# OCHR FactSheet

## USA Staffing Upgrade - Application Process

*Issued: 21 July 2016*

### Background

The USA Staffing Program Office redesigned all functional areas of USA Staffing including the application process to improve and simplify the applicant experience. As part of the redesign, the applicant experience was enhanced to include:
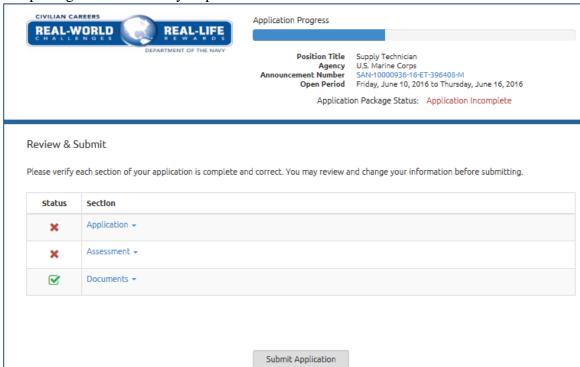• Responsive design
• Additional visible cues

### Responsive Design

The responsive design allows the application to format to a computer, tablet, or mobile device. This flexibility provides applicants with additional methods to conveniently apply to jobs of interest and the freedom to easily apply from any location with access to the internet.

### Additional Visible Cues

Each screen has a top level applicant progress bar tracking the applicant's progress. There is also an Application Package Status that clearly communicates the current state of the application. Each step is marked with a green check for complete or a red X for incomplete. These changes provide applicants with real time information and confidence they are completing all the necessary steps.

OCHR FACTSHEET

## Frequently Asked Questions

**Q: I do not have access to a computer. Can I still apply?**

A: Yes, you can request an alternative applicant method. The Job Opportunity Announcement (JOA) provides specific instructions on how to request an alternative application method.

**Q: When will I see this new applicant experience?**

A: The Department of Navy (DON) has begun a phased system upgrade transition, resulting in two different talent acquisition systems being used to post DON JOAs. The applicant experience will depend on the system used to post the JOA. Applicants applying to JOAs posted using the USA Staffing Upgrade will see the new applicant experience. This will continue until DON fully transitions.

## Where to Find Additional Information

Additional information regarding Operation Hiring Solutions can be found on the DON HR website at
https://portal.secnav.navy.mil/orgs/MRA/DONHR/Recruitment/Pages/Tools.aspx

## Still Need Assistance?

For additional questions on the USA Staffing Upgrade, email the DON HR FAQ box at DONhrFAQ@navy.mil.

## Send Us Your Feedback

OCHR welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the revision process. If you have comments or suggestions for improvement, please send them to us via the DON HR FAQ box at DONhrfaq@navy.mil.

OCHR
FactSheet