

## Case Study:

# IH Mississippi Valley Credit Union

## Transparent Process & Seamless Implementation Impresses Client

**Headquarters: Kewanee, IL**

**Industry: Financial**

IH Mississippi Valley Credit Union (IHMVCU) is a member-owned financial cooperative dedicated to improving the economic well-being of our members by providing comprehensive financial services in a superior manner—while maintaining the financial stability of the credit union. Founded in 1934 by employees of International Harvester, IH Mississippi Valley Credit Union is more than 110,000 members strong and has more than \$900 million in assets, making it the sixth-largest credit union in Illinois.

### The Challenge

IHMVCU had concerns regarding the assessment they had been using no longer meeting the needs of the business. “We had used the same assessment for over 10 years and it no longer fit our needs as our industry and organization had changed so much,” indicated Morgan Dunn, Senior Human Resource Specialist. IHMVCU also wanted the ability to customize the assessments when necessary for particular positions to meet the unique demands of the organization. “I love the customization that is available and the flexibility that the staff provides in order to make sure the products are working just as hard as the end users,” said Dunn.

### Assessment Strategy & Key Differentiators

For the Teller role, DeGarmo recommended a combination of **work style** and **work tolerance** assessments to measure person-job fit and screen out high turnover risk job applicants. This assessment platform is one of the most dynamic and sophisticated candidate profiling systems on the market. Through the use of an innovative competency weighting system, the system can evaluate an applicant’s alignment with critical requirements for any job, leveraging assessment content designed to measure behavioral tendencies related to an applicant’s “will” rather than just “skills”.

IHMVCU also utilizes profiles of work styles for a range of positions—from Credit Analyst, to Business Analyst, to Chief Information Officer.

IHMVCU representatives cited several features of DeGarmo’s platform, “The implementation was very seamless and the reason for that is the dedication from the DeGarmo staff. They understand that the better they know the user and organization, the success rate is much higher. They are also fantastic with continued support and follow up,” noted Dunn who also highlighted, “The ability to email a candidate an assessment to take ahead of time is also a great option to utilize when appropriate.”



“**The team at DeGarmo have been true partners in our efforts to hire and promote with a higher level of success.**”

**Morgan Dunn**  
**Senior Human Resource**  
**Specialist**

## Profile Build

The design of any well-constructed and legally-defensible talent assessment solution begins with a job analysis-based profile build. DeGarmo's platform offers customization driven by subject matter experts (SMEs) who independently rate the importance of key job behaviors to successful job performance. DeGarmo's process is designed to understand the drivers of success (and failure) at the behavioral level, based on *actual job requirements*.

## Assessment Impact

The results demonstrated a significant impact for the DeGarmo assessment platform. According to Dunn, "Because we were able to create a custom product, we are able to look at multiple reports and use them on demand to assist with making sure our interview questions were appropriate for that particular individual."

IHMVCU also reported that "The engagement of the users has increased and after taking the assessment they seem to have a better understanding going into the interview that we truly value our employees and are selective on our hiring decisions."

"Our products so far have been very effective...it definitely is a very reliable source of information. The best part is that it is very easy to see those results because the reports are so easy to interpret," according to Morgan Dunn.

An especially striking compliment provided by Dunn notes, "The team at DeGarmo have been true partners in our efforts to hire and promote with a higher level of success. From product selection to implementation and ongoing it's very transparent that they want to know the organization and the users in order to make the products work to their full potential. I still have contact with the first person that I spoke to about the product which tells me that they are true professionals and not just a sales people out for any and all business."

**“ I would recommend the DeGarmo staff and products to anyone— you will be truly impressed!”**

## What is DeGarmo?

DeGarmo is a recruitment, assessment and consulting organization that has provided services globally for more than 20 years. DeGarmo helps organizations identify the best talent in less time through recruitment optimization, superior assessments, and predictive analytics. Our solutions provide the talent intelligence you need to make better selection decisions, support effective coaching, and drive the development of your people.

With talent insights from DeGarmo, you can more effectively build talent pipelines and support the long-term growth of your business.