

Ergometrics' Client Survey Results

1. Where do you prefer to get news and information on applicant testing products?	
Industry Publications	10%
Electronic/Online Advertising	48%
Networking	29%
Conferences	11%
Trade shows	2%
Total	100%

2. Does your organization attend any trade shows/conferences with the intention of looking for new products, trends or ideas to aid HR in new employee selection and/or promotion?	
Yes	33%
No	67%
Total	100%

3. If yes, which trade shows/conferences?	
See Answer 3b (below) for written responses	

4. Which industry specific magazines, periodicals and networking sites do you subscribe to?	
See Answer 4b (below) for written responses	

5. What percent of recruiting is done out of state for entry level positions?	
0-10%	97%
11-25%	2%
26-50%	0%

50% or greater	1%
Total	100%

6. Have you acquired new technology in the last 2 years that is used in recruiting or hiring?	
Yes	25%
No	75%
Total	100%

7. If yes, what has it been used for?	
See answer 7b (below) for written responses	

8. What technology would be helpful in your recruiting process?	
See answer 8b (below) for written responses	

9. What technology would be helpful in your testing/assessment process?	
See answer 9b (below) for written responses	

10. What video technology does your department currently have available for testing purposes?	
DVD player	95%
Blue Ray player	7%
Online video	50%
Other	15%

WRITTEN RESPONSES

3b. If yes, which trade shows/conferences?

Respondent #	Response
	1 test
	2 National APCO, National NENA, Medical Priority Navigator
	3 Fire PREVENTION OFFICERS OF BC
	4 WRIPAC, SCPMA, IPAC, PTC
	5 BC Fire Training Officer Association Conference BC Fire Chief's Association Conference
	6 APCO Conferences, NENA Conferences, Navigator Conference.
	7 SHRM
	8 Wisconsin Nena, NENA and APCO (as travel allows)
	9 n/a
	10 SHRM National HR Conference
	11 SHRM, ICMA
	12 APCO
	13 FDIC
	14 Oregon Juvenile Department Director's Conference.
	15 IPMA-HR, IFCA/FRI, SHRM
	16 NENA and APCO
	17 Training Conferences
	18 cal chiefs firehouse
	19 INSHRM; SHRM
	20 National Partnership for Juvenile Services, ACA
	21 FDIC IAFC
	22 California Fire Training Officers Symposium in Fresno, CA.; California Fire Chiefs Leadership Conference in Monterrev. CA.
	23 ACA
	24 California Fire Chiefs Assn Annual Conference, CFED West, and IAFC's FRI.
	25 IPAC
	26 CALEA Conferences, APCO and NENA conferences held. In addition, one member of our staff always attends the Motorola User's Group Conferences held annually.
	27 N/A
	28 -American Jail Association Conference -Virginia Association of Regional Jails Conference

29 Sheriff attends state and national conferences.
Sorry I do not know the name of them.

30 APCO, NENA

31 Western Cities HR Conference, HRMAM
Conference

32 APCO

33 IPMA

34 Fire Rescue East Center for Public Safety
Excellence

35 VCJD-Virginia Council on Juvenile Detention

36 IACP

37 SHRM, IPMA

38 CCAP

39 IPMA

40 IPAC, IPMA-HR

41 IAFC and NC Fire Chief's Mid-Winter and Annual
Conferences

4b. Which industry specific magazines, periodicals and networking sites do you
subscribe to?

Respondent #	Response
	1 Fire Engineering Fire Rescue Fire Chief
	2 ACPO, NENA
	3 Officer.com
	4 Fire Chief
	5 HR Related - IPMA, SHRM
	6 IPMA, ICMA
	7 SHRM
	8 METRO magazine
	9 NFPA JORNAL AND FIRE PREVENTION OFFICERS OF BC
	10 Fire Trade Publications
	11 APCO Magazine, The Journal of Emergency Dispatch
	12 ma911.org, mission critical
	13 HR Law, Montana HR
	14 ACA
	15 Fire Engineering Firefighting in Canada
	16 Fire/Rescue, Fire Chief, Fire Engineering
	17 Public Safety Communications, The JOURNAL of emergency dispatch, 9-1-1 Magazine
	18 HR Magazine
	19 HR Magazine, SHRM website
	20 HR Magazine HR Specialist Employee Benefit News Workforce News

- 21 psychological journals, IPMA publications
- 22 Police Magazine, American Police Beat
- 23 Public Safety Communications Dispatch Monthly
NENA APCO
- 24 n/a
- 25 HR Laws
- 26 apco
- 27 HR Magazine
- 28 Governing, SHRM, EBI, Linked in,
- 29 All Dispatch related. APCO NENA etc...
- 30 APCO and NENA
- 31 Fire Chief magazine
- 32 None at this time. Had to cut back due to
economy.
- 33 Several related to HR news and products, IAFC,
Daily Dispatch
- 34 Also NENA and APCO
- 35 firehouse fire engineering fire rescue fire chief

- 36 All transit related periodicals
- 37 Public Employment Law Report
- 38 HR Magazine
- 39 Corrections Today, Corrections Forum
- 40 IPMA-HR Newsletter, SHRM Newsletter &
Magazine, SCPMA-HR, CALPELRA
- 41 Fire Engineering, Firehouse, Fire Rescue, Fire
Chief
- 42 Fire House, Fire Engineering, Fire Chief
- 43 Fire/Rescue Mag, Fire Chief Mag, JEMs
- 44 Shrm, ipma
- 45 Several relating to public safety and 911 dispatch

- 46 IPMA-HR
- 47 IPMA's, NPELRA's, Workforce Management
(private sector), SHRM's HR Mag, ASTD, AMA
(online blogs, articles)
- 48 No specific magazines or periodicals. More
information from associations.
- 49 IPMA-HR, SHRM
- 50 -American Jails -Governing -Corrections Today

- 51 APCO Public Safety Bulliten
- 52 Facebook, Twitter, Minneapolis Star Tribune,
Duluth News Tribune,
- 53 American Correctional Association (ACA)
- 54 None
- 55 APCO, NENA
- 56 Public Safety Communications (APCO)

- 57 NONE
- 58 numerous
- 59 None
- 60 Public Safety Communications (APCO magazine) and the Journal of Emergency Dispatch.
- 61 IPMA SHRM
- 62 Fire Chief IAFC- On Scene Fire Engineering
- 63 NAED APCO
- 64 SHRM
- 65 HR Compliance Insider
- 66 Fire Chief Fire Engineering JEMS
- 67 OSHA Online, VML-Virginia Municiple League Insurance website.
- 68 IACP, ISA, Blueline
- 69 Juvenile and Criminal Justice
- 70 none
- 71 none
- 72 Too many to name.
- 73 SHRM, IPMA
- 74 Dispatch Monthly, APCO Intl
- 75 Corrections Today
- 76 SHRM
- 77 APCO PSconnect Nena Magazine APCO Magazine
- 78 n/a
- 79 DET website, Springfield, MA Sunday Republican Newspaper. Career Services at all colleges.
- 80 SHRM IPMA
- 81 IPMA, SHRM
- 82 N/A
- 83 IPAC publications.
- 84 Law Enforcement news and magazines
- 85 HR Magazine
- 86 None
- 87 Fire Chief, Fire Engineering, Fire Rescue, Firehouse

7b. If yes, what has it been used for?

Respondent #	Response
	1 CPAT
	2 pmi testing
	3 Profile XT for adults
	4 Primarily online application processing

- 5 Testing
- 6 Skype for out of town interviews.
- 7 HRIS Package for all HR functions
- 8 na
- 9 online applications, different pre-employment exams
- 10 Criminal History checks
- 11 Recruiting
- 12 NeoGov applicant tracking software
- 13 Applicant Tracking
- 14 Applicant tracking & management system
- 15 Facebook, Video Recruitment, Web based
- 16 n/a
- 17 On line applications
- 18 applicant tracking
- 19 Facebook Networking
- 20 N/A
- 21 Applicant Tracking System, NEOGOV. Nothing on the testing side. NeoGov has a module to create tests, but we are not large enough to consider that type of effort.
- 22 Recruitment
- 23 NeoGov applicant tracking system
- 24 Ergometrics Testing Software
- 25 Skype video conf. for doing interviews with people out of state.
- 26 Ergometrics
- 27 Articulate Knoodle
- 28 On-line application process
- 29 Still in the implementation process, but will have automated applicant tracking
- 30 power point shows, Standardization of application packets on computer web pages. Standardization of job postings on web pages.
- 31 PRE-EMPLOYMENT TESTING
- 32 Software skills testing
- 33 ERP system which includes applicant management module.
- 34 Neogov, but that was actually 2008

8b. What technology would be helpful in your recruiting process?

Respondent #

Response

- 1 An Electronic application process
- 2 On-line testing or screening.

- 3 Applicant tracking
- 4 ONLINE APPLICATION FOR PAID ON CALL
FIREFIGHTERS
- 5 Ability to test online from their homes.
- 6 Computer based applications
- 7 We don't have any problem recruiting or having
enough applicants. Our problem comes from
using your test to eliminate really great
applicants.
- 8 Applicant Online
- 9 N/A
- 10 na
- 11 not sure at this time
- 12 Online application submittal
- 13 Fell that with our new online system we are good
for now.
- 14 For new firefighters, any technology that spreads
the word throughout the state. My interest
primarily is within my state (Illinois) due to
paramedic credentialing.
- 15 Not sure.
- 16 We are just now implementing applicant tracking
that's huge.
- 17 web based
- 18 Improved applicant tracking software, including
seamless interface with form e-mail and letter
generation
- 19 N/A
- 20 Nothing new comes to mind.
- 21 We really don't know what is out there
- 22 Due to the current economic times our agency is
pursuing ways to make existing technology work
in ways that have not been considered before as
opposed to the purchase of new technology.
Often agencies don't use tools to their fullest
potential, so this is what we are concentrated on.
- 23 On line testing.
- 24 I use the various websites, social media. I can tell
you that I don't want one more place to log into
to get information. On that same note, one
architecture to handle all of the incoming and
outgoing information and data is beyond our
budget
- 25 We are attempting to develop our own online
application system.
- 26 We've been very happy with NeoGov. It has vastly
improved our recruitment process.

- 27 database that stores results of any candidate who has taken the equivalent I/O Solutions test for another jurisdiction. It would cut down on candidates taking the same test multiple times in one year.
- 28 We have had great success in our recruitment efforts
- 29 Resume collection & management
- 30 Sometimes.
- 31 Online advertising at reasonable cost
- 32 Recruiting is fine at this time.
- 33 n/a
- 34 None at the moment
- 35 More Automation of process
- 36 NOT SURE
- 37 I am not sure what else we could implement at this time.
- 38 Not sure
- 39 Undetermined at this point
- 40 We are not responsible for recruiting

9b. What technology would be helpful in your testing/assessment process?

Respondent #	Response
1	On-line testing.
2	The ability to send tests to applicants via email. It takes us several hours to administer the 2 tests we give. Maybe web-based testing.
3	Multi-taking skills test
4	ERGO already used. Very useful for testing.
5	?
6	Computer based testing
7	Video products with higher quality consistent audio.
8	Most
9	Funding is the major obstacle at present
10	A good written test that is not subjective in any way, and will provide a good view of an applicant.
11	Keyboarding Skills Assessment
12	outside of new computers, n/a
13	Online assessments that people can take from their homes.
14	Some thing 100% online
15	The video-based testing meets my needs.
16	Not sure.

- 17 fast service through technology.
- 18 A reliable method to test a large number of candidates, such as a testing center or online testing with a code that would be charged to our department. Also, an updated call taker video test. Current one remains applicable. Updated center/computers and cell phone related/GIS questions could be added.
- 19 web based
- 20 Test administration and scoring system that streamlines the process from applicant taking the test through the end result of generating an eligible list - all in one with no interfacing required.
- 21 N/A
- 22 Nothing new comes to mind.
- 23 same as above
- 24 inexpensive statistical software; useful for adverse impact analysis, graphing, etc.
- 25 No additional resources that I can think of, Ergometrics does an outstanding job of consolidating the testing process and the efficiency in test results is commendable.
- 26 Having a third party do the scoring of the tests.

- 27 a system by which Civil Service exams could be administered securely in an electronic format, (eliminate paper)
- 28 On line validated assessments for a wider range of public sector positions, not just primarily safety services. I'm not discounting the customer service assessment.

- 29 No thoughts on this
- 30 Online testing
- 31 Better audio visual equipment
- 32 Online FireTeam Testing
- 33 Keyboarding with actual monitors to review the ability to judge multitasking.
- 34 Your current product has been very helpful.
- 35 An updated on-line test.
- 36 More Automation of process
- 37 NOT SURE
- 38 I am not sure what else we could implement at this time.
- 39 Not Sure
- 40 I currently use Ergometrics and determined this process is best for the initial applicant phase of all my testing.

41 Having your scores automatically uploaded to
Neogov.