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?