

# Credit Union Improves Hiring with CBST

## Challenge

A credit union in the western US wanted to improve its quality-of-hire for teller positions, which accounted for the majority of its annual hiring.

## Solution

The credit union used the Criteria Basic Skills Test (CBST) to screen prospective tellers and compared their scores to their job performance rankings. Managers ranked each teller on a 4-point scale based on five distinct performance areas (productivity, customer service, team player scores, innovation, and self-management).

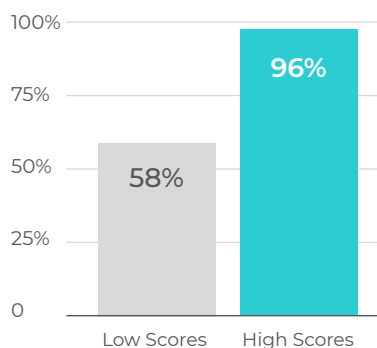
## Results

There was a strong, statistically significant correlation (.42) between CSBT score and employee performance for the 61 tellers for whom performance data was available. Those who achieved the highest scores on the test were much more likely to be rated as good performers by company management, as detailed in the table below:

### CBST as a Predictor of Teller Performance

	Lower CBST Scores (1-36)	Higher CBST Scores (37-40)
Sample Size (n)	38	23
Percent Assigned Good Ratings (3+)	58%	96%

### Average Performance Level by CBST Score



High scorers were 49% more likely to be good performers than low scorers

Specifically, 22 of the 38 tellers in the lower-scoring group on the CBST received overall ratings of 3.0 or better, while 22 of the 23 tellers in the high-scoring group were rated at least as “good” performers (3.0+). As a group, the high scorers on the test scored 0.7 of a standard deviation higher than the low scorers. The difference in average performance levels by test scores is displayed graphically in the chart to the left.

By giving preference to candidates who received the highest scores on the CBST, the credit union was able to substantially improve its overall quality of hire, leading to improvements in productivity and a reduction in turnover.

INDUSTRY  
Credit Union

OBJECTIVE  
Improve  
Quality of Hire

SOLUTION  
CBST  
Criteria Basic  
Skills Test

RESULTS  
Better  
Employee  
Performance

Those who received high scores on the CBST were significantly more likely to receive good performance rankings. Using the CBST led to higher productivity and lower turnover.



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