Apply by 3/17/11 at [http://www.lbschools.net/Main\\_Offices/Personnel\\_Commission/](http://www.lbschools.net/Main_Offices/Personnel_Commission/)

## WRIPAC Training / Meeting

# Las Vegas

May 11 Training Topic: *Structured Interviews*

May 12 - 13: *Free Meeting*



**\$74.00/Night Room Rate**

[www.wripac.org](http://www.wripac.org)



## IPAC 2011 Conference

International Personnel Assessment Council

*Location: Washington DC Date: July 17-20, 2011*

[www.ipacweb.org](http://www.ipacweb.org)

## Job Analysis Training

**Santa Clara County Office of Education**

1290 Ridder, San Jose, CA 95131

Gilroy Conference Room

Monday and Tuesday - June 20 and June 21, 2011 - 8:30 a.m. - 4:30 p.m.

Register by contacting [richjung@ebmud.com](mailto:richjung@ebmud.com)

[www.wripac.org](http://www.wripac.org)

## CODESP Webinar - Interpreting Test Results

Tuesday, March 22 10:00 - 11:30 a.m.

CODESP staff will provide easy-to-follow instructions on how to collect test result information and access and interpret item analysis reports. Register at [www.codesp.com](http://www.codesp.com)