



# Applicant Tracking System (ATS) Audit

An ATS is important solution for any company that is hiring but there are numerous vendors that offer their own, unique product. As your company evolves, it's always a good idea to audit the quality and effectiveness of ATS to make sure it's helping you in all the right ways.

In this audit, we've listed specific benefits your ATS should provide and questions you can answer to determine if your solution is delivering the right value.

## Hiring process configuration

An ATS should allow you to perfectly outline the steps in your company's hiring process. If your company has grown and your process has become more complexed, you should make sure your ATS is still the right fit by asking the following questions:

- \* Have you added more interview steps, like phone interviews or additional in-person interviews?
- \* Are your candidate evaluations now more thorough or involving more people?
- \* Does your ATS allow you to configure all your new steps? If not, it could mean your company has outgrown its current solution.

## Communication templates & evaluation forms

Your ATS should make it easy to keep your candidate messaging and evaluation criteria up-to-date. You can make sure both are current by answering the questions below:

- \* Have you changed your prospecting or autoresponder messaging?

- \* Does your messaging need to be changed? Have candidates negatively responded to it or given any other feedback?
- \* Are your candidate evaluation forms current? Does your ATS allow you to collect the feedback needed?

## User permissions

You need to ensure every team member can access the ATS and take care of their assigned hiring responsibilities. These questions will help you confirm the right people have the right permissions:

- \* Do all your recruiters and hiring team members have access to your ATS?
- \* Do users have the right access level?
- \* Are there any hiring team members who can benefit from having a higher level of access?

## Candidate sources

It's important to verify that all your candidate sources are properly attributed in your ATS. You can determine if there are recruiting channels that have been overlooked with these questions:

- \* Do you have new sourcing channels, like an employee referral program or an external recruiting agency, that haven't been setup in your ATS?
- \* Is your careers website up-to-date? Do you have any new content or company branding that needs to be added?

# Candidate profiles

Keeping an historical record of everyone who has applied to your company is an important function of an ATS. These questions will help you learn if all your candidate profiles are current:

- \* Do you have resumes outside of your ATS that need to be imported? If so, it should be easy to bulk upload them into your solution.
- \* Do you have any duplicate candidate profiles your ATS hasn't recognized?
- \* Are there any resume file formats your ATS cannot accept?
- \* Are additional documents, like work samples and portfolios, attached to candidate profiles?
- \* Do you have any promising candidates you didn't previously hire who can be considered for other roles?

# ATS value

At the end of the day, your ATS should be a valuable asset for your company. You can determine how important it is to your hiring efforts by answering these questions:

- \* Is your ATS valuable to your company's hiring efforts? Has it solved the problems you had before it was implemented?
- \* Is your ATS pricing fair and within your recruiting budget?
- \* If you want to change solutions, are you under contract with your current vendor?