EyeDetect Standardizes & Streamlines Hiring… and Saves Money

"EyeDetect has made us more efficient and has fundamentally changed our hiring process for the better."

Major Bill Gardiner

BACKGROUND

The Idaho State Police (ISP), headquartered in Meridian, Idaho, has provided law enforcement services to its citizens since 1919. Departments of ISP include Patrol, Investigations, Commercial Vehicle Safety, Alcohol Beverage Control, Forensic Services, and others.

The ISP hiring process is carried out at the headquarters or one of its regional testing locations in the state. It consists of a physical fitness test, an interview with a Command Staff member, and a three-person panel interview. Successful applicants move on to polygraph. The polygraph unit consists of three examiners and a supervisor. The supervisor peer-reviews test data and written reports.

At the completion of the hiring process in late 2017, questions surfaced regarding the pass/fail rate of the polygraph tests. Primarily, the validity of the polygraph tests was in question. In early 2018, a Command Staff member looked for other options and learned that the Boise Police Department was using EyeDetect to screen applicants. After reviewing EyeDetect and related research, ISP purchased the solution in August 2018.

EYEDETECT IMPLEMENTED

ISP implemented EyeDetect to put the primary focus of the pre-employment screening process on the applicant. They realized that applicants deserve a fair assessment via a standardized, fast process. After what ISP describes as "super easy" training, they immediately integrated EyeDetect into its hiring process. Applicants that pass the EyeDetect test move directly to a background investigation and are not tested with polygraph — unless something concerning is discovered during that background investigation. If applicants fail the EyeDetect test, they may opt to take a polygraph.

Lieutenant Matt Sly, polygraph unit supervisor, commented, "I have been pleasantly surprised at the EyeDetect results. It has streamlined and added to the standardization of our hiring process."

RESULTS

The results from EyeDetect have been similar to what ISP experienced when using polygraph only. The difference is an increase in pre-test disclosures and a more standardized test. ISP quickly realized when applicants fail EyeDetect, they also fail the polygraph. Now, if an applicant passes the EyeDetect test, ISP saves time (and money) not doing a polygraph.

Comments from applicants who have taken an EyeDetect test include: "Your process is much better than others I've gone through," "This is much less stressful than a polygraph," and "Oh, this is cool."

RETURN ON INVESTMENT

The first 19 applicants passed an EyeDetect test and did not take a polygraph. This saved $5,500 and ISP also reduced the time spent on the hiring process.