ELESERV™

eSkill
Talent Assessment Platform™

CASE STUDY CITYOF KNOXVILLE

Implementing online Pre-Employment assessments helped City of Knoxille become more efficient and speed up testing time

AT A GLANCE

CHALLENGES

- Inefficient Process
- Possible human error
- Manual Process
- Having to create content

BENEFITS

- Efficient process
- Quicker testing and grading process.
- thousands of subjects at their fingertips.
- Immediate scoring
- Simulation Questions

City of Knoxville

"It speeds up our grading process immensely and takes out much of the possible human error between grading and transferring those grades into PeopleSoft. It also allows for changes in tests without reprinting dozens of test books"

KENT JOHNSON
Exam Coordinator

THE CLIENT

City of Knoxville is a medium sized city in the state of Tennessee with a population of approximately 200,000 and an employee count of approximately 200. With a wide array of nature, events, and opportunities for outdoor adventure, the City prides itself on being a unique mix of natural beauty, outdoor adventures, and cultural attractions

THE SITUATION

Like many government entities, the City of Knoxville was doing all their pre-employment testing by using paper test booklets and scantrons. Test answers were entered on the scantron and the scantron was scanned into the computer. This process was very inefficient and took a lot of staff hours to get tests completed, graded, scored and entered into the ATS system. This inefficiency in testing and grading was contributing to a long arduous testing process.

SOLUTION

The City of Knoxville evaluated ioPredict and eSkill but selected eSkill because the eSkill solution offered hundreds of pre-prepared off the shelf tests as well as a library of over 1,000 test subjects and the ability to create Video and Audio response questions. The solution also offered customization of tests and the best value for the annual subscription cost. This allowed the City to get the best of both worlds; superior content and best value.

IMPLEMENTATION

After an initial needs evaluation, priorities were determined and the test development process began. City employees were trained on the use of the platform. Existing paper tests were uploaded into the eSkill platform using the eSkill Author Tool. Once tests were uploaded into the system, testing began. Additional tests will be added on an as needed basis.