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TECHNOLOGY-ENABLED ASSESSMENT CENTRE 2.0: WHERE IS THE EVIDENCE

Martin Lanik, PhD

Stellenbosch, South Africa

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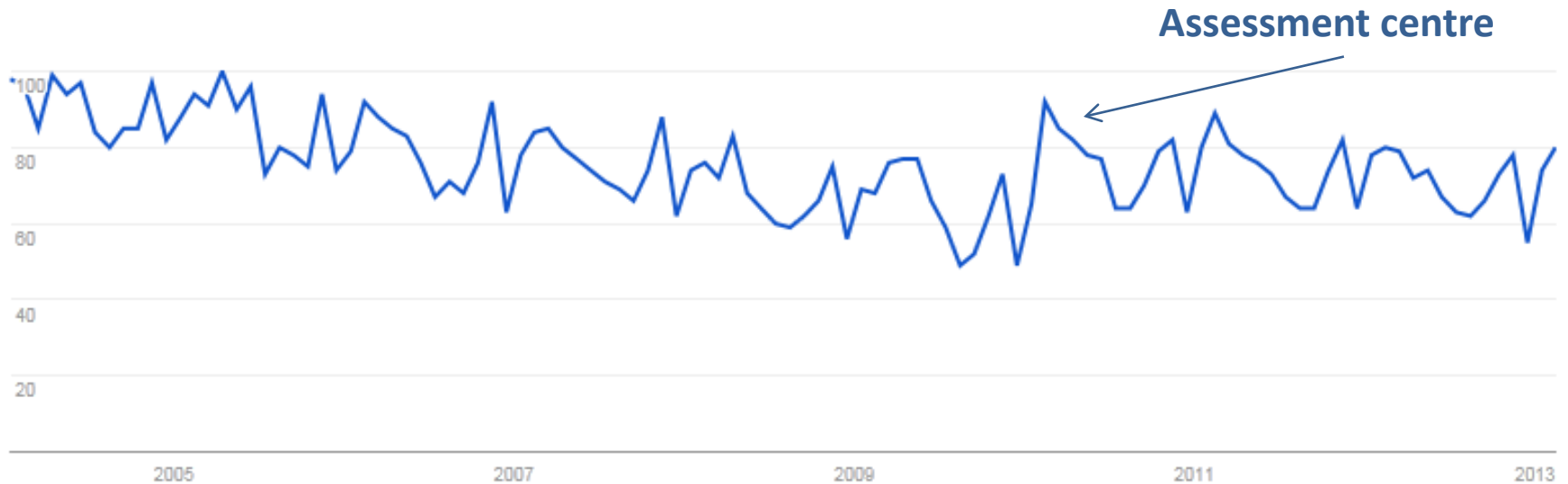
Interest in Assessment Centres

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Interest over time ?

The number 100 represents the peak search volume

News headlines Forecast ?





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Interest in Assessment Centres





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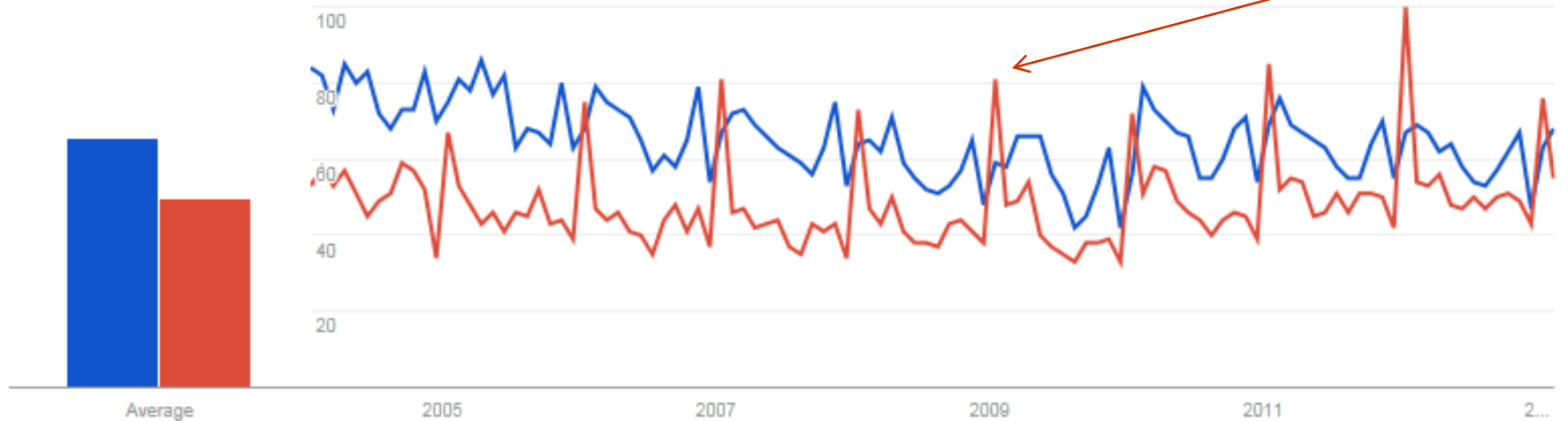
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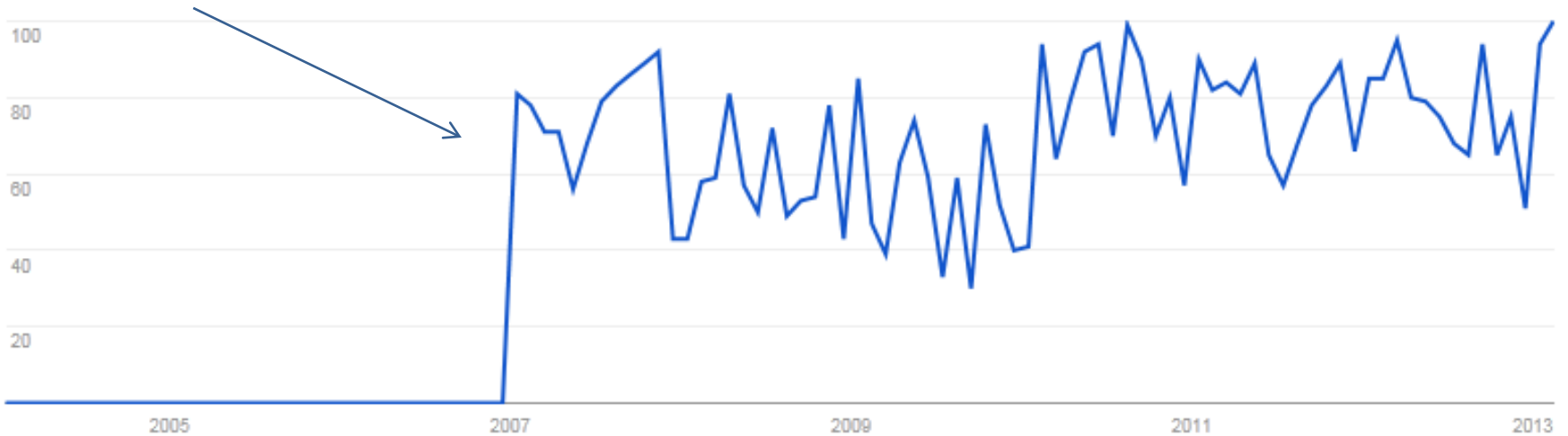
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Interest in Assessment Centres

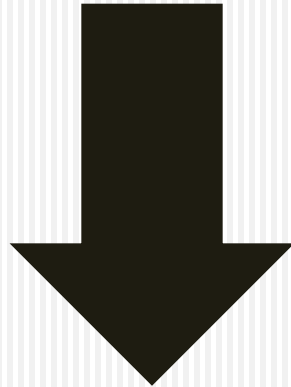




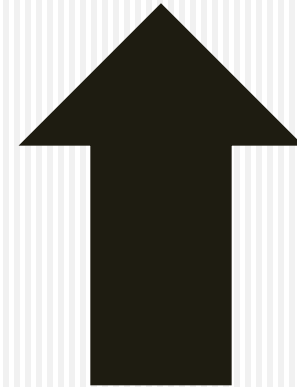
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Take-Home Messages

**Online
Assessment Centers**



**Traditional
Assessment Centers**





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Take-Home Messages

Rapid Customization & Deployment





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Substantial Cost Savings





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Take-Home Messages



Less Taxing on Assessors



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Take-Home Messages



Green and Sustainable



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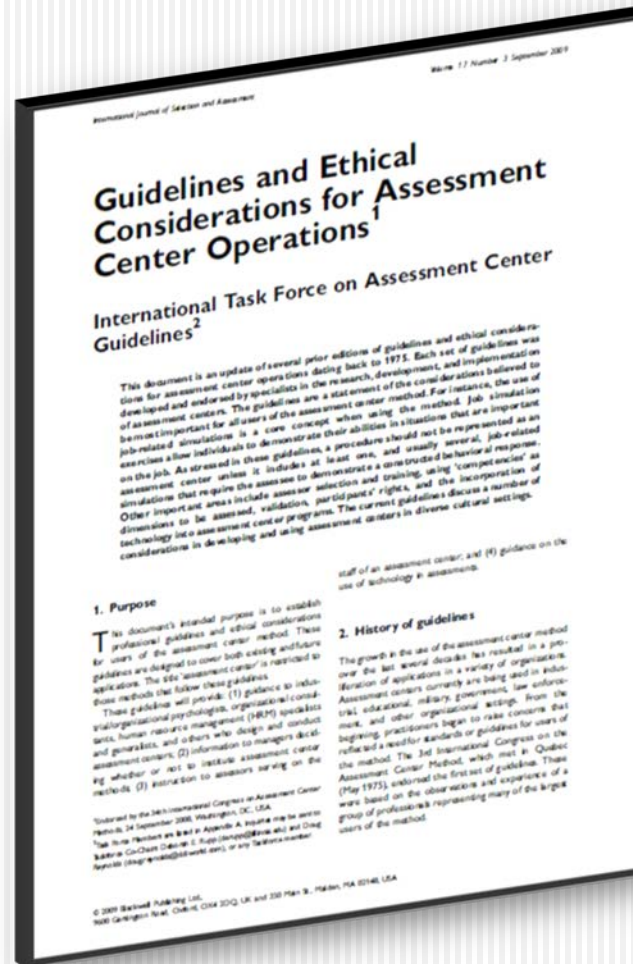
Take-Home Messages

“Similar to real life – hectic, emails, phone calls, urgent documents, not enough time”



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Best Practices





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Best Practices



Video recordings

Telephone

Webcams

Skype



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Best Practices

**“3 hours in the life” online
assessment centres work best**



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Best Practices

Do the pre-work

Best Practices



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**Have proactive and reactive
measures to address technology
failure**

Best Practices



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**Train & certify assessors on how
to work with the technology**



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Handout



Technology-Enabled Assessment Centre 2.0: Where is the Evidence

Summary of Research Findings:

- Assessing candidates by video doesn't seem to result in substantial differences.
- Live assessment adds nothing to what assessors learn from phone exercises.
- Online, day-in-the-life assessment yields positive reactions and represents cost savings.
- Automatically scored online inbox exercise doesn't measure the same thing as traditional AC.

Summary of Practitioners' Lessons Learned:

- Follow the *Guidelines and Ethical Considerations for Assessment Center Operations*.
- Need a stable internet connection.
- Must complete pre-work.
- Have proactive and reactive measures to address technology failure.
- Train and certify assessors on how to work with the technology.

Benefits of Online Assessment Centres:

- Rapid customization and deployment.
- Substantial cost savings in labour, administration, travel, and venue.
- Less taxing on assessors and administrators.
- Green and sustainable: reduces paper waste and carbon footprint.
- Positive candidate experience.

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Questions from the Audience