

Candidate Experience Audit

Before you start:

TICK

- What kind of device do most of your candidates use for their application? Laptop? Mobile phone? Public computers at a local library? Make sure you're completing as much of this audit as possible on that device - so you're really channeling your candidates.*
- Get into character. Consider what kind of headspace most of your candidates are in when starting this experience - Excitedly-nervous? Bored and disillusioned? Stressed? Hopeful? From this point on, you are that person.*

Attraction:

- Where can candidates find your jobs? (also consider: Are these the right places for the candidates you really want to attract?)*
- Is there a general "expressions of interest" opportunity incase you love the company but can't find a specific role advertised that fits you?*
- Do attraction touchpoints (incl career site, ads and social presences) give you an authentic insight into the company culture?*

Application:

- How long does it take to finish?*
- Do you feel like quitting at any point?*
- Did the process give you any deeper insight into what working for your company might feel/be like?*
- Does the application process reflect the same quality experience your company provides customers who interact with your products and services?*
- How long does it take to hear about next steps?*

Assessments:

TICK

- How long do they take?*
- How relevant do the questions feel on a scale of 1-5?*
- How long does it take to hear about next steps?*

Phone Screen:

- On a scale of 1-10, how hard did it feel to set up a phone call time?*
- Are the phone screening questions relevant and did you feel you got a chance to express your skills and qualifications?*

Live Interview:

- How long does it take to schedule a live interview?*
- Are the live interview questions repeating anything from the phone screen?*
- Does the live interview focus on getting an understanding of the candidate's fit in the role?*
- Does the interview process allow candidates to get a more "day-to-day" understanding of what it feels like to work for your company?*

Offering (and saying no):

- How long does it take to make an offer from the time the candidate is hired?*
- How does the recruiter communicate with other candidates who don't get the job?*
- Do candidates feel like they are communicating with a person or a machine?*
- Do you provide feedback to the candidates, and do they have opportunities to provide feedback?*