NEW YORK STATE OF OPPORTUNITY. | **Department of Civil Service**

Keyboard Test Administration
and
Performance Test Manager (PTM)
User Guide
NYS Agency/DOL Career Center Edition

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Introduction
Many New York State (NYS) agencies employ keyboarding staff. The NYS Department of Civil Service (DCS) has developed The *Keyboard Test*, a computer-administered performance test designed to assess candidates' keyboarding skills. *Keyboard Test* will immediately test, score, and print results of candidates' keyboarding skills. *Keyboard Test* is one of the tests contained in the Performance Test Manager (PTM) program. The PTM program is distributed on CD for installation onto personal computers.

The NYS Department of Civil Service has decentralized *Keyboard Test* administration to enable NYS agencies to test keyboarding candidates on a schedule that best meets each agency's needs. To receive authorization to use *Keyboard Test*, NYS agencies must designate agency Test Coordinators and Test Administrators to oversee *Keyboard Test* administration in accordance with NYS Civil Service Laws, Rules, and Regulations, and DCS's testing policies, procedures, and security requirements.

Each NYS agency may choose to administer *Keyboard Test* on its own, or may choose to make *Keyboard Test* administration a shared responsibility between the agency and a NYS Department of Labor (DOL) career center. To enable the second choice, DCS will send a list of DOL career center contacts to each NYS agency, and will mail a PTM CD to each DOL career center.

NYS agency and DOL career center staff who deal with *Keyboard Test* administration should read this *User Guide* thoroughly. Specific procedures for requesting, scheduling, and administering *Keyboard Test,* and for installing and using the PTM program, follow. All NYS agency and DOL career center staff who deal with *Keyboard Test* administration must be fully knowledgeable of and trained in the relevant requirements and procedures described herein*.*

For the purposes of this Guide, "NYS agency" refers to the NYS hiring agency seeking to fill a keyboarding position that requires candidates to pass the DCS *Keyboard Test.* "DOL career center" refers to the NYS Department of Labor office that may administer *Keyboard Test* for the NYS hiring agency*,* upon the NYS hiring agency's request.

Typing Speed and Accuracy Standard
NYS keyboarding candidates are tested in a 5-minute typing session and must achieve a speed of 30 words per minute (WPM) with at least 96% accuracy in order to meet the NYS DCS keyboarding standard. The *Keyboard Test* program has been pre-set to this standard.

Waiver of Typing Performance Test

Some candidates may have previously passed a typing skills test and may ask that their typing performance test be waived.

The typing performance test may be waived if:
- within the last five years, the candidate served in a NYS government position that required them to take and pass the DCS typing performance test,
- or, within the last five years, the candidate was successful on a 5-minute typing performance test, typing at a rate of at least 30 words per minute with at least 96% accuracy, and can provide documentation of such. (See below.)

> **Candidates who present written documentation, issued within the last 5 years and which shows that the candidate was successful on a 5-minute typing performance test, typing at the rate of at least 30 words per minute with at least 96% accuracy, can be granted a waiver of the DCS typing performance test.**

Acceptable Documentation for Waiver of DCS *Keyboard Test*:
- official typing test results from NYS agencies, counties, cities, towns, or village municipalities which administer the NYS DCS *Keyboard Test*
- official typing or keyboarding test results from high school, college, university, learning institution, BOCES, or EEOC training programs that award recognized diplomas, certifications, or degrees. The performance test documentation must be on official letterhead and must demonstrate that the test consisted of a 5-minute typing performance test, with a typing speed standard of at least 30 words per minute with at least 96% accuracy

If the documentation provided by the candidate clearly meets the NYS DCS typing standard, the typing performance test can be waived. A copy of the waiver documentation should be retained by the NYS agency for its records.

Unacceptable Documentation for Waiver of DCS *Keyboard Test*:
- typing test results from employment agencies and services, or privately-owned placement services
- typing test results from online, internet, or consumer software keyboarding tests
- typing tests that do not meet the 5-minute typing performance test, typing at a rate of at least 30 words per minute with at least 96% accuracy, standard

If the documentation provided by the candidate does **not** clearly meet the NYS DCS typing standard, the candidate should be advised to take the NYS DCS typing performance test.

As referenced in General Information Bulletin No. 12-02, the Beginning Clerical Worker eligible list can be used for making appointments to Office Assistant 1 (Keyboarding) or to Law Department Document Specialist Trainee 1 positions. (*The Beginning Clerical Worker title has been replaced by the Office Assistant title series.*) However, to do so, NYS agencies must verify that eligible candidates have passed an acceptable typing performance test or have provided acceptable waiver documentation.

The submission of a NYSTEP transaction appointing an individual to the above-mentioned positions will serve as the NYS agency's attestation that the individual has passed the NYS DCS typing performance test or has provided acceptable waiver documentation.

Security Policies and Procedures

The New York State Department of Civil Service has established standard procedures to protect the integrity and security of its testing program and materials. If you have a PTM CD, it must be safeguarded with the same degree of security as all other test materials. If an off-site test center or computer is used, the PTM program should be removed from the hard drive after testing.

The PTM CD and all related test materials should be stored in a locked area that is used exclusively for this purpose. A locked safe, bar-locked file cabinet, or locked supply cabinet are suitable. Do not use locks that can be easily forced or picked.

Due to the secure nature of the PTM application, all individuals who are to receive and use this program must first read Sections 50.11 and 106 of the NYS Civil Service Law, and must then sign the following described agreement form(s), indicating their willingness to abide by all applicable laws and regulations related to test security. No one who has had access to PTM materials should ever be allowed to take a test from the PTM system. If a Test Administrator has had access to a particular PTM test form, no member of that person's household or immediate family should be allowed to take that particular test form.

> **For questions about test security, or to report test security concerns or breaches, send a detailed email to cs.sm.TestAdministration@cs.ny.gov. or call the DCS Test Administration Unit Office at (518) 474-6470.**

Agency Decentralized Test Authorization Request Form:

To obtain *PTM*, a NYS agency must complete and submit an *Agency Decentralized Test Authorization Request Form* (T-250.1), available at:

* https://www.cs.ny.gov/testing/state_ptm_info.cfm

Two NYS agency staff must sign the *Agency Decentralized Test Authorization Request:*
* the Director of Human Resources (or designee)
* the individual designated as the agency Test Coordinator for *Keyboard Test* administration

The completed *Agency Decentralized Test Authorization Request T-250.1* should be:
* faxed to the Exams Control Unit at (518) 474-1605
* or emailed to PCTests@cs.ny.gov

For NYS Agency Administration of *Keyboard Test*:
Once DCS has authorized decentralized testing for the agency, the agency Test Coordinator can download the PTM application from our website at:
* https://www.cs.ny.gov/testing/state_ptm_info.cfm

For DOL Career Center Administration of *Keyboard Test*:
DCS will mail a PTM CD, which contains the *Keyboard Test* program, to each NYS DOL career center. DCS will also mail each NYS agency a list of DOL career center contacts. If a NYS agency wants a DOL career center to administer *Keyboard Test* to its candidates, the NYS agency should email the request to the DOL contact, <u>at least two weeks in advance</u>.

Security Agreement for Test Administration Form
All NYS agency and DOL career center staff who will be administering *Keyboard Test* to candidates must first read and sign the *Security Agreement for Test Administration Form* (T-250.2). This form lists the conditions that test administration staff must meet, and contains a copy of Sections 50.11 and 106 of the Civil Service Law, which test administration staff must read, understand, and agree to uphold.

A Test Administrator:
- must **not** be a candidate for *Keyboard Test* or any other test in the Performance Test Manager program.
- must **not** be an applicant for an announced and/or scheduled NYS Civil Service examination or a NYS-provided civil service examination in the same occupational fields as *Keyboard Test* jobs.
- must **not** be employed in a job with duties similar to those of the jobs for which *Keyboard Test* is used.
- must **not** be employed by or affiliated with any organization which publishes "self-help" materials designed to assist candidates in preparing for civil service tests, or which provides training designed to assist candidates in preparing for civil service tests.
- must **not** remove test material or any material related to the test administration, from the test site.
- must **not** discuss, or convey to any person other than authorized NYS civil service personnel, any information concerning the examination content.
- must **not** administer any examination provided by the NYS Department of Civil Service to any members of his/her immediate family or household, or a close personal or professional associate.

NYS agency or DOL career center staff who willfully violate the terms, rules, or laws governing the administration of NYS Civil Service tests may be subject to discipline, as deemed appropriate by the NYS agency, or may be subject to prosecution for a misdemeanor, as outlined in Sections 50.11 and 106 of the Civil Service Law. A copy of the *Security Agreement for Test Administration Form* is available online at https://www.cs.ny.gov/testing/state_ptm_info.cfm*.*

Reasonable Accommodation Policy and Procedures
It is the policy of the New York State Department of Civil Service to make reasonable accommodations for candidates with disabilities, who request accommodations. A reasonable accommodation is any change in the test-taking process which enables a qualified candidate with a disability to equally participate in and compete in New York State Civil Service examinations. Such accommodations will be made in accordance with the

requirements of the New York State Human Rights Law (HRL), the Americans with Disabilities Act (ADA), and the Federal Rehabilitation Act of 1973.

If a candidate requests an accommodation for taking *Keyboard Test*, the NYS agency Test Coordinator must instruct the candidate to email their request to the DCS Testing Accommodation Unit at testaccommodation@cs.ny.gov. The candidate's email should include:

- the candidate's full name and contact information
- the name of the performance test the candidate is taking, i.e., *Keyboard Test*
- the NYS agency that will be administering the test
- the name of the NYS agency Test Coordinator
- the date on which the candidate has been scheduled to take *Keyboard Test*
- a detailed description of the accommodation the candidate is seeking
- a detailed description of the candidate's functional limitation(s) regarding the accommodation being sought.

The NYS agency Test Coordinator should inform the candidate that medical documentation may be required. After evaluating the candidate's accommodation request, DCS staff will inform the candidate <u>and</u> the NYS agency Test Coordinator of the accommodation to be provided. DCS will also send the NYS agency Test Coordinator *Special Instructions* regarding the delivery of the test, as accommodated, to the candidate.

If a DOL career center is administering *Keyboard Test* for the agency, the NYS hiring agency Test Coordinator should send the DOL career center contact a copy of the *Special Instructions*. The DOL career center must assist the NYS hiring agency in providing the special accommodation to the candidate, as outlined in the *Special Instructions*.

Retest Policy

For each certification of the Office Assistant 1 (Keyboarding) eligible list, candidates who are considered for appointment, but have not previously demonstrated keyboarding proficiency, are required to sit for one session (two attempts) of the keyboarding performance test. A maximum of two sessions (four attempts) may be administered for each certification.

Each session of the keyboarding performance test provides candidates with two opportunities to pass the test. Should a candidate fail on the first attempt, the *Performance Test Manager* immediately provides the candidate with a second opportunity to take the test. If a candidate fails the test on the first attempt and withdraws from the session before taking the second attempt, the candidate will not be given the opportunity to complete that session at a later date. After the administration of the first session, unsuccessful candidates may be coded as **IC –inactive for this canvass**.

<u>Option for Second Session</u>: For each certification, an agency may elect to offer candidates who are unsuccessful in the first session an opportunity to participate in a second session (two additional attempts) seven days after the date of the first session. This seven day period is given to provide the candidate with an opportunity to practice and improve his/her keyboarding skill. The option for a second session must be applied consistently to all candidates who did not pass during the first session on the same certification. After the

administration of the second session, unsuccessful candidates should be coded as **IC – inactive for this canvass**.
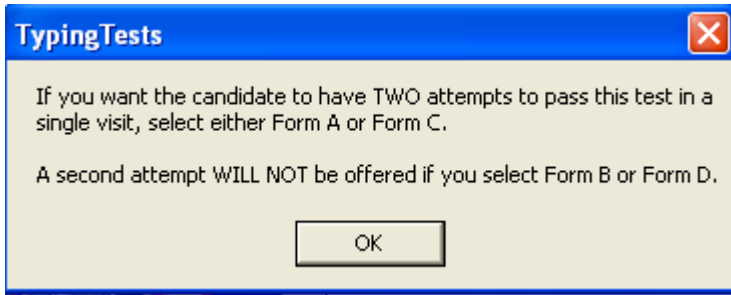
For an initial *Keyboard Test* session, the Test Administrator should select Form A from *the "Form Selection"* box, shown below.
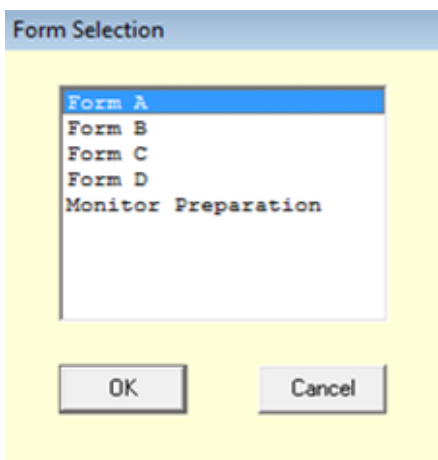
If the Test Administrator selects Form A, *Keyboard Test* will automatically offer an immediate retest on Form B to candidates who fail Form A. If the Test Administrator selects Form C, *Keyboard Test* will automatically offer an immediate retest on Form D to candidates who fail Form C. In the event a single attempt ***needs*** to be given, the Test Administrator can select Form B or D.

For DOL Career Center Administration of *Keyboard Test*:
If a candidate fails the first two attempts to pass *Keyboard Test,* the candidate must contact the NYS hiring agency for a determination on when he/she can be scheduled again. The NYS hiring agency may allow the candidate to take a third and fourth retest, after a 7-day period has elapsed. This 7-day period is given to provide the candidate an opportunity to practice and improve his/her typing skills. A retest interval of less than 7 days would likely end up with the candidate receiving the same, i.e., failed, result.

For each list certification or keyboarding position to be filled, NYS hiring agencies may allow each candidate <u>four</u> attempts to pass *Keyboard Test.*

**A candidate who <u>fails all four forms</u> of *Keyboard Test* <u>should not be appointed</u>.
The NYS hiring agency should code the candidate cert as "IC"
(inactive for this canvass).**

Scheduling of Candidates for Typing Tests

It is up to each NYS hiring agency to schedule candidates for *Keyboard Test* to fill available positions in the agency. If the agency is administering *Keyboard Test* on its own and has multiple computers set up with *Keyboard Test*, scheduling multiple candidates at the same time will be the best use of time.

If the agency is using a DOL career center for *Keyboard Test* administration, the agency must coordinate *Keyboard Test* scheduling with the DOL career center. All DOL career centers require at least <u>2 weeks advance notice</u> for *Keyboard Test* scheduling. The number of computers available for *Keyboard Test* administration varies by DOL career center.

If a NYS agency wants a DOL career center to administer *Keyboard Test* for its candidates:
- The NYS hiring agency will email the request to the DOL contact, <u>at least 2 weeks in advance</u>.
- The *"Subject"* of the email will be *"Request to schedule keyboarding test."*
- The request will list the approximate number of candidates to be tested.

In return, the DOL contact will send the NYS hiring agency the test date, time, and number of computer stations available.

The NYS hiring agency will then:
- Notify candidates of the test date, time, and location.
- Send each candidate a *Notice of Typing Performance Test (Admission Notice).*
- Instruct candidates to bring the *Admission Notice* to the test.
- Notify candidates to arrive at the test site 30 minutes prior to the test start time.
- Send DOL a candidate roster with:
    - candidate name and ID (SSN)
    - candidate address, email, phone number

If a DOL career center is administering *Keyboard Test* for a NYS agency, it is the DOL career center's responsibility to:
- Ensure that test security requirements are observed and maintained.
- Administer and score *Keyboard Test*, using procedures outlined later in this *User Guide*.
- Give candidates a copy of their *Candidate Test Results* form.
- Maintain *Keyboard Test* records, as outlined later in this *User Guide*.

The NYS hiring agency should send each *Keyboard Test* candidate a *Notice of Typing Performance Test (Admission Notice),* shown on the following page.

Before sending the candidate the *Notice of Typing Performance Test (Admission Notice)*, the NYS hiring agency Test Coordinator should fill in the Candidate Name, Address, Test Date & Time, and Test Location information, as well as the Test Coordinator's name and contact number, on the *Admission Notice.*

New York State Department of Civil Service
Notice of Typing Performance Test

Bring this Notice, and identification with your name, signature, & photograph, to the test.

Candidate Name: _____   **Test Date & Time:** _____

Address: _____   **Test Location:** _____

NYS Hiring Agency Test Coordinator: _____
 & contact number: _____

This Notice admits you to the test. Read it carefully and follow all instructions.

This is your Admission Notice for the Typing Performance Test. Bring this notice with you to the test, along with photo identification that includes your signature to verify your identity.

The position to be filled is in a job title requiring skill in typing or operation of an alphanumeric keyboard. To be considered, you must demonstrate your keyboarding proficiency by either: (1) taking and passing the New York State Civil Service Typing Performance Test; OR (2) providing documentation that, within the last 5 years, you have taken a typing test and met the requirements of at least 30 words per minute, with at least 96% accuracy.

Scope of Typing Performance Test: The typing performance test uses a standard keyboard and is given on a personal computer (PC). No prior knowledge of the software is required. The test is five minutes long and is preceded by a three-minute practice session. You are to enter as much of the passage as you can during the time available. You will be tested on keying speed and accuracy. To pass, you must enter the text at a rate of at least 30 words per minute, with at least 96% accuracy. For example, if you enter the text at 30 words per minute, the maximum allowable number of errors is 6. All in-between speeds are rounded in the candidate's favor. You will have a maximum of four attempts to be successful on the typing performance test.

Waiver of Typing Performance Test: The typing performance test may be waived if you provide documentation that, within the last five years, you have been successful on a five-minute typing performance test, typing **at the rate of at least 30 words per minute with at least 96% accuracy**. The documentation of the **test results** must be on official letterhead or an official notice of the results of a typing test administered by a NYS agency or other recognized training program for typists, secretaries, or word processors. A photocopy of your test results is acceptable.

Reasonable Accommodations: If you require special accommodations for this test, please contact the Test Coordinator listed above.

Religious Observer: If you are unable to take this test on the date scheduled due to religious reasons, please contact the Test Coordinator listed above and ask to be rescheduled.

Warning: You must read and understand the affirmation at the bottom of this notice and sign it in the presence of a test proctor. Any possession of test questions and/or answers, even those reconstructed or transcribed from memory, after administration of this test may be considered an illegal act pursuant to Civil Service Law, section 50(11).

AFFIRMATION: I affirm under penalties of perjury that I am the person named below, have been authorized to take the examination(s) listed, and have no prior knowledge of the contents of this test or the questions included in it. I understand the State of New York and the Department of Civil Service hold a common copyright over the test content. I agree, as a condition of being admitted to the examination, that I will not disclose to any person, the contents of the test. I understand that I may be disqualified for violating these or any other conditions of taking the examination.

_____ _____   _____
Sign Affirmation in the presence of the test proctor.   *Date*

_____   _____
Print Name   *Social Security Number*

When scheduling candidates for testing, avoid obvious test-date conflicts, such as religious and other holidays. An individual with a religious or other legitimate reason to have the test rescheduled should be accommodated to the extent possible.

As stated in General Information Bulletin 12-02, candidates being considered from the Beginning Clerical Worker eligible list for the positions of Office Assistant 1 (Keyboarding) or Law Department Document Specialist Trainee 1 must first demonstrate keyboarding proficiency by passing the *Keyboard Test* or its equivalent. *(The Beginning Clerical Worker title has been replaced by the Office Assistant title series.)*

Completed *Admission Notices* of passed typing candidates should be retained by the NYS hiring agency, in a secure location for future reference, should a question regarding a candidate's identity arise.

Candidate Preparatory Information
On-screen instructions at the start of *Keyboard Test* will inform candidates of what the test involves. Each *Keyboard Test* session contains a practice session to prepare candidates for the actual test.

System Requirements
The PTM program which contains *Keyboard Test* is installed on a personal computer (PC) hard drive. The candidate's keyboarding effort is written to a removable drive. One floppy disk or removable drive is needed for every PC to be used for *Keyboard Test* administration. One floppy disk can hold up to 75 *Keyboard Test* administrations. Removable drives can hold even more.

Installing Performance Test Manager
Note: Before the Performance Test Manager (PTM) program is installed on a PC, previous versions on the PC, if any, must be uninstalled.

Operating Environment - There are two options:

- The *Standalone Environment* will install the PTM to run on that PC alone. Test results can be saved to a removable drive in the PC USB port. This is the recommended setting.

- The *Networked Environment* will install the PTM from a central server. Test results will be automatically saved on this server. No floppy disks or removable drives are needed. Each PC will run the setup program stored on the server, instead of from a CD for each PC. **To use this environment, contact our technical support staff before continuing.**

- Install the Performance Test Manager Program by either clicking "setup.exe" from the downloaded file or by placing the PTM CD in the computer's CD-drive. An auto-run feature will start the installation. Follow the on-screen directions.

- Click *"Next"* to continue.

- **Choose Destination Location -** The *"Destination Location"* screen allows you to select where the PTM will be installed. Use the default destination location. Click *"Next"* to continue.

- **Backup Replaced Files -** System Files are sometimes over-written or replaced when the PTM is installed. The *"Backup Replaced Files"* screen asks if you want to back up the original files and shows you where they will be saved. This is a good idea because, if you encounter any problems with another application on the PTM, the original PTM files can be restored. Use the default *"Yes"* to backup replaced files. Click *"Next"* to continue.

- **Start Installation -** The *"Start Installation"* screen informs you that installation will begin. Click *"Next"* to continue.

- **Installation Complete -** The *"Installation Complete"* screen informs you that the installation has been completed. Click *"Finish"* to exit the PTM installation program.

Entering the Organization Information

When the PTM installation is complete, a message will ask if you would like to enter the organization information. The first time the PTM is installed on a computer, the relevant organization information (NYS hiring agency name and address) will have to be entered.

> **The organization information will be displayed at the top of the *Candidate Test Results* notice that is printed out for the candidate after testing.**

- Click *"Yes"* to enter the relevant organization information.
- Enter the information, then click *"OK."*
- The Main Menu of the PTM will then be displayed.

For subsequent installations of the PTM, you can use an Organization Information Disk. If you have a computer that already has the relevant organization information on it, you can create an Organization Information Disk by following the instructions in *"Creating an Organization Information Disk."* If you have an Organization Information Disk, insert it into the A drive or into a removable drive in the USB port, and click *"No."*

Entering the Password

Use the default password provided on the PTM download page or in the letter that came with your PTM CD. If you enter the wrong password or if the next screen does not appear, try again. If you make too many mistakes, you will get a message that access is denied. In that case, just re-start the program and then enter the password correctly.

Changing Your Password

If you want to change the password, select *"Administrative Functions"* from the Main Menu.
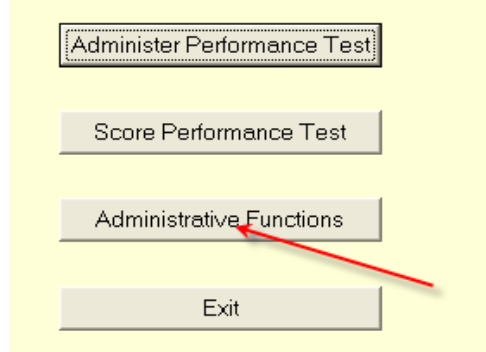
- Click the *"Administrative Functions"* button.
- Click the *"Change Password"* button.
- Enter a new password in the *"Enter Password"* field.
- Enter the new password again in the *"Confirm Password"* field.
- Click *"OK."*
- Click the *"Main Menu"* button to return to the Main Menu.

Computer Problems and Interruptions

If the power goes out or if the keyboard fails to function properly during the test, the candidate must be restarted on the test. Restart the candidate, using the same test form they had been using. If a fire alarm or some other event interrupts testing, restart the candidate, using the same form of the test. You can find instructions for restarting the test under *"Restarting the Program."*

Creating an Organization Information Disk

If you will be installing Performance Test Manager on multiple computers, having an Organization Information Disk will speed the installation process. Performance Test Manager will then transfer the organization information from the Organization Information Disk, automatically, during the installation process. You can create such a disk by using a computer that already has the relevant organization information on it.
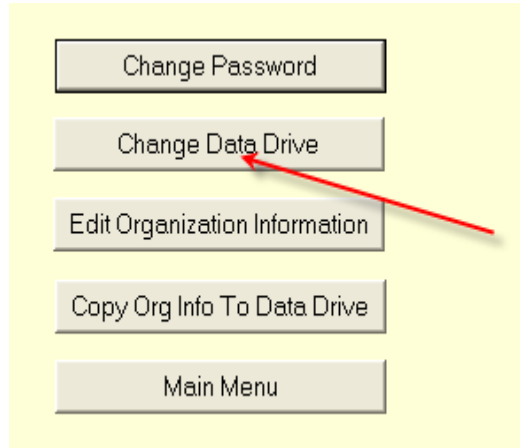
To create an Organization Information Disk, take the following steps from the Main Menu:

- Insert a floppy disk or a removable drive into the PC.
- Click the *"Administrative Functions"* button.
- Click the *"Copy Org Info to Data Drive"* button.
- Click the *"Main Menu"* button to return to the Main Menu.

Changing the Drive where Candidate Results are Saved

If the PC has a removable drive, you can change the drive where candidate results are saved. Take the following steps from the Main Menu:
- Click the *"Administrative Functions"* button.
- Click the *"Change Data Drive"* button. *(See screen shot on next page.)*
    - **Note: I**f you are going to be writing to a removable drive, make sure the removable drive is plugged into the PC, before clicking on this button.
- Select the drive that you would like to use.
- Click *"OK"* to save, or *"Cancel"* to return to the Administrative Functions menu.
- Click the *"Main Menu"* button to return to the Main Menu.

Editing Organization Information

To edit the Organization Information, take the following steps from the Main Menu:
- Click the *"Administrative Functions"* button.
- Click the *"Edit Organization Information"* button.
- Change the appropriate fields.
- Click *"OK"* to save, or *"Cancel"* to return to the Administrative Functions menu.
- Click the *"Main Menu"* button to return to the Main Menu.

Monitor's Preparation Demonstration

Keyboard Test provides a *Monitor's Preparation Demonstration*, which test staff can use to familiarize themselves with the *Keyboard Test* program in just a few minutes. The demonstration contains an 18-second version of a *Keyboard Test* session. To access the demonstration, select *"Monitor's Preparation"* from the "*Form Selection"* box in the program. See "*Selecting the Test Form"* for more detail.

Administering *Keyboard Test*

Starting the *Keyboard Test* Program
- Double click on the Performance Test Manager icon on your computer desktop.
- Enter the PTM password.
- The Main Menu of the Performance Test Manager will be displayed.
- Make sure a **candidate disk is in the A drive**, **OR, a removable drive is in the USB port**.
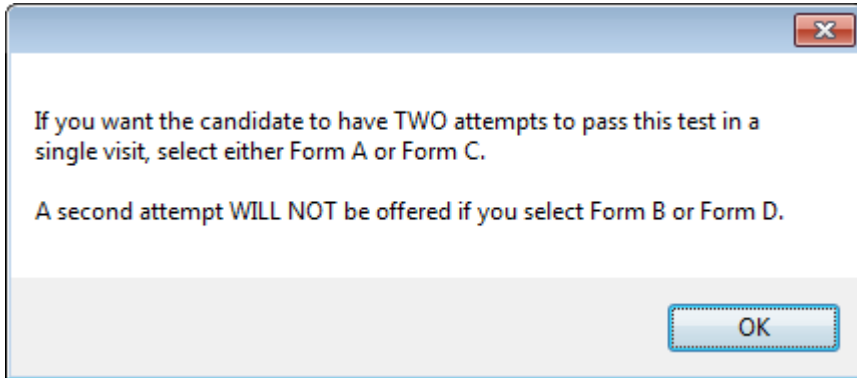- Click on *"Administer Performance Test."* (See screen shot on next page.)
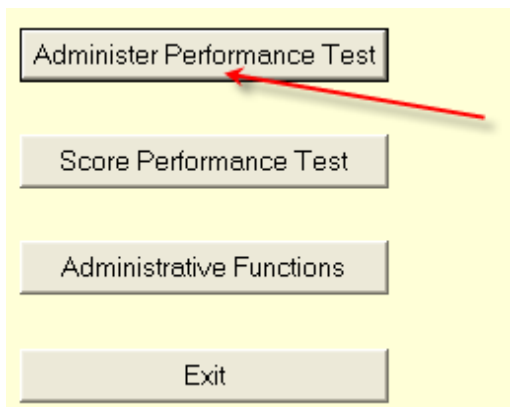
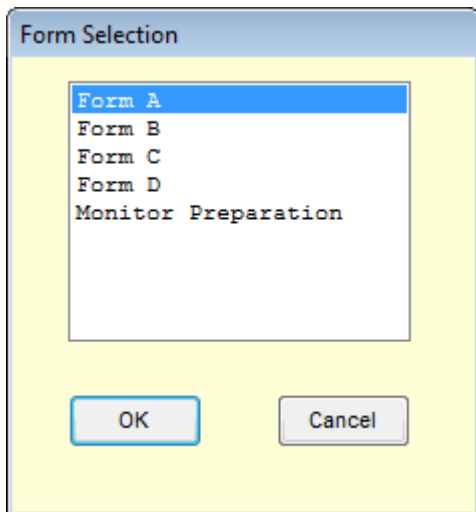- A list of performance test options for your agency will appear*.*
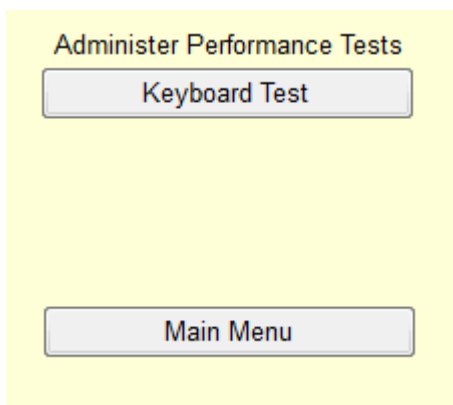
- Click on the "*Keyboard Test*" button.

<u>Selecting the Test Form</u>

When you click the "*Keyboard Test*" button, a *"Typing Tests"* box will appear explaining the form selection rules:

- Click *"OK."*

- *A "Form Selection"* box will appear:

- If you select **Form A,** an immediate retest <u>will</u> be offered on **Form B** to the candidate who fails Form A.
- If you select **Form B,** an immediate retest will <u>not</u> be offered the candidate who fails.
- If you select **Form C,** an immediate retest <u>will</u> be offered on **Form D** to the candidate who fails Form C.
- If you select **Form D,** an immediate retest will <u>not</u> be offered the candidate who fails.
- In the event a <u>single</u> attempt needs to be given, you should select **Form B <u>or</u> D.**
- If you select **Monitor Preparation,** an 18-second demonstration of *Keyboard Test* will appear.

Welcome Screen

If you need to return to the Main Menu from the Welcome screen:
- Click the *"Click Here to Begin"* button.
- On the next screen, click inside the *"Warning"* box.
- At the prompt for a social security number, click *"Cancel."*
- When asked *"Are you sure you do not want to continue?"* click *"Yes."*
- At the prompt to enter your password, enter your password.
- Click *"OK."* The Main Menu will appear.

Practice Session

A three-minute practice session is provided to enable candidates to familiarize themselves with the keyboard. Candidates can end the practice session whenever they like by clicking the *"Stop Practice Test"* button. Neither the practice session nor the test session will begin until the candidate actually starts typing. Candidates may adjust their keyboards and position their chairs before beginning the practice session. *Keyboard Test* will display the candidate's speed and accuracy at the end of the practice session.

Getting Ready (Before the Test Begins)

- Make sure all computers have:
  - **a candidate disk in the A drive**, **OR, a removable drive in the USB port.**
- Make sure the PTM program which contains *Keyboard Test*:
  - **has been installed AND is opened to the "***Welcome"* **screen.**
- Make sure there is a sufficient supply of *Critical Incident Report* forms
- Make sure there is a sufficient supply of disks or removable drives for capturing candidate results.
- Make sure there is enough paper in the printer for printing *Candidate Test Result* notices.

As Candidates Arrive

The Test Administrators or DOL career center staff for each test administration should be given a list of candidates (candidate roster) who have been approved to take the typing performance test and who are expected to show up on a test date. As candidates arrive to take the typing test, a check should be made to see if they have been approved to take the typing test. See *"Checking Candidate Identification,"* below.

As candidates arrive, spread them out, to the extent possible, among available computer stations. This makes it easier to dismiss candidates who have completed their test, and minimizes disruption to other candidates who are still being tested. If computer stations include both left- and right-handed arrangements, ask candidates which they prefer and seat them accordingly. Inform candidates that there is plenty of room for the mouse on either side of the monitor.

If candidates have brought food or drink with them, have them put such items on a separate table or area in the test room, or on the floor. No eating or drinking is allowed in the test room.

Late Arrivals

Late arrivals can be admitted up to 15 minutes after the designated test start time. Try to admit late arrivals as a single group. Read all necessary remarks to the group, before admitting the group into the test room.

As a general rule, admit no candidate who is more than 15 minutes late. Such individuals should be rescheduled to take the test on another date, unless late admission will not interfere with the current test schedule and will not keep test staff on site too late. In most cases, late arrivals will have to wait to join the next-scheduled test group, and can only do so if there is room for them.

Checking Candidate Identification

It is critical to verify that the individual who shows up to take the performance test, is the <u>same</u> individual who signed up for and has been approved to take the test.

Before the test begins, verify each individual's photo identification. Candidates should have a *NYS DCS Notice of Typing Performance Test (Admission Notice)* from the agency. The names of all individuals to be tested should be on the candidate roster.

On occasion, an individual may show up who does not have an *Admission Notice* but whose name appears on the candidate roster, or who does have an *Admission Notice* but who is not listed on the candidate roster. Such individuals should be tested if their identity can be verified by photo identification.

If an individual does **not** have an *Admission Notice* and is **not** listed on the candidate roster, or if the individual does **not** have photo identification, inform the individual that he/she **cannot be tested**. Instruct the individual to ask the NYS hiring agency Human Resource Office to investigate the situation and, if appropriate, to reschedule the performance test for the next test session.

Checking Admission Notices
- Walk to each desk. Ask each individual to sign his/her *Notice of Typing Performance Test (Admission Notice)* in your presence.
- Compare the individual's *Admission Notice* signature with the signature on the individual's photo identification. Check that the photo on the identification is that of the individual who has signed.
- If the signature and photo ID match the individual who has appeared to take the test, put your initials next to the individual's signature to show that you have verified his/her identity.
- Individuals whose *Admission Notice* signature does not seem to match the signature on their photo ID, or individuals who do not have positive identification, should be asked to sign their name, three additional times, on the back of their *Admission Notice.*
- Go on to check the next individual.
- Do **not** collect the *Admission Notices* at this time.
  (You will collect each candidate's Admission Notice when you dismiss candidates at the end of the performance test.)

When you are ready to begin the testing session…

Announce:

- Good morning (afternoon/evening).
- There are some rules you must follow to make the testing process fair for all candidates.

Continue with:

- No talking is allowed among candidates.
- If you have a question or a problem, please raise your hand.
- No eating, drinking, or smoking is allowed in the test room.
- If you have brought any electronic devices, such as headphones, iPods, iPhones, music players, cell phones, pagers, or calculators, please take them out and turn them off now.
- Place any such devices on the floor under your desk; do <u>not</u> use them until after you have completed the test and left the building.
- You are <u>not</u> allowed to use or display any electronic devices while you are taking the test.
- You are <u>not</u> allowed to use any such devices during any break you take outside of this room.
- Any use or display of such devices will be reported to the Department of Civil Service and may result in your disqualification from the test.
- Place any books, notes, or other personal materials on the floor under your desk.
- Place your *Notice of Typing Performance Test* and your photo ID on your desk.
- Print your name and social security number in the spaces provided on the *Notice of Typing Performance Test.*
- The Test Administrator will now come around the room to check your identifications.
- Please sign your *Notice of Typing Performance Test* when the Test Administrator comes around to you.
- If you have already signed your *Notice*, please sign it again when the Test Administrator comes around to check your identification.

- Go around the room; check each individual's *Notice of Typing Performance Test (Admission Notice)* and photo ID.
- Have each individual sign his/her *Admission Notice* in your presence.
- Verify that the individual's signature and appearance match those on the photo ID.
- Confirm that the individual has printed his/her name and full SSN on the *Admission Notice.*
- Initial the individual's signature on the *Admission Notice* to show that you have verified this information.

Then Announce:

- You will be taking a typing performance test on the personal computer.
- You will use the mouse to begin the program.
- You will use the keyboard to sign-in and to take the performance test.
- Set your keyboard in a comfortable working position now.
- If your chair is adjustable, make any adjustments you wish now.
- After you sign-in on the computer, the program will display directions for taking the test.
- Read the directions, but do not start typing.
- The typing performance test includes a three-minute practice session, followed by a five-minute test session.
- Neither the practice session nor the test session will begin until you actually start typing.
- The practice session has a *"Stop Practice Test"* button which you can click if you want to end the practice session early.
- The practice session is followed by a five-minute test session.
- When you complete the five-minute test session, the computer will give you a message.
- If you passed the test, the computer will tell you to raise your hand so that a Test Administrator can come to dismiss you.
- If you failed the test, the computer will display how you did on the test and will offer you an opportunity for a retest.
- If you finish your test before other candidates, we will dismiss you if we can do so without disrupting other candidates.
- If we cannot dismiss you right away, please be patient and we will dismiss you as soon as possible.
- You will be asked to wait outside the test room while your *Candidate Test Results* are printed.
- Take all your belongings with you. You will <u>not</u> be permitted to re-enter the test room.
- When your *Candidate Test Results* notice has been printed, it will be brought to you.
- If you failed the typing test, you will receive information on how to sign up for a retest.
- Are there any questions? (*Deal with any questions, as briefly and quickly as possible.*)
- You may now **begin** the test.
- You should follow the on-screen instructions to proceed through the test.

- Watch candidates as they proceed through the test.
- Respond to candidate inquires.

Restarting the Program

- If, for any reason, a candidate's test is interrupted, the candidate's test must be restarted.
- The test administration staff should restart *Keyboard Test* from the beginning.
- Use the same test form that the candidate had been using.

Dismissing a Candidate

- When the test ends, the screen will instruct the candidate to notify a monitor.
- Go to the candidate and collect the candidate's *Admission Notice* and related documents.
- Dismiss the candidate and have him/her wait in another location.
- Print the *Candidate Test Results.*
   (See *"Scoring,"* which follows.)
- Give the *Candidate Test Results* to the candidate.
- **Make sure you give the correct *Candidate Test Results* to the correct candidate.**

Scoring

- After the candidate has been dismissed and has moved to another location, enter the PTM password on the PC, as you did at the beginning of the session.
- Click *"Score Performance Test."*
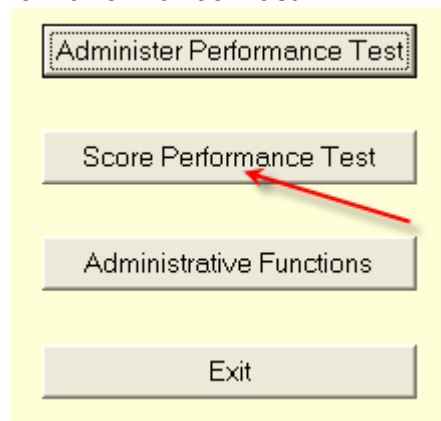
- Select the candidate's social security number.
- Select the performance test you want to score: i.e., *Keyboard Test.*
- The scoring program will score the candidate's *Keyboard Test* and display the *Candidate Test Results.*
- The *Candidate Test Results* will list:
    - the candidate's name
    - the type of performance test: i.e., Keyboard Performance Test.
    - the test form used
    - whether the candidate passed or failed the test
    - the speed achieved, in words per minute
    - the number of errors
    - the speed standard
    - the number of errors allowed at the achieved speed
       (This will be displayed only when the candidate fails by making too many errors.)

- Print <u>three to four</u> copies of each *Candidate Test Results* notice:
    - One copy is for the candidate.
    - One copy is for the NYS hiring agency.
    - One copy is for the NYS DCS, as instructed in "*Reporting Test Results*," below.
    - If a DOL career center administered the test, one copy is for the DOL Main Office.
- Using the disk or removable drive which contains the candidate's test results, you can print the *Candidate Test Results* notice from any PC that has the Performance Test Manager installed and that is connected to a printer.
- Most networked PCs can also be used to print *Candidate Test Results.*

Candidate Review

Candidates are **not** allowed to review their *Keyboard Test* performance record. The only information the candidate is to receive is the information on the *Candidate Test Results* notice. This is the candidate review policy for all decentralized tests.

Reporting Test Results

Please distribute copies of the *Candidate Test Results* as follows:

- **Candidate Copy:** One paper copy of the *Candidate Test Results* should be given to the candidate.

- **NYS Hiring Agency Copy:** One copy of the *Candidate Test Results*, and the candidate's signed *Admission Notice* (*Notice of Typing Performance Test*), should remain on file with the NYS hiring agency, in a secure location for future reference should a question regarding a candidate's identity arise.

- **NYS Department of Civil Service Copy:** Regardless of whether the candidates pass or fail, print and mail one copy of every score notice, passing and failing to:
    Computer Administered Test Results Processing Unit
    NYS Department of Civil Service
    Testing Services Division, 14th Flr.
    Albany, NY 12239

    If several candidates are tested at one time, bundle the *Candidate Test Results* together, and send them to the NYS DCS at one time. If many people are tested over a long period of time, send batches of *Candidate Test Results* to the NYS DCS on a monthly basis.

- **NYS Department of Labor Copy**: If the test has been administered in a NYS DOL Career Center Office, one copy of the *Candidate Test Results* should be faxed to DOL Main Office at 518-485-1727; or scan and email the results to, labor.sm.csKeyboard Test If you cannot fax or scan the test results, please contact Katlin.McKeever@labor.ny.gov for further instructions.

Test Forms and Use Dates

The Performance Test Manager (PTM) CD contains 16 different forms of *Keyboard Test*. Even though they will always be referred to as "A", "B", "C", and "D", these forms are rotated automatically every 6 months.

Returning PTM CD and Related Performance Test Materials

Once a NYS hiring agency has satisfied its immediate typing performance testing needs and does not anticipate administering any additional typing tests in the near future, i.e., no tests planned within the next 6 months, the agency Test Coordinator should return the PTM CD to:

> Exams Control Unit
> New York State Department of Civil Service
> Testing Services Division
> 16th Floor
> Albany, NY 12239

Also, at the end of the time period indicated on the PTM CD label (typically, from January of one year to the December of the following year), the PTM CD should be returned to the above address for proper disposal.

Any Questions? Need Help?

NYS Department of Civil Service Contacts:
- For technical problems, call Pat Sullo at (518) 457-5202.
- For PTM CD or other test materials, call Tracie Maloney at (518) 474-1276
- For questions about test waivers, call the Staffing Services Division at (518) 473-6437.

NYS Department of Labor Contacts:
- For other issues that may arise, contact Katlin.McKeever@labor.ny.gov
- Or call (518) 457-1964.

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New York State
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Albany, NY 12239

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