

## Customer CARE Assessment FAQ's

### **What is the purpose of this pre-hire assessment?**

The assessment is given to determine applicants' fit with St. Luke's Mission, Vision, and Values. To identify the best applicant for a position, it is important to look at an individual's work performance, experience, and behavioral characteristics. The combination of all three provides a comprehensive view of each applicant and allows us to make an informed decision during the selection process.

### **Who administers the assessment?**

After careful consideration, St. Luke's selected PreVisor as our assessment vendor. PreVisor is an international company with over 10,000 clients worldwide: they have extensive experience, research and knowledge in the field of employee assessments. All of PreVisor's assessments have been validated, which means that the results measure what we expect them to measure. At St. Luke's, we took the validation process a step further by validating the pre-hire assessment with our current employees.

### **What's the difference between an assessment and a test?**

There is no difference between an assessment and a test. The terms assessment and test are used interchangeably.

### **Will my application be considered if I do not take the assessment?**

No. All qualified applicants are required to take the assessment as part of their application. If you do not meet the minimum requirements for the position, you will not be prompted to complete the assessment. Applicants who are prompted to take the assessment and do not complete it will not be considered.

### **What if I'm not prompted to take the assessment?**

If you do not meet the minimum requirements for the position, you will not be prompted to complete the assessment.

### **How long do I have to take the assessment?**

If you are prompted to take the assessment, you must take it within seven (7) days of completing your application. If you do not complete the assessment within this time period, your application will be closed.

### **How long does the assessment take to complete?**

The assessment can be completed within 25 to 40 minutes.

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

No. You will be prompted to take the assessment once and your results will be applied to each position for which you have applied. Your score will remain active for 365 days.

### **Are there different types of assessments for every job?**

There is one pre-hire assessment that is given to every applicant who meets the minimum qualifications for the position. For certain positions, you may be asked to complete additional assessments during the hiring process.

### **If I am a current St. Luke's employee, will my assessment results impact my current position?**

No, your results will not impact your current employment.

**If I am a current St. Luke's employee, will my manager see my results?**

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

**Will I get the specific results of my assessment?**

Applicants are notified via the Application Status section of Greentree should their score not qualify them for further consideration.

**If I am not eligible for further consideration, may I retake the test?**

Your score remains active for 365 days. You are unable to take the assessment again until that time period has expired.

**Will I ever have to take the assessment again?**

If you apply for positions after 365 days of initially completing the pre-hire assessment, you may need to retake the assessment.

**Do I need access to a computer?**

Yes. If you do not own or otherwise have access to a computer, computers are available in Human Resources and in the cafeteria at every campus. Computers are also available at most public libraries.

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

You may complete one section of the assessment at a time, as long as the entire assessment is completed within the seven (7) day window. You will receive a Session ID number at the beginning of the assessment. Please make a note of this Session ID number in case you need to log on at a later time to complete the assessment. The website address for completing the assessment is: <http://www.select2perform.com>. St. Luke's is not able to provide you with your Session ID number.

**What if I don't have an e-mail account?**

You must have a valid email address in order to create an account with our online Career Center and apply for employment. You may sign up for a free account at the GMail™, Yahoo®, AOL® or Hotmail™ web addresses. Please note that we have no association with your chosen e-mail provider, nor do we endorse any provider.

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

Call PreVisor Technical Support: 1.800.966.0943 and press option 1 or e-mail [techsupport@previsor.com](mailto:techsupport@previsor.com).

**What are the system requirements?**

Window Internet Explorer 6.0 or higher or Firefox 2.0 or higher. Please ensure your popup blocker is turned off.