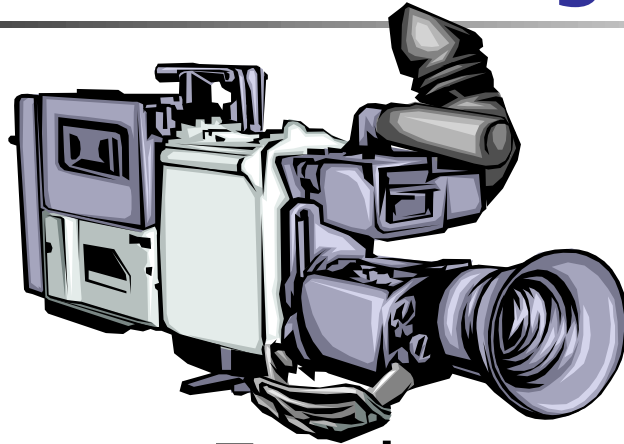


Using Video Technology to Test for Corrections Sergeants



- James Frankart
- Presented 6/5/2000
- IPMAAC Spring Conference
- Washington, DC



Agenda

- Overview
- Why Do Video Testing
- Literature Review
- Advantages & Disadvantages
- Previous Examination
- New Video Based Test
- Results and Discussion



Overview

- Corrections is the growth industry of the 90's
 - Corrections is now PA's 2nd largest agency
- Need for a valid selection procedure that was more administratively efficient
- Decided that video based test could meet our needs



Why Do Video Testing

- What Does the Research Show
- Advantages
- Disadvantages



What Does the Research Show

- The next series of slides will show a number of studies on video testing
 - PA – Corrections Officer Trainee
 - Interactive Video Assessment of Conflict Resolution Skills
 - Video Based Vs Paper and Pencil Method of Assessment
 - Performance Based Testing of Interpersonal Competence
 - Corrections Officer Video Test Validation Report



The Selection of Entry Level Corrections Officers – PA Research

- Steve Berkley & Charlie Sproule
 - Outlines the 20 year evolution of testing procedures for entry level Corrections Officers
 - Test has undergone many changes:
 - >1981 = multiple choice general abilities test
 - <1981 = more face valid and added oral
 - 1992 = writing sample was added
 - 1996 = oral and writing sample eliminated, many of the same concepts measured with video segments



The Selection of Entry Level Corrections Officers – (Continued)

■ Results

- Did validation studies in 1984 and 1996
- Validity increased from .34 to .69
- Adding video to test reduced group differences by race and gender
- Adverse Impact ratios were 84% for Blacks vs. Whites and 64% for male vs. females
 - M v F difference in selection ratio was veterans preference



The Selection of Entry Level Corrections Officers – (Continued)

- In 1996, the Structured Oral and Writing Sample were dropped from the examination due to budget considerations
 - Same concepts in 1992 test plus
 - indirect measurement of writing ability (Clarity of Expression)
 - section on Judgment & Problem Solving
 - the two new subtests have not yet been validated
 - The first class to go through the Academy after this test was implemented received the highest scores ever
 - New test saves the Commonwealth about \$500,00 per year



Interactive Video Assessment of Conflict Resolution Skills

- Olson-Buchanan et al in Personnel Psychology
- (1998)
- Used a Branching test as a measure of Conflict Resolution Skills
- Collected information of Conflict Resolution as well as verbal and cognitive abilities
- Criterion was manager ratings
- Conflict skills were found to be significantly related to ratings but cognitive skills were not related
- Conflict skills had no adverse impact for women



Video Based Vs Paper and Pencil Method of Assessment

- Chan D. & Schmitt N. 1997 J A P
- Tested difference between the two methods
- Results
 - Video based tests had
 - Lower Black White Differences
 - Better candidate acceptance (Face Validity)
 - Less Reading Comprehension required



Performance Based Testing of Interpersonal Competence

- Corey D. & MacAlpine D: 1995 B-PAD Technical report
- Both the stimuli and the responses are videotaped as an applicant plays the part of an incumbent
- Results show
 - No mean differences between all groups
 - Standardize the stimuli for all candidates



Corrections Officer Video Test Validation Report

- Swander C. & Spurlin O. 1994 Ergometrics
- Used a video based test to test how candidates might interact with inmates
- Looked at test in a variety of states
- Results
 - Positive reduction in turnover & sick leave
 - Small adverse impact between groups
 - Less than other testing methods
 - Reduced reading requirement



Advantages

- Fidelity
- Lower Adverse Impact
- Reduces Reading Requirement
- Validity
- Candidate Acceptance
- Face Validity



Disadvantages

- Costs a lot
 - rule of thumb
 - \$1000.00 per finished minute
- Requires a lot of time to develop
- Need for facilities and equipment to administer the tests



Previous Examination

- Consisted of Three Parts
 - Job Knowledge test
 - Written Communications
 - Oral Examination



Written Multiple Choice Test

- 105 items
- Job Knowledge test
- Content Areas
 - Observation, Visual Perception, Memory
 - Rules, Regulations, Policies & Procedures
 - Security Methods and Analysis – Judgment
 - Written Communications – Effective Expression



Writing Skills Test

- 30 items
- Measure of report writing
- Given reference booklet which contains scenarios & blank report form
 - Asked questions using this format
 - Based on the scenario and report form what goes in Box A?
- Has a separate passing point



Oral Exam

- Administered to those who passed the Written and Writing Skills test
- Consisted of five questions
- Answers rated by a two member board
- Factors were
 - Judgment and Problem Solving
 - Interpersonal Skills
 - Oral Communication



Reasons for Change

- New job study conducted in 1997
 - Previous study done in 1982
 - Had better information about what job requires
- Make testing process easier for candidates & less burdensome for staff
- Cost of testing
 - Estimated new saved \$125.000.00



New Video Based Test

- Written Machine Scored Test
- Measures the same concepts as previous exam – oral communication
 - Can be assessed through employment interview
- Three hours long
- Self Administering



New Video Based Test- (continued)

- Measures four subject matter areas
 - Safety and Security
 - Effective Working Relationships
 - Report Writing
 - Rules and Regulations
- Developed enough video scenes do complete two versions of the test

Safety and Security (Two Video Scenes)

- Measures your ability to identify appropriate and inappropriate actions relating to Safety and Security issues likely to occur on the job.
- 50 Questions
- Based on A10, A11, & A14
 - A10 = Exercise proper judgment on the job
 - A11 = react quickly and calmly to situations
 - A14 = Understand significance of changes in behavior of inmates/staff



6/20/2000



Safety and Security (Type of Questions)

- Should the Sergeant do X when Y occurred?
- (1) yes
- (2) no



Safety and Security (Type of Questions)

- Should the Sergeant have ordered the officer to take a specific action?
- (1) yes
- (2) no

Effective Working Relationships (2 Scenes)

- Measures your ability to establish and maintain effective working relationships with staff (focus is primarily on dealing with staff)
- 50 Questions
- Based on A4 & A13



- A4 = establish and maintain effective working relationships with others
- A13 = coordinate and direct the work of others



Effective Working Relationships (Type of Question)

- When the Sergeant approached the Officer doing X, should the Sergeant not mention to the Officer about X at that time, but talk to him about X at the end of the shift?
 - (1) Yes
 - (2) No



Effective Working Relationships (Type of Question)

- When the Tradesman returned to the work detail, should the Sergeant have told him do X?
 - (1) Yes
 - (2) No



Report Writing (Two Scenes)

- Measures your ability to communicate in writing by identifying appropriate information on a misconduct report. Report must be clear, concise, and correct
- Twenty Questions
- Based on A6, A7, & A12
 - A6 = prepare reports which describe incidents
 - A7 = Review reports that describe incidents
 - A12 = recall relevant information about incidents



Report Writing –(Types of Questions)

- In which boxes should Officer X be mentioned?
- (1) Boxes X,Y,and Z
- (2) Boxes X and Z
- (3) Boxes X, Y, and T
- (4) Boxes T, U, and V



Report Writing –(Types of Questions)

- Which one of the following describes why Inmate X was Y, and should be mentioned in Box Z?
 - (1) He thought Inmate A had betrayed him
 - (2) He wasn't given as much food as the other inmates
 - (3) Was yelling he wanted more _____
 - (4) He didn't like Inmate B attitude



Rules and Regulations (Non Video Part of the Test)

- Measures your knowledge of the Department's rules regulations, policies and procedures
- 25 questions
- Based on K1, K7 & K8
 - K1 = department & intuition rules and regulation
 - K7 = cell entry/extraction, CERT/FERT teams
 - K8 = force continuum and use of weapons



Rules and Regulations (Type of Questions)

- According to DOC Policy XXXX any alteration to _____ must be approved by the
 - (1) Control Sergeant
 - (2) Shift Commander
 - (3) Deputy Superintendent
 - (4) Security Captain



Rules and Regulations (Type of Questions)

- An Inmate who has received a Class II misconduct can be scheduled for a hearing before the
 - (1) Housing Unit Sergeant
 - (2) Unit Management Team
 - (3) Shift Commander
 - (4) PRC

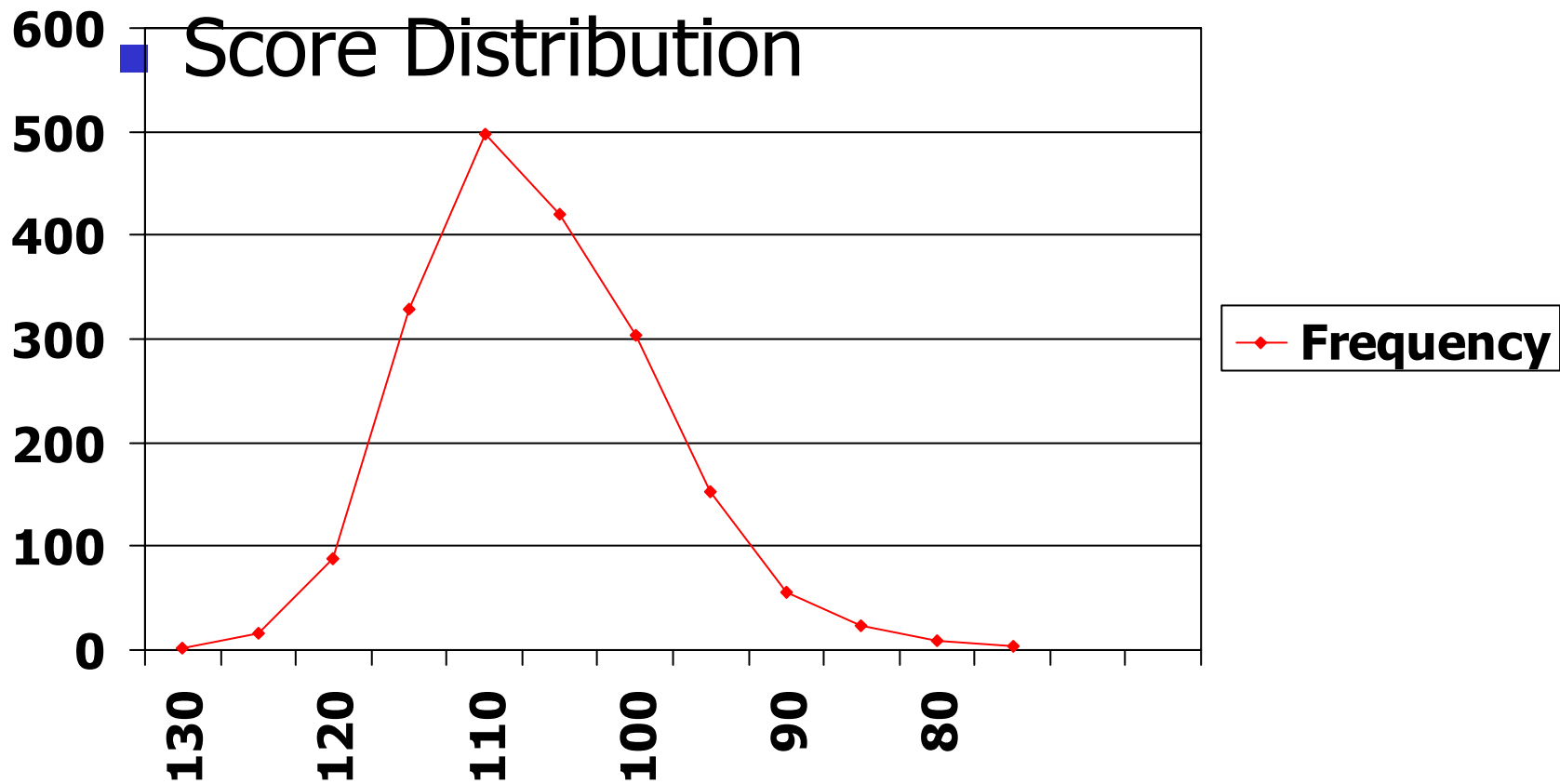


Results



- Test was a huge success
- On June 25 & 26, 1999 we tested 1897 applicants
- Applicant reaction was favorable
- Most were happy the oral was gone

Results (Continued)





Results (Continued)

- Validity based on Content Model
- Each Institution was represented by a Subject Matter Expert
- Scoring was based on consensus of raters
- DOC Personnel has been very satisfied with the quality of applicants



Questions & Discussions



New Video Based Test Where to Get More Information

- Call me
 - (717) 783 - 2697 ext 3516
 - Jfrankart@state.pa.us
 - Journals
 - World Wide Web
 - IPMAAC discussion list

