



*Customer Spotlight*

## Assessment Platform Offers Easy Customization For Over 50 Positions



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## The Company

TruWest Credit Union is a member-owned financial institution, which has been in business for more than 60 years. TruWest Credit Union has been serving members in the Phoenix and Austin areas. From its humble start as a Motorola Credit Union, it has expanded its membership reach in the community, the number of branches and the services it offers.

## The Challenge

According to Jacque Wolfgang, Human Resource Manager, TruWest “had issues locating good candidates who possessed the right background and skills to do the job.”

There was interest in DeGarmo’s assessment platform to meet TruWest’s needs because, “it was easy, quick to utilize, and cost effective,” according to Wolfgang.

## Assessment Strategy & Key Differentiators

TruWest implemented a customized assessment work style assessment profile for **over 50 positions** 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.

Wolfgang indicates, “We believe it has helped us to narrow the field of candidates and hire a much higher level of professionals.”

Candidates who successfully passed the assessment can then complete a **dynamic interview** where questions were determined based on their assessment performance.

*“The product sold itself.”*

Jacque Wolfgang  
Human Resource Manager  
TruWest Credit Union

## 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*.

For DeGarmo, SME data has the ability to play a critical role in the scoring of the talent profile that drives effectiveness as well as internal process support. The validation of the profile prior to activation significantly enhances the defensibility of the talent assessment system. Few, if any other assessment vendors, engage in this critical step. TruWest customized the profiles for all 52 of their assessment packages.

## Assessment Impact

TruWest has been pleased with the products and service offered by DeGarmo.

Wolfgang specifically mentions this in description of the implementation process by noting: "We had several meetings to resolve questions and your team was always eager and ready to help in any way and at any time."

She goes on to mention, "DeGarmo Assessments are very easy to use, well-liked by our staff and provide us with a quick profile for viewing by managers. The interview guides provide us with the ability to focus on the weaknesses of that candidate and then compare/contrast with others to make the best hiring decision."

*"DeGarmo assessments are very easy to use and well-liked by our staff."*

## About DeGarmo

DeGarmo develops and distributes innovative talent assessment and development solutions to help clients maximize revenue growth, productivity, and workforce stability. Our award-winning pre-employment assessments, leadership assessments, and training solutions have been delivered to millions of job candidates worldwide through our talent platform, or through integrations with major applicant tracking system (ATS) providers. More than 10,000 HR professionals have received HRCI or SHRM certification credits through DeGarmo's webinars on critical HR topics such as talent assessment, interviewing, leadership, turnover reduction, and culture fit.

## Contact Information

Contact DeGarmo for more information on this case study or our talent assessment solutions toll-free at (866) 4-DEGARMO, or at [sales@degarmo.com](mailto:sales@degarmo.com). Visit us online at [www.degarmo.com](http://www.degarmo.com).

