Core Competency Interview Question Database

Achieving Results

Continuous Improvement
Continuous Learning
Problem Solving
Service Focus

Building Relationships

Belonging and Community
Collaboration
Communication

Creating the Future

Change Agility
Mission and Vision Focus
Stewardship
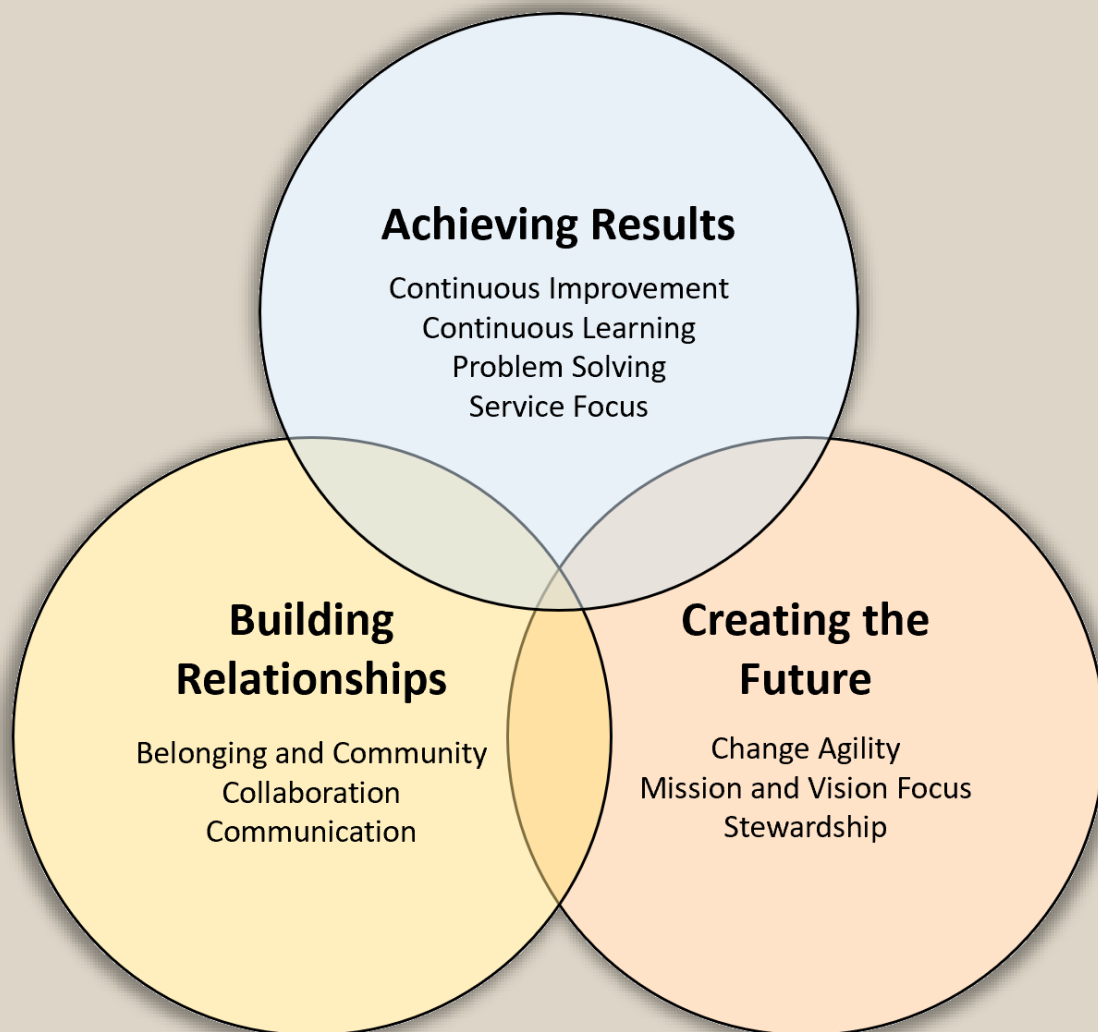
Contents

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.

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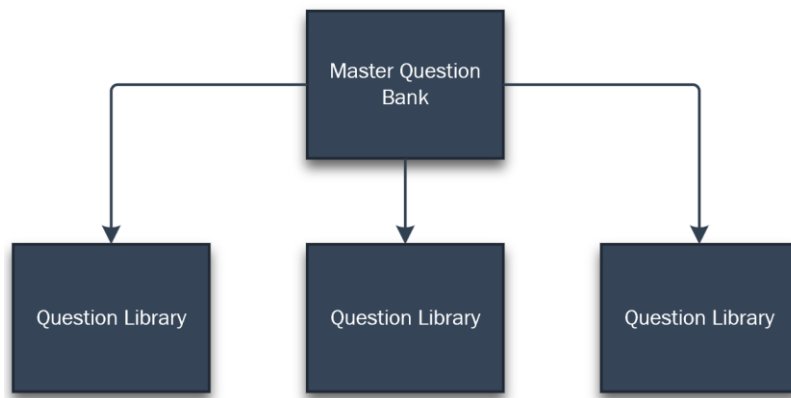
Distribution and Hosting

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.
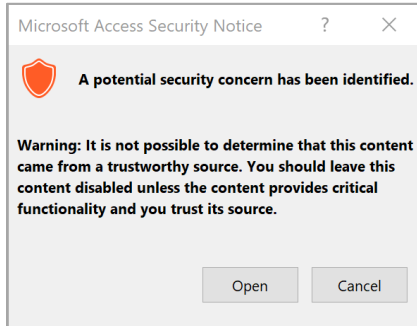
Minimum System Requirements (PC only)

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.

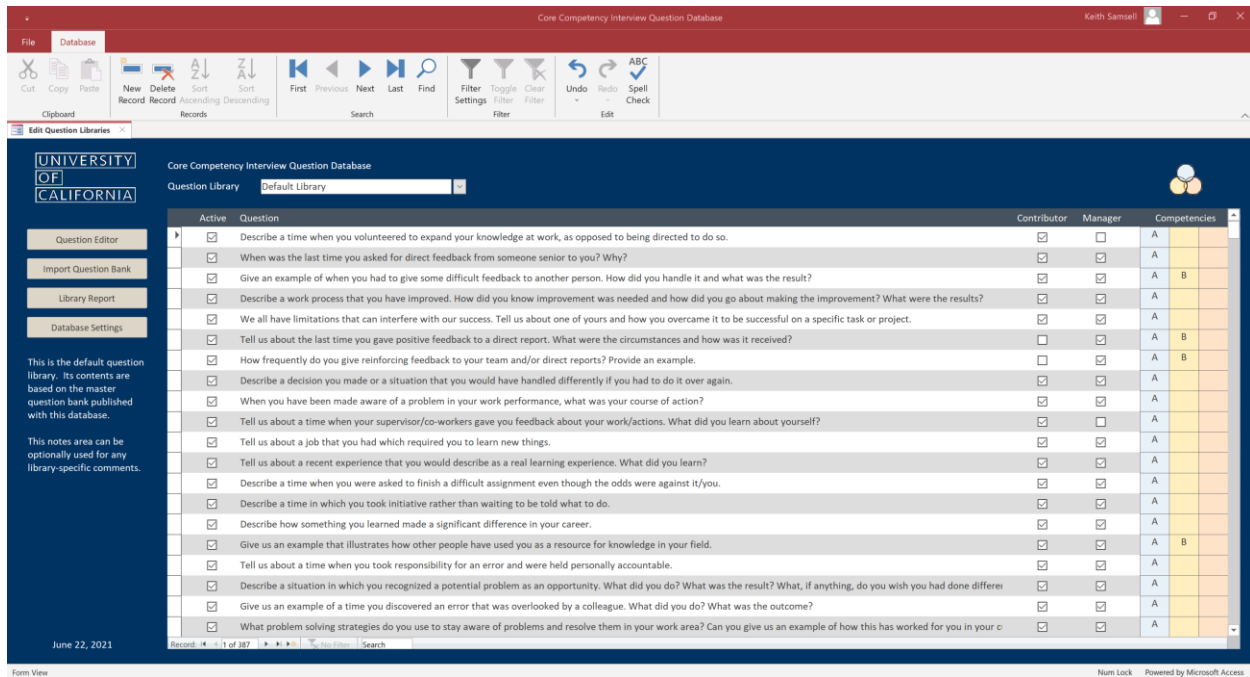## Organizational Use Verification

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.
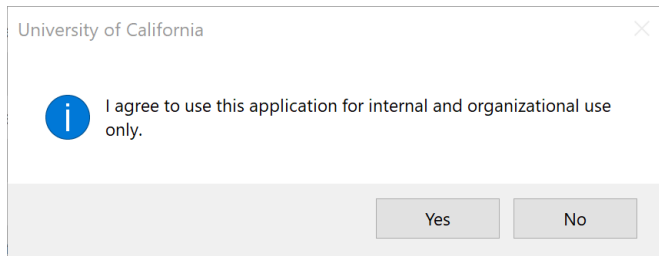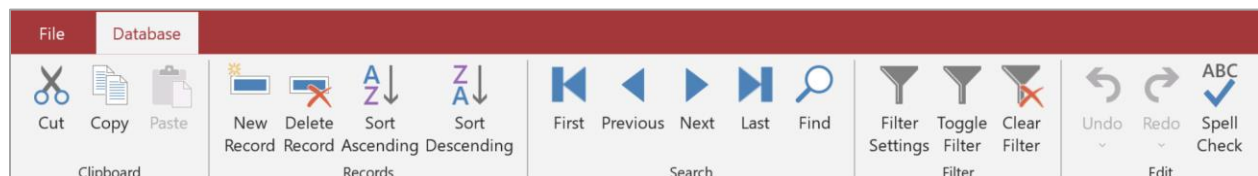
User Interface

Primary Screen Elements

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


The Ribbon

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.
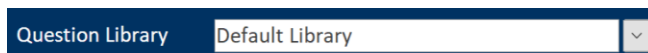
Question Editing

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 th	☑	☑
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.

Competencies		
A	B	
A		C
A	B	

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   Close
Default Library   ☑ Manager

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 recognize that they were there?

Achieving Results
☐ Continuous Improvement
☐ Continuous Learning
☑ Problem Solving
☐ Service Focus

Building Relationships
☐ Belonging and Community
☑ Collaboration
☐ Communication

Creating the Future
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☐ Mission and Vision Focus
☐ Stewardship

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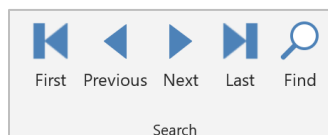
To open the Find and Replace dialog box, use the Find command.

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.
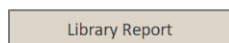
Library Reports

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?
☑	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.	A B
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?	A B
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?	A C

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.

File	Report

Print | PDF Export | Zoom | Page Setup | Close Preview

Tools

Page: ◁ ◀ 1 ▶ ▶|
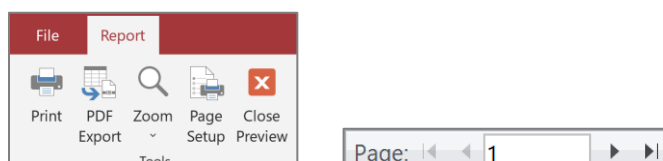
Filtering Data

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	☑	☑
☐	Tell us about a time when you had to work with a team member who was not pulling	☑	☐
☐	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.	☐	☑

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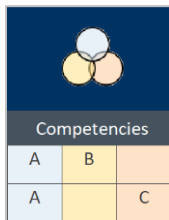
The icon that appears above the legend opens an interactive Competency Model diagram. Each of the 10 core competencies appear under the competency categories of Achieving Results, Building Relationships, and Creating the Future.

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.
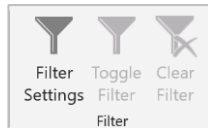
In the illustration below, the displayed questions contain the word <u>success</u>.

Active	Question
☑	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.
☑	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.
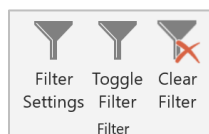
Question Library Management

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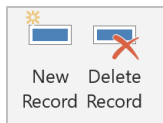
These commands are context-sensitive based on the location of your cursor. If the name of a Question Library is selected, libraries are created or deleted. If an individual question is selected, questions are created or deleted.

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.
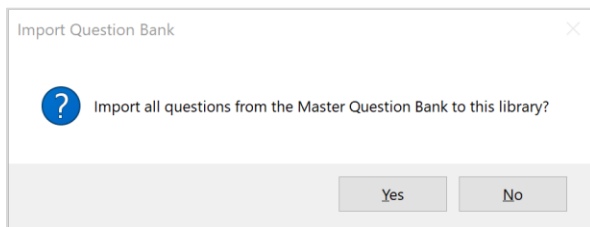
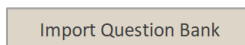| Response	Result
Yes	All records from the Master Question Bank are automatically imported.
No	The new Question Library will not contain any questions.

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.
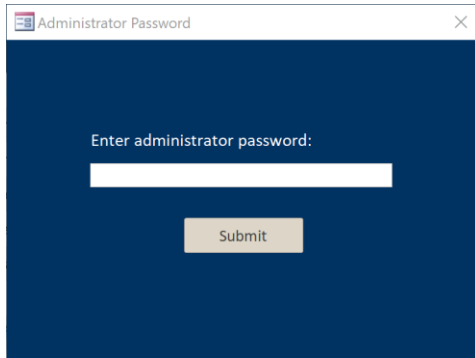
Import Question Bank

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.

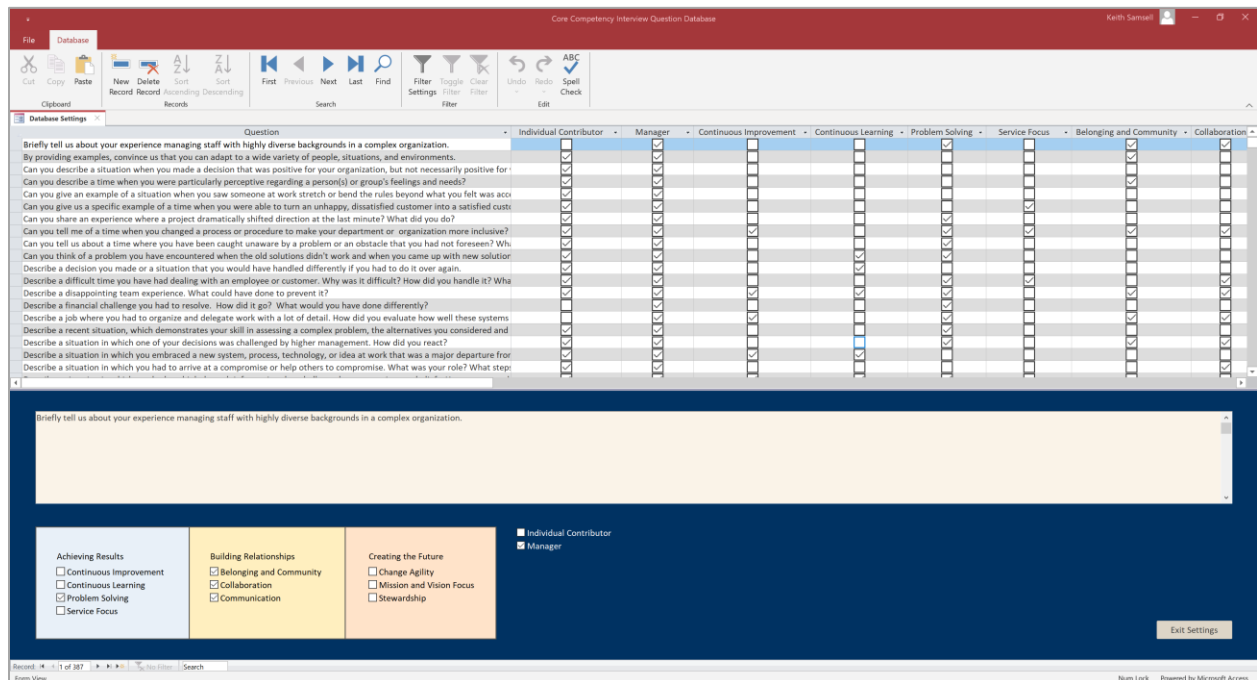The following prompt will appear when using the Database Settings command depicted below.

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.