



Utilities Forum

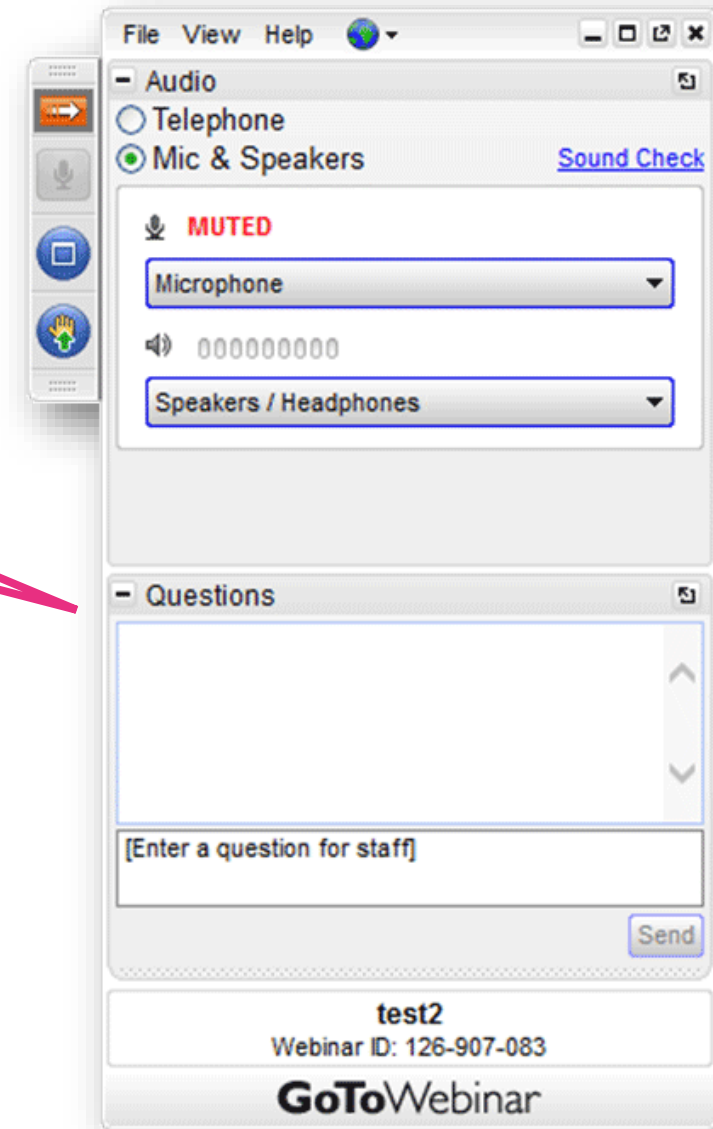
Panel Discussion

May 27, 2021

To ask questions,
use the “Questions”
feature

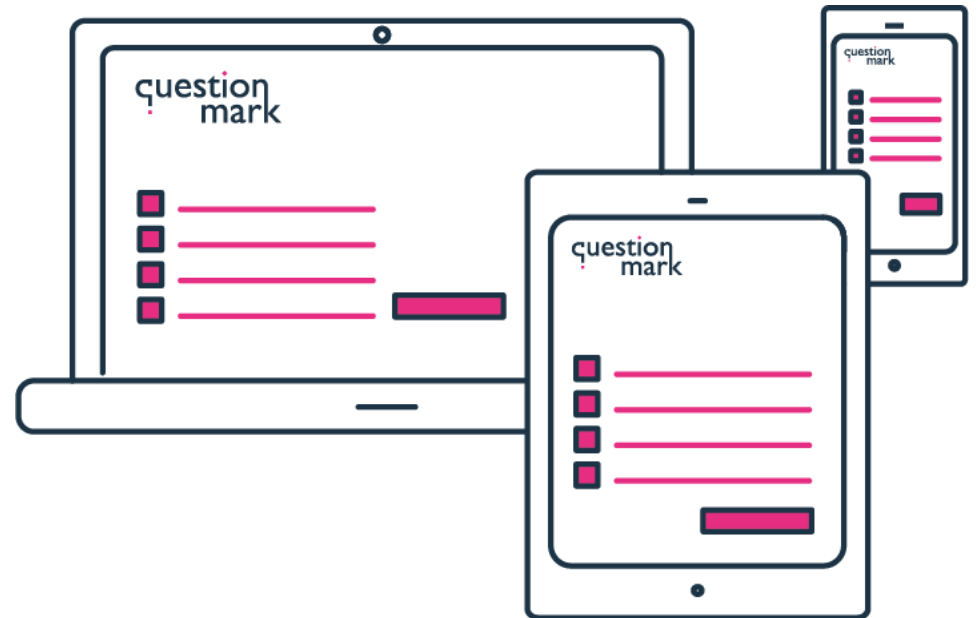
Watch for an email after the session:

- Download slides (PDF)
- View a recording
- Answer a survey



Agenda

- Introductions – panelists and their Questionmark use cases
- Panel discussion
 - Leveraging Questionmark
 - Reporting
- Questions?



Panelists



Niescha Farris
Learning Content Specialist
CenterPoint Energy



John Lyons
Manager – Testing Services
Con Edison



Heather Hammer
Process Analyst – Operations
NW Natural



Andrew Dominguez
Superintendent
Southwest Gas

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Use Cases



Use Case: CenterPoint Energy

About CenterPoint Energy

- **Industry:** Energy/Utilities
- **Location:** Houston, TX
- **High Level Use Case:** Customer Service
New Hires and Field Technician Apprentice
Programs
- **Number of Years as Client:** 2.5
- **What do you do:** Learning Content
Specialist

Using Questionmark

- **Department(s) Using Questionmark:**
 - Customer Service (3 locations)
 - Gas Operations (6 states)
 - Electric Operations (Houston, TX)
- **Problem Solved with Questionmark:**
 - Tracking compatible with LMS
 - Reporting capabilities
 - Real time results
- **Why Questionmark?** It is a reliable robust tool that meets our assessment and reporting needs.

Use Case: Con Edison

About Con Edison

- **Industry:** Energy/Utilities
- **Location:** New York City and Westchester County
- **High Level Use Case:** We use Questionmark to administer all our written recruitment and promotional tests
- **Number of Years as Client:** 11
- **What do you do:** I manage a team of 4 employees who proctor these written tests, at a single location in Queens, NY. Also, my team is responsible for the delivery, control, administration, revision and archiving of over 600 unique test selection instruments.

Using Questionmark

- **Department(s) Using Questionmark:** Recruitment, all operating areas and The Learning Center (TLC), yet Testing Services is the “gatekeeper” who manages the overall process.
- **Problem Solved with Questionmark:** Rapid, repeatable, controlled and secure test administration. A paperless environment with archived tests and results, that can analyzed and measured.
- **Why Questionmark?** Best-in-class, scalable, responsive, professional, secure.
- **Additional Use Case Detail:** Currently expanding to other areas of TLC.

Use Case: NW Natural

About NW Natural

- **Industry:** Energy/Utilities
- **Location:** HQ Portland, OR
- **High Level Use Case(s):**
 - Operator Qualifications Certifications
 - Field Operations Training Programs
 - Safety Certifications
- **Number of Years as Client:**
 - OQ went live Spring 2019
 - FOT went live Summer 2019
 - Safety went live Spring 2021
- **What do you do:** Natural Gas Distribution //
New to Water Distribution (2018 to present)

Using Questionmark

- **Department(s) Using Questionmark:**
 - Operator Qualifications
 - Field Operations Training
 - Safety
 - IT&S (Pending)
 - HR (Initial Review)
 - Customer Contact Center (Initial Review)
- **Problem Solved with Questionmark:**
 - Initially w OQ assessments – got us off paper!
- **Why Questionmark?**
 - Seemed the most robust tool to meet all of our varying assessment needs

Use Case: Southwest Gas

About Southwest Gas Corporation

- **Industry:** Energy/Utilities
- **Location:** Arizona, California, Nevada
- **High Level Use Case:** Southwest Gas Corporation uses Questionmark's assessment management system to test its employees and contractors on field operations of gas pipelines and operations. Utilizing Questionmark allows us to gauge the competency level of each individual on any topic that has been trained.
- **Number of Years as Client:** 14 years
- **What do you do:** Southwest Gas is a Large Distribution Company for Natural Gas. We have been in business for 90 years since 1931. We have over 2 million customers that we serve in 3 states and have approximately 2,300 employees.

Using Questionmark

- **Department(s) Using Questionmark:** Gas Operations Support Staff (Conduct assessments for field operations personnel)
- **Problem Solved with Questionmark:** Elimination of paper tests, testing analytics, training effectiveness, assessment repository
- **Why Questionmark?** Questionmark had and still has the most robust online assessment platform available
- **Additional Use Case Detail:** SWG administers approximately 50,000 assessments a year. We maintain approximately 300 tests in the Questionmark system.

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Panel Discussion





How is your organization leveraging
Questionmark?



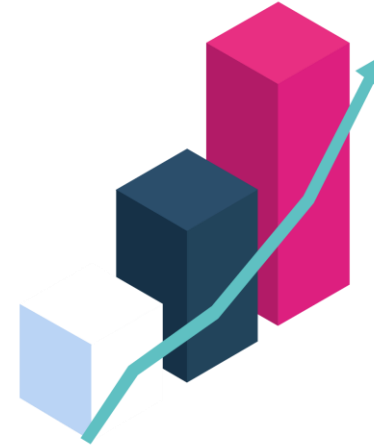
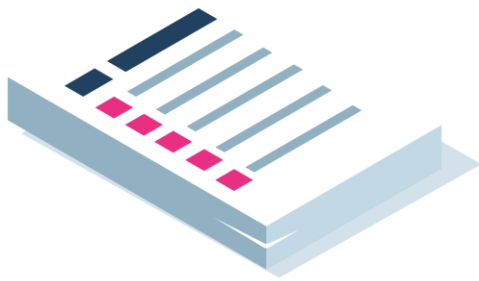
How is your organization utilizing reporting?

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Questions?



White papers, infographics, reports, eBooks and more!



VIEW NOW:

- **Report** – [How to Build a Tech-Enabled Workforce](#)
- **White Paper** – [The Full Value of Online Assessments](#)
- **Infographic** – [The Continuous Improvement Cycle](#)

Join us for an upcoming webinar!

Introduction to Questionmark's Assessment Platform

June 8 – 12:00 PM EDT – 1:00 PM EDT

Learn the basics of authoring, delivering and reporting on surveys, quizzes, tests and exams. This introductory webinar explains and demonstrates key Questionmark features and functions.

Beyond Recall: Taking Competency Assessments to the Next Level

June 22 – 11:00 AM EDT – 12:00 PM EDT

Is it possible to assess someone's abilities to make judgments and decisions when they are faced with a dilemma? This session gives a general overview of why it's important to go beyond recall in competency assessments.

Introduction to Questionmark's Assessment Platform

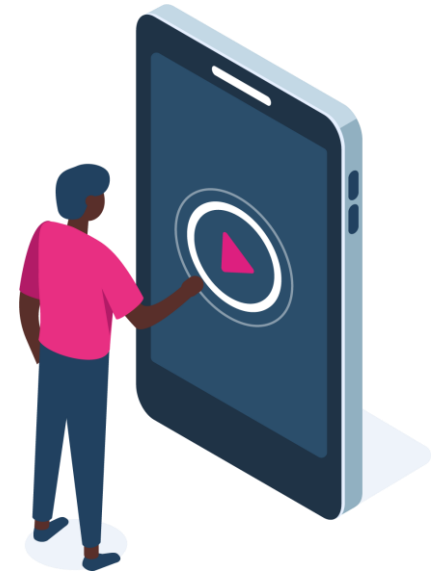
June 24 – 10:00 AM EDT – 11:00 AM EDT

Learn the basics of authoring, delivering and reporting on surveys, quizzes, tests and exams. This introductory webinar explains and demonstrates key Questionmark features and functions.

Job/Practice/Task/Competency Analysis – What Does it All Mean?

July 27th – 12:00 PM EDT – 1:00 PM EDT

A foundational element of any credentialing examination is the framework which outlines the knowledge, skills, abilities, tasks and or competencies to be measured. But what approach should program leaders take to create this framework? This session will unpack the myriad of terms, methods and design alternatives to help programs understand their options for defining the expectations within their exams.



REGISTER TODAY!
www.questionmark.com/webinars



Thank you to our panelists!

Niescha Farris, *CenterPoint Energy*

John Lyons, *Con Edison*

Heather Hammer, *NW Natural*

Andrew Dominguez, *Southwest Gas*



Thank you for attending!

For more information on Questionmark:

- Contact Emily Smith @ emily.smith@questionmark.com or
- Request a demo @ www.questionmark.com/request-a-demo