

M102: Assessing Assessments

How to Determine the Right Tool for Your Purpose



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Assessing Assessments Questions for Your Organization/Team

Business/Organizational Results

- What business challenge are we looking to solve?
- What results do we want to accomplish?
- How do we expect this assessment to help us achieve those results?
- How does this fit with our Talent Development philosophy?
- What budget is available for administering this assessment solution? (Consider initial certification, set-up and ongoing use and administration of the assessment.)
- What data do we want to track from the assessments given in our organization?
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Performance/Behavior/Application

- Will our culture support the use of this assessment?
- How do we intend to utilize the assessment data?
- How can we maximize the use of the assessment results beyond the individual reports? (e.g., do we want to do team or dyad comparisons)
- How can we leverage the assessment investment to affect on the job performance?
- What learner/respondent behavior do we expect to change as a result of taking the assessment?
- What support, including follow-on resources, are we willing and able to provide to assist in application of the assessment data?
- How will we provide interpretation of and coaching regarding the assessment?
- What resources are available to assist in implementation?
- How do we want or need to integrate the assessment results with our HR systems (e.g., LMS, Succession Planning, HRMS/HRIS)?
 - Who will be responsible for this integration?
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Learning Needs (Knowledge – Skills – Attitude)

- What do we expect the respondent/learner to gain from this assessment?
- How do we intend to utilize the assessment data?
- How will we integrate this with our current learning and performance systems?
- How comprehensive of an assessment do we need?
- What program(s) are we considering this assessment for?
- How does the assessment line up to the objectives (learning or performance) for the program?
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Reaction/Learner Characteristics

- What population are we targeting for this assessment?
- How many languages do we need to have the assessment available in?
- What reading/comprehension level is our target audience?
- What do we need to measure at the individual level?
- What do we need or want to measure at the team or group level?
- Who will have access to the assessment results? How do we ensure privacy and appropriate use?
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Assessing Assessments

Questions for Assessment Vendors

Business/Organizational Results

- Is the assessment publisher a member of the American Psychological Association or other professional organizations that mandate ethical and statistical guidelines for assessments design and use?
- Is the assessment statistically valid and reliable?
- How does it correlate to other well-known tools measuring similar factors?
- What research documentation is available?
- Is the assessment legally defensible for its intended purpose? (This is especially important if you are considering a selection instrument.)
- What process is used to systematically evaluate the performance of the assessment?
- Do you purchase the assessment from the publisher or through authorized resellers?
 - Who will be there to support us in implementing this tool?
- What results are your current clients realizing from using your assessments and related reports?
- What is the cost structure for using the report in our organization?
 - Is the cost per assessment or per report?
 - Is the cost per individual, team, or other?
- How much does the assessment (or reports) cost (per person/per team/per organization)?
- What is the cost of required certification?
- Can the data be integrated into our LMS?
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Performance/Behavior/Application

- Is re-certification required? If so, how frequently and what is involved?
- What does your assessment predict?
- What research do you have to support your claims?
- What are appropriate uses for your assessments?
- What are inappropriate uses for your assessments?
- How are your clients currently using your assessments?
- What group or comparison data or reports are available?
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Learning Needs (Knowledge – Skills – Attitude)

- What is the assessment designed to do?
- What does the assessment measure?
- What type of training or debrief is recommended to support the assessment?
- How are the data/results interpreted?
- How many reports are available from the assessment?
- What do those reports include?
- Is certification required to administer the assessment?
- What is the scope of required or available certification/training?
- What type of feedback or data is provided to the respondent?
- What comparison data is available?
- What “off-the-shelf” materials are available to assist in implementation? (e.g., facilitation kits, interpretation packages)
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Reaction/Learner Characteristics

- What does the assessment process entail?
- How much time does it typically take to complete the assessment?
- May you obtain copies of sample reports?
- Can you take a sample assessment to experience the process?
- Has the assessment been translated for use in other cultures?
- How many languages are available for the assessment (and supporting materials)?
- What is the process for translating the assessment?
 - How do you ensure it is culturally relevant and maintain statistical soundness?
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**There are additional questions we recommend regarding selection of an Authorized Reseller and implementation consultant.*

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