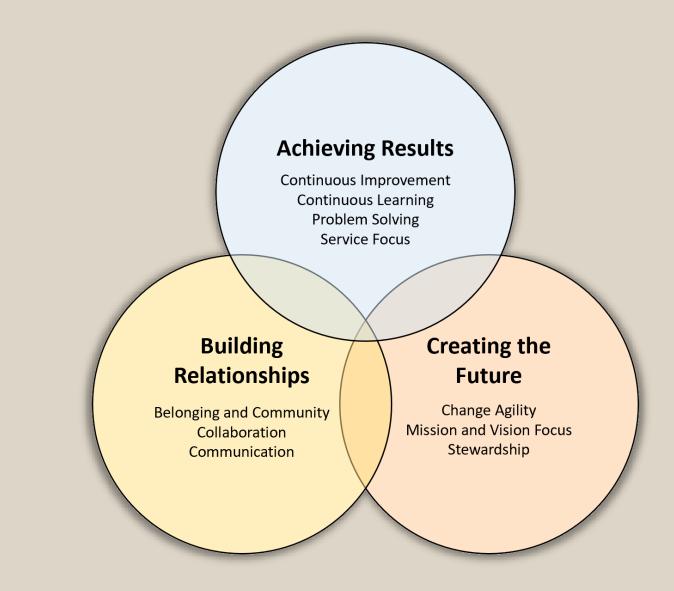
# **Core Competency Interview Question Database**





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# **General Information**

### Overview

This application is designed to assist in the curation of interview questions based on the UC Systemwide Core Competency Model. It contains a standardized Master Question Bank that serves as the foundation for the creation of one or more user-defined Question Libraries.

Question Libraries can be managed by any user. Each is uniquely named and serves to assemble question sets for specific interview purposes.

 
 Master Question Bank

 Question Library

 Question Library

The Master Question Bank is managed by the authorized administrators at each campus.

### Distribution and Hosting

The database is a standalone file that can be copied and replicated like any other file type. This will create distinct instances of the database that can be provisioned to individual users or user groups as determined by each campus.

Instances of the database can be stored on individual workstations in standalone use cases, or on a shared network server drive in multi-user environments. Cloud service hosting (Box, Google Drive, SharePoint) is not supported.

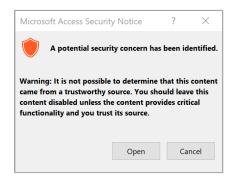
Minimum System Requirements (PC only)

Microsoft Access 2016 Microsoft Excel 2016 Windows 8.1

# **Database Security**

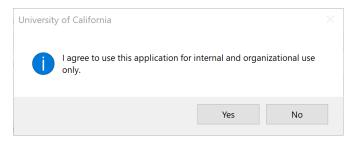
### Security Notice

Opening the database may cause the security notice dialog box depicted below to display. This is normal due to the programming code contained within the file and it is safe to open.



### Organizational Use Verification

Each time the database is opened, the prompt depicted below will appear. Responding "Yes" provides access to the database. Responding "No" will close the application.



# **User Interface**

### **Primary Screen Elements**

The illustration below depicts the interface used for managing and editing Question Libraries.

		Core Competency Interview Question Database		Keith Samsell		-	o ×
File Database							
Cut Copy Paste Cut Copy Paste Clipboard		nding Descending Settings Filter Filter V Check					^
UNIVERSITY OF CALIFORNIA		ompetency Interview Question Database n Library Default Library 🌱			(	<del>9</del>	
		Active Question	Contributor	Manager	Com	petencie	es 📤
Question Editor	•	Describe a time when you volunteered to expand your knowledge at work, as opposed to being directed to do so.			A		
Import Question Bank		☑ When was the last time you asked for direct feedback from someone senior to you? Why?			A		
Import Question Bank		Give an example of when you had to give some difficult feedback to another person. How did you handle it and what was the result?			A	В	
Library Report		Describe a work process that you have improved. How did you know improvement was needed and how did you go about making the improvement? What were the results?			A		
Database Settings		We all have limitations that can interfere with our success. Tell us about one of yours and how you overcame it to be successful on a specific task or project.			A		
butter settings		Tell us about the last time you gave positive feedback to a direct report. What were the circumstances and how was it received?			A	В	
This is the default question		How frequently do you give reinforcing feedback to your team and/or direct reports? Provide an example.			A	В	
library. Its contents are based on the master		Describe a decision you made or a situation that you would have handled differently if you had to do it over again.			A		
question bank published		When you have been made aware of a problem in your work performance, what was your course of action?			A		
with this database.		Tell us about a time when your supervisor/co-workers gave you feedback about your work/actions. What did you learn about yourself?			A		
This notes area can be		Tell us about a job that you had which required you to learn new things.			A		
optionally used for any library-specific comments.		Tell us about a recent experience that you would describe as a real learning experience. What did you learn?			Α		
		Describe a time when you were asked to finish a difficult assignment even though the odds were against it/you.			A		
		Describe a time in which you took initiative rather than waiting to be told what to do.			A		
		Describe how something you learned made a significant difference in your career.			A		
		Give us an example that illustrates how other people have used you as a resource for knowledge in your field.			A	в	
		Tell us about a time when you took responsibility for an error and were held personally accountable.			A		
		Describe a situation in which you recognized a potential problem as an opportunity. What did you do? What was the result? What, if anything, do you wish you had done differer			A		
		Give us an example of a time you discovered an error that was overlooked by a colleague. What did you do? What was the outcome?			A		
		🖸 What problem solving strategies do you use to stay aware of problems and resolve them in your work area? Can you give us an example of how this has worked for you in your c			A		
June 22, 2021	Record:	H ≤ 1 of 387 → H + N T Search					

## The Ribbon

File	Database														
Cut	Copy Paste	New Delet Record Record		Sort Descending	First	Previous	Next	Last	р Find	Filter Settings	Toggle Filter	Clear Filter	S Undo	Redo	ABC Spell Check
(	lipboard		Records				Search				Filter			Edit	

The Ribbon is located at the top of the application window. Command buttons on the Ribbon are separated into groups. Depending on the version of Microsoft Access that is installed, the appearance of the Ribbon may vary slightly.

### Question Library Selector

The name of the active Question Library appears below the Ribbon. The dropdown indicator to the right can be used to navigate between Question Libraries.

Question Library	Default Library	~

## **Question Editing**

Question Libraries are comprised of sets of questions.

Question	Contributor	Manager
Give us an example of a situation where you had difficulties with a team member. What, if anything, did you do to resolve the difficulties?		
Tell us about a time when you did something completely different from the plan and/or assignment. Why? What happened?		
What are some of the problems you have faced; such as between business and project leaders, between one department and another, between you and your peers? How did you		
Give a specific example of a time when you had to address an angry customer. What was the problem and what was the outcome? How would you assess your role in diffusing the		
Describe a time when you came up with a creative solution/idea/project/report to a problem in your past work.		

The legend to the right of each question indicates its association with Core Competency Model categories.



Question text and checkboxes can be edited directly in the list. The Question Editor button opens an expanded view with additional fields.

Question Editor		
😑 Question Editor		×
Question Library	🗹 Individual Contributor	
Default Library	🗹 Manager	Close
	ou have faced; such as between business and p n you and your peers? How did you recognize t	
department and another, betwee	ryou and your peers. now did you recognize	that they were there:
		×
Achieving Results	Building Relationships	Creating the Future
Continuous Improvement	Belonging and Community	Change Agility
☐ Continuous Learning ✓ Problem Solving	Collaboration	Mission and Vision Focus     Stewardship
Service Focus	Communication	

### **Question Library Notes**



Notes are optional for Question Libraries.

Adding notes allows users to include relevant text related to the Question Library as a whole.

The notes area appears on the left side of the screen below the button group.

Click in the depicted area to add, edit, or remove notes.

If a Question Library contains notes, they will appear on the last page of the Library Report.

**Record Navigation** 

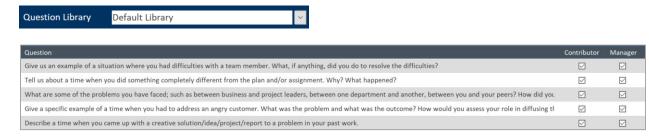
The illustration below depicts the commands in the Search group on the Ribbon. The first four commands move between the first, previous, next, and last record.



To open the Find and Replace dialog box, use the Find command.

Find Repla	ace			
Find What:		$\sim$	Find N	lext
Look In:	Current field		Can	cel
Match:	Whole Field 🗸			
Search:	All 🗸			
	Match Case Search Fields As Formatted			

These commands are context-sensitive based on the location of your cursor. If the name of a Question Library is selected, commands will navigate from library to library. If a question is selected, commands will navigate within the question set.



# Library Reports

### Active vs. Inactive Questions

Use the checkboxes under the Active field heading to activate or inactivate questions. Inactive questions can exist within the question set without them appearing in the Library Report. This allows for the development and management of unfinalized questions.

Active	Question
	Describe a time you identified an error or problem that could have had a negative impact on the customer. What did you do?
	Tell us about a time when you had to work with a team member who was not pulling his/her weight. How did you handle it?
	Tell us about the most effective team you have worked with. What made them effective? What role did you play in the team?
$\square$	Describe a time when you felt you were resourceful in solving a problem.
	Describe how you gather data, facts and other information needed to develop solutions for a problem.
	Give an example of an effective/innovative solution you created to solve a problem.

### **Report Generation**

## Selecting the Library Report command on the left side of the screen produces a printer-friendly version of the current Question Library.

Library Report

Core Competency Interview Question Library Trainer 4	
Question	Competencies
Describe a recent situation, which demonstrates your skill in assessing a complex problem, the alternatives you considered and the process you used to reach a decision or conclusion.	A C
Describe your role in a situation in which you were required to use your interpersonal skills to negotiate a mutually agreeable solution to a conflict between competing individuals or organizational units.	AB
Describe a situation in which one of your decisions was challenged by higher management. How did you react?	A B
Describe a situation in which you were expected to work with an individual whom you personally disliked. How did you cope?	AB
Tell us about a time when you delayed responding to a situation until you had time to think it through, even though there was pressure on you to act quickly?	A B
Tell us about a time a significant change was made within your company or organization. How did the change affect you?	AC

### **Report Interface**

Reports feature a smaller Ribbon at the top of the screen and page navigation buttons at the bottom of the screen for viewing and printing purposes.



Page:	1	•	

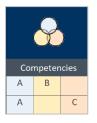
# **Filtering Data**

### **Checkbox Field Filters**

Click once on a column heading name (Active, Contributor, Manager) to display questions that have checkmarks present for that field.

Active	Question	Contributor	Manager
	Describe a time you identified an error or problem that could have had a negative im		$\checkmark$
	Tell us about a time when you had to work with a team member who was not $pullin_{\boldsymbol{\xi}}$	$\square$	
	Tell us about the most effective team you have worked with. What made them effect		
	Describe a time when you felt you were resourceful in solving a problem.		$\checkmark$

### **Competency Model Filters**



The icon that appears above the legend opens an interactive Competency Model diagram. Each of the 10 core competencies appear under the competency categories of Achieving Results, Building Relationships, and Creating the Future.

Selecting one of the 10 core competencies filters by that specific competency. Selecting one of the competency category headings filters by competency category.

### **Question Text Filters**

To filter a Question Library for a specific word or phrase, use the Filter Settings command on the Ribbon.



In the illustration below, the displayed questions contain the word success.

Active	Question
$\checkmark$	We all have limitations that can interfere with our success. Tell us about one of yours and how you overcame it to be successful on a specific task or project.
$\checkmark$	Tell us about a successful workgroup-level project that you led where some of your team members were strong contributors and others were not.

### Toggle or Clear Filters

When a filter is applied using any of the methods described above, the criteria is retained until the database is closed or the Clear Filter command on the Ribbon is used. If filter criteria is not cleared, it can be toggled on and off as needed using the Toggle Filter command.



# **Question Library Management**

### **Default Question Library**

The database is published with one built-in default Question Library. It contains a question set based exactly on the Master Question Bank and includes generic placeholder library notes. It can be edited or deleted by any user.

### Creating and Deleting Records

To create or delete Question Libraries or individual questions within libraries, use the commands depicted below.

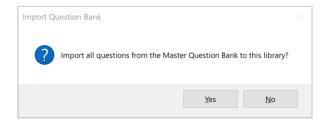


These commands are context-sensitive based on the <u>location of your cursor</u>. If the name of a Question Library is selected, libraries are created or deleted. If an individual question is selected, questions are created or deleted.

Deleting questions or entire libraries is a permanent action.

### Importing the Master Question Bank

The following prompt will appear automatically after new Question Libraries are created and named.



ResponseResultYesAll records from the Master Question Bank are automatically imported.NoThe new Question Library will not contain any questions.

The resulting imported or empty question set can then be modified.

To manually trigger the Master Question Bank import, use the command button depicted below.

Import Question Bank

# **Database Settings**

### Administrator Passwords

The Master Question Bank is password protected, and each campus determines which users have administrator access to modify instances of the database.

The following prompt will appear when using the Database Settings command depicted below.

Database Settings								
🖃 Administrator Password	$\times$							
Enter administrator password:								
Submit								

### Master Question Bank

The Master Question Bank provides a split-screen view for question management. Edits can be made in the top or bottom panes. The horizontal split bar and column headings are resizable.

Sorting and filtering options are available using the field name dropdown arrows in the upper datasheet pane.

·	Core Competency Interview Question Database									Keith Samsell 🖳	– a ×	
File Database		Sort g Descending	us Next Last Find	Settings Filter Filter	See Spell							
Clipboard	Records		Search	Filter	Edit							^
Database Settings	K											
By providing examp Can you describe a Can you describe a Can you give an exa Can you give un a sa Can you she me of a Can you she me of a Can you she me of a Describe a discloyed Describe a difficult Describe a difficult Describe a difficult Describe a situation Describe a situation Describe a situation Describe a situation	pies, convince us that you us situation when you were partit me when you were partit muphe of a situation when pecific example of a time were sperience where a project it a time whene you have the time whene you have roblem you have encount you made or a situation th roblem you have encount you made or a situation th challenge you had to organize and challenge you had to organize and challenge you had to organize and tuation, which one of your deci- in which one of your deci-	Question graft with highly downe he graft with highly downe he decision that was positive solarly perspective regarding the solar was an experiment of the solar theory are solar to the solar solar theory and the solar solar persons or proceedings for the solar solar solar solar solar solar to the solar solar solar solar solar that solar solar solar solar solar definition and have handles definite aver with all a cell definition and highly and have and the solar solar solar solar definition and the solar solar solar solar solar solar solar solar definition and the solar solar definition and the solar solar definition and the solar solar solar solar solar solar solar solar definition and the solar solar solar solar solar solar solar solar solar solar solar solar solar solar solar solar solar solar solar sol	If people, situations, and for your organization, but a person(s) or group's fee in unhappy, distatisfied or in unhappy, distatisfied or oblem or an obstacle that when you department or oblem or an obstacle that when you differently if you had to o differently if you had to differently if	rganization. environments. mot necessarily positive for lines and needs? yond what you felt was a a statisfied cur at did you do? rganization more inclusive ty ou had not foreseen? W tow did you handle it? W/I ently? ate how well these system ratives you considered an i you react?	s S	Manager • Version V		<ul> <li>Continuous Learning</li> </ul>	Problem Solving -	Service Focus	Belonging and Community     V     V     V     V     V     V     V     V     V     V     V     V     V     V     V     V     V	Collaboration
Briefly tell us ab	out your experience mana	ging staff with highly divers	e backgrounds in a compl	ex organization.								×
Continue Problem	ous Improvement ous Learning 1 Solving Focus	Building Relationships Belonging and Commu Collaboration Communication	inity Chang	n and Vision Focus	Individual Contrib	utor					Exit	: Settings
Record: H + 1 of 387 Form View	► EL EST T <sub>X</sub> No Filter Sear	ch									Num Lock Powered	d by Microsoft Access