



THE CITY OF  
**COLUMBUS**

ANDREW J. GINTHER, MAYOR

CIVIL SERVICE COMMISSION

# COMMISSION COMMENTS

## Apply in July

### To Become a Columbus Police Officer

Have you ever considered a career in Law Enforcement? Then the upcoming **Police Officer Examination** is the one for you! If you have a high school diploma or G.E.D., a valid and current driver's license, are a current United States citizen, and are at least 20 years of age, you meet the qualifications for the examination!



The examination has multiple phases, consisting of a multiple choice, a writing sample, an oral board exam (COPE), and a physical test. The website contains a great deal of information regarding the testing process. Additionally, a study guide is provided to help you prepare for the examination.

Please submit your application to the Civil Service Commission between July 1 and July 31, 2018 online at [www.columbus.gov/civilservice](http://www.columbus.gov/civilservice), (current job openings) or internet access is available at 750 Piedmont Road Columbus, Ohio 43224 if needed. Please be sure to submit your application no later than July 31, 2018.

Prior police experience is NOT required, so if you are ready for a rewarding career that will provide life-long skills and continue to be a challenge, don't miss out on this opportunity! The Division of Police provides six months in the training academy, field training with another seasoned officer, and continuing  
(continued on Page 3...)

## Application Technical Support

### Faster Assistance for NEOGOV/Governmentjobs.com Users

Do you have a question about setting up your online profile with the city? The website we use for online applications, Governmentjobs.com, is now offering live applicant support, providing job seekers a faster and easier technical support experience. Job seekers who are looking for technical support can call 855-524-5627 and reach a live specialist, unlike previously where they left a voicemail and received a call back. Now, if job seekers who contact support are not immediately directed to a specialist, they can simply hold or press 2 to request a call back. The phone line is open between 6 a.m. – 5 p.m. Pacific Time (9:00 a.m. – 8:00 p.m. Eastern Time). You can call the applicant support line with questions about setting up your profile, applying for jobs, and using the governmentjobs.com online career pages.

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**Police officers,  
firefighters,  
EMTs—  
they are all out  
there every  
single day—  
literally a phone  
call away for  
anyone who  
needs them.**

*- Doreen Cronin,  
author*

## SMEs, The Unsung Heroes of Test Development



The acronym 'SME' stands for Subject Matter Expert. SMEs are employees who work in the job, or supervise those who work in the job for which an exam is being created or revised. These workers and supervisors who participate as SMEs are considered experts because they are most familiar with the job and what is needed for successful performance of the job. Due to their familiarity with the job, they are uniquely qualified to assist in the development and/or review of questions and problems that are used on employment exams.

SMEs ensure that the exam questions and problems cover the knowledge, skills, abilities and other areas that are important to the job. Not only do they share their expertise in creating a quality exam, the assistance is given in addition to their regular job duties and helps

to ensure the exam content is technically accurate and is the appropriate difficulty level for the job being tested. As part of being a SME, however, exam security must be addressed. In order to ensure confidential information regarding the exam is not shared, SMEs are required to sign a security agreement prior to participation. The security agreement lists multiple conditions to which SMEs must agree, all of which help to ensure no candidate gains an unfair advantage on the exam. SMEs have a large responsibility in the testing process, however the critical information provided helps to have a positive and lasting impact on the future workforce of the City of Columbus. SMEs are truly the unsung heroes of the test development process.

To all of those past, current and future SMEs, thank you!

## City of Columbus Career Fair

On May 12, 2018, the City of Columbus held the first ever City of Columbus Career Fair. The event was held from 10:00 a.m. until 2:00 p.m. at the Columbus State Conference Center. Hundreds of applicants attended this event and learned about opportunities with Columbus. Throughout the event, applicants were able to visit representatives from participating departments. For several positions, applications were accepted on the day of the event.



Breakout sessions were also offered for applicants who wanted information in specific areas. Breakout sessions included: Resume Lab, Testing Clinic (Job Test and Application), Preparing Yourself for the Job Search: Basics for the Newly Unemployed, Mastering the Interview, Developing Your Professional Presence: Looking the Part, Are You Being Too Social?, Marketing Your Transferable Skills, Police Officer Information Session, and Firefighter Information Session

This event was packed with information and offered assistance to our neighbors free of charge. It was a great way for us to connect and hopefully gain coworkers that will contribute to our mission. We strive to recruit a workforce for the City of Columbus that reflects the diversity of the residents of our great city. We invest in and develop our employees by providing valuable training opportunities. Our investment in workforce development provides the opportunity for our employees to grow, advance in their careers and better serve our community. The event was a huge success. Many thanks to all those who contributed!



## ?? Ask Eyestein ??

**Dear Eyestein:**

**I applied for a test and was rejected. I knew I met the minimum qualifications, so I filled out a Request for Review form and got approved. But once I took the test, I failed. I think someone in the Test Center has it out for me since I had to get the director to override them and get me in the exam.**

**Signed, Unfairly Failed**

Dear Unfair:

In looking at your profile, your application was originally denied because you did not provide enough information showing you met the minimum qualifications. In your Request for Review, you provided additional details, and our director agreed it met the minimum qualifications. You were approved and scheduled to test with the rest of the candidates.

The folks reviewing applications actually WANT you to fill out the Request for Review if you think they made a mistake. They trust the process will work and people like you will alert us if you are truly qualified. When it comes to candidates, the more the merrier! We want as many qualified people as possible to test.

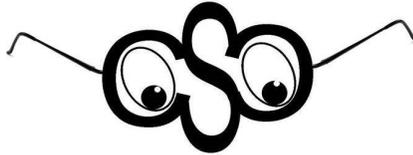
Once you took the test, your name was not connected to any of your test materials until the very end of the process. All of your test materials were listed under a candidate ID number. Your responses were graded against a pre-approved key, and your total score was compared to everyone else who took the test. Then, the analyst used a mathematical process checked by a computer to determine the passpoint. Your total score was too far below average, and unfortunately you failed.

This whole process, from application to test results, took about a month. During that month, the person who originally denied your application interacted with thousands of candidate ID numbers. While it may feel like someone was trying to get back at you, the whole process has many checks along the way to ensure fairness.

**Dear Eyestein:**

**I took a test last month. It was all on the computer and I know that my results should be instantly available. But the guy wouldn't give me my score! Why did I have to wait three weeks to see how I did, when you could have told me right away?**

**Signed, Instant Results**



Dear Instant:

While we might be able to see your raw score as soon as you are done testing, that number doesn't mean as much as you may think it does. *The final score you receive is based on how you did compared to everyone else who took the exam.* For example, if we told you that you got a "50" on the Outlook subtest, what does that mean? If everyone else's scores averaged to 82, that would mean you didn't do very well. Conversely, if the exam was extremely difficult and everyone else's scores averaged to a 36, then your score was great.

You took the test on the first possible day, but there were 3 other days of testing after that. Grading cannot begin until after the final day of testing so that we have all of the scores to find out the average.

Before we can even begin grading, there are several things that must be done. We first verify that the questions we asked were appropriate and keyed into the computer scoring system correctly. If we find any questions that do not meet our standards (e.g. too vague, more than one correct answer), they are thrown out and not considered in anyone's score. When we grade an exam, we grade on a "curve," which involves a statistical process known as z-scoring. The cut-off score is set and individual scores are determined. Preference points (e.g., veterans, seniority) are then added to passing scores as necessary. We then create the official eligible list, comprised of final scores broken down by score bands (90, 80, 70). Once this grading process is completed, it is reviewed by a supervisor. Finally, we create and send the results letters.

### ...Apply in July: Columbus Police Officer

(...continued from Page 1) education and training throughout your career. This combination of training and experience will prepare you to ensure the safety of citizens, uphold the law, and ensure the rights of citizens are preserved. The rewards for this profession are immeasurable!!!



Don't wait! Visit our website; create a profile and sign up for Job Alerts for Police Officer to be kept up to date as information becomes available including application dates and test dates.

For more information about the Police Officer examination call 614-645-0800. To sign up for recruiting events and to learn more information about the job, you can also visit the Division of Police's website at [www.columbus.gov/police](http://www.columbus.gov/police).



**CIVIL SERVICE COMMISSION**

**Main Office and Test Center**

77 North Front Street  
Columbus, Ohio 43215-1895  
614-645-8300  
CivilService@columbus.gov  
Fax: 614-645-8379

**Piedmont Test Center**

750 Piedmont Road  
Columbus, Ohio 43224-3266  
614-645-0848  
PoliceFireTesting@columbus.gov

[columbus.gov/civilservice](http://columbus.gov/civilservice)  
[cscfeedback@columbus.gov](mailto:cscfeedback@columbus.gov)

*Commission Comments brought to you  
courtesy of:*

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## Retirement Alert: Suzy Ulry



Suzy started her employment with the City in August, 1987 as a Development Assistant in the records room in the Department of Development. She later assisted in zoning as a Research Analyst I, II and III before moving on to the Civil Service Commission as a Personnel Analyst I in July, 1994. After promoting to a Personnel Analyst II, she enjoyed performing in this role for the remainder of her tenure with the Commission.

As part of the Commission's Applicant & Employee Services unit, the majority of Suzy's time was spent working on classification projects for the City of Columbus and Columbus City Schools. To complete these projects, Suzy collaborated with department HR personnel and communicated with City employees to find out about their jobs. Suzy says that it was very rewarding to listen to employees speak with pride about their work and, through their stories, to be able to appreciate the variety of services our City and City Schools employees provide to the public.

When thinking back to her beginning with the City, Suzy says the biggest change is the use of technology in day to day work. When Suzy started with the City, there were no computers and no voicemail! Phone messages would be taken on little pink message pads; reports or letters were dictated or written out by hand and submitted to a "typist"; research was conducted on microfiche and in dusty archives.

During retirement Suzy looks forward to devoting quality time to enjoying her family and her super sweet golden retriever. Her husband recently retired and is now working for a nonprofit organization. Her daughter graduated from Miami University in May and will be starting Optometry school in the fall. While her family engages in these pursuits, Suzy's initial retirement plan includes furthering her interests including gardening, quilting, creating Shutterfly memories, and engaging in volunteer opportunities. Suzy's last day at the City was May 31, 2018.

## WHERE IS IT?

See if you recognize the location in our title banner on the first page and email your guess to [SHGoodwin@columbus.gov](mailto:SHGoodwin@columbus.gov)  
(good luck... we think this one is tough!)

We will print the answer and the names of the first five correct entries in our next issue

### LAST QUARTER'S ANSWER:

Fountain near the Supreme Court building  
along the Scioto Mile

#### Last Quarter's First Five:

Christopher Iacoboni, *Division of Police*  
Diane Berinato *Finance*  
Brandon Barksdale, *Development*  
Tara Reeves, *Division of Fire*  
Belinda Anderson, *Building and Zoning*



## Staff Notes

*We would like to recognize  
Civil Service staff members:*

### Congratulations to:

**Merrari McKinney**, *Office Assistant III*, for receiving the Director's Award. This award recognizes employees who demonstrate leadership, creativity, behavior, and accomplishments that reinforce the ideals of America's Opportunity City.

**Rich Cherry**, *Personnel Analyst II*, for 25 years of service

**John Swinger**, *Personnel Analyst II*, for 20 years of service

### Welcome to:

**Tricia Emerson**, *Office Assistant III*, Test Center

### Thanks to:

**Pam Cole**, *Personnel Analyst II*, for taking on a new role as the Community Liaison Outreach Coordinator