

ACN

Assessment Council News

Newsletter of the IPMA-HR Assessment Council

February 2006

Inside:

Presidential Message..... 1

IPMA-HR Benchmarking Committee
Plans Recruitment and Selection
Survey 3

Technical Affairs: Validity of
Recommendations and References..... 4

IPMAAC Across the Nation—News of
the Councils 9

Upcoming International, National,
and Regional Conferences and
Workshops 11

2006 IPMA Assessment Council
Officers and Board Members 13

2006 IPMAAC Committee Chairs ... 14

About the ACN 16

IPMAAssessment Council

International Public Management
Association for Human Resources
1617 Duke Street
Alexandria, VA 22314
Phone: (703) 549-7100
Fax: (703) 684-0948

Presidential Message

By Beverly Waldron

Abelated Happy New Year! I hope the holidays treated you well and that this is the start of a wonderful year for everyone. Hard to believe, but this is IPMAAC's thirtieth year! I believe we are aging gracefully and that with your help this is going to be a great year! Thank you for the honor of serving as President. I hope to fulfill your expectations for the coming year. My intentions are to use this column as a means to keep you updated on what is going on with our organization and what you can do to help.

To begin, I want to continue with the guiding principles that **David Hamill** set up last year. I think they do an excellent job of stating where our focus should be. These principles are:

1. Provide enhanced professional development opportunities for the membership.
2. Strengthen formal and informal networks with IPMAAC and other professional assessment-related organizations and universities.
3. Provide timely communication and information exchange on issues important to the membership.
4. Promote sound and innovative practices in personnel assessment.
5. Recognize contributions and added value of assessment professionals within our organizations and community.

More specifically, I want to focus on two key areas: the stabilization and increase of our membership and our

fiscal stability and health. Living up to these principles and making progress in these areas takes more than one person. I'm fortunate that I have lots of great help: the IPMAAC Board, our committee chairs, and you.

The IPMAAC Board is committed to improving our organization and the value it provides to you. This year three individuals join our Board: **Oscar Spurlin**, President-Elect **Déonda Scott**, and IPMAAC Representative to the IPMA-HR Executive Council **Harry Brull**. Continuing on the Board are **Roxanne Cochran**, **Inés Vargas Fraenkel**, **Kathryn Singh**, and **Donna Terrazas**. Besides the two Board meetings, we will use e-mail and the phone to make sure that we take care of business.

We are a volunteer organization and that means we must do the work. I'm very lucky, as are you, that a number of very capable individuals have agreed to chair our committees this year. These individuals ensure the necessary work of this organization gets done. Their work is part of what makes IPMAAC valuable to all of us. They deserve our thanks and your support. I'm sure that all of them would appreciate any assistance that you could provide. Please pick a committee (at least one) and contact the chair to offer your skills and time. Their contact information is listed in this issue of the *ACN* and on our Web site.

(continued on next page)

Anthony Bayless has agreed to continue as Editor for the *Assessment Council News* for another year. As I'm sure you will agree, he does an excellent job. (Note: the President promises to be more timely with her articles or accept whatever dire consequences Anthony deems appropriate.) Please contact Anthony if you have information or an article to share. The *ACN* serves as one of our best tools for communicating IPMAAC news and for sharing information on assessment.

Continuing with the communication side, **Bill Waldron** is staying on as a chair of the *Electronic Communications Network* for another year (like he really had a choice). If you don't already make regular visits to *IPMAAC Online!* (<http://www.ipmaac.org>) or participate in our discussion list, I strongly urge you to start. Both serve as excellent information sources.

Also continuing is **Dennis Doverspike** as our chair for *Professional/Scientific Affairs*. He will be continuing his work toward publication of a monograph. We hope this will return as a regular benefit of IPMAAC membership. This committee is also available to work with other organizations on joint projects and organizing speakers for conferences. If you need help in this arena, please feel free to contact Dennis.

Lee Friedman returns for another year as *University Liaison* and *Chair of the Student Paper Competition*. Lee's efforts in this area have been excellent and the student paper competition continues to be an important event for IPMAAC and personnel assessment.

Warren Bobrow is chairing the *Innovations in Assessment Award Committee*. This award recognizes an individual or a work group for the development of an innovative personnel assessment tool, the use of an existing assessment tool in an innovative manner, or general innovations in assessment policies or procedures which resulted in improved effectiveness, efficiencies, or cost saving. Submissions are being accepted until March 3. If you have a project that qualifies, please visit *IPMAAC Online* (<http://www.ipmaac.org>) for more details and the submission form.

As Past-President, **David Hamill** will serve as chair of our *Nominations and Bylaws Committee*. David has also agreed to return to his role as chairman of our *Membership and Committee Services Committee*. The work of this committee is a high priority with David and serving as chair allows him to continue with some of the projects he began as President. I would like to thank David for making my term last year as President-Elect informative and for all the

(continued on next page)

DENNIS A. JOINER & ASSOCIATES

Specialists in Supervisory and Management Assessment Since 1977

Why Situational Judgment Tests (SJT) have become so popular:

- Low-cost approach for assessing supervisory and managerial competencies
- Easily administered to either large or small candidate groups
- No reading list or candidate study time required (quicker eligible list)
- Require no human ratings and no hand scoring (machine/computer scored)
- Appropriate for virtually all supervisory and management job classifications
- Result in positive candidate feedback and candidate acceptance
- Can be custom keyed to the culture and requirements of your organization
- Low or no adverse impact as compared to other types of written tests

Tests (SJTs) now available for First Level Supervisor through Department Director (multiple versions)
Special versions available for all promotional ranks of Law Enforcement & Fire/Emergency Services

For a price list, more information or to order preview copies contact:

DENNIS A. JOINER & ASSOCIATES
4975 Daru Way, Fair Oaks, CA 95628
Phone: (916) 967-7795
Toll free: (877) 623-7432
E-mail: joinerda@pacbell.net

help he has already provided this year. He is a resource that I am counting on this year.

President-Elect **Déonda Scott** serves as chair for the *Continuity Committee*. In this role she will develop an understanding of the purpose and operations of the IPMAAC organization; develop objectives and an operating budget for the next year; and maintain the IPMAAC Procedures Manual. Please offer Déonda your assistance as she serves this year and prepares for next year.

Training is one of the important functions of our organization. To ensure that we fulfill this mission, **Shelley Langan** and **Lelani Yan** have graciously accepted roles as co-chairs for our *Training and Workshops Committee*. They will be working to find means for providing training opportunities to our membership and other organizations through traditional methods and new methods which take advantage of today's technology.

Two committees are working to make this year's conference great. Our theme is "Winning thru Assessment: Thirty Years of Adding Value to Organizations" and the conference will be held June 25–28 in Las Vegas. **Martin**

Anderson and **Roxanne Cochran** are serving as chairs for the *Program Committee* and they have been hard at work for several months putting together our program. While rewarding, pulling a conference together is hard work. Please offer them whatever assistance you can. (There have even been rumors of Martin and Roxanne and something about an Elvis impersonation.... To find out if the rumors are accurate, you'll just have to be there.)

Lynne Jantz is handling responsibilities for the *Host Committee* and she is sure to make our trip to Vegas enjoyable and entertaining as we celebrate our thirtieth anniversary. We sincerely hope that you will make plans to join us in Las Vegas on June 25 - 28. We will keep you updated through the *ACN* and the *IPMAAC Online*.

Finally, there is you! To be a successful organization, IPMAAC needs active participation from all its members. Please get involved. With all of us working together, I'm sure we can make this a successful year for IPMAAC and improve its value to you and all members.

As always, I welcome any suggestions or assistance that you are willing to offer. I look forward to working with you in the coming year!—ACN

IPMA-HR Benchmarking Committee Plans Recruitment and Selection Survey

The IPMA-HR Benchmarking Committee recently wrapped up the 2005 Healthcare Benefit Cost Management Survey and is now looking forward to launching a survey on recruitment and selection practices. The survey will cover three areas: (1) recruitment strategies; (2) applicant assessment; and (3) time to hire. The survey is currently in development and is expected to be launched in late February 2006. A link to the survey will be sent via e-mail to IPMA-HR members and IPMAAC members. The results of the survey will be provided free to survey participants.

For the recruitment and selection survey, the Benchmarking Committee has partnered with NEOGOV, a company that specializes in public sector recruitment and selection. For more information about NEOGOV, please visit their Web site at <http://www.neogov.com>.

IPMA-HR's Benchmarking Committee has been conducting surveys since 1998. Visit the IPMA-HR Web site to view the results of the Healthcare Benefits Cost Management survey (free to members), as well as best practices in workforce planning.

If you have any questions or comments concerning the upcoming survey, please contact Tina Ott Chiappetta, Director of Government Affairs, IPMA-HR, cchiapp@ipma-hr.org.—ACN

Technical Affairs

By Mike Aamodt, Associate Editor

Validity of Recommendations and References

Perhaps the most commonly used assessment tools in personnel selection are reference checks, references, and letters of recommendation. In fact, a recent survey by the Society for Human Resource Management (SHRM) found that 96% of organizations in the United States check references (Burke, 2005). Before discussing the research on references and recommendations, it might be a good idea to distinguish among the terms: reference check, reference, and letter of recommendation.

Reference Checks

A *reference check* is the process of confirming the accuracy of information provided by an applicant. With a reference check, the goal is not to predict future behavior; instead, the goal is to ensure that the information on which decisions are made is accurate. Reference checks are important because approximately 25% of resumes and applications contain inaccurate information (Aamodt, 2003). In a survey of employers in the United Kingdom, 25% of employers said that they withdrew job offers in the past year after discovering that applicants had lied on their application and another 23% of employers said they fired current employees after discovering resume fraud (Reade, 2005). Perhaps an even more disturbing finding comes from a study done by a reference-checking firm that found 12.6% of applicants had undisclosed criminal backgrounds (Mayer, 2002).

Though reference checks are the most common method for detecting fraud in resumes and applications, other methods are used as well. For example,

- For jobs involving law enforcement, national security, or pharmaceuticals, it is common to use polygraph examinations to confirm the accuracy of application information.
- Some public agencies include “bogus” experience items on applications. For example, if an applicant indicates that he/she has experience using a machine or computer language that, in fact, does not exist, it is assumed that the applicant must be lying on other parts of the application and the applicant is no longer considered for hire.
- I am aware of at least one public agency that requires applicants to allow access to their social security records, which list every employer that has contributed to social security for the applicant. This technique allows the employer to determine if applicants have listed all of their jobs on their resumes.

References and Letters of Recommendation

A *reference* is an expression of an opinion, either orally or through a written checklist, regarding an applicant’s ability, previous performance, work habits, character, or potential for future success. A *letter of recommendation* is a written document expressing an opinion regarding an applicant’s ability, previous performance, work habits, character, or potential for future success. An important distinction between a reference and a letter of recommendation is that the content and format of a letter of recommendation are determined by the letter writer, not by the organization. With references and letters of recommendation, the goal is to predict future performance through the use of opinions about previous performance.

Validity of References and Recommendations

Even though references and recommendations are commonly used to screen and select employees, they have not been successful in predicting future employee success. In fact, a meta-analysis found that the average uncorrected validity coefficient for references/letters of recommendation and performance is only .18, with a corrected validity of .29 (Aamodt & Williams, 2005). This low validity is largely due to three main problems with references and letters of recommendation: leniency, knowledge of the applicant, and low reliability.

Leniency. Research is clear that most letters of recommendation are positive; less than 1% of references rate applicants as below average or poor (Aamodt & Williams, 2005). Because we have all worked with terrible employees at some point in our lives, it would at first seem surprising that references typically are so positive. But keep in mind that applicants choose their own references. Even people such as the BTK serial killer or terrorist Osama bin Laden would be able to find three people who could provide them with favorable references.

A major cause of this leniency stems from the *fear of legal ramifications*. A person providing references can be sued for defamation of character (slander if the reference was oral, libel if it was written) if the content of the reference is both untrue and made with malicious intent. This fear keeps many organizations from providing references at all. However, people providing references are granted what is called a *conditional privilege*, which means that they have the right to express their opinion provided they believe what they say is true and have reasonable grounds

(continued on next page)

for this belief (Zink & Gutman, 2005). Furthermore, many states have passed laws strengthening this conditional privilege. One way to avoid losing a defamation suit is to provide only behavioral information in a reference. That is, rather than saying, "This employee is a jerk," you might say, "He was warned three times about yelling at other employees, and four employees requested that they not have to work with him." A good way to reduce the possibility of a lawsuit is to have the applicant sign waivers that waive claims against people providing references to the prospective organization and waive future claims against the organization so that the organization can provide references about the employee if he/she leaves the organization. Waivers are used by 72% of organizations (Burke, 2005).

In recent years, several companies have emerged that make their living by contacting companies to see what they will say about former employees. These firms are hired by applicants who are concerned that their former employer might be providing a negative reference. These "reference detectives" contact the former employer under the guise of being a company considering hiring the former employee. The reference information is then passed on to the client who has the option of filing a defamation suit if he or she doesn't like what is being said (Cadrain, 2004).

Because an employer can be guilty of *negligent hiring* for not contacting references, a former employer also can be guilty of negligent reference if it does not provide relevant information to an organization that requests it. For example, if the Atlanta Police Department fires John Smith for excessive violence and fails to divulge that fact to another police department that is considering hiring Smith, the Atlanta Police Department may be found liable if Smith engages in excessive use of force at his new job.

A number of years ago, on the basis of several letters of recommendation, our department hired a part-time instructor. Two weeks after he started the job, we discovered that he had to return to his home in another state to face charges of stealing drugs from his former employer, a psychology department at another university. We were upset because neither of the references from his former job mentioned the charges. After a rather heated conversation with one of the references, we learned that the applicant was the son of the department chairman and that faculty were afraid to say anything that would anger their boss.

These last examples show why providing references and letters of recommendations can be so difficult. On the one hand, a reference provider can be sued for slander or libel if he/she says something bad about an applicant that cannot be proven. On the other hand, an organization can be held liable if it does not provide information about a potentially dangerous applicant. Because of these competing responsibilities, many organizations will only confirm employment dates and salary information unless a former employee has been convicted of a criminal offense that resulted in the termination of the employee.

Knowledge of the Applicant. A second problem with references and recommendations is that the person providing the reference often does not know the applicant well, has not observed all aspects of an applicant's behavior, or both. Professors are often asked to provide recommendations for students whom they know only from one or two classes. Such recommendations are not likely to be as accurate and complete as those provided by professors who have had students in several classes and perhaps worked with them outside the classroom setting.

Even in a work setting in which a supervisor provides the recommendation, he/she often does not see all aspects of an employee's behavior. Employees often act very differently around their supervisors than they would around coworkers and customers. Furthermore, those behaviors that a reference provider actually recalls represent only a fraction of the behaviors actually occurring in the presence of the person writing the recommendation.

Reliability. The third problem with references and letters of recommendation involves the lack of agreement between two people who provide references for the same person. Research reveals that reference reliability is only .22 (Aamodt & Williams, 2005); a figure that is substantially lower than the reliability of .50 found between performance ratings made by two supervisors for the same employee (Conway & Huffcutt, 1997). The problem with reference reliability is so severe that there is more agreement between recommendations written *by the same person* for two different applicants than between two people writing recommendations *for the same person* (Aamodt & Williams, 2005). Thus, letters of recommendation may say more about the person writing the letter than about the person for whom it is being written!

This low level of reliability probably results from the point cited earlier that a reference provider has not observed all aspects of an applicant's behavior. Thus, a reference provided by a professor who has observed an applicant in a classroom may not agree with a reference provided by a supervisor who has observed the same applicant in a work setting.

Potential for Adverse Impact

As shown in the table below, references and letters of recommendation appear to be one of the few employee selection methods in which there are minimal sex and race differences (Aamodt & Williams, 2005). Though there is not much research on the topic, the existing research indicates that men and women write similar types of letters and provide similar references. Furthermore, male and female applicants as well as minority and nonminority applicants are described similarly in recommendation letters and receive reference ratings of similar favorability. Thus, references and recommendation letters are not likely to result in high levels of adverse impact.

(continued on next page)

Selection technique	d score			Meta-analysis
	White-Black	White-Hispanic	Male-Female	
Cognitive ability	1.10	.72		Roth et al (2001)
GPA	.78			Roth & Bobko (2000)
Work sample	.52			Roth, Huffcutt, & Bobko (2003)
Job sample/job knowledge	.48	.47		Roth, Huffcutt, & Bobko (2003)
Situational judgment tests	.38	.38	-.10	Nguyen, McDaniel, & Whetzel (2005)
Biodata	.33			Bobko, Roth, & Potosky (1999)
Structured interview	.23			Huffcutt & Roth (1998)
Personality	.09			Schmitt, Clause, & Pulakos (1996)
References	.08		-.01	Aamodt & Williams (2005)
Integrity tests	.07	-.05		Ones & Viswesvaran (1998)

Conclusion

What do we know about reference checks, references, and letters of recommendation? The bad news is that references and letters of recommendation suffer from leniency, have low reliability, and generally have low criterion validity. The good news is that they probably won't result in adverse impact. Regarding reference checks, due to resume fraud and potential liability in the form of negligent hiring, conducting reference checks is probably a good idea.

References

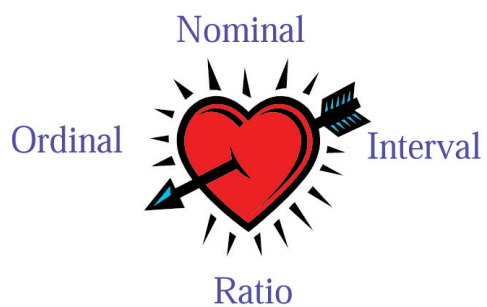
- Aamodt, M. G. (2003). How common is resume fraud? *Assessment Council News*, February, 6-7.
- Aamodt, M. G., & Williams, F. (2005, April). *Reliability, validity, and adverse impact of references and letters of recommendation*. Paper presented at the 20th annual meeting of the Society for Industrial and Organizational Psychology, Los Angeles, CA.
- Bobko, P., Roth, P. L., & Potosky, D. (1999). Derivation and implications of a meta-analytic matrix incorporating cognitive ability, alternative predictors, and job performance. *Personnel Psychology*, 52(3), 561-589.
- Burke, M. E. (2005). *2004 reference and background checking survey report*. Alexandria, VA: Society for Human Resource Management.
- Cadrain, D. (2004). Job detectives dig deep for defamation. *HR Magazine*, 49(10), 34-36.
- Conway, J. M., & Huffcutt, A. I. (1997). Psychometric properties of multi-source performance ratings: A meta-analysis of subordinate, supervisor, peer, and self-ratings. *Human Performance*, 10(4), 331-360.

- Huffcutt, A. I., & Roth, P. L. (1998). Racial group differences in employment interview evaluations. *Journal of Applied Psychology*, 83(2), 179-189.
- Mayer, M. (2002). Background checks in focus. *HR Magazine*, 47(1), 59-62.
- Nguyen, N. T., McDaniel, M. A., & Whetzel, D. (2005, April). *Subgroup differences in situational judgment test performance: A meta-analysis*. Paper presented at the 20th annual meeting of the Society for Industrial and Organizational Psychology, Los Angeles, CA.
- Ones, D. S., & Viswesvaran, C. (1998). Gender, age, and race differences on overt integrity tests: Results across four large-scale job applicant data sets. *Journal of Applied Psychology*, 83(1), 35-42.
- Reade, Q. (2005). Job offers scrapped as firms uncover fiddled applications. *Personnel Today*, June 7, page 1.
- Roth, P. L., BeVier, C. A., Bobko, P., Switzer, F. S., & Tyler, P. (2001). Ethnic group differences in cognitive ability in employment and educational settings: A meta-analysis. *Personnel Psychology*, 54(2), 297-330.
- Roth, P. L., & Bobko, P. (2000). College grade point average as a personnel selection device: Ethnic group differences and potential adverse impact. *Journal of Applied Psychology*, 85(3), 399-406.
- Roth, P. L., Huffcutt, A. I., & Bobko, P. (2003). Ethnic group differences in measures of job performance: A New meta-analysis. *Journal of Applied Psychology*, 88(4), 694-706.
- Schmitt, N., Clause, C., & Pulakos, E. (1996). Subgroup differences associated with different measures of some common job relevant constructs. In Cooper, C. L., Robertson, I. T. (Eds.), *International Review of Industrial and Organizational Psychology*, 11, 115-140. NY: Wiley.
- Zink, D. L., & Gutman, A. (2005, April). *Legal issues in providing and asking for references and letters of recommendation*. Paper presented at the 20th annual meeting of the Society for Industrial and Organizational Psychology, Los Angeles, CA.

HR Humor

Because Valentine's Day falls about the time of the February ACN issue, I thought I would include four "assessment-related" Valentine's cards that you can send to your loved one (see next pages). I think you will see that my wife Bobbie is a very understanding person. If you would like the file for these cards, send me an email (maamodt@radford.edu) and I will send them to you. The cards are in a PowerPoint file and are easy to print. My Christmas cards are even worse!

Card 1 Cover

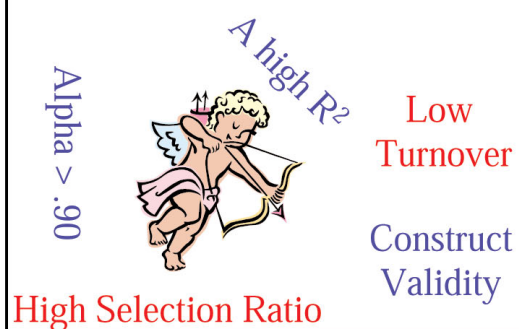


Card 1 Inside

There is no scale big
enough to measure how
much I love you!



Card 2 Cover



Card 2 Inside

There are many things I want in life,
but you are the only one I dream of



Card 3 Cover



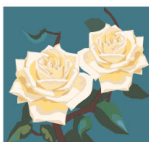
On Valentine's day
I intend to be like a
bad job

Card 3 Inside



I'll make
you
turnover!

Card 4 Cover



*A little three-factor
message for the
woman I love*

Card 4 Inside

	I	II	III
Gleeful	<u>.68</u>	.03	.07
Cheerful	<u>.53</u>	.02	.14
Delighted	<u>.70</u>	.11	.09
Actress Karen	.21	<u>.89</u>	.21
Manager Bobby	.13	<u>.66</u>	.16
Actor Scott	.07	<u>.62</u>	.02
Sunday	.19	.21	<u>.53</u>
Monday	.00	.13	<u>.49</u>
Friday	.01	.11	<u>.60</u>

We can rotate the matrix later

IPMAAC Across the Nation – News of the Councils

By Kristine Smith, Associate Editor

American Psychological Association (APA)

Future conferences are currently scheduled for August 10-13, 2006, in New Orleans, and August 16-19, 2007, in San Francisco. For more information, visit their Web site at www.apa.org.

Bay Area Applied Psychologists (BAAP)

The BAAP sponsors a speaker once each quarter. The location varies, but the format involves networking from 6-7 p.m., followed by the speaker's presentation at 7 p.m. BAAP speakers are typically leaders in the field and deliver interactive presentations with plenty of group discussion. Check their Web site at www.baaponline.net for upcoming speakers and topics.

Chicago Industrial/Organizational Psychologists (CI/OP)

CI/OP is a society of human resources professionals from the Greater Chicago area who meet to discuss current issues in I/O psychology. Generally, CI/OP has Friday afternoon sessions from 1:00 p.m. to 5:00 p.m. featuring several speakers addressing a topic. For more information and to confirm meeting dates and topics, visit their Web site at www.ciop.net.

Gateway Industrial-Organizational Psychologists (GIOP)

GIOP is a group of psychologists and human resources professionals in the metropolitan St. Louis area. The group consists of over 150 members and offers bimonthly programs and conferences on a wide range of topics. For more information, visit the GIOP Web site at www.giop.org.

International Public Management Association for Human Resources (IPMA-HR)

The 2006 IPMAAC conference will be held June 25-28 in Las Vegas, Nevada.

Mid-Atlantic Personnel Assessment Consortium (MAPAC)

MAPAC is chartered as a non-profit organization of public sector personnel agencies involved and concerned with testing and personnel selection issues. For details on MAPAC, contact Bob Carroll at RRC@mail3.cs.state.ny.us or visit the MAPAC Web site at www.ipmaac.org/mapac.

Metropolitan New York Association for Applied Psychology (METRO)

For more information, call the MetroLine at (212) 539-7593 or visit METRO's Web site at www.metroapppsych.com.

Minnesota Professionals for Psychology Applied to Work (MPPAW)

MPPAW is an organization consisting of a broad range of practitioners, consultants and professors who meet to encourage an open exchange of information relevant to psychology as applied to work and human resources management. For more information visit the MPPAW Web site at www.mppaw.org.

Personnel Testing Council of Arizona (PTC/AZ)

PTC-AZ serves as a forum for the discussion of current issues on personnel selection and testing. It encourages education and professional development in the field of personnel selection and testing and advocates the understanding and use of fair and professionally sound testing practices. For more information about PTC/AZ, contact Vicki Packman, Salt River Project, at 602-236-4595 or vspackma@srpnet.com, or visit the PTC/AZ Web site accessible through the IPMAAC Web site at www.ipmaac.org/ptcaz.

Personnel Testing Council of Metropolitan Washington (PTC/MW)

PTC/MW offers monthly luncheon programs and publishes an informative newsletter. See the 2006 calendar for scheduled luncheon speakers or visit the PTC/MW Web site at www.ptcmw.org.

(continued on next page)

Personnel Testing Council of Northern California (PTC/NC)

PTC/NC offers monthly training programs addressing topics and issues that are useful and relevant to personnel practitioners of all levels of expertise. The monthly programs are typically scheduled for the second Friday of each month and alternate between Sacramento and the Bay area. The monthly programs feature speakers who are active contributors to the personnel assessment field. For more information regarding PTC/NC programs, visit the PTC/NC Web site accessible through the IPMAAC Web site at www.ipmaac.org/ptenc.

Personnel Testing Council of Southern California (PTC/SC)

PTC/SC serves as a forum for the discussion of current issues in personnel selection and testing; encourages education and professional development in the field of personnel selection and testing; advocates the understanding and use of fair and non-discriminatory employment practices; and encourages the use of professionally sound selection and testing practices. For more information regarding luncheon meetings, workshops, upcoming conferences, or membership, visit the PTC/SC Web site accessible through the IPMAAC Web site at www.ipmaac.org/ptesc.

Society for Human Resource Management (SHRM)

Contact www.shrm.org/education for a current listing of seminars and conferences.

Society for Industrial and Organizational Psychology (SIOP)

The 2006 conference is scheduled for May 5-7 in Dallas, TX. The 2007 conference is scheduled for April 27-29 in New York, NY. The 2008 conference is scheduled for April 11-13 in San Francisco, CA.

Western Region Intergovernmental Personnel Assessment Council (WRIPAC)

WRIPAC comprises public agencies from the western region of the United States who have joined together to promote excellence in personnel selection practices. WRIPAC has three meetings each year that are typically preceded by a training offering. Additionally, WRIPAC has published a monograph series and a job analysis manual. Additional information may be obtained by visiting WRIPAC's Web site at www.wripac.org.

Western Region Item Bank (WRIB)

WRIB is a cooperative organization of public agencies using a computerized test item bank. Services include draft test questions with complete item history, preparation of "printer ready" exams, and exam scoring and item analysis. Membership includes more than 160 agencies nationwide. For more information, contact Bridget Styers at (909) 387-5575 or bstyers@hr.sbcounty.gov.—ACN

Upcoming International, National, and Regional Conferences and Workshops

FEBRUARY

- 6-8: Association of Test Publishers. Annual Conference: "Innovations in Testing." Kissimmee, FL. Contact: www.testpublishers.org.
- 8: PTC/MW Luncheon Meeting. Speakers: Dr. Gavan O'Shea & Dr. Dwayne Norris, American Institutes for Research. Topic: "Developing a National Certification Program: Issues and Challenges"
- 10: PTC/NC Luncheon Meeting. Speaker: Jeremiah Honer, California State Personnel Board. Topic: "Puzzle Interviews: How are They Used and What do They Measure?"
- 23-24: WRIPAC Job Analysis Workshop. Carlsbad, CA.
- 27-3/2: OPM Federal Workforce Conference. "Transformation for Results." Baltimore, MD. Contact: conference@opm.gov.

MARCH

- 2-4: American Psychological Association. Conference: "Work, Stress, and Health 2006: Making a Difference in the Workplace." Contact: www.apa.org/pi/work/wsh2006.html.
- 3-4: Society of Psychologists in Management. Annual Conference. San Francisco, CA. Contact: www.spim.org.
- 8: PTC/MW Breakfast Meeting. Speaker: Dr. James Sharf, Sharf & Associates. Topic: "Defending Minimum Qualifications."
- 10: Tri-State Conference. (Connecticut, Rhode Island, Southeastern Massachusetts IPMA-HR Chapters) Newport, RI.
- 13-15: Society for Human Resource Management. Employment & Legislative Conference. Washington, D.C. Contact: www.shrm.org.
- 16-17: PTC/NC 20th Annual Conference. Berkeley Marina Double Tree Hotel, Berkeley, CA.
- 20-22: Society for Human Resource Management. Global Forum Conference. Las Vegas, NV. Contact: www.shrm.org.

- 21: METRO Dinner Meeting. Speaker: Dr. Allen Kraut, Baruch College. Topic: "Getting Action Out of Organization Surveys." Contact: www.metroapppsy.com.

- 30-4/1: Society for Human Resource Management. Employment Management Association Conference. San Diego, CA. Contact: www.shrm.org.

APRIL

- 8-12: American Educational Research Association. Annual Meeting. San Francisco, CA. Contact: www.aera.net.
- 9-11: National Council on Measurement in Education. Annual Meeting. San Francisco, CA. Contact: www.ncme.org.
- 12: PTC/MW Luncheon Meeting.
- 14: PTC/NC Luncheon Meeting. Speaker: Carl Swander, Ph.D. "Putting the Web to Work: Web Based Pre-Screening, Practice Tests, and Proctored Testing"
- 23-26: Human Resource Planning Society. Annual Conference. Tucson, AZ. Contact: www.hrps.org.
- 23-28: Organization Design Forum. Annual Conference. Charleston, SC. Contact: www.organizationdesignforum.org.
- 30-5/3: IPMA-HR Southern Region and TPMA State Conference. Chattanooga, TN.

MAY

- 2-3: WRIPAC Training. "Job Analysis." Tucson, AZ.
- 3-6: IPMA-HR Western Region Conference. Portland, OR.
- 4-5: WRIPAC Meeting. Tucson, AZ.
- 4-7: Society for Industrial and Organizational Psychology. Annual Conference and Workshops. Dallas, TX. Contact: www.siop.org.

(continued on next page)

News of the Councils continued

7-10: American Society for Training and Development. Annual Conference. Dallas, TX. Contact: www.astd.org.

10: PTC/MW Luncheon Meeting.

12: PTC/NC Luncheon Meeting. Speaker: Pam Muir. Topic: "Rapid Hire Testing."

15-19: Organization Development Institute. Annual Conference. Chicago, IL. Contact: (440) 779-7419

24: METRO Dinner Meeting. Speaker: Dr. Dick Jeanneret. Topic: "Do's and Don'ts of High Stakes Testing and Organizational Assessment."

25-28: American Psychological Society. Annual Convention. New York, NY. Contact: www.psychologicalscience.org.

(Some of the information in this calendar was reprinted with permission from the PTC/MW Newsletter which was compiled by Lance W. Seberhagen, Seberhagen & Associates.)

Kristine Smith is a Senior Associate with Darany and Associates in Redlands, California. If you have regional organization news or an item to add to the calendar, please contact her by e-mail at smithk1@earthlink.net or by telephone at (909) 798-4475.—ACN

When Hiring The Best Matters



Assessment • Selection • Testing Services



CPS knows that when it comes to hiring, your public agency deserves the best. For more than half a century, we've been perfecting our services to ensure this happens.

**Put our team to the test.
Let us help you make the
right choice.**

916.263.3600

Offices in California, Wisconsin, and Washington, D.C.

2006 IPMA Assessment Council Officers and Board Members

President

Beverly Waldron (2005-2007)

Employment and Testing Manager
Pinellas County Government
400 South Fort Harrison Ave.
Clearwater, FL 33756-5113
Tel (727) 464-3367
Fax (727) 464-3876
bwaldron@co.pinellas.fl.us

President-Elect

Déonda Scott

Employment, Assessment, and
Development Manager
City of Orlando
400 S. Orange Avenue
Orlando, FL 32802-4990
Tel (407) 246-2061
Fax (407) 246-2019
deonda.scott@cityoforlando.net

Past-President

David Hamill (2001-2006)

Director, Workforce Development
Marriott International, Inc.
Marriott Drive, Dept. 52-931.15
Washington, DC 20058
Tel (301) 380-3239
Fax (301) 380-1602
david.hamill@marriott.com

IPMAAC Representative to IPMA Executive Council

Harry Brull

Senior Vice President
Personnel Decisions International
2000 Plaza VII Tower
45 S. 7th Street
Minneapolis, MN 55402
Tel (612) 337-8233
Fax (612) 337-3695
harry.brull@personneldecisions.com

Board Members

Oscar Spurlin (2006-2008)

Co-Owner
Ergometrics & Applied Personnel
Research
115 Skyline Drive
Edmonds, WA 98020
Tel (425) 774-5700
Fax (425) 774-0829
oscar@ergometrics.org

Kathryn Singh (2004-2006)

Senior Human Resources Analyst
Superior Court of Orange County
P.O. Box 1994
700 Civic Center Drive
Santa Ana, CA 92702-1994
Tel (714) 834-2080
ksingh@hr.sbcounty.gov

Donna Terrazas (2004-2006)

Manager of Recruitment &
Classification
East Bay Municipal Utility District
375 11th St
Oakland, CA 94607
Tel (510) 287-0707
Fax (510) 287-0986
donna@ebmud.com

Inés Vargas Fraenkel (2005-2008)

Attorney at Law
1002 Ashmount Avenue
Oakland, CA 94610
Tel (510) 882-1870
inesvf@aol.com

Roxanne Cochran (2005-2008)

Human Resources Analyst
County of San Bernardino HR Department
157 W. Fifth Street, First Floor
San Bernardino, CA 92415-0440
Tel (909) 387-5839
Fax (909) 387-5609
rcochran@hr.sbcounty.gov

2006 IPMAAC Committee Chairs

Conference Program

Martin Anderson

Connecticut Department of
Administrative Services
165 Capitol Avenue, Room 404
Hartford, CT 06106
Tel (860) 713-5042
Fax (860) 713-7413
martin.anderson@po.state.ct.us

Roxanne Cochran

Human Resources Analyst
County of San Bernardino HR Dept
157 W. Fifth Street, First Floor
San Bernardino, CA 92415-0440
Tel (909) 387-5839
Fax (909) 387-5609
rcochran@hr.sbcounty.gov

Conference Host

Lynne Jantz

Las Vegas Metropolitan P.D.
Personnel Bureau
101 E. Convention Center Drive
Suite P-200
Las Vegas, NV 89109
Tel (702) 229-3981
L2899J@lvmpd.com

Membership and Committee Services (MCS)

David Hamill

Director, Workforce Development
Marriott International, Inc.
Marriott Drive, Dept. 52-931.15
Washington, DC 20058
Tel (301) 380-3239
Fax (301) 380-1602
david.hamill@marriott.com

University Liaison/Student Paper Competition

Lee Friedman

SpecTal, 13481 Falcon View Court
Bristow, VA 20136
Tel (571) 331-1388
leefriedman1406@yahoo.com

Continuity

Déonda Scott

Employment, Assessment, and
Development Manager
City of Orlando
400 S. Orange Avenue
Orlando, Florida 32802-4990
Tel (407) 246-2061
Fax (407) 246-2019
deonda.scott@cityoforlando.net

Professional/Scientific Affairs

Dennis Doverspike

Professor of Psychology
Psychology Department
University of Akron
Akron, OH 44325
Tel (330) 972-8372
Fax (330) 972-5174
dd1@uakron.edu

Assessment Council News

J. Anthony Bayless

Personnel Research Psychologist
U.S. Dept. of Homeland Security
1300 Pennsylvania Avenue, NW
Room 2.5B
Washington, DC 20229
Tel (202) 344-3833
Fax (202) 344-1550
anthony.bayless@dhs.gov

Electronic Communications Network

Bill Waldron

Waldron Consulting Group
4111 Canoga Park Drive
Brandon, FL 33511-7986
Tel (813) 689-8196
bill@bwaldron.com

Training/Workshop

Shelley Langan

Senior Consultant
CPS Human Resource Services
241 Lathrop Way
Sacramento, CA 95815
Tel (916) 263-3624, ext. 3367
slangan@cps.ca.gov

Lelani Yan

Human Resources Department
West Palm Beach County
50 S. Military Trail
West Palm Beach, FL 33415
Tel (561) 616-6878
lyan@pbcgov.com

Innovations in Assessment Award

Warren Bobrow

All About Performance, LLC
5812 W. 76th Street
Los Angeles, CA 90045-1616
Tel (310) 670-4175
warren@allaboutperformance.biz

Nominations/Bylaws

David Hamill

Director, Workforce Development
Marriott International, Inc.
Marriott Drive, Dept. 52-931.15
Washington, DC 20058
Tel (301) 380-3239
Fax (301) 380-1602
david.hamill@marriott.com

Bemis Award-Nomination

Beverly Waldron (2005-2007)

Manager, Employment and Testing
Pinellas County Government
400 South Fort Harrison Ave.
Clearwater, FL 33756-5113
Tel (727) 464-3367
Fax (727) 464-3876
bwaldron@co.pinellas.fl.us



WHO TO HIRE? WHO TO PROMOTE?

**"IPMA-HR provides valid, job-related examinations
used in screening and selecting entry-level police
officers, firefighters and public safety dispatchers."**

**DANNY FORTNER, CHIEF OF POLICE
CITY OF HUNTSVILLE, AL**

- Professional, top-quality exams for police, fire service, corrections, and administrative personnel.
- Exams for hiring or promotion, with customized exams available for upper-level positions in police and fire service.
- A leading specialist with over 50 years of experience.
- Currently assesses more than 200,000 candidates per year.

Contact us for a test catalog or questions.



WEB: www.ipma-hr.org
PHONE: 1-800-381-TEST (8378)
or 703-549-7100
E-MAIL: assessment@ipma-hr.org
FAX: 703-684-0948

About the ACN

The *ACN* is the official newsletter of the International Public Management Association Assessment Council, an association of individuals actively engaged in or contributing to the professional, academic and practical field of personnel research and assessment. The Council has approximately 700 members.

The *ACN* is published six times a year during the even months of the year. It serves as a source of information about significant activities of the council, a medium of dialogue and information exchange among members, a method for dissemination of research findings and a forum for the publication of letters and articles of general interest.

Submissions for Publication: Assessment Council members and others with letters or articles of interest are encouraged to submit materials for review and publication. Submission deadlines for 2006 are:

April issue due on March 3

June issue due on May 5

August issue due on July 7

October issue due on September 1

December issue due on November 3

Articles and information for inclusion in the sections (*News of the Councils, Technical Affairs, Public Sector Practice Exchange*) should be submitted directly to the Associate Editor responsible for the appropriate section. Submissions may also be made to the Editor.

If you have questions or need further information please contact the Editor, Associate Editors, or IPMA-HR.

Editor

J. Anthony Bayless

Personnel Research Psychologist
U.S. Department of Homeland
Security
1300 Pennsylvania Avenue, NW
Rm. 2.5B
Washington, DC 20229
Tel (202) 344-3833
Fax (202) 344-3052
Anthony.Bayless@dhs.gov

Associate Editors

Assessment Council Affairs

Kristine Smith

Senior Associate, Darany and Associates
1250 San Pablo Ave.
Redlands, CA 92373
Tel: (909) 798-4475
Smithk1@earthlink.net

Technical Affairs

Mike Aamodt

Professor, Radford University
Department of Psychology
Box 6946, Radford University
Radford, VA 24142
Tel: (540) 831-5513
Fax: (540) 831-6113
maamodt@runet.edu

IPMA-HR

1617 Duke Street
Alexandria, VA 22314
Phone: (703) 549-7100
Fax: (703) 684-0948

Practice Exchange

Kathryn Singh (Paget)

EEO Supervisor
County of San Bernardino
Human Resources Dept
157 W. Fifth Street - 1st Floor
San Bernardino, CA 92415-0440
Tel (909) 387-5583
Fax (909) 387-6075
ksingh@hr.sbcounty.gov

Bridget A. Styers

County of San Bernardino
Senior Human Resource Analyst
Manager, Western Region Item
Bank
Tel (909) 387-5575
Fax (909) 387-5792
bstyers@hr.sbcounty.gov

IPMAAssessment
Council

International Public
Management Association –
Human Resources
1617 Duke Street
Alexandria, VA 22314
Phone: (703) 549-7100
Fax: (703) 684-0948