

MIDSIZED CITY GOVERNMENT: MODERNIZING PRE-EMPLOYMENT TESTING

CASE STUDY

THE CLIENT

A mid-sized city government in Tennessee serving around 200,000 residents with approximately 200 employees. The city combines natural beauty, outdoor recreation, and cultural attractions.

THE SITUATION

Like many government entities, this city was managing pre-employment assessments using outdated paper-based methods. Candidates took exams via paper test booklets and scantron forms. After testing, staff had to manually scan and grade responses, followed by entering scores into the applicant tracking system (ATS).

This process consumed significant administrative time and was prone to human error, creating delays in candidate evaluations and extending overall hiring timelines.

THE SOLUTION

The city transitioned to an online assessment platform offering pre-built tests, customizable questions, and instant scoring. This modernized approach eliminated paperwork, reduced grading time, and allowed for flexible test updates.

THE IMPLEMENTATION

After identifying priority assessments, staff were trained and existing paper tests were digitized. The city rolled out online testing in phases, with ongoing updates as needed.

THE RESULT

"It speeds up our grading process immensely and removes much of the human error... it also allows us to update tests without reprinting dozens of booklets."

The city achieved a faster, more accurate, and efficient hiring process.

