Welcome & Introductions

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- Mikey Federer (645-0855) — Logistics

- Website: www.columbus.gov/civilservice
Today’s Agenda

1. Background & Logistics
2. Exam Overview
   - Multiple Choice
   - Written Work Sample
   - Oral Board
   - Results Release
3. Questions & Discussion
The Purpose Of Testing
To provide a fair, objective, and valid method of predicting which candidates will most likely be ‘successful’ after promotion
Exam Validity

- Valid exam: representative of the job
- Validity of exam increases as test more closely reflects important aspects of job
Job Analysis

• Observations
• Technical Conferences
• Surveys
• Interviews
Task Categories

- Supervision
- Training/Advising Subordinates
- Control of Scene
- Patrol
- Classifying situations
- Report Writing/Paperwork
- Investigations
- Interaction Outside of Unit
2019 Sergeant Exam

Phase I: Open-book Multiple-Choice 25%
Phase II: Closed-Book Multiple-Choice 25%
Phase III: Written Work Sample 25%
Phase IV: Oral Board Exam 25%
Overview

- **Multiple-Choice (MC) Phases**: assessment of overall knowledge of sources found to be important (Reading List)

- **Written Work Sample (WWS)**: assessment of tasks related to Supervision, Classifying Situations, Report Writing/Paperwork, and Investigations

- **Oral Board (OB)**: assessment of tasks related to Supervision, Training/Advising Subordinates, and Interaction Outside of Unit
Exam Dates

Phase I: September 17, 2019
Phase II: September 17, 2019
Phase III: September 19, 2019
Phase IV: November 4, 2019

(168 candidates have been invited to take the exam.)
Exam Location

• Location: 1111 East Broad St. Ste. 201
• Parking: East lot/South lot
• Building Access:
  ✓ Enter through Broad Street entrance
  ✓ Test days: Check in with CSC monitor in lobby
  ✓ Appeal and Clerical Review days: Go to the lower level
Development of MC

- Test items are developed based on the source material from the reading list.
- More items are drafted than needed for these phases.
- All items undergo a thorough review process.
  - Division of Police personnel rate items according to importance, difficulty, and job relatedness.
  - Items are not intended to be tricky.
- Open Book vs. Closed Book
What’s New?

• Shorter tests
  ✓ Approximately 50-60 items each
  ✓ Both phases completed in ½ day
  ✓ You will be scheduled a.m. or p.m.

• You will be sequestered before or after your exam and between the two phases

• Smart phones, smart watches, etc. are not permitted
MC Test Day

- Arrive early and give yourself plenty of drive time
- Bring driver’s license
- Dress in layers
- May want to wear a watch
  ✓ No alarms, cameras, recorders, internet
- No electronic devices
- No drinks
- Pencils will be provided
Open-Book MC Exam

Sources are permitted
✓ Reading list materials
✓ A dictionary
✓ Non-electronic
✓ No extra pages
✓ DO NOT write in sources during exam
✓ Subject to inspection

2 ½ hour response time
Closed-Book MC Exam

No sources are permitted

✓ Materials will be placed under tables
✓ No reference to dictionary

1 ½ hour response time
## MC Item Source Distribution

<table>
<thead>
<tr>
<th>Open-Book Exam</th>
<th>Closed-Book Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIR (15-25)</td>
<td>DIR (15-25)</td>
</tr>
<tr>
<td>PSOP (1-5)</td>
<td>PSOP (5-10)</td>
</tr>
<tr>
<td>SUP (7-12)</td>
<td>SUP (7-12)</td>
</tr>
<tr>
<td>EOM (5-8)</td>
<td>EOM (1-5)</td>
</tr>
<tr>
<td>FOP (1-5)</td>
<td>FOP (2-7)</td>
</tr>
<tr>
<td>LU (5-10)</td>
<td>LU (1-5)</td>
</tr>
<tr>
<td>ARR (5-10)</td>
<td>ARR (4-8)</td>
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THE CITY OF COLUMBUS
ANDREW J. GIN ther, MAYOR
CIVIL SERVICE COMMISSION
MC Exam Security

• If you use the restroom, immediately return to the testing room or sequester room.
• There is to be no talking among candidates in the restroom.
• No communication between candidates who have finished the exam and candidates who have not finished the exam.
• Candidates who leave the second floor or leave the sequester room, before being dismissed, may be disqualified from this and future exams.
MC Information

- Test items are equally weighted
- No penalty for guessing
- May write in test booklets
- 3-5 alternatives
  - ABC, ABCD, and ABCDE
MC Test Tips

• Periodically make sure test booklet and answer sheet correspond
• Pace yourself on exam
• Circle answers in test booklet to aid you in the appeals process
• If you finish early make sure scoring sheet answers match test booklet items
• Test Guide
## MC Appeals Dates and Times

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>September 18</td>
<td>9:00 A.M. – 4:00 P.M.</td>
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<tr>
<td>September 19 (and if two WWS sessions)</td>
<td>2:00 P.M. – 5:00 P.M. (8 A.M. to – 11 A.M.)</td>
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<tr>
<td>September 20</td>
<td>9:00 A.M. – 4:00 P.M.</td>
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The Purpose of MC Appeals

• To provide you with an opportunity to review the answer key and to appeal items that you believe to be flawed

• To ensure an accurate answer key prior to scoring

• One-round process determines appeals.
MC Appeals DOs and DON’Ts

DOs:
✓ Mark answers in your test booklet as well as on the answer sheet.
✓ Sources may be used.
✓ Keep smart phones and other devices at the monitor table.

DON’Ts:
✓ Do not write in source materials.
✓ Do not bring notes outside of the appeals room.
✓ Do not bring other adults in the appeals room.
✓ Do not work in groups—talking among candidates is not permitted.
Written Work Sample (WWS)

- September 19, 2019
- 1111 E. Broad St.
  ✓ Open book—all sources on the reading list
  ✓ Non-electronic dictionary
  ✓ Prepare for the exam by becoming familiar with the study guide (study skills, test taking tips, etc.)
If held in one session

- Reporting time: 7:30 A.M.—CANNOT BE LATE
- Test time: 8:00 A.M.

Afternoon (PM) session: Only if needed (MC show rate). Will sequester.

- Reporting time: 11:30 A.M.—CANNOT BE LATE
- Test time: Will depend on when the morning session ends.

4-hour response time
WWS Development Process

- SMEs at the rank of lieutenant used in development process
- SMEs at the rank of sergeant used to pilot test exam
- Adjustments made based on pilot test input and development SME review
WWS Exam

- Test will contain two to five unrelated problems
- No audio for the exam, all self-paced
- Exam Instructions will contain breakdown on weighting of each problem
- Separate test booklet & response booklet
- No additional response sheets provided
- Note/scratch paper will be provided, but not scored
WWS Response

• Bullet points should be used when responding
• May highlight key points/important words
• Pens or pencils used for responding, you may bring your own for comfort
• Be sure to respond using the correct response sheets - Answers written on the back of response booklet pages will not be scored
WWS Handout

- Review sample problem
- Review reference
- Review sample response
WWS Scoring

- Exams will be graded by Civil Service analysts
- Graders will receive training prior to scoring the exam
- Check-off type answer key
- No negative point responses
- Conflicting responses to a question will not receive credit
WWS Clerical Review & Appeals

- Clerical review (petitions): to verify accurate scoring
  - Completed in writing by filling out a petition form
- Limited appeals process: to remove fundamentally flawed keyed points
  - Completed in writing by filling out an appeal form

Dates: Oct. 24, 25, 28, & 29, 2019 – 9am - 4pm
Location: 1111 East Broad Street
Oral Board

• Date of Exam: November 4

• Arrive at least 15 minutes prior to your scheduled test time
  ▪ Plan for delays (traffic, etc.)
  ▪ Location – 1111 East Broad Street
  ▪ Due to sequestering, those arriving after their scheduled test time will not be permitted to test
OB Single Day Administration

Exam will be administered to all candidates in one day
- Prevent cheating/leaks (no cell phones, smart phones, tablets or other electronic devices)
- Sequestering (a.m./p.m.)
- Longer hours (bring a snack, book, cards, etc.)
OB Exam Information

• Two Exercises
  ▪ 60 Minute prep time for BOTH scenarios
  ▪ The monitor in the prep room will let you know when the 60-minute prep time has expired

• Candidates should bring the source material from the reading list to the test site.
OB Exercises

Type of Exercises
- Role-plays, structured interviews or a combination of these
- Role-players/name plates
- They may include follow-up questions
- Follow-up questions may or may **not** be provided to you during the prep time

Exam administrators
- 1-3 Role-players or interviewers
- Civil Service monitor
OB Recording and Timing

Video recording
• Each candidate will be video recorded

Timing
• The total time permitted for each exercise will be 8-10 minutes (exact times to be announced on test day)
• Timers will be in the exam room for view by candidate.
• When the allotted time for the scenario has expired the scenario will be stopped.
OB Scoring

- Three outside raters per board
- Raters receive training
- Each person taking the exam is graded by two video boards for each exercise
- No Appeals process
OB Method of Scoring

- Scores based on Behaviorally Anchored Rating Scales (BARS)
- Scores on a 1-9 rating scale
- Scoring Dimensions
  ✓ Oral Communication or Command Presence
  ✓ Interpersonal Relations or Supervision
  ✓ Problem Analysis
  ✓ Problem Resolution
OB Results Review

• Scheduled by appointment only
• Can review copy of score sheets
• Designed for candidates to verify their scores have been calculated accurately
• May also review video at this time with a mentor of your choice in the rank of Sergeant or above
• No appeals to the key

• Dates: Dec. 2 - 4, 2019
• Location: 1111 East Broad Street
OB Preparation Tips

- Video-tape self
- Study groups
- Test Guide
- Human Resources Training
- Sample exercise following Q & A
- Read exam instructions on test day
Tentative Test Results

- November 22, 2019
- Raw Scores for all phases and seniority points
- No pass/fail
- No combined scores or rank in this notice
Final Test Results

- Scores are standardized, weighted, combined, rescaled
- Seniority points only added to passing scores
- Scoring verified by FOP consultant
- Seniority verified by you and FOP

Two-year list established December 12, 2019
Your Resources

• On CSC Website
  ✓ Exam Schedule
  ✓ Reading List
  ✓ Frequently Asked Questions (updated regularly)
  ✓ Test Guide
  ✓ This PowerPoint presentation (to be added soon)

• Call or email our CSC team
Questions

The floor is now open for questions and discussion.

Visit us online at www.columbus.gov/civilservice
Oral Board Exercise

Sample Scenario
You are a 3rd shift supervisor for a local retail business with several locations in Columbus. 3rd shift functions with a skeleton crew. Responsibilities of the 3rd shift employees include helping customers, end-of-shift stocking, cleaning, and display updating. Two months ago, Scott Bell, an employee under your supervision, separated from his wife of 12 years. You also know that he recently moved out of their house; he submitted a change of address form for the files and told you it was due to the separation. Scott has worked for your company for 10 years, is an outstanding employee, has a spotless work record, has great customer service skills, and is normally very outgoing. Recently, however, you have noticed some changes in his performance on the job and his productivity has gone down. You have also noticed that he rarely talks to other members of his team, and has been requesting to leave work early on Fridays and Saturdays, the busier nights, to attend to personal matters, even though Mondays and Tuesdays are his scheduled days off. Other employees under your supervision, including Gary Miller, who is Scott’s friend and co-worker, have reported to you that Scott has been rude and short with customers while performing his regular duties, and has not been pulling his load of the work on busy nights. You are also aware that Gary’s involvement with Scott is limited since Gary’s scheduled days off are Fridays and Saturdays.