Interviewer Recruitment & Management
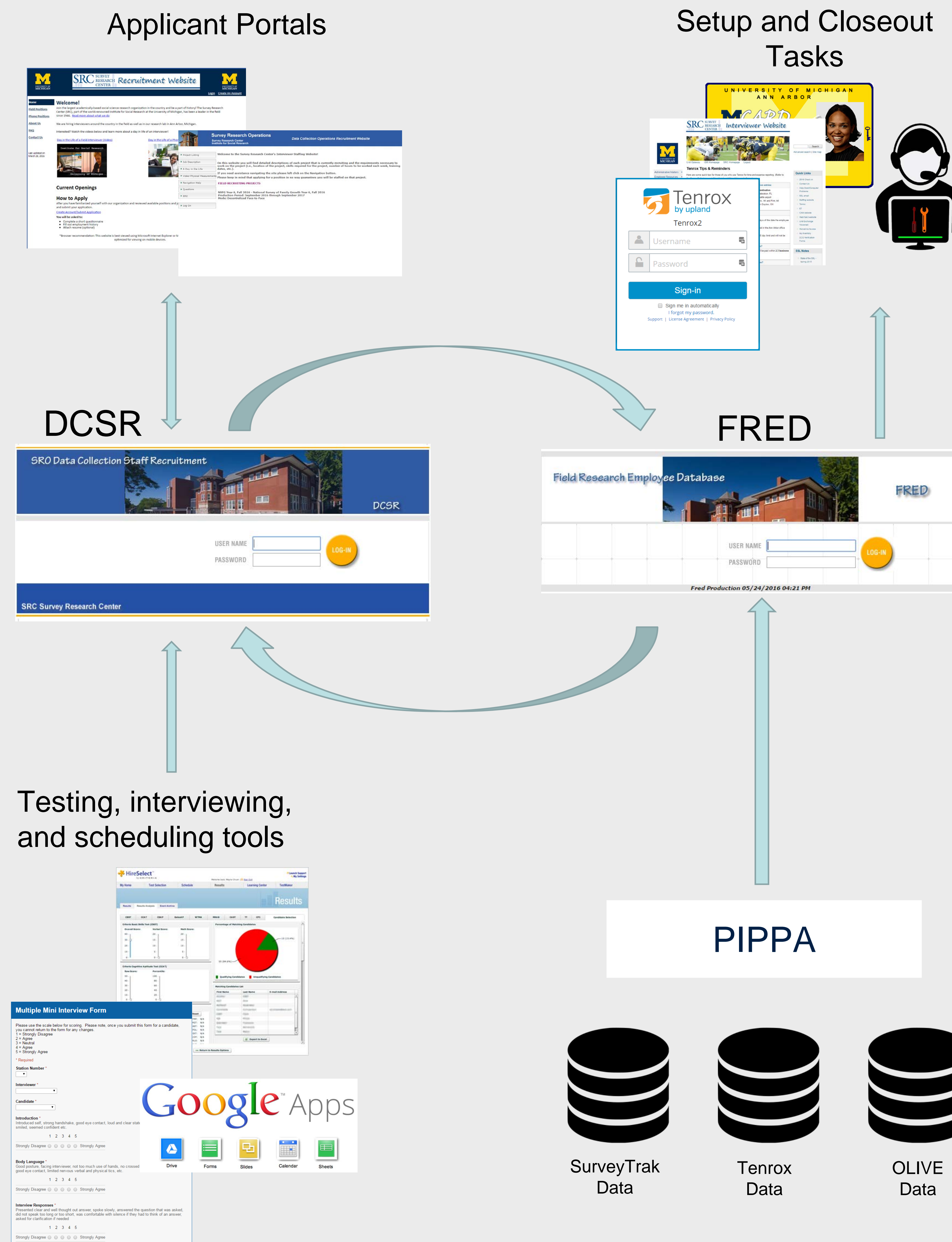
Recruitment & Hiring

Data Collection Staff Recruitment System (DCSR) – DCSR manages the interviewer recruitment process for both Field and SSL, as well as on-staffer staffing. DCSR includes:

• Project information, requirements
• Application
• Automated scoring and pass/fail screening questions
• Applicant communications
• Applicant interview scheduling
• Recruitment status
• Applicant mapping information

Data from other systems feeds into DCSR to manage the recruitment process:

• **HireSelect -** web-based pre-employment testing services

• **Qualtrics** – used by recruiters in the field to conduct electronic in-person applicant interviews

• **M+Google** – used for scheduling and conducting applicant interviews in the SSL

Applicant Portals

Setup and Closeout Tasks

DCSR

FRED

Testing, interviewing, and scheduling tools

PIPPA

SurveyTrak Data

Tenrox Data

OLIVE Data

Interviewer Management

Field Research Employee Database (FRED) – FRED interfaces with DCSR and is our contingent employee database, allowing historical documentation, management, and reporting of:

• Contact information
• Project assignments
• Training & experience
• Pay rate
• Project performance
• Assigned tech tools (e.g., laptop, cell phone, etc.)
• Employee issues (e.g., performance improvement plans)
• Administrative tasks

Production & Performance Management

Interviewer production and performance is monitored using numerous reports and systems such as WebTrak and PIPPA.

Performance Indicators and Project Production Assessments system (PIPPA) – PIPPA is part of WebLog. Field production management teams use PIPPA to monitor and assess interviewer performance. PIPPA summarizes data from:

• SurveyTrak
• Tenrox
• OLIVE

At the end of an assignment, PMs update a project performance indicator for each interviewer in FRED.