

USA Hire Alternative Assessment Tool

Frequently Asked Questions (FAQs)

These FAQs were produced by Defense Finance and Accounting Service (DFAS) to help meet the needs of our applicants.

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1) **What is USA Hire?**

Developed by the Office of Personnel Management (OPM), USA Hire is an additional assessment option that DFAS may use in combination with current USA Staffing Questionnaires. USA Hire includes an online assessment platform used to deliver assessments for use in Federal hiring. Current USA Hire online assessments are designed to measure critical general competencies required for the job. They combine several multiple choice and simulation-based test types that can be delivered in an online, unproctored setting. The specific assessments a given applicant will be asked to take will differ depending on the job to which he/she is applying. Sample items, along with instructions, can be found at:

<https://usahire.opm.gov/assess/default/sample/Sample.action>

2) **Is USA Hire going to be used for all DFAS job opportunity announcements?**

No, USA Hire is an assessment alternative that selecting officials have the option to use. They are not required for all DFAS job opportunity announcements. Selecting officials conduct a job

analysis together with Human Resources and will determine if USA Hire will be used to evaluate applicants.

3) What is the basic application process for a vacancy using USA Hire?

1. Locate a vacancy on USAJOBS, and click “Apply Online” to start the application process.
2. Follow the prompts to log into USAJOBS account.
3. Select resume and any other documents from USAJOBS account.
4. Follow the prompts to proceed into USA Staffing Application Manager.
5. Complete the assessment questionnaire, upload any additional documentation and click “Submit My Answers” in Application Manager.
6. Applicants who meet minimum qualifications and eligibility based on questionnaire responses will receive an email from Assessments@usahire.opm.gov to complete the online assessments in USA Hire.

4) How is my application rated when a vacancy uses USA Hire?

Applicants receive points by answering questionnaire items relating to technical competencies in USA Staffing Application Manager and completing online assessments related to general competencies in USA Hire. The critical competencies for a position are identified through job analysis and validated by selecting officials and/or Subject Matter Experts (SMEs). All competencies assessed are listed in the vacancy announcement. Applicants receive a combined final score between 70 and 100 based on their responses to the assessment questionnaire and USA Hire online assessments. Final scores are used to rank applicants in score order to determine which competitive applicants will be referred to the selecting official for further consideration.

When USA Hire is used with Delegated Examining Unit job opportunity announcements open to all U.S. citizens, final scores are used to refer applicants according to category rating procedures.

5) I don't think I received an email invitation to the additional online assessments. Why not? What do I do?

USA Hire sends the email invitation from the email address Assessments@usahire.opm.gov to each applicant who indicates he/she meets the minimum qualification and screen-out factors in the initial assessment questionnaire. If you have completed all of the required online assessments previously (within the last year), you will not receive a link and will not have to log into the USA Hire. Instead, you will receive an email stating you have already completed the required assessments.

If you indicated you were minimally qualified and did not receive an email invitation, check the following:

- The email is sent to the email address in your USA Staffing Application Manager account. Be sure you are checking the appropriate email address.
- Please ensure your email account settings will allow an email from a “.gov” email address. If not, the email may appear in a “Spam” or “Junk” folder.
- Applicants should contact the USA Hire helpdesk at HelpDesk@USAHire.opm.gov with additional questions about the USA Hire invitation email.

6) How long do applicants have to complete the USA Hire assessments?

Applicants have until 48 hours after the close of the job opportunity announcement to complete the assessments. If an applicant requests a reasonable accommodation that is adjudicated after the assessments would normally close, he/she will be given 48 hours to complete the assessments once their request is adjudicated.

7) What happens if an applicant does not complete the USA Hire assessment?

If USA Hire online assessments are required for a job opportunity announcement, applicants must complete them to be eligible for consideration. Applicants who do not complete the assessments within 48 hours of the closing date of the vacancy (or a different testing period specified in the job announcement) will be rated ineligible for that job opportunity announcement.

8) Do applicants have to login at USA Hire?

All eligible applicants will receive an invitation email from Assessments@usahire.opm.gov containing a unique link that automatically logs the applicant in at USA Hire. If the applicant has previously completed all required assessment batteries (within the last year), he/she will receive a courtesy email notifying him/her that no further action is required.

9) If the applicant stops mid-stream when completing USA Hire assessments, how should he/she get back? How does USA Hire know who he/she is?

The applicant should follow the instructions provided in the invitation email. USA Hire recognizes the applicant by the URL link. Applicants should complete the assessment section he/she is currently working on in USA Hire. Between assessment sections, applicants may leave USA Hire and return using the URL link in his/her invitation email.

10) How long are USA Hire scores used for future job opportunity announcements using USA Hire?

An applicant's score for an assessment will be used for future job opportunity announcements using USA Hire for one year. How results will be re-used is specifically referenced in each job announcement that uses USA Hire.

11) How does USA Hire block an individual from retaking the assessment until one year expires?

All eligible applicants receive an assigned unique identifier based on information gathered during the application process. The unique identifier is used to check to determine if an applicant has already completed an assessment. If the applicant has previously completed all required assessments, he/she will receive a courtesy email notifying him/her that no further action is required.

12) Will USA Hire automatically prompt an applicant to re-take the assessments after one year?

Yes, applicants are required to re-take the assessments after one year.

13) What if I already took the USA Hire online assessments when I applied to a different vacancy?

You will receive a link to log into USA Hire assessments if there are any required assessments for the position which you have not completed previously, or if your previous results may no longer be re-used.

If you have completed all of the required assessments previously and these results may be re-used, you will not receive a link and will not have to log into the USA Hire. Instead, you will receive an email stating you have already completed the required assessments.

14) What kind of notification and guidance does the applicant receive throughout the process?

Applicants receive all status updates and notifications typically sent through USA Staffing and USAJOBS during the application process. In addition, the job opportunity announcement, the onscreen instructions in Application Manager, and the USA Hire invitation email all provide specific instructions on what applicants can expect and how applicants should complete the next steps in the process.

15) How will OPM assist applicants needing reasonable accommodations to complete the USA Hire assessments?

The job opportunity announcement will provide applicants with information required to request a reasonable accommodation for the assessments. An OPM reasonable accommodation coordinator will work with applicants who request a reasonable accommodation to adjudicate the request. Applicants are given 48 hours to complete the assessments once their request is adjudicated.

16) Does use of USA Hire change any veterans' preference rules?

No. When USA Hire is used with Delegated Examining Unit job opportunity announcements open to all U.S. citizens, the current veterans' preference rules under category rating must be followed. For more information about veterans' preference, visit <http://www.fedshirevets.gov/>.

17) What happens if the applicant forwards the USA Hire invite email to someone else to take the assessment?

The USA Hire URL is unique to the applicant to whom it was emailed. USA Hire online assessments should only be completed by the applicant receiving the email from Assessments@usahire.opm.gov. Other individuals wishing to apply must follow the complete application process.

An applicant who cheats or makes unauthorized use of the platform may face serious penalties for such behavior. As stated in the honesty statements preceding each assessment, "cheating or other dishonest conduct when completing the online assessments may lead to your disqualification from the application process and from seeking Federal employment in the future (5 C.F.R. part 731). If you are a current Federal employee, you may be removed or debarred from Federal Service."

18) Who do I contact with technical USA Hire system issues/questions while accessing or completing the assessments?

Applicants may contact the USA Hire Help Desk at HelpDesk@USAHire.opm.gov.