Candidate Experience Checklist

# Job Application Phase

**Company Careers Website:**

Is it easy to navigate? Does it tell an authentic story about what it’s like to work for your company?

Can a candidate submit their resume even if there isn’t a current open job in their field?

Does it explain your recruitment/selection process so that candidates know what to expect?

**Job Advertisement:**

Is it a quick/easy read?

Is it candidate-focused answering “what’s in it for me?”

**Application:**

Is it quick and easy to apply? (Does it ask for any information unnecessary at this stage?)

Is it mobile friendly?

**Candidate Communication:**

Do candidates know where they stand in your selection process?

Is there someone they can reach to for answers?

Do they get responses to their questions? (How long does it take for them to receive responses?)

Do they get informed when they are no longer being considered for a position?

# Selection Phase

**On-site Interviews:**

Are candidates prepared for what to expect in their on-site interview? (i.e., Who will they meet with? Where? For how long? What’s the typical attire at your location?)

Do they get a chance to meet some of the people with whom they would work?

**Staff Interview Preparation:**

Is training/preparation provided to interviewers and anyone with whom the candidate might come into contact to ensure the optimal on-site experience?

**Assessments:**

Are pre-employment assessments used appropriately (regarding time to complete and point at which they’re required in the process)?

**Candidate Communication:**

Do candidates know what to expect after the interview?

Do candidates know where they stand in the selection process?

Do they receive feedback?

If the selection process takes longer than expected, is it communicated to all candidates?

# Hire/Close:

**Communicating the Hire:**

How quickly is the hire decision made and communicated to the selected candidate?

Who is responsible for making verbal and written offers?

Do you call runner-up candidates with personalized closure?

Do you notify all candidates when the position is filled?