# Using Layered questions solving the existing challenges with the Existing Diversity Forms in North America Career Portal

## Sai Raj Kondogi Shiridi

*1.Oracle Certified HCM Cloud Architect & Implementation Specialist*
*Individual Contributor*
*Austin, TX, USA.*

**Abstract**
*This paper addresses the challenges associated with the existing diversity forms within the North America Career Portal, focusing on the Oracle Talent Acquisition Cloud system. Diversity forms, designed to collect essential diversity data from candidates during the application process, play a critical role in promoting inclusivity and compliance with Equal Employment Opportunity (EEO) regulations. However, the current system design presents several limitations, including the inability to add content to the form and the absence of custom questionnaires. This paper discusses the challenges, their implications, and proposes a solution to enhance the diversity form's functionality while maintaining compliance with existing systems. We will look at layered questioning which is a powerful technique that can be used to solve existing challenges with diversity forms in North America's career portals. Diversity forms, often included in job applications, are intended to gather information about candidates' demographic characteristics, such as race, gender, disability status, and more. The goal is to promote diversity and inclusion in the workplace, track progress, and ensure equal opportunity. However, these forms often face challenges related to accuracy, compliance, and user experience.*
*Keywords: Diversity forms, North America Career Portal, Oracle Talent Acquisition Cloud system, Diversity data, Equal Employment Opportunity (EEO) regulations, Limitations*

---------------------------------------------------------------------------------------------------------------------------------

---------------------------------------------------------------------------------------------------------------------------------

## I.     Introduction

Diversity and inclusion are fundamental principles in modern recruitment processes. To track and promote diversity within the workforce, organizations rely on diversity forms, which collect crucial demographic information from job applicants. However, in the context of the North America Career Portal, these diversity forms face significant challenges, especially when integrated with the Oracle Talent Acquisition Cloud system.

### 1.2 Diversity Forms and Their Significance

Diversity forms are essential tools for gathering data related to a candidate's gender, ethnicity, disability status, and other factors. This information is invaluable for organizations committed to creating a diverse and inclusive work environment, as well as for complying with EEO regulations. The data collected can be used to analyze hiring trends, identify disparities, and establish diversity benchmarks.

### 2.1 Challenges with the Existing Diversity Forms

### 2.2 Lack of Customization

The Oracle Talent Acquisition Cloud system offers only one standard EEO/Diversity form in the Recruiting module. This form, however, does not permit the addition of custom content or questions. This limitation restricts the ability of organizations to collect specific diversity-related data tailored to their unique needs.

### 2.3 Inflexibility in Form Design

The inability to add content to the existing form poses a considerable challenge. As organizations evolve and their diversity initiatives adapt, the static nature of the current form design becomes a hindrance. Recruitment processes require the flexibility to adjust form content to meet changing legal requirements and organizational goals.

---

2.4 Lack of Custom Questionnaires
While the Oracle system does not allow for custom content within the diversity form, it does provide the functionality to add custom questionnaires. This inconsistency complicates the data collection process, requiring organizations to manage diversity-related inquiries separately from the primary diversity form.

1.      The Proposed Solution: To address the challenges posed by the existing diversity forms, the proposed solution is to enhance the system's capabilities while maintaining compatibility with the Oracle Talent Acquisition Cloud. The solution involves the following steps:

3.1 Layered Questions: Definition and Importance

2.1 What is a Layered Question:
Layered questions is a powerful technique that can be used to solve existing challenges with diversity forms in North America's career portals. Diversity forms, often included in job applications, are intended to gather information about candidates' demographic characteristics, such as race, gender, disability status, and more.

2.2 Advantages of proposed solution:

Improved Data Accuracy:
By using layered questions, career portals can gather more accurate and comprehensive demographic data. Instead of asking broad questions like "What is your race?" or "What is your gender?", which can lead to oversimplification or discomfort, the questions can be broken down into multiple layers. For example: Start with a general question: "Would you like to voluntarily self-identify your demographic information?" If the candidate agrees, provide a series of specific, non-binary questions: "Please select all that apply: African American, Asian American, Hispanic/Latinx, Native American, Caucasian, Other." This approach encourages candidates to provide more specific information, leading to more accurate diversity data.

Legal Compliance:
Compliance with diversity and anti-discrimination laws is a critical concern for career portals. Layered questions can help by ensuring that candidates are given the option to self-identify without feeling coerced. The initial question can explicitly state that providing this information is voluntary and will not affect their application or job prospects.

Enhanced User Experience:
Traditional diversity forms can be intimidating or uncomfortable for candidates, leading some to skip them or provide inaccurate information. Layered questions can create a more user-friendly experience by allowing candidates to choose what information they are comfortable sharing. This empowers candidates and reduces any potential apprehension.

Richer Data for Analysis:
Career portals can use the data collected through layered questions for more detailed diversity analysis. With finer granularity, organizations can gain insights into the specific demographics of their applicant pool, track progress toward diversity goals, and identify areas where targeted outreach or support may be needed.

Customization and Flexibility:
Layered questions can be customized to suit the unique needs and goals of different organizations and industries. Portals can adapt the questions to align with their specific diversity and inclusion initiatives, ensuring that they collect the most relevant data.

Educational Opportunities:
Alongside the layered questions, career portals can include links or resources to educate candidates about the importance of diversity and inclusion in the workplace. This can foster a more inclusive culture and help candidates better understand why providing this information is valuable.

Centralization of Data:
Oracle Talent Acquisition Cloud serves as a centralized hub for recruitment and applicant tracking. By hosting supplementary questionnaires within this system, all diversity-related data is consolidated in one place. This centralization simplifies data management and ensures that diversity information is easily accessible to authorized personnel.

Streamlined Data Collection:
Integration with Oracle allows for the seamless incorporation of supplementary questionnaires into the recruitment process. Candidates can complete these questionnaires as part of their application, ensuring a streamlined and user-friendly experience. This integration minimizes the need for candidates to interact with separate systems or processes, which can be cumbersome and lead to data entry errors.

Real-time Data Flow:
Integration ensures that diversity data collected through the supplementary questionnaires is instantly and accurately transferred to Oracle Talent Acquisition Cloud. This real-time data flow eliminates delays and discrepancies, providing recruiters and HR teams with up-to-date information for decision-making.

Data Mapping and Transformation:
During integration, data mapping and transformation mechanisms can be set up to align the structure and format of the supplementary questionnaire data with Oracle's database schema. This ensures data consistency and compatibility, preventing data-related issues down the line.

Enhanced Reporting and Analytics:
With diversity data seamlessly integrated into the Oracle system, organizations can leverage Oracle's reporting and analytics capabilities to gain insights into their applicant pool's diversity. Customized reports and dashboards can be created to track diversity metrics, monitor progress towards diversity goals, and make informed decisions.

Compliance and Security:
Oracle Talent Acquisition Cloud is equipped with robust security features and compliance measures. Integrating supplementary questionnaires within this system allows organizations to benefit from Oracle's security infrastructure, ensuring that sensitive diversity data is protected and compliant with relevant regulations.

User Experience:
Candidates and recruiters benefit from a smoother user experience when diversity questionnaires are integrated seamlessly within the Oracle system. Candidates can easily complete the questionnaires as part of their application process, and recruiters can access the data they need without navigating multiple interfaces.

Customization and Scalability:
Oracle provides customization options, allowing organizations to tailor the integration to their specific diversity and inclusion goals. As needs evolve, the integration can be scaled and adapted to accommodate changes in diversity reporting requirements or questionnaire content.

Data Governance and Auditability:
Integration with Oracle ensures that diversity data is subject to the organization's data governance policies. Audit trails can be maintained, documenting who accessed, modified, or exported diversity data, enhancing transparency and accountability.

Future-Proofing:
As Oracle continuously updates and enhances its Talent Acquisition Cloud, organizations can benefit from ongoing improvements and innovations in diversity data collection and management.

Flexibility and Compliance
Design the custom questionnaires to be adaptable, allowing organizations to modify them in response to evolving diversity needs and compliance requirements. Ensure that data collected remains compliant with EEO regulations.
D. User-Friendly Interface
Develop a user-friendly interface that makes it easy for applicants to complete both the standard diversity form and any additional questionnaires, promoting higher completion rates and data accuracy.

## V. Conclusion
Enhancing the diversity forms within the North America Career Portal presents a crucial opportunity to advance diversity and inclusion efforts while maintaining compliance with existing Oracle systems. By introducing layered questionnaires, organizations can overcome the limitations of the current system design, ensuring flexibility, and alignment with their diversity objectives. This approach not only supports diversity initiatives but also promotes a more inclusive workplace and fosters equitable hiring practices.

**References**

Journal article

[1]. Sai Raj Kondogi Shiridi, Using Layered questions solving the existing challenges with the Existing Diversity Forms in North America Career Portal

Book/Configuration Guide Oracle:

[2]. Oracle Corporation Version 23 C - Implementing Recruiting
[3]. Oracle Fusion Cloud Talent Management Implementing Recruiting F81728-03 Author: Viviane Filloles

Webpage

[4]. https://docs.oracle.com/en/cloud/saas/talent-management/23c/faimh/create-a-prescreening-question.html#s20059756
[5]. https://docs.oracle.com/en/cloud/saas/talent-management/23c/faimh/index.html#COPYRIGHT_0000