

## Advisory Board Meeting

September 10, 2025



# Ground Rules

## Questions:

Use the Chat feature in Microsoft Teams to ask questions. The Chat will be sent after today's meeting.

## Recording:

Today's meeting is recorded. A link to the recording and slides will be posted on the Resource Center.

## Captions:

A copy of today's meeting transcript can be requested from your Account Manager after the meeting.

## Agenda

1. Welcome
2. Merit Hiring Plan
3. Two-page Resume
4. USA Staffing Product Development
5. Online Help Upgrade (ZenDesk)
6. Upcoming Events





# Merit Hiring Plan

Bridget Dongarra

USA Staffing Program Manager

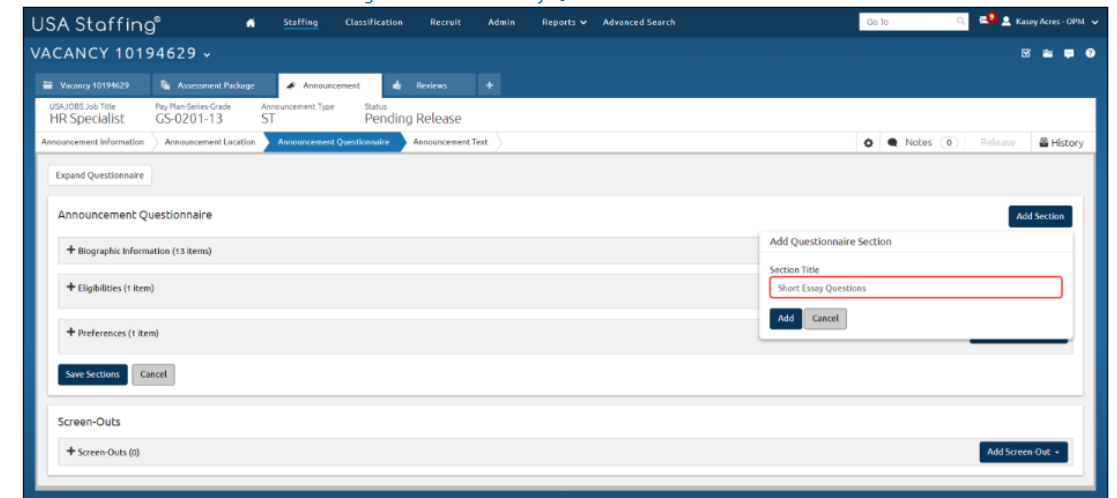
# Four Short Essay Questions Guidelines

- [Merit Hiring Plan Frequently Asked Questions](#)
  - Q26: “...If an applicant does not answer the questions along with their application, they are not disqualified or screened out.”
- [Additional Merit Hiring Plan Guidance on Using the Four Short Essay Questions](#)
- Online Help Topic on “[Adding Merit Hiring Plan essay questions](#)”

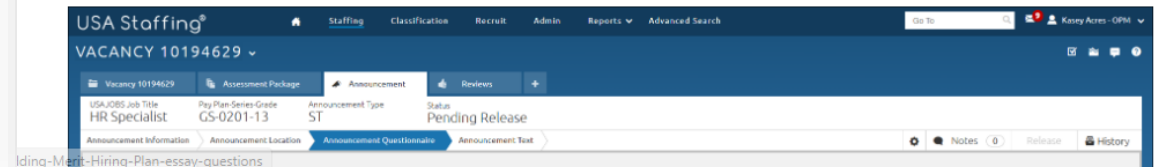
## Adding Merit Hiring Plan essay questions

3 hours ago · Updated

1. [Select an announcement.](#)
2. Select **Announcement Questionnaire**.
3. Select **Add Section**.
4. Enter the **Section Title**. We recommend using the name: Short Essay Questions.



5. Select **Add**.
6. Select **Add to Section**.
7. Select **Bundle**.



Adding-Merit-Hiring-Plan-essay-questions

# Four Short Essay Questions: “All items required” settings

- In Admin>Default Settings, the “Require completion of all announcement and assessment items” setting defaults all vacancies to require responses to all announcement and assessment questions for the selected Office.
- When enabled in the vacancy, this setting overrides item-level settings and makes all responses required prior to submitting – including the four short essay questions.
- **We will un-check this setting for all offices** to help agencies comply with OPM guidance, which says applicants may not be compelled to provide answer these questions.
- Changing the Admin setting will not affect existing vacancies. **Please check existing vacancies to ensure they are correctly configured.**
- Use item-level settings to require responses where needed.

The screenshot shows the USA Staffing Admin interface. The top navigation bar includes 'USA Staffing® Stage', 'Home', 'Staffing', 'Classification', 'Recruit', 'Admin', 'Reports', and 'Advanced'. The main header is 'ADMINISTRATION'. Below it, there are tabs for 'Admin Home' and 'Default Settings'. The 'Default Settings' page is divided into sections: 'Announcement Default Settings', 'Assessment Default Settings', 'Vacancy Default Settings' (which is active), 'Review Default Settings', and 'Applicant List Default Settings'. The 'Vacancy Default Settings' section includes an 'Office' dropdown menu set to 'Office Alpha'. Below this are sections for 'Application Screening' (with a checked checkbox for 'Screen out non-U.S. Citizens'), 'Application Confirmation Messages' (with checked checkboxes for 'Automatically respond to all submitted online applications with the selected notification template' and 'Display online application confirmation message'), and 'Questionnaire' (with unchecked checkboxes for 'Do not collect Veterans Preference', 'Do not collect Lowest Acceptable Grade', and 'Require completion of all announcement and assessment items'). The 'Require completion of all announcement and assessment items' checkbox is highlighted with an orange box and a callout line pointing to it.

# Rule of Many

Under the [Rule of Many](#), agencies may certify a “sufficient number” of candidates — not fewer than three — from the top of a ranked list, using one of four methods:

- **Cut-off score** based on job analysis data.
- **Cut-off score** based on business necessity.
- **Set number** of top-ranked candidates.
- **Set percentage** of top-ranked candidates.

Applicants are numerically scored (with veterans’ preference points applied where applicable) and listed in rank order.

The rule codifies the **Three Considerations Rule**, allowing removal of a candidate from further consideration after being legitimately considered three times for the same position.

43135

**Rules and Regulations** Federal Register  
Vol. 90, No. 171  
Monday, September 8, 2025

This section of the FEDERAL REGISTER contains regulatory documents having general applicability and legal effect, most of which are keyed to and codified in the Code of Federal Regulations, which is published under 50 titles pursuant to 44 U.S.C. 1510.

The Code of Federal Regulations is sold by the Superintendent of Documents.

**OFFICE OF PERSONNEL MANAGEMENT**  
5 CFR Parts 302, 332, and 337  
[Docket ID: OPM-2023-0015]  
RIN 3206-AN80

**Reinvigorating Merit-Based Hiring Through Candidate Ranking in the Competitive and Excepted Service (Rule of Many)**

**AGENCY:** Office of Personnel Management.  
**ACTION:** Final rule.

**SUMMARY:** The Office of Personnel Management (OPM) is issuing this final rule to implement changes authorized by the National Defense Authorization Act (NDAA) for Fiscal Year 2019 governing the selection of candidates from competitive lists of eligibles. These changes are meant to encourage the use of rigorous, merit-based candidate rankings when hiring in the competitive and excepted service. They also provide expanded flexibility to agencies in the selection of candidates under delegated examining procedures. These changes also affect how agencies select candidates for excepted service appointments.

**DATES:** This rule will be effective on November 7, 2025. Agencies must be in full compliance with this final rule not later than March 9, 2026.

**FOR FURTHER INFORMATION CONTACT:** Mike Gilmore by telephone at (202) 936-3261 or Katika Floyd by telephone at (202) 606-0960; by email at [employ@opm.gov](mailto:employ@opm.gov); by fax at (202) 606-4430; or by TTY at (202) 418-3134.

**SUPPLEMENTARY INFORMATION:** The

names, not less than three, from the top of the appropriate register or list of eligible candidates, to be considered for selection, using a cut-off score or other mechanism established by OPM known as the “rule of many.” The Act also affected how agencies may make selections under 5 CFR part 302, Employment in the Excepted Service.

On July 21, 2023, OPM issued a proposed rule at 88 FR 47059 to implement these provisions. First, OPM proposed to revise 5 CFR 332.404 to reflect the rule of many that the Act codified in 5 U.S.C. 3317(a). Instead of being required to select from among the top three candidates for each vacancy on a numerically ranked list, an official may select any eligible candidate on the certificate of eligibles.

The Act also codified at 5 U.S.C. 3318(e) the long-standing practice of applying the “three considerations rule.” Under numerical rating and ranking selection procedures, the three considerations rule found in 5 CFR 332.405 allows an appointing officer to remove a candidate from further consideration if they have considered that candidate three times for three separate appointments from the same or different certificates for the same position and makes a valid (legal) selection of another candidate each time. OPM proposed that, when making multiple selections from a certificate under the rule of many, starting with the fourth selection, the three considerations rule would allow one individual to be removed per selection.

Under the Act, these provisions also apply to the excepted service. Accordingly, OPM proposed conforming edits to 5 CFR part 302.

The 60-day comment period for the proposed rule lasted from July 21, 2023, to September 19, 2023. During that time, OPM received a total of 15 sets of comments from individuals, federal agencies, and organizations. In the first section below, we discuss comments that address topics related to the rule as a whole. In the sections that follow, we address comments related to specific

individual expressed frustration that a lack of resources prevents agencies from providing meaningful comment on the rule but noted that the current hiring process is so cumbersome as to “not be [ ] worth the effort.” (OPM-2023-0015-0002) OPM will not address this comment because it is beyond the scope of the rulemaking.

An organization proposed the establishment of an Office of the Ombudsman with authority to investigate individual candidates’ complaints against maladministration. It felt that this office could also provide a more transparent look into federal hiring decisions. (OPM-2023-0015-0015) OPM does not believe it is necessary to require agencies to establish an Office of the Ombudsman to investigate individual candidate complaints with respect to the application of the rule of many or the three considerations rule. OPM notes the three considerations rule applied to the rule of three process for decades and did not require an Office of the Ombudsman. Further, removal of a candidate from consideration under the three considerations rule must be documented and added to the examining case file, which must be audited by the Delegated Examining Unit in accordance with the agency’s Delegated Examining Agreement and the Delegated Examining Operations Handbook<sup>1</sup> (DEOH). A candidate may ask a hiring agency about the status and disposition of the application submitted and the non-selection. Lastly, because this provision is discretionary on the part of hiring agencies, a requirement to establish an Office of the Ombudsman may be overly burdensome and discourage use of this flexibility.

An organization commented that OPM should use this rulemaking as an opportunity to promote skills-based hiring, assessments, and efficient processes. The organization added that the federal government will reap the most benefit from the rule of many when agencies have access to and use high-quality technical assessments to

# New MHP Resources and Training Available

- [Answers to Frequently Asked Questions](#)
- [Job Titling Guidance in Alignment with Executive Order 14170 and the Merit Hiring Plan](#)
- [OPM Merit Hiring Learning Series | Eventbrite](#)

## Merit Hiring Plan Resources

Overview

Training & Learning Series

Assessment

Job Application Process

Pooled Hiring

### Overview

In response to the President's direction in Executive Order 14170 titled, "Reforming the Federal Hiring Process and Restoring Merit to Government Service," the Domestic Policy Council and the U.S. Office of Personnel Management (OPM) issued a [Merit Hiring Plan](#) (May 29, 2025). This new plan is an ambitious overhaul of federal hiring processes to restore accountability, ensure merit-based recruitment, and attract top talent to the federal government. It modernizes recruitment practices, eliminates outdated barriers, and reaffirms the foundational principle that federal employment is based on skill, dedication, and a commitment to American ideals. The plan includes the following appendices:

1. HR Best Practices That Agencies Must Adopt
2. Primer on Custom Job Postings
3. Table of Current Federal Hiring Authorities
4. The 135 Job Series for Which USA Hire Currently Has Validated Assessments
5. Overview of Technical and Alternative Assessments
6. OPM Resources for Agencies to Maximally Adopt Technical and Alternative Assessments
7. Primer on USA Hire

[Merit Hiring Resources Page](#)

# Merit Hiring Learning Series: USA Hire

## USA Hire Interview and Custom Assessments

USA Hire Interview provides a platform for agencies to conduct virtual interviews. USA Hire also supports agencies specific assessment needs for mission-critical positions through custom assessments.

**When:** Wed, September 10<sup>th</sup> 3:30-4:30 PM ET

**Registration Link:** [EventBrite](#)

## USA Hire Standard Assessments

The USA Hire Standard Assessments cover 135 job series for non-supervisory positions. These assessments measure general competencies related to the position, based on government-wide job analysis. This session will also highlight the new Early Career Talent Assessment.

**When:** Thurs, September 11<sup>th</sup> 2:00-3:30 PM ET

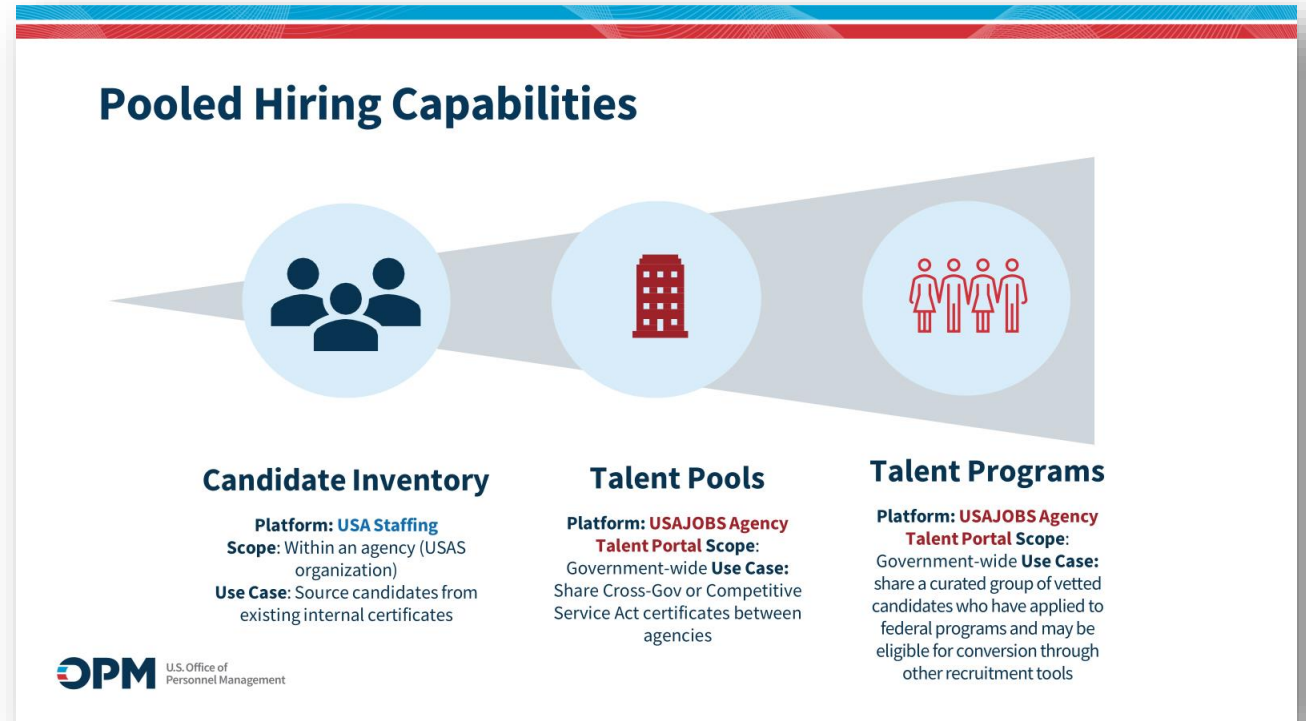
**Registration Link:** [Eventbrite](#)

# Merit Hiring Learning Series: Pooled Hiring

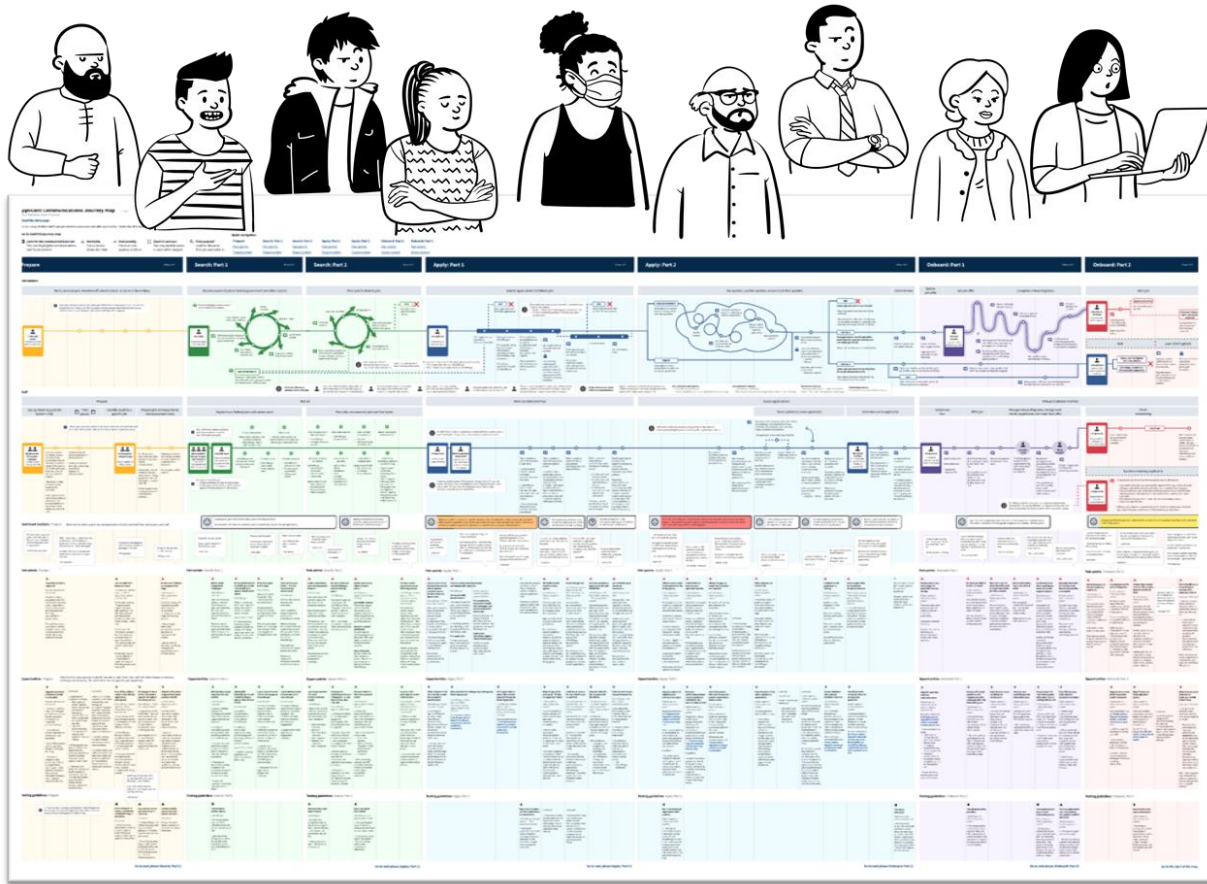
This session will educate attendees on an overview of pooled hiring, such as the benefits, the authorities that allow pooled hiring and the OPM tools that facilitate pooled hiring.

**When:** Monday, September 15<sup>th</sup>  
1:00 pm – 2:30 pm ET

**Registration URL:** [Pooled & Shared Hiring \(including Candidate Inventory\)](#)



# Improving Announcement and Notifications Content – Special Session for Office Admins



**When:** Wednesday, October 1, 2025 at 2pm ET

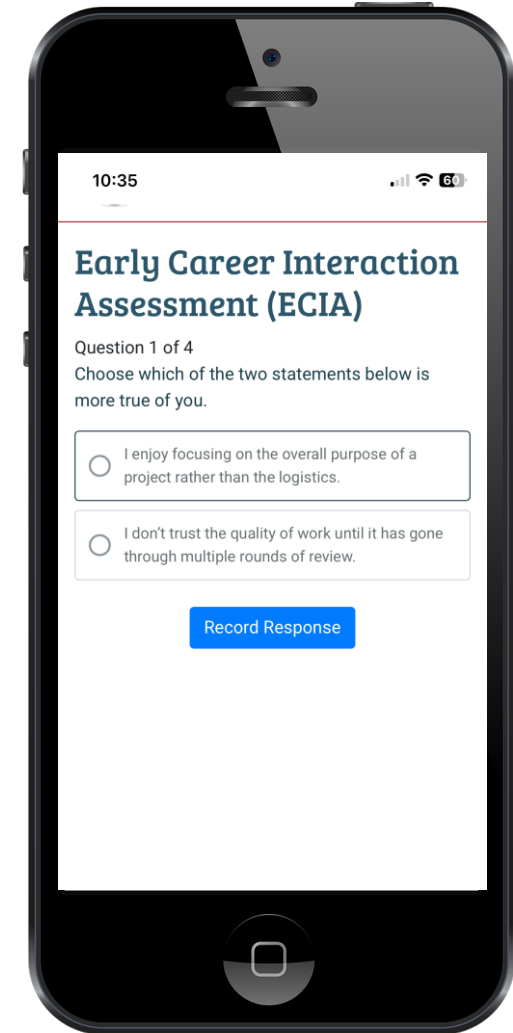
**Audience:** Agency's USA Staffing Office Administrators and Super Users who manage templates will receive a calendar invite

## **Agenda:**

- Present research findings about improving applicant communication
- What agencies can (and should!) do to improve applicant communication

# Early Career Talent Assessment (ECTA)

- Included with USA Hire Standard starting in FY26 Q1.
- Assessment will be available for all student trainee job series:
  - Series: 0099-2299
  - Grades: 3, 4, 5, 7, 9, & 11
- Designed for applicants to complete either on a mobile device or laptop/desktop computer





# Two-page Resume

Megan Arens, USAJOBS Customer Experience Manager

# Two Page Resume Limit

- The Merit Hiring Plan requires federal agencies to limit resumes to two pages
- USAJOBS will implement changes that ensure all applicant resumes are two or fewer pages on **September 27, 2025**
  - Includes resumes stored in a job seeker profile, new uploaded resumes, resume builder resumes, and searchable resumes in the Agency Talent Portal
- OPM will publish guidance on the two-page resume limit soon
- USAJOBS is informing job seekers through:
  - Banners notifying job seekers of the upcoming resume change
  - Updated Help Center content
  - Updated sidebar help content where resumes are created/uploaded
  - Posts on the resume change and other best practices on the USAJOBS's LinkedIn page (follow us here [USAJOBS | LinkedIn](#))
  - *Future*: Emailing job seekers who have searchable resumes informing them of the new two-page resume limit

# Existing Resumes Stored in Seeker Profiles

- USAJOBS will NOT delete or remove any job seeker profile data or resumes.
- USAJOBS will validate the page length of all existing resumes stored in the job seeker's profile (uploaded and builder resumes).
- The job seeker will need to take action on resumes stored in their profile based on the resume length and status (e.g., Ready for use, too long, etc.).
- Job seekers will need to mark a new two-page resume searchable.

USAJOBS

Resumes & documents

Resumes Other documents

### Add a resume to your profile

You can add up to 5 resumes.

Upload a resume Build a resume

#### Why build a resume on USAJOBS?

- Federal jobs sometimes require more information than private sector jobs. Resume builder walks you through the process.
- Start your resume with your USAJOBS profile information.
- You can easily make copies and customize your resume for different jobs.
- Some hiring managers prefer resumes built in USAJOBS. Check the job announcement.

#### Make a resume searchable

If you make a resume searchable, your profile is automatically searchable too. Recruiters can match your background with the jobs they're looking to fill.

- <Title of resume at or less than 2 pages> Delete More  
Built on 01/01/25  
Searchable until 01/01/26 Edit
- <Title of resume at or less than 2 pages> Delete  
Uploaded on 01/01/25  
Ready for use Make searchable Download
- <Title of incomplete/unpreviewed resume> Delete More  
Built on 01/01/25  
Incomplete  
This resume is incomplete. Fill out all required sections and preview it to make sure it doesn't exceed two pages. Make searchable Edit
- <Title of resume over 2 pages> Delete More  
Built on 01/01/25  
Too long  
This resume is over two pages and you can't use to apply. You must edit it to two pages or less. Make searchable Edit

#### Help

##### Resume limited to two pages

Federal agencies will only accept resumes up to two pages in length to comply with [Executive Order 14170](#) and the [Merit Hiring Plan](#). [Learn more about this new requirement.](#)

##### What to not include in your resume

- Classified or government sensitive information
- Social Security Number (SSN)
- Photos of yourself
- Personal information, such as age, sex, religious affiliation, etc.
- Password-protected documents

##### What file types can I use?

<Content in review>

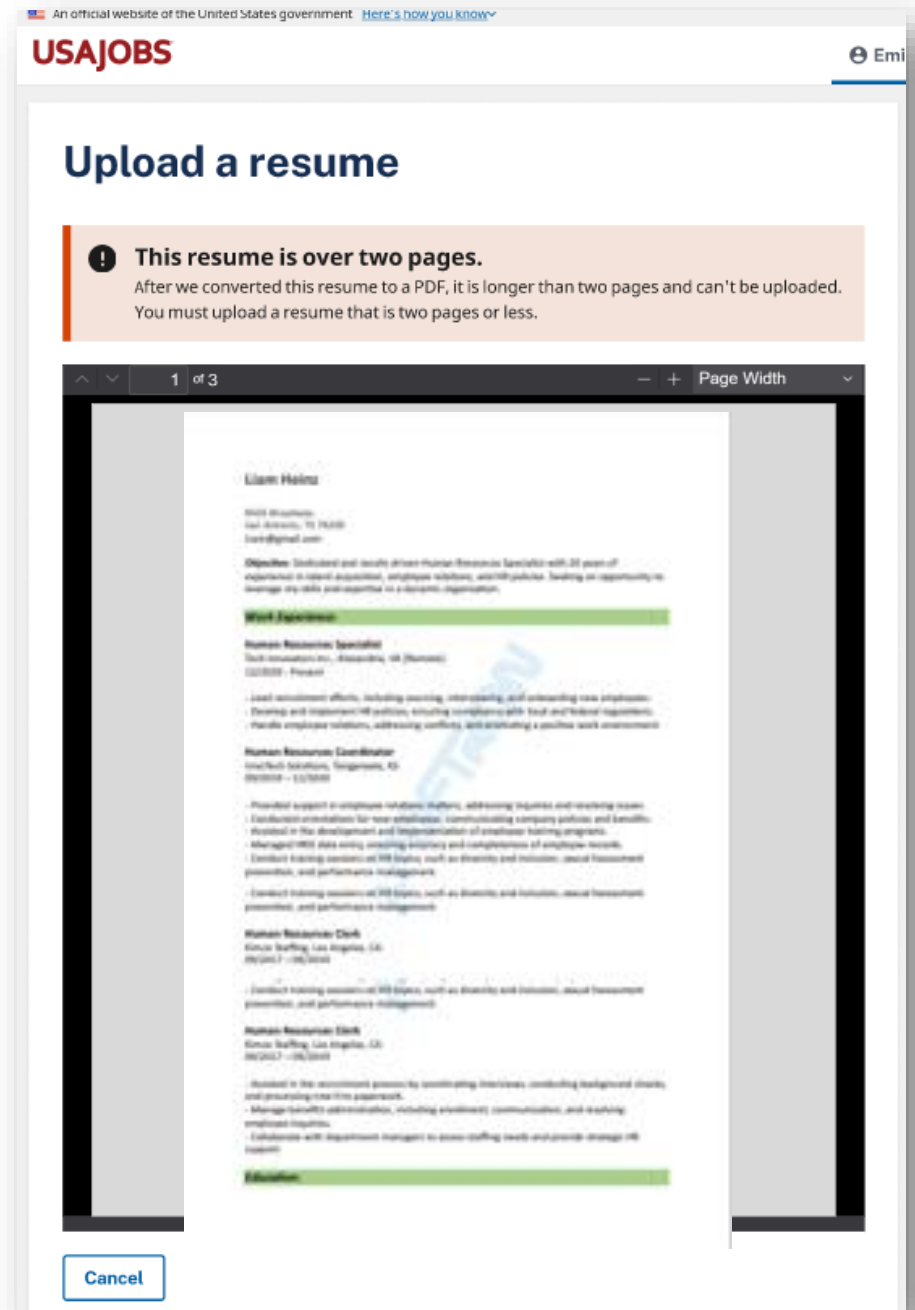
##### Additional help

- [What should I include in my resume?](#)
- [How to make your resume and profile searchable.](#)
- [What types of documents might I need to provide?](#)

*This is a mock-up and subject to change.*

# New Resumes Uploaded to Seeker Profiles

- After the two-page resume requirement goes into effect, all new uploaded resumés to USAJOBS will be converted to PDF before being accepted into the job seeker's profile
- USAJOBS will continue to accept the current file formats and current file size limits will still apply
- The job seeker must review the pdf version of their uploaded resumé before they can save it in their profile
- USAJOBS will not allow the resume to be saved in the profile if it exceeds two pages



# Resume Builder Resumes

USAJOBS will streamline the layout of the resume builder and convert all builder resumes to PDF. The following fields will be available in USAJOBS builder resumes\*:

- **Required fields:**
  - Contact information: Name and how best to contact you (email and phone)
  - Relevant work experience: should align to the JOA and address all required qualifications and include job title, employer, start/end dates, number of hours worked per week
  - Education, certification or licensure: If required, education should include school/institution name, completion date, degree type and cumulative GPA
- **Optional fields:** current security clearance, job-related training, language skills, organizations/affiliations, professional publications and references
- **Removed fields:** availability, location preferences, salary, street address

*\*Applicants will be guided to include this same content in uploaded resumes to drive consistency.*

# Resume Builder Mock-up

USAJOBS Emily Events Help Center Search

## Build a resume

[Save progress and return to documents](#)

Resume name \*  
 Update resume name

### 1 Relevant work experience

You may add up to 10 entries.

- + **<Job title>**  
**<Federal employer name>** ↓  
May 2022 - May 2025
- + **<Job title>**  
**<Non-federal employer name>** ↑ ↓  
May 2022 - May 2025
- + **<Job title>**  
**<Non-federal employer name>** ↑  
May 2022 - May 2025

Add work experience

### 2 Education, certification or licensures

You may add up to 10 entries.

- + **<Degree or level attained>**  
**<School or program name>** ↓
- + **<Degree or level attained>**  
**<School or program name>** ↑ ↓
- + **<Degree or level attained>**  
**<School or program name>** ↑

Add education

### 3 Job-related training (optional)

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Edit job-related training

### 4 Language skills (optional)

You may add up to 10 entries.

- + **<Language>** ↓

#### Help

Create your resume using the USAJOBS resume builder. We'll guide you through the process of adding your educational background, work experience, references, language skills, professional affiliations and any additional info you think will strengthen your resume.

#### Resumes soon limited to two pages

Starting end of September 2025, federal agencies will only accept resumes up to two pages in length to comply with [Executive Order 14170](#) and the [Merit Hiring Plan](#).  
[Learn more about this new requirement.](#)

# Builder Resume PDF Mock-up

**[Name]**

**Phone:** [Phone number] **Email:** [Email address]

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## Relevant work experience

<b>[Formal job title]</b>   [Employer name]   [City/Town if provided], [State if provided] [Country if provided]	<b>[Start date] - [End date]</b> <b>Hours per week:</b> [avg. work hours per week]
[Duties, Accomplishments and Related Skills]	
<b>[Formal job title]</b>   [Employer name]   [City/Town if provided], [State if provided] [Country if provided]	<b>[Start date] - [End date]</b> <b>Hours per week:</b> [avg. work hours per week]
<b>Series:</b> [Series if provided] – <b>Grade:</b> [Grade if provided]	
[Duties, Accomplishments and Related Skills]	

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## Education, certification or licensures

<b>[School or program name]</b> , [City/Town], [State] [Degree or level attained]   <b>GPA:</b> [GPA if provided] of a maximum [of GPA Max. if provided]   <b>Credits Earned:</b> [Total credits earned if provided] <b>Major:</b> [Major if provided]   <b>Minor:</b> [Minor if provided]   <b>Honors:</b> [Honors if provided] [Relevant coursework, certifications, or licensures if provided]	<b>Completion date:</b> [Completion Date]
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## Job-related training

[Job related training]

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## Language skills

[Name of language]	<b>Spoken:</b> [Spoken skill]   <b>Written:</b> [Written skill]   <b>Read:</b> [Reading skill]
[Name of language]	<b>Spoken:</b> [Spoken skill]   <b>Written:</b> [Written skill]   <b>Read:</b> [Reading skill]

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## Professional publications

[Professional Publications]

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## Additional information

[Additional information]

# Searchable Resumes and Campaigns in Agency Talent Portal (ATP)

- All searchable resumes and resumes added to campaigns will expire from the Agency Talent Portal on 9/27/25
- ATP users can export candidate information from campaigns and save resumes before resumes expire on 9/27/25
- USAJOBS is communicating with job seekers who have a searchable resume to take action on the resumes stored in their profile and mark one resume searchable after 9/27/25; ATP will be re-populated with searchable resumes in real time
- Resumes in ATP Talent Pools and Talent Programs will not expire
  - Agencies may continue to consider applicants with resumes longer than two pages in existing Talent Pools and Talent Programs
  - The two-page resume requirement will apply to all new Talent Pools created after 9/27 and all candidates added to Talent Programs after 9/27

# Timeline for Agency Action



**Beginning 8/20/25**

- USAJOBS prepares agencies and job seekers for two-page resume solution

**Monday 9/15/25**

- USAJOBS releases the two-page resume solution in UAT
- Agency customers can try out the new two-page resume feature in UAT; send any questions or concerns to:  
[USAJOBSEngagement@opm.gov](mailto:USAJOBSEngagement@opm.gov)

**Friday 9/26/25**

- **Agencies must close all JOAs** that accept applications via USAJOBS on or before this date, including Open Continuous JOAs
- ATP users can download resumes or export candidate contact information from campaigns before this date

**Saturday 9/27/25**

- USAJOBS releases the technical two-page resume solution
- All searchable resumé and campaigns expire from ATP

**Monday 9/29/25**

- **Agencies may commence opening new JOAs.** The requirement for submitting a two-page resume should be clearly stated in the “How to Apply” or “Required Documents” sections of all JOAs that open on or after 9/29/25
- Agencies should encourage job seekers to mark a new resumé searchable
- Agencies may start resumé mining and creating new campaigns

If a JOA opens before 9/26/25, ensure it fulfills the required minimum open period.

# Two Page Resume: USA Staffing Applicant Experience

The screenshot displays the USA Staffing application interface. At the top, there are navigation tabs for 'Application', 'Documents', and 'Review & Submit'. The user is identified as 'Nancy Park'. The OPM logo and 'U.S. Office of Personnel Management' are visible on the left. The main content area shows 'Application Progress' with a progress bar and details for the position: 'Laundry Folder' at the 'Office of Personnel Management' with announcement number '12342-CM-25-10070814' and an open period from 'Tuesday, April 22, 2025 to Saturday, February 28, 2026'. The application package status is 'Application Ready to Submit'. Below this, a 'Documents' section provides instructions on assigning supporting documents. A table lists 'Accepted Documents' and 'Available Documents'. An 'Upload Document' dialog box is open, prompting the user to select and name a document to upload, with fields for 'Document Name', 'Document Type', and 'Selected File'.

Accepted Documents	Available Documents
Resume (required) <small>Resumes can only be modified on USAJOBS</small>	Professional Resume - View
Supporting Documents	Available Documents
Cover Letter	Cover Lett
DD-214/ Statement of Service	DD-214 - V
Disability Letter (Schedule A)	
Disability Letter (VA)	

- A single resume brought from USAJOBS will be assigned to the 'Resume' document type and cannot be changed.
- Applicants are instructed to return to USAJOBS to make any needed changes to resumes.
- Applicants may not upload a Resume directly in USA Staffing's Application Manager.
- Other document types may be uploaded as usual.



# Product Development Updates

Jenn Reaves, USA Staffing Product Manager

# Texting Update



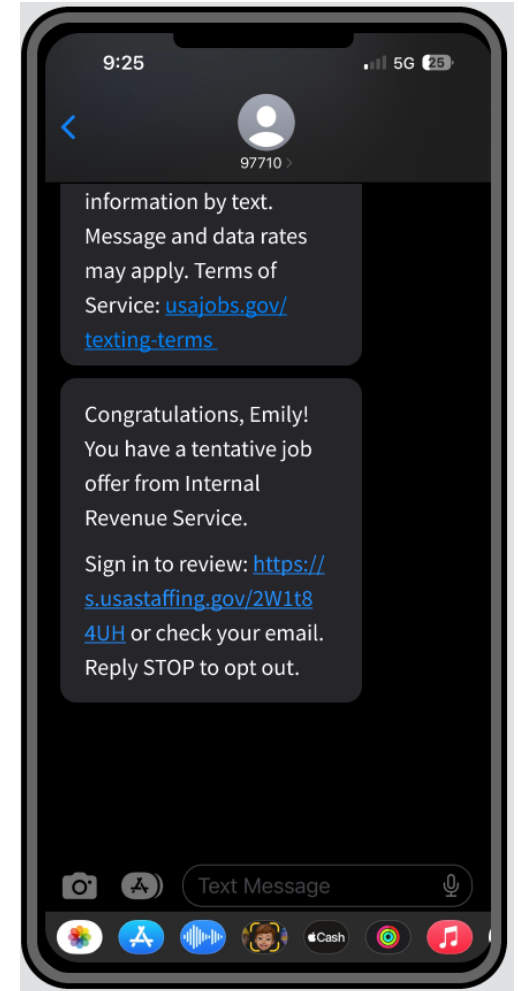
## Texting Objective

**Feature Goal:** Enable SMS text messages to New Hires to increase response rate and decrease response time for Tentative Job Offers. We expect this will help decrease overall time to hire and improve candidate engagement in the onboarding process.



**Expected Delivery**  
**September 2025**

- Job Seekers opt-in via their USAJOBS profile to receive SMS text messages
- SMS text messages will add to, and not replace, email notifications
- Only Tentative Job Offers trigger SMS text messages at this phase
- Agencies may opt-in/out at Customer and New Hire levels
- Check out the [August 27 Customer Sprint Review](#) for a recorded demo



# Texting Default Settings for Customers & New Hires

USA Staffing®

ADMINISTRATION

Customer Admin

Coffee Expert September

Edit Customer

Customer Information Onboarding Defaults

Default Agency Information

Agency/Department Bureau/Division

Activity/Unit Name

Default Contact Information

HR Contacts Benefits Contacts

Additional Contacts

Default Activity Summary

Frequency

Select how often new hires will receive the Activity Summary email

Monday / Wednesday / Friday

Never

Content

Task - Upcoming and Overdue Active Tasks

NEW HIRE BILLY GRENZ

Overview Assignments Questionnaires Position Information

Email: MDAVISOPM+BILLY1@GMAIL.COM

New Hire #: H66CH-BYNT

Projected EOD Date: --

Position Title: Business Analyst

Pay Plan-Series-Grade: GS-1082-12

Step: --

Customer: Customer 2 - Linked to Offices A B

Office: Office A

Onboarding Information Notification History Data Transmission History

Summary

Offer Information

Invitation: --

Tentative Offer

Text Alert:

Official Offer: --

Position Information

Position Description #: 123

Position Sensitivity and Risk: --

Default Text Alert (Tentative Offer Only)

Enable Text Alert for this customer

Enable this option to automatically elect all new hires associated with this customer to receive text alerts. You can disable the text alert for new hires in their individual records. Note: New hires must also opt-in to receiving text alerts within their USAJOBS profile.

- When Customer setting is toggled on, all new hires associated with the Customer will receive a text alert when the TJO is sent, assuming they have opted in to receive text alerts within their USAJOBS profile.
- All Customers have this setting toggled on by default.
- New Hire toggle allows HR to disable texting for an individual person.

Default Settings Deployed  
September 3, 2025

# Applicant Notification Requirements

## Delegated Examining Handbook

You are required to communicate with applicants in a timely manner on at least four touch-points. The four touch-points are:

1. When the application is received.
2. When the application is assessed for basic eligibility and minimum qualifications for the job after all applications have been assessed.
3. When applications are referred or certified (or not) to the hiring manager.
4. When a selection is made (or not) for the position or the job is canceled.

## Merit Hiring Plan

To improve communication with candidates throughout the hiring process, OPM will require automatic generation of USAJOBS and USA Staffing notifications for applicants at key stages of the hiring process, instead of relying on agency HR professionals to send notifications.

# Applicant Notifications Sent in FY24



Application Received

1

Application submitted (already automated)



Notice of Results

2

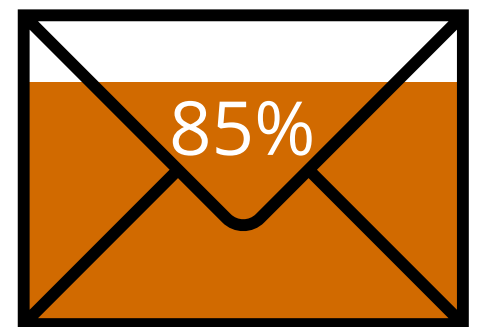
Notifies applicants of their current (often tentative) record status (i.e., eligible, ineligible) for each grade level



Notice of Referral

3

Notifies applicants whether they made a certificate/referral list



Disposition

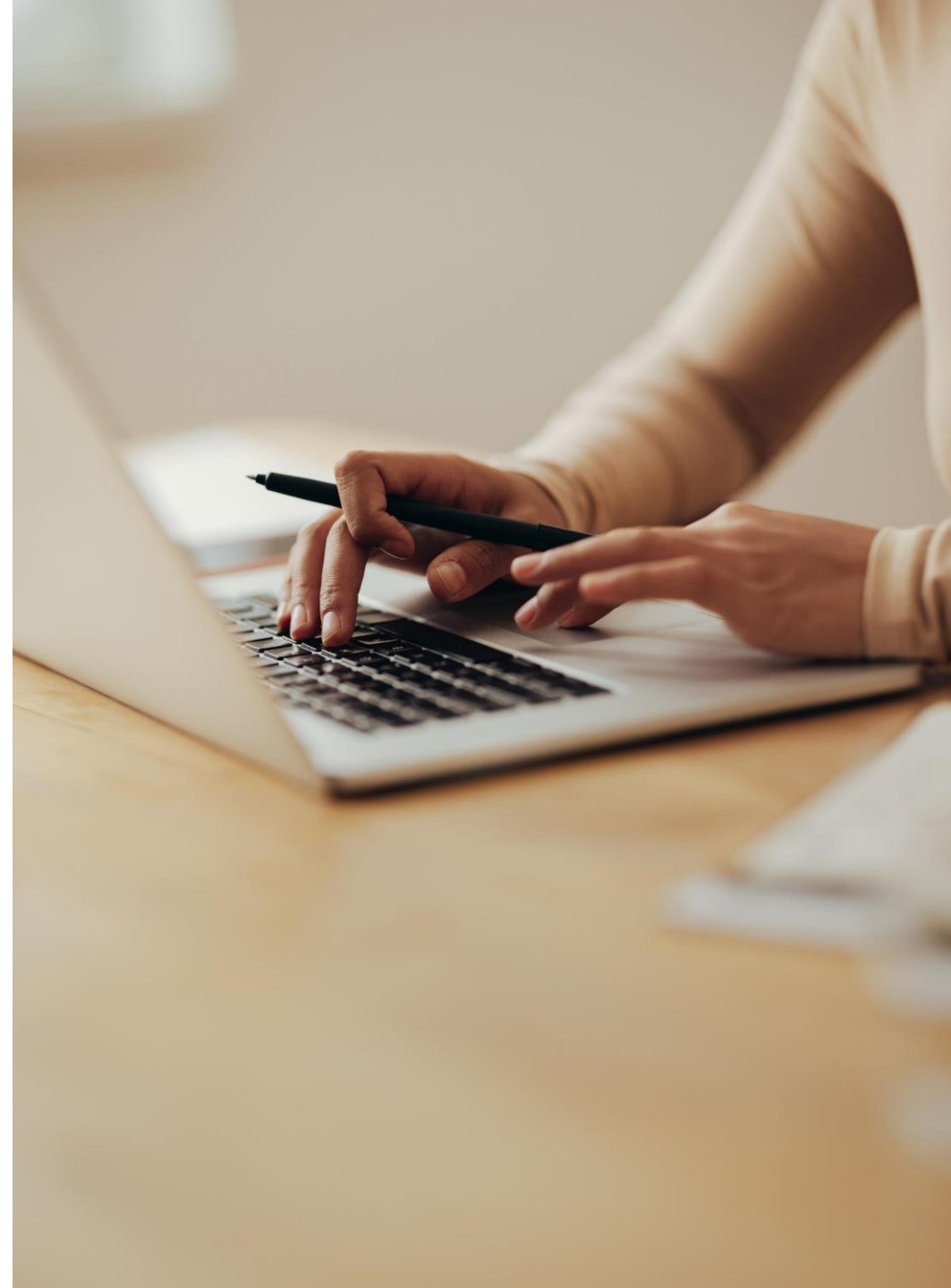
4

Hiring Complete

Often combined into a single notification

## **To provide applicants timely and consistent final status updates...**

USA Staffing will automate "Disposition" emails when hiring is complete. This will improve the applicant experience, reduce inquiries to HR, ensure compliance with the Merit Hiring Plan's guidance on notifications, and bring applicant notifications full circle through the hiring process.



# Automating Disposition Letters

- When HR marks Hiring Complete, they will be prompted to confirm they wish to update the USAJOBS status for this vacancy and send disposition letters.
- Logic for determining who receives disposition letters is the same as clicking the 'Send Remaining' button.

The screenshot displays the USA Staffing web application interface. At the top, the navigation bar includes 'USA Staffing', 'Development', and various menu items like 'Staffing', 'Classification', 'Admin', 'Reports', and 'Advanced Search'. The main header shows 'VACANCY 10070836'. Below this, there are tabs for 'Vacancy 10070836', 'Assessment Package', and 'Announcement'. The 'Announcement' tab is active, showing details for 'USAJOBS Job Title: Test', 'Pay Plan-Series-Grade: GS-0301-11', and 'Announcement Type: DE'. A confirmation dialog box is overlaid on the screen, titled 'Confirmation', with the text: 'You are about to change the status to Hiring Complete. This action will send a OPM Disposition Letter only to applicants who have not yet received a disposition notice and will update the USAJOBS Job Status to Hiring Complete. This cannot be undone. Do you want to proceed?' with 'Yes and send notifications' and 'Cancel' buttons. Below the dialog, a notification banner states: 'The hiring manager returned one or more selections which require your attention'. The main content area is divided into two sections. On the left, 'Applicants (4)' is shown with a search filter and a table of applicants. On the right, 'TOUCHPOINT NOTIFICATIONS SENT' shows progress bars for 'APPLICATION RECEIVED' (100%), 'NOTICE OF RESULTS' (100%), 'NOTICE OF REFERRAL' (100%), and 'FINAL DISPOSITION' (0%), with a 'SEND REMAINING' button. Below this, the 'USAJOBS JOB STATUS' is 'Reviewing applications', and a 'MARK HIRING COMPLETE' button is highlighted with an orange box.

Name	Email	RSC - Applicant Status			
Chapel, Christine	testingstuart+nursechapel@gmail.com	HH	✓	🚩	🔗
Jones Hewson, Paul David	pdjoneshewson@gmail.com	AC	✓	🚩	🔗
Merritt, Chris	will.grenz.test+chris@gmail.com	HH	✓	🚩	🔗

# New default Disposition Notice settings

USA Staffing®

VACANCY 10070770

Office: San Francisco Services Branch  
Customer: Customer A  
Hiring Official: Jordan Chen

USAJOBS Job Title: Taste Tester  
Pay Plan-Series-Grade: GS-0023-9  
Announcement Type: DE-ST

Application Screening

Age Screening

Do not collect age information  
 Collect age information

Use Minimum Age  
28

Use Maximum Age  
70

Use Effective Age (Calculated by subtracting Qualifying Experience from actual age)  
 Do not screen out applicants who fail to meet age requirement(s)  
 Exclude Veterans from calculation and screening  
 Exclude Land Management Workforce Flexibility Act Eligibles from calculation and screening

Citizenship Screening

Screen out non-U.S. Citizens

Case File Retention

Vacancy is under litigation - Do not archive  
 Administrative Careers with America (ACWA) position - Do not archive

Application Confirmation Messages

Application Received

Automatically respond to all submitted online applications with the selected notification template  
Application Received Notification Template A

Display online application confirmation message  
Thank you for your application.

Disposition Notice

OPM Disposition Letter

- The selected template will automatically be sent to applicants when hiring is marked complete.
- A new system-level Disposition Template will be the default for all vacancies and offices when this feature is released.
- You may change vacancy and office defaults to your preferred template.

USA Staffing®

ADMINISTRATION

Default Settings

Announcement Default Settings | Assessment Default Settings | Vacancy Default Settings | Review Default Settings

Office: Office A

Application Screening

Citizenship Screening

Screen out non U.S. Citizens

Application Confirmation Messages

Application Received

Automatically respond to all submitted online applications with the selected notification template  
Application Received Notification Template A

Display online application confirmation message  
Thank you for your application.

Disposition Notice

OPM Disposition Letter

Application Application Processing

Questionnaire Settings

Do not collect Veteran's Preference  
 Do not collect Lowest Acceptable Grade

# System-level Disposition Templates



# Proposed Changes to Conditional Document Default Settings

When conditional documents are enabled, USA Staffing does not allow applicants to submit applications until they upload documents aligned to the eligibilities and/or Veterans' Preference they have claimed.

When used, they have a significant impact on the number of applicants HR must review for min quals.

**50%** more applicants are manually screened out for missing documents in offices where this setting is not used

We plan to default these settings **ON** for all offices. **Please let your Account Manager know if you have concerns by October 15, 2025.**

The screenshot shows the USA Staffing Administration interface. The top navigation bar includes 'USA Staffing', 'Stage', 'Staffing', 'Classification', and 'Recruit'. The main header is 'ADMINISTRATION'. Below this, there are tabs for 'Admin Home' and 'Default Settings'. The 'Default Settings' section is active, and the 'Vacancy Default Settings' tab is selected. The settings are organized into sections: 'Office' (with a dropdown menu showing 'Office Alpha'), 'Application Screening' (with a checked checkbox for 'Screen out non-U.S. Citizens'), 'Application Confirmation Messages' (with checked checkboxes for 'Automatically respond to all submitted online applications with the selected notification template' and 'Display online application confirmation message'), and 'Application Submission' (with checked checkboxes for 'Require Veterans' Preference supporting documents for application submission' and 'Require eligibility supporting documents for application submission').

- Require Veterans' Preference supporting documents for application submission
- Require eligibility supporting documents for application submission



# Probationary & Trial Period Documentation for New Hires

# Probationary & Trial Period Documentation for New Hires

On August 7th, OPM released [Updated Guidance on President Trump's Executive Order Strengthening Probationary Periods in the Federal Service](#) to support the April 24th Executive Order 14284 [Strengthening Probationary Periods in the Federal Service](#).



## UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Washington, DC 20415

August 7, 2025

Memorandum for Chief Human Capital Officers

From: Veronica E. Hinton  
Associate Director  
Workforce Policy and Innovation

Subject: **Updated Guidance on President Trump's Executive Order *Strengthening Probationary Periods in the Federal Service***

On April 24, 2025, President Trump signed an Executive Order (EO) 14284 entitled, "[Strengthening Probationary Periods in the Federal Service](#)." The EO establishes rules and policies for managing probationary and trial periods across both the competitive and excepted services. On April 28, 2025, the Office of Personnel Management (OPM) issued [initial guidance](#) to assist agencies implement the new requirements of the EO.

We are issuing updated questions and answers (Qs and As) in Appendix A, and revising Appendices B, C, and E, in part, to clarify the factors used to determine if continued employment is in the public interest. In addition, we are providing new templates (Appendices G, H, and I) which may be used, at the agency's discretion, for communicating the new probationary/trial period requirements to new employees. We are attaching appendices included in the initial guidance along with the new and revised appendices for your convenience.

cc: Deputy Chief Human Capital Officers (CHCOs) and Human Resources Directors

Attachments:

Appendix A: (*Updated*) - Questions and Answers on the New Probationary and Trial Period Requirements

Appendix B: (*Updated*) - Sample Certification Determination Notice

Appendix C: (*Updated*) - Sample Certification Notification to Employee

Appendix D: Sample Petition to the Director of OPM to Reinstate an Employee

Appendix E: (*Updated*) - Sample Notice to Probationary and Trial Employee of Termination Date

Appendix F: New Civil Service Rule XI Created by Strengthening Probationary Periods in the Federal Service

Appendix G: (*New*) - Sample Statement to be Incorporated into Pre-Employment or Onboarding Documentation

Appendix H: (*New*) - Sample Statement to be Incorporated into Pre-Employment or Onboarding Documentation

Appendix I: (*New*) - Sample Statement to be Incorporated into Pre-Employment or Onboarding Documentation

# New System-level Onboarding Tasks

- Can be assigned to new hires and/or added to existing workflows
- When assigned, the new hire reads the condition of employment statement and agrees to understanding and acknowledges the condition of employment by completing the task
- No wet or electronic signature is captured, but completion of the task is captured as part of the new hire record

USA Staffing® Stage Administration

Task Administration

Manage Tasks

Task Definitions (2)

Task Name	Type	Purpose	Status	Owned By
Acknowledge 1-year Probationary Period	General	Onboarding	Published	New Hire
Acknowledge 2-year Trial Period	General	Onboarding	Published	New Hire

USA Staffing® Stage Administration

Acknowledge 1-year Probationary Period

Task Name: Acknowledge 1-year Probationary Period

Task Instructions: Alt+0 opens the Accessibility Instructions dialog window

As a condition of employment for accepting this position, you will be required to serve a 1-year probationary period during which we will evaluate your fitness and whether your continued employment advances the public interest. In determining if your employment advances the public interest, we may consider the following:

- performance and conduct;
- the needs and interests of the agency;
- whether your continued employment would advance organizational goals of the agency or the Government; and
- whether your continued employment would advance the efficiency of the service.

Upon completion of your probationary period your employment will be terminated unless you receive certification, in writing, that your continued employment advances the public interest. If you do not receive certification for continued employment, you should receive written notice prior to the end of your probationary period that your employment will be terminated and the effective date of such termination.

By marking this task complete, you are indicating you understand and acknowledge this condition of employment.

Purpose: Onboarding, Owned By: New Hire, Status: Published, Task Type: General

Allow this task to be assigned to candidates with a return status of Vetting?  Yes  No

Add a Task Results Set to this Task Template?  Yes  No

Owning Office: ASMG ACWA Access Office


Tags: ASMG ACWA Access Office, Office of Personnel Management, OPM Program, US Office of Personnel Management

Task Definition ID: 51924

# New Hire View

- Read Instructions
- Enter Completion Date to acknowledge understanding
- Close Task

Welcome [Tasks](#) [Help Center](#) [Contact Us](#) Logged in as: Clara Oswald



**U.S. Office of  
Personnel Management**

Recruiting, Retaining, and Honoring a World-Class  
Workforce to Serve the American People.

Onboarding Progress 14%

**Position Title:** Business Analyst  
**Pay Plan-Series-Grade:** GS-0343-14  
**Duty Location:** Anywhere in the U.S. (remote job), United States

---

### Task Details

Due Date	Task Name
	Acknowledge 2-year Trial Period

**Instructions**


As a condition of employment for accepting this position, you will be required to serve a 2-year trial period during which we will evaluate your fitness and whether your continued employment advances the public interest. In determining if your employment advances the public interest, we may consider the following:

- performance and conduct;
- the needs and interests of the agency;
- whether your continued employment would advance organizational goals of the agency or the Government; and
- whether your continued employment would advance the efficiency of the service.

Upon completion of your trial period your employment will be terminated unless you receive certification, in writing, that your continued employment advances the public interest. If you do not receive certification for continued employment, you should receive written notice prior to the end of your trial period that your employment will be terminated and the effective date of such termination.

By marking this task complete, you are indicating you understand and acknowledge this condition of employment.

**Completion Date**

08/25/2025 

[Close](#)



# Online Help Upgrade

Kasey Acres

USA Staffing User Support

# Advisory Board Resource Center

The screenshot shows the top section of the website. At the top left, it says "Advisory Board Online Help". Below that is a large banner image of people in a meeting. On the left side of the banner, it says "Advisory Board Resource Center". In the center of the banner is a search bar with a magnifying glass icon and the word "Search". Below the banner is a dark blue bar with the "OPM | USA Staffing" logo. Underneath is a section titled "Information Areas" with four buttons: "Resources", "System Features", "Communications", and "User Training". Below these buttons are four columns of links. The first column is "System Login" with links for "USA Staffing - Production", "USA Staffing - Stage", and "USA Staffing - Training". The second column is "Additional Resources" with links for "Release Calendar", "Reporting and Analytics", "Interconnections", "USAJOBS Resources", "USA Hire Agency Resource Center", and "USA Hire Applicant Resource Center". The third column is "System Status Information" with a link for "Current System Status" and a sub-section "Merit Hiring Plan" with a link for "Merit Hiring Plan Resources". The fourth column is "Online Help Links" with links for "USA Staffing Online Help", "Hiring Manager Online Help", "Application Manager Online Help", and "New Hire Online Help". At the bottom of the page is a dark blue footer with the text "An official website of the U.S. Office of Personnel Management." and a row of links: "About OPM", "Terms and Conditions of Use", "Privacy policy", "Accessibility", and "Vulnerability Disclosure Policy".

- Launched **March 31, 2025**
- Over **48K** views since launch

<https://resourcecenter.usastaffing.gov/>

Articles in this section

- Merit Hiring Plan Resources
- USA Staffing Two - Page Resume limit

## Merit Hiring Plan Resources

16 seconds ago · Updated

The USA Staffing Merit Hiring Plan (MHP) Resource Center page contains valuable system information including available resources to assist agencies with implementing the Merit Hiring Plan in the USA Staffing system.

### OPM Merit Hiring Plan Resource Center

- [Merit Hiring Plan Frequently Asked Questions](#)
- [Merit Hiring Plan Fact Sheet](#)

### Available USA Staffing Resources

- Assessments

MHP Section	Hiring Element	Available USA Staffing Resources
<p><b>II.C - Requiring Technical or Alternative Assessments in the Federal Hiring Process, and Ending Self-Assessments</b></p>	<p>A key element of the Merit Hiring Plan is implementing skills-based hiring, eliminating unnecessary degree requirements, and requiring the use of rigorous, job-related assessments to ensure candidates are selected based on their merit and competence.</p> <p>Agencies are required to maximally adopt the use of technical assessments and phase out the use of occupational questionnaires (or self-assessments).</p> <p>Agencies are additionally strongly encouraged to use at least two assessments throughout the hiring process to ensure a multi-hurdle process that produces a rigorously ranked and validated certificate. And agencies are strongly encouraged to use a USA Hire assessment.</p>	<ul style="list-style-type: none"> <li>• <a href="#">Assessment Passing Score Frequently Asked Questions</a></li> <li>• <a href="#">Assessment Questionnaire: Copy from File Import Template</a></li> <li>• <a href="#">Assessment Scoring and Weighting Decision Guide</a></li> <li>• <a href="#">Assessment Strategy Presentation Series</a></li> <li>• <a href="#">Assessment Videos</a></li> <li>• <a href="#">Manual Assessment User Guide</a></li> <li>• <a href="#">Multiple Hurdles Guide</a></li> <li>• <a href="#">Structured Resume Review Resources</a></li> <li>• <a href="#">USA Hire Assessments</a></li> <li>• <a href="#">USA Staffing Assessment Standardization</a></li> <li>• <a href="#">Weight-Based Rating Method</a></li> </ul>

- Application Process

MHP Section	Hiring Element	Available USA Staffing Resources
<p><b>III - To Implement Executive Order 14170, all Federal job vacancy announcements graded at GS-05 or above will include four short, free-response essay questions</b></p>	<p>All Federal competitive service job vacancy announcements graded at GS-05 or above will include four short, free-response essay questions as provided in the Merit Hiring Plan, with the exception of announcements for teachers, Wage Grade employees, and seasonal workers.</p> <p>Agencies may exempt other positions from use of the questions in their discretion, where they determine that such an exemption is appropriate for the position.</p> <p>While agencies are encouraged to use these questions for competitive merit promotion hiring (both internal and external), it is not a requirement.</p>	<ul style="list-style-type: none"> <li>• <a href="#">Adding Merit Hiring Plan essay questions</a></li> </ul>

- Pooled Hiring

MHP Section	Hiring Element	Available USA Staffing Resources
<p><b>IV - Reducing Time-to-Hire to 80 Days</b></p>	<p>A key element of the Merit Hiring Plan is to reduce time-to-hire to under 80 days by emphasizing the use of talent pools and shared certificates.</p> <p>Executive Order 14170 directs that government-wide time-to-hire be reduced to under 80 days. This goal refers to time to initial offer. Though the Merit Hiring Plan will also seek to reduce delays associated with personnel vetting requirements.</p>	<ul style="list-style-type: none"> <li>• <a href="#">Candidate Inventory</a></li> <li>• <a href="#">Pooled Hiring Feature Comparison</a></li> <li>• <a href="#">Talent Pool Request Forms for Cross-Government Hiring</a></li> <li>• <a href="#">Shared Certificate Guide</a></li> <li>• <a href="#">USAJOBS Agency Talent Portal</a></li> </ul>

Related to  
Merit Hiring Plan

Was this article helpful?

0 out of 0 found this helpful

# USA Staffing Resources relevant to the Merit Hiring Plan

*New!*

A new page in the resource center provides an index of [USA Staffing Resources](#) and how they are related to Merit Hiring Plan requirements.

# System Status Page

**Current System Status**  
a few seconds ago - Updated

All Systems Operational		
USA Staffing		Operational
USA Staffing Stage		Operational
USA Staffing Data		Operational

**Current System Status**  
a few seconds ago - Updated

USA Staffing is Currently Experiencing an Isolated Issue				
Start	Projected Resolution	Issue Description	User/Environment Impact	Workaround
August 13 at 2pm ET	August 15 at 12pm ET	Notifications are not being sent within the VA and DoD tenants. Our Technical Team is currently working on a solution.	Notifications	None
USA Staffing Stage		Operational		
USA Staffing Data		Operational		

**Current System Status**  
a few seconds ago - Updated

USA Staffing is Currently Experiencing a System-Wide Issue				
Start	Projected Resolution	Issue Description	User/Environment Impact	Workaround
August 13 at 2pm ET	August 15 at 12pm ET	Notifications are not being sent for all tenants. Our Technical Team is currently working on a solution.	Notifications	None
USA Staffing Stage		Operational		
USA Staffing Data		Operational		

- Provides [Current System Status](#)
  - Impacted Environment (e.g., Production, Stage, Data)
  - Start Date and Time
  - Anticipated Resolution Date and Time
  - Issue Description
  - Available workaround or guidelines
- Viewed over **20K** times since March 2025

## USA Staffing Online Training Modules

31 seconds ago · Updated

The USA Staffing **online training modules** are designed to provide your users "just in time" training in small, concentrated modules for each area of the system. Each self-paced training module is available 24/7 and your users may re-take courses at any time.

Follow the instructions in the [USA Staffing Online Training Registration Instructions](#).

To access the Training site, please select the following link: [USA Staffing Online Training Portal](#).

---

The following USA Staffing specific modules are available on the USA Staffing Online Training platform:

**Request:** The Request area is the starting point for the staffing process in USA Staffing. Information entered here forms the basis for the recruitment case file to include: vacancy, assessment, announcement, referral certificates, and new hire records. This course provides step-by-step guidance on creating, reviewing, and approving a Request, ensuring all required details are accurate and complete before moving forward in the hiring process.

**Classification:** The Classification section in USA Staffing allows users to create and edit Position Descriptions (PDs) and manage the PD library. This includes collaborating with Hiring Managers to review and finalize PDs before they are made available for use in staffing actions. This course covers PD creation, editing, library management, and the review/approval process.

**Vacancy:** The Vacancy area is where users create, review, and manage vacancies in USA Staffing. This course explains how to enter vacancy details, link to the appropriate Request, and ensure all necessary information is in place for subsequent steps in the hiring process.

**Assessment:** The Assessment area in USA Staffing is used to develop tools for evaluating and scoring applicants. This course covers the basics of creating and testing assessments, including selecting question types, setting scoring criteria, and ensuring the assessment aligns with job requirements.

**Announcement:** The Announcement area allows users to create, edit, and post job announcements that will appear on USAJOBS. This course details how to manage announcement content and formatting, ensuring accuracy and compliance with agency and OPM requirements, and how to publish the announcement for applicants.

**Applicant:** This section focuses on the applicant's interaction with USA Staffing. The course explains how applicants apply to job announcements, how applications are received in the system, and how users can view and manage applicant data.

**Referral:** The Referral area is where users create and manage lists of applicants who meet the qualifications for a position. This course covers reviewing applicant qualifications, generating referral certificates, and sending those certificates to hiring managers for consideration.

**New Hire:** The New Hire area in USA Staffing supports the onboarding process for selected candidates. This course explains how to create new hire records, assign onboarding tasks and workflows, send job offers, upload and manage documents, accept required forms, and transmit files to the eOPF system.

---

The following training courses are also available on the USA Staffing Online Training platform:

**Assessment Best Practices:** This course provides users with the skills to develop and review assessment questionnaires in USA Staffing. Participants will gain hands-on experience in writing questionnaire components and learn best practices to ensure assessments are effective, compliant, and aligned with hiring needs.

**USA Hire Training:** This course equips users with the knowledge and tools to integrate USA Hire online assessments into job announcements created in USA Staffing, ensuring proper setup, administration, and use of assessment results in the hiring process.

**Structured Resume Review Training:** The course provides experienced HR professionals the tools to manage the Structured Resume Review process in USA Staffing in compliance with OPM guidance and EO 13932.

**Cognos Basic Consumer Training:** This course introduces users to running reports in Cognos using USA Staffing data. Topics include reviewing standard reports, running and subscribing to existing reports, exploring data packages, and applying reporting best practices.

**Cognos Author Training:** This course provides step-by-step instruction on creating new reports and modifying existing ones in Cognos, for those users with Cognos Report Author permissions. Participants will also complete practice challenges to reinforce skills in report design, editing, and customization.

**Power BI Report Consumer Training:** This course introduces Power BI and its role in replacing Cognos to meet USA Staffing reporting needs. Participants will

# Online Training Module Descriptions

*New!*

Descriptions of available  
online self-paced  
training modules.

# USA Staffing Online Help

ZenDesk provides improved navigation, search, and faster page loads.

The screenshot displays the USA Staffing Online Help website. At the top left, the text "USA Staffing Online Help" is visible. A search bar with a magnifying glass icon and the word "Search" is positioned in the upper right. Below the search bar is a red banner with the "OPM | USA Staffing®" logo. The main content area is titled "System Areas" and features a grid of 12 buttons: Navigation Bar, Dashboard, Request, Vacancy, Assessments, Announcement, Reviews, Applicant Overview, Applicant, Certificate, New Hires, and Admin. Below this grid are three columns of links: "Getting Started" (Logging in to USA Staffing, Registering your Smart Card, Clearing your cache or temporary internet files, System Navigation, User Profile Tasks), "Additional HR Resources" (General Information, General Tasks, Current System Status, USA Staffing User Resource Center, Release Items), and "Helpful Links" (Hiring Manager Online Help, Applicant Online Help, New Hire Online Help, USA Staffing Advisory Board Resource Center, USA Staffing Data Resource Center). The footer contains the text "An official website of the U.S. Office of Personnel Management." and a row of links: About OPM, Terms and Conditions of Use, Privacy policy, Accessibility, and Vulnerability Disclosure Policy.

<https://resourcecenter.usastaffing.gov/>

# New Features

- List of **Articles in this section** helps users find the right topic.
- **Related to** link takes users to a list of all pages related to the key term.
- **Was this article helpful?** feature invites users to up or down-vote the article, providing quick but valuable feedback.

The screenshot displays the 'USA Staffing Online Help' dashboard. At the top, there is a breadcrumb trail: 'USA Staffing Online Help > Dashboard > Welcome > Related Tasks'. A search bar is located in the top right corner. Below the breadcrumb, a section titled 'Articles in this section' (marked with a yellow star icon) lists three articles: 'Adding a tile to the welcome tab', 'Deleting a tile from the welcome tab', and 'Customizing welcome tiles'. The main content area is titled 'Adding a tile to the welcome tab' and includes a '1 month ago · Updated' timestamp. Below this, two numbered steps are provided: '1. Select the Plus sign.' and '2. Select Add for the tile you want to add.' A large inset image shows a detailed view of the dashboard with a 'DASHBOARD' header and various widgets. A green plus sign is highlighted on a widget, and a 'Was this article helpful?' dialog box is open, showing 'Yes' and 'No' buttons. Below the inset image, steps 3 and 4 are listed: '3. Select the ellipsis ... icon to customize the tile.' and '4. Repeat to add up to 6 tiles.' At the bottom of the page, there is a 'Related to Dashboard' link (marked with a yellow star icon) and a 'Was this article helpful?' section with 'Yes' and 'No' buttons, and a feedback count: '0 out of 0 found this helpful'. The footer contains the text 'An official website of the U.S. Office of Personnel Management.' and a list of links: 'About OPM', 'Terms and Conditions of Use', 'Privacy policy', 'Accessibility', and 'Vulnerability Disclosure Policy'.

# Navigation

- System Areas now include sub-sections and descriptions.
- Related Tasks feature step-by-step instructions to complete tasks
- Crumb trail helps users navigate to broader or more detailed topics.

The screenshot shows the 'USA Staffing Online Help' page for the 'Announcement' section. The page has a breadcrumb trail 'USA Staffing Online Help > Announcement' and a search bar. The main content is organized into four columns, each with a title, a brief description, and a list of related tasks or area overviews.

**USA Staffing Online Help**

USA Staffing Online Help > Announcement

Q Search

## Announcement

### Announcement Information

*This is where you begin the process of completing a job announcement.*

USA Staffing Crosswalk for USAJOBS Unique Hiring Paths

#### Area Overviews

- Announcement Header Overview
- Announcement Information Overview
- Custom Job Posting Overview

#### Related Tasks

- Viewing an announcement
- Completing an announcement
- Applying Hiring Paths Bundle
- Editing Hiring Paths
- Setting a number of applications per announcement

### Announcement Location

*This is where you add and view the geographic locations that will appear on the job announcement.*

#### Area Overviews

- Announcement Location Overview

#### Related Tasks

- Adding an announcement location
- Deleting an announcement location
- Copying locations from another vacancy
- Disabling an announcement location
- Enabling a disabled announcement location

### Announcement Questionnaire

*This is where you manage the instructions and text for the non-assessment items that will appear in the online questionnaire.*

#### Area Overviews

- Announcement Questionnaire Overview

#### Related Tasks

- Adding an announcement questionnaire item
- Adding an announcement questionnaire item from the item library
- Adding multiple announcement questionnaire items from the item library
- Adding an announcement questionnaire section
- Adding instructions to an announcement questionnaire item

### Announcement Text

*This is where you manage the information that will appear in the announcement sections when it is posted to USAJOBS.*

#### Area Overview

- Announcement Text Overview

#### Related Tasks

- Adding a hiring organization to an announcement
- Adding an optional salary description
- Adding an optional remote job description
- Editing the announcement overview information
- Editing announcement text items

# Most Searched Terms

## Hiring Managers

1. Report
2. Search Previous Position
3. Access
4. Find Resumes
5. Selection

## Applicants

1. sf-50
2. Withdraw application
3. resume
4. withdraw
5. sf 50

## New Hires

1. do information booklet
2. pdf
3. contact
4. medical
5. Upload

## HR Users

1. NOR
2. Notice of results
3. nor codes
4. Error 911
5. usa hire

## Advisory Board

1. Classification
2. Usa hire
3. Merit hiring plan
4. schedule
5. Structured resume review

# Most Up-voted Articles

## Hiring Managers

1. USA Staffing Rules of Behavior
2. Performing a subject matter expert review
3. Adding text to a job announcement section
4. Alerts Overview
5. Applicant List Review Overview

## Applicants

1. What to Expect
2. Confirmation of your application submission
3. USA Hire assessment score and score reuse
4. What is USA Hire?
5. Application Navigation Overview

## New Hires

1. New Hire Welcome Page Overview
2. System Navigation Overview
3. Login
4. Syncing your USAJOBS account for the onboarding process
5. Login E-mail Notifications

## HR Users

1. Notice of Results (NOR) Message Codes
2. Record Status Codes Explanations
3. Sending an invitation, tentative or official offer notification...
4. Applicant List Overview
5. Modifying a new hire's email address

# Most Down-voted Articles

## Hiring Managers

1. Dashboard Review
2. Profile Overview
3. Positions Being Fill Overview
4. Hiring Manager Videos
5. Applicant List Overview

## Applicants

1. Documents Overview
2. Preferences Overview
3. Eligibilities Overview
4. Uploading documents to your application
5. Review & Submit Overview

## New Hires

1. Task Details Overview
2. Task Overview
3. Questionnaires Overview
4. Offer Acceptance Overview
5. Biographic Information – Identity Overview

## HR Users

1. Welcome Overview
2. Identity Server error
3. New Hires Overview
4. Login Overview
5. Onboarding Information Overview

# Next steps

- Hit those up and down votes in Online Help and the Advisory Board Resource Center. We will use your feedback to continue improving and expanding help topics as needed.
- Keep sharing your ideas on how we can improve Online Help.
- We will continue analyzing search term trends to make sure our content uses effective plain language.
- We will continue expanding and refining Online Help.



# Upcoming Events

Robyn Bachmann, USA Staffing Account Management Supervisor

# Events & Training



## Events

- September 18** Reporting Consumer Forum
- September 26** All Announcements on USAJOBS must close
- September 27-28** USAJOBS Pause for Two-page Resume Implementation
- September 29** Agencies may open new announcements
- October 2** Reporting Author Forum
- October 7** Reporting and Analytics Workgroup Meeting
- October 16** Reporting Consumer Forum



## Training

- 
- September 30** Virtual Mixed Agency Onboarding Training
  - October 1** Improving Announcement and Notification Content for Office Administrators
  - October 6-10** Virtual Mixed Agency USA Staffing Training w/Onboarding

**Thank you for your active participation in USA Staffing Advisory Board meetings.**





# Accepting resumes outside of USAJOBS

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USA Staffing can accept resumes in two ways that bypass USAJOBS:

1. Key-Entered Application: HR creates an application record manually in cases where an individual cannot apply online.
2. Late Filers (Invite Late Applicant): HR invites an applicant to apply online after the announcement close date.

# Key Entered Application

HR creates an application record manually in cases where an individual cannot apply online.

- USA Staffing does not enforce the two-page resume limit when it is uploaded by HR.
- HR must inform the applicant of the two-page resume limit and apply the IORL NOR code if the resume exceeds two pages.
- HR must ensure the application is submitted correctly.

The screenshot shows a web application interface for managing job applications. At the top, there is a search bar with the text "Go To" and a user profile for "David Glatt - OPM". Below the search bar, there are three buttons: "Add Applicant" (highlighted with a red box), "Invite Late Applicant", and "Create List".

The main content area is titled "TOUCHPOINT NOTIFICATIONS SENT" and displays three metrics:

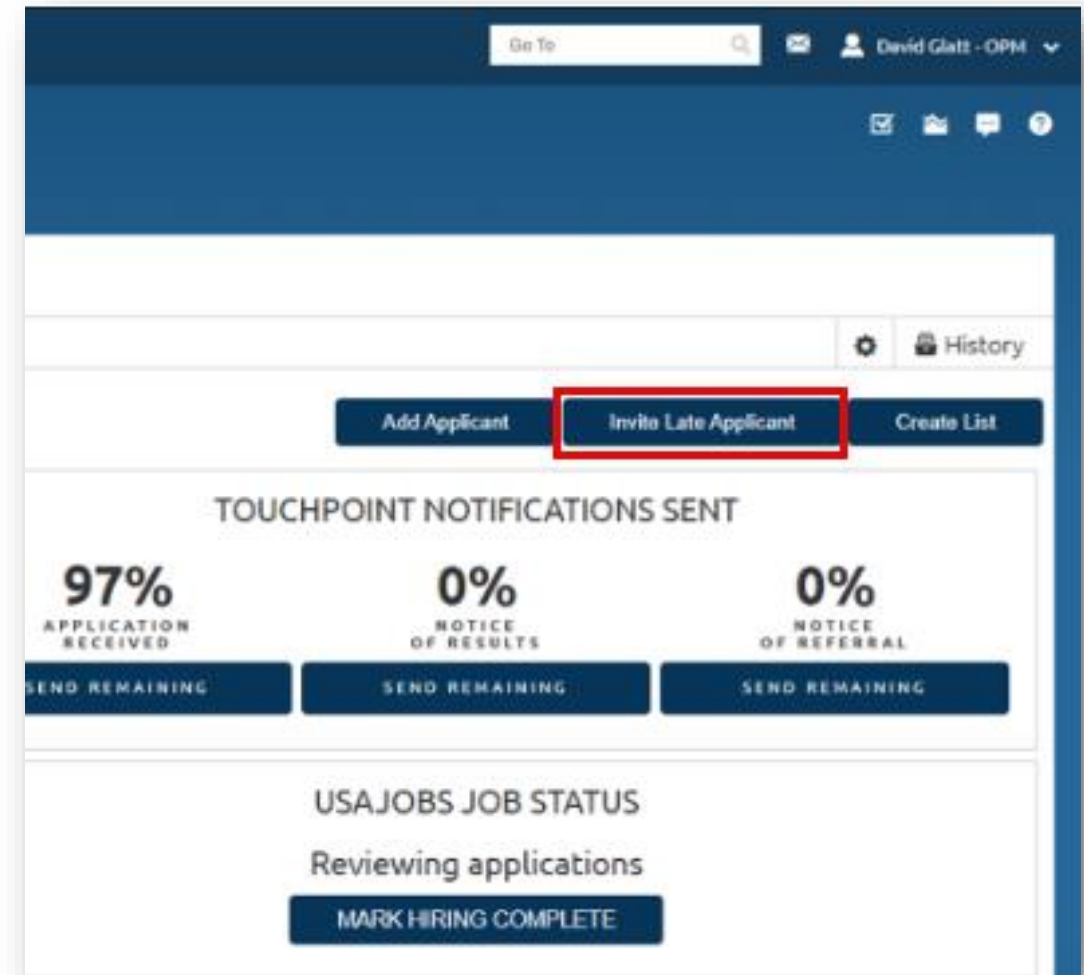
- 97% APPLICATION RECEIVED** with a "SEND REMAINING" button below it.
- 0% NOTICE OF RESULTS** with a "SEND REMAINING" button below it.
- 0% NOTICE OF REFERRAL** with a "SEND REMAINING" button below it.

Below this section, the "USAJOBS JOB STATUS" is shown as "Reviewing applications", with a "MARK HIRING COMPLETE" button below it.

# Invite Late Applicant

HR invites an applicant to apply online after the announcement close date.

- ‘Late Filter’ applicants cannot upload a Resume as part of their application package.
- HR must inform the applicant of the two-page resume limit.
- HR must provide a method for the applicant to submit a resume – either as an ‘Other’ document type or by uploading it on their behalf.



# Prepare to accept resumes outside of the USAJOBS process when appropriate

## Agency next steps:

- Decide how to communicate the two-page resume limit to key-entered and late filer applicants.
- Create a standard process for Late Filer applicants to provide a resume to HR (e.g., email directly to HR, a group inbox, etc.).
- Establish a policy and procedure for HR to follow for when a late filer or key-entered applicant provides a long resume.