

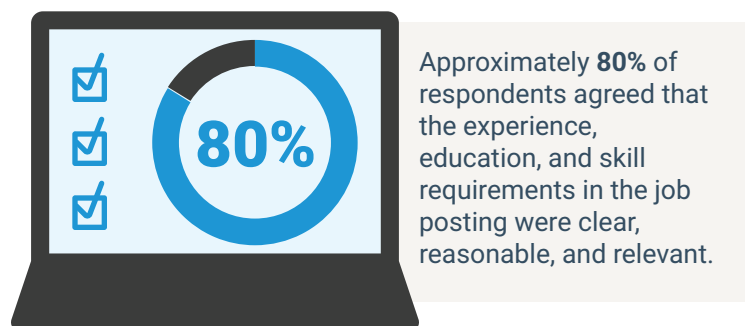
Talent Acquisition Process Feedback Survey

Background

The Canada Council for the Arts conducted a survey to gather feedback from job applicants on the Council's talent acquisition process. Surveys were sent to all applicants who had applied to a position at Council between September 1st and December 31st, 2024. Of those who opened the email invitation, 36% responded to the survey.

1. Overall satisfaction

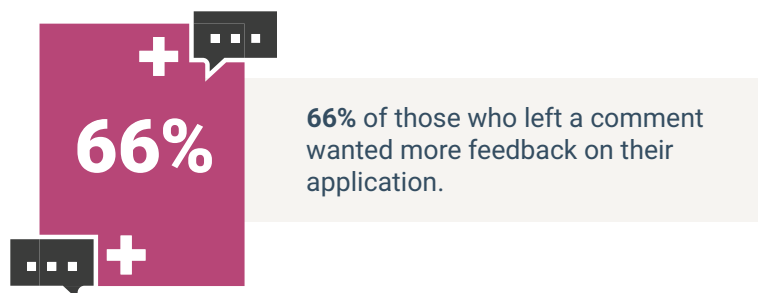
Respondents were generally satisfied, with most questions receiving positive responses.



2. Communication

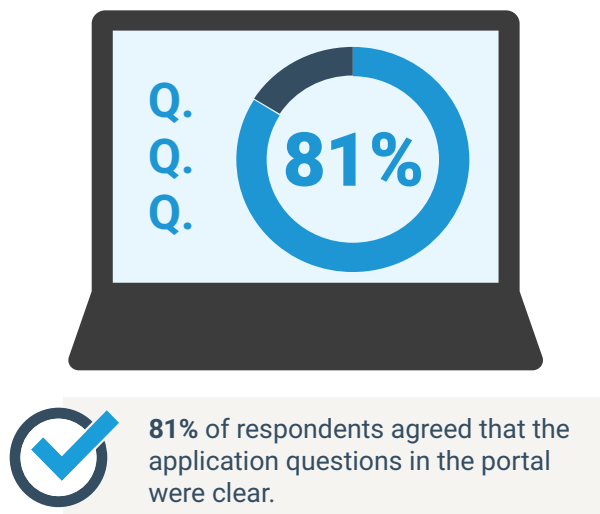
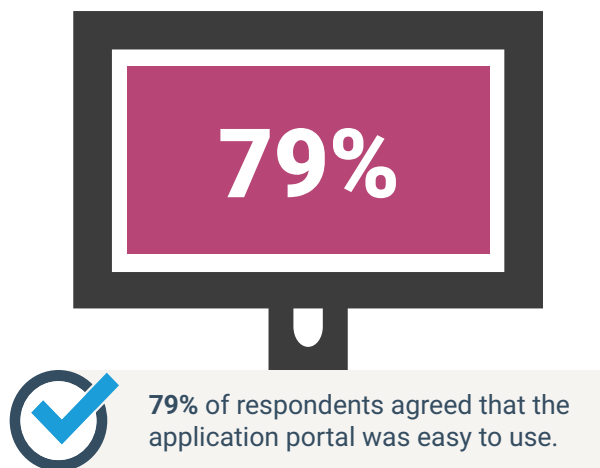
Agreement that there was good communication was higher for those who advanced to the written assessment (58%) and interview stages (74%), compared to those who did not advance to these stages (39%).

Respondents would have appreciated more communications on the status of their application and feedback on their submission. They also asked for more communications about anticipated recruitment timelines and clarity on the contact information for questions.



3. Application Portal

Sentiment for the application portal was positive overall.



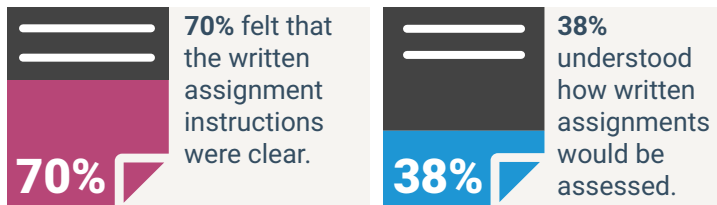
Respondents noted that once an application was in process it was difficult to withdraw it. They also felt the Skills & Competencies section was too general to be an effective screening tool.

4. Assessment

Respondents generally agreed that the written assessment was relevant to the job qualifications (67%) and that the instructions for completing the assessments were clear (70%).

For the interview questions, 95% of respondents agreed that they were relevant to the position and 43% agreed that they were clear.

Respondents would have appreciated more clarity on evaluation criteria.



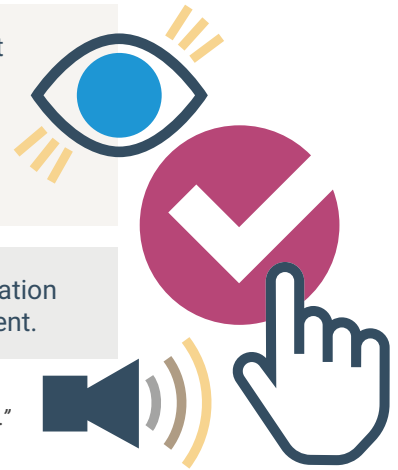
5. Accessibility

There is some room for improving accessibility. Participants asked for more accessible language tests for those with low vision and for more time to complete written assessments and review interview questions.

86% of respondents felt that their accessibility needs for submitting a job application were met*.

Compared to 53% in relation to the written assessment.

**Excludes those who responded "I don't know" or "Not applicable."*



The Council's Action Plan

The Canada Council plans to take the following actions to improve the talent acquisition process based on the findings of this research.



Communications

- Embed greater communications throughout the process and more specifically notifications for unsuccessful applications.
- Map and communicate the talent acquisition process, what to expect at each step as well as high level timelines.
- Ensure job qualifications are communicated in an accessible manner and using plain language.



Application Portal

- Ease the navigation in the application portal by:
 - Removing the competencies and skills section;
 - Making it easier to withdraw an application; and,
 - Providing clear instructions on how to save and return to an application in progress.



Assessment

- Ensure clarity and consistency of assessment criteria for the position to be filled, and more specifically for written assignments.



Accessibility

- Provide clearer communications in terms of accommodations being available throughout the talent acquisition process.
- Conduct a review of best practices in terms of time allocated to prepare for interviews and to complete written assessments (especially for job applicants who have requested an accommodation).
- Identify options for accessible language tests for job applicants with a visual impairment.

