

26th Annual

IPMAAC

Conference on
Personnel Assessment

June 30 - July 3, 2002

New Orleans, LA

“Assessment Gumbo”



Please join us in New Orleans, Louisiana!

Dear Colleague,

Challenges to the assessment professional are as great or greater than ever before. Most of our organizations are still "lean" from the downsizing of the early 1990's; the need to "do more with less" unforgivingly continues; and always, it seems, faster, faster, faster.... To this, add the impact of technology, which seems to expand on a daily basis, the ramifications of living in the Information Age, and the pervasive influence of globalization, and you have a daunting backdrop for our humble daily pursuits.

ASSESSMENT GUMBO promises to serve up just the right mix of knowledge, based on research results and personal experience, to assist us in meeting the challenge with increased efficiency and effectiveness. The high-

lighted speakers will help us see the "big picture" affecting and potentially affected by our actions; concurrent sessions will keep us apprised of both new approaches and the tried-and-true; and the less formal atmosphere of roundtable discussions and social events will provide ample opportunity to exchange ideas, follow-up on topics of interest, and meet and establish relationships with colleagues with similar interests—in a word, *network*.

So, please, mark your calendar for the 2002 IPMA Assessment Council Annual Conference June 30 - July 3, 2002, in New Orleans, LA.

See you there!!!

Donna L. Denning, Ph.D.
IPMA Assessment Council President

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“Assessment Gumbo”



About New Orleans

New Orleans, Louisiana is a city known for the French Quarter, Mardi Gras, and jazz. With good reason! There are so many activities in this European/Caribbean/Southern city that people of many ages and interests can have a blast.

The IPMA Assessment Council is hosting its 2002 Conference on Professional Personnel Assessment in the exciting city of New Orleans from June 30 – July 3. It is being held at the Sheraton New Orleans, not too far from the French Quarter and overlooking the Mississippi River and Harrah's Casino. The hotel offers a state-of-the-art fitness facility as well as massages, saunas, and steams.

Take a dip in the pool or relax in the Jacuzzi. Wake up with a cup 'o joe at Starbucks, enjoy contemporary New Orleans dishes at the Café Promenade, or unwind at the Pelican Bar. When you want to leave the hotel and see the sights of New Orleans, you are within walking distance from the Aquarium of the Americas, IMAX Theater, Riverwalk Marketplace, and award-winning restaurants. A little further is the Warehouse Arts district and the Louisiana Superdome. So much to do, so little time!

If you decide to stay for the Fourth of July, there are going to be activities for the family along the river concluding

with fireworks over the Mississippi. For more information on local events and other activities, you can visit the New Orleans Metropolitan Convention and Visitors Bureau website at <http://www.neworleanscvb.com>.

The Sheraton New Orleans is only about 16 miles from the New Orleans International Airport. Average temperatures in June and July can reach 90 degrees during the day and get down to 70 degrees at night.

Come early, stay late!

Highlighted Speakers

Jerard F. Kehoe, Ph.D.

Jerard F. Kehoe is Sourcing and Selection Director in Human Resources at AT&T, where he is responsible for the company's selection strategies and employment and recruiting policies. During his seventeen years at AT&T, Kehoe has developed selection procedures for manufacturing, technical, customer service, sales, and management positions. He is a member of the American Psychological Association and the Society for Industrial and Organizational Psychology.

David A. Kravitz, Ph.D.

David A. Kravitz is an Associate Professor in the School of Management at George Mason University. He spent a year as a Senior Fulbright Professor at the Universität Freiburg in Germany and has worked for a consulting firm. His nearly 40 publications have appeared in the *Journal of Applied Psychology*, *Journal of Personality and Social Psychology*, *International Journal of Selection and Assessment*, *Journal of Socio-Economics*, and *Law and Human Behavior*. He has served on the editorial boards of *Personnel Psychology* and the *Journal of Applied Psychology*. His primary area of research deals with reactions to affirmative action programs. He has also published work in several other areas, including procedural justice, bargaining, and context effects in performance appraisals.

Kenneth Pearlman, Ph.D.

Kenneth Pearlman is an independent consultant and also holds a courtesy appointment as Professor of Industrial-Organizational Psychology at the University of South Florida. He has worked in the area of personnel research at Lucent Technologies Human Resources organization and at the U.S. Office of Personnel Management's Personnel

Research and Development Center. He has authored many journal articles, technical reports, papers, and book chapters in the areas of job family development, skill and competency assessment, cumulative analysis of research results, and the productivity implications of person-job matching procedures and systems. He is a fellow of the American Psychological Association, the American Psychological Society, and the Society for Industrial and Organizational Psychology.

Robert M. Ployhart, Ph.D.

Robert E. Ployhart is an assistant professor in the Industrial/Organizational Psychology program at George Mason University. His research interests lie primarily in personnel selection, job performance, statistics, and measurement. His recent publications have appeared in the *Journal of Applied Psychology*, *Personnel Psychology*, *Organizational Behavior and Human Decision Processes*, *Journal of Management*, and *International Journal of Selection and Assessment*. He is on the editorial boards of the *Journal of Applied Psychology* and *Personnel Psychology*. Rob maintains an active consulting practice and serves on several committees in the Society for Industrial and Organizational Psychology.

Keith M. Pyburn, J.D.

A partner in the law firm of McCalla, Thompson, Pyburn, Hymowitz, & Shapiro, Mr Pyburn is a frequent representative for Public and Private Sector employees in all aspects of employee selection, retention, evaluation, and force management for 25 years. He is a member of the Equal Employment Opportunity Law Committee of the American Bar Association's Labor and Employment Relations Law Section, a Fellow of the American College of Labor and Employment Lawyers, and has served as Chairman of the Louisiana State Bar Association's Labor Law Section.



Sunday, June 30

FULL-DAY WORKSHOPS 8:30 - 4:30

Using the Five Factor Personality Model for Assessing and Developing Teams

Instructor:
Stephen Brock, Human Capital Development, Inc.

Today's organizational environment frequently requires the creation and use of teams to accomplish many objectives. Seldom are these teams created through a deliberate process of selection around the specific characteristics required of the people who will be assigned the task. Equally seldom is the team, however its members are chosen, given the chance to be assessed as to strengths and weaknesses the team may have in regards to its ability to achieve the assigned goal. The result of these failures is teams that often flounder about for an extended period before accomplishing much, and few teams ever identify and leverage their strengths to ensure superior performance. There is much room for improvement in this process and that is the focus of this workshop. Using the Five Factor personality model, participants will learn how to create a competency profile for a given team and how to help any team identify their strengths and areas of developmental need.

Use of Training and Experience Evaluations in the Selection and Promotion of Employees

Instructor:
James Johnson, State of Tennessee

Recent surveys confirm that use of T&E methods continue to be widely used, but better methods are replacing "traditional" methods. This full-day workshop is based on the newly revised three-day IPMAAC seminar on this topic (see ipmaac.org for a complete description). Point methods, grouping methods, self-report and self-rating methods, and behavioral consistency methods are covered. The topic of minimum qualifications is necessarily eliminated, as are the

"mini-projects" and feedback sessions designed to help participants initiate use of these methods in their job settings and other content included in the three-day seminar. This session will nevertheless be as interactive as possible, and includes a participant manual/notebook (nearly 200 pages), descriptions and examples of each method, and how each method may be appropriate or inappropriate under differing circumstances. Assessment professionals entering the field will be introduced to the range of options available in use of these methods, and experienced senior professionals may benefit from information about the "state-of-the-art" and the most recent research supporting their use.

Examination Planning Workshop

Instructor:
Bruce Davey, Bruce Davey Associates

This workshop focuses on increasing the efficiency, validity, fairness and defensibility of the examination process through effective examination planning. The workshop will include lecture, discussion, case studies, and group problem solving. Time will be left for discussing "real world" exam planning problems participants may be facing in their own work settings.

The workshop will cover those aspects of the examination process which occur after the job analysis is completed and before actual development -- that is, the test conceptualization and design phases. This will include such topics as: considering the context in which the examination is to be conducted; using job analysis data to plan the examination; research evidence regarding the validity and fairness of different examination types (written and oral examinations, biodata, minimum qualifications, training/experience evaluations, assessment centers, non-cognitive tests, etc.); deciding "what to measure" and "how to measure it"; ensuring job-relevance; and related topics.

HALF-DAY WORKSHOPS

Morning 8:30 - 12:00

How to Manage Projects: Meet Your Cost, Time, and Performance Objectives

Instructor:
Mertianna Georgia, CPS Human Resource Services

In this interactive ½ day workshop, participants will learn methods and techniques to plan, schedule and control performance, cost and time objectives for a given scope of work. They will learn:

- ▲ How a project managers gets the work done
- ▲ Using resources efficiently and effectively
- ▲ The attributes of great project managers
- ▲ The 8 areas of project management knowledge
- ▲ The project life cycle
- ▲ The seven systems in a project management system
- ▲ The 10 steps to managing a project
- ▲ Key questions to ask in planning projects
- ▲ Important information to put in a project file or notebook
- ▲ Rules for project managers
- ▲ Sample planning forms

Avoiding the Courthouse: Recent Decisions and Dispute Resolution Alternatives

Instructor:
Jeffrey Feuquay, Personnel Psychologist and Trial Attorney

This two-part workshop will first describe the human resource management and personnel assessment tightropes and safety nets presented to us by recent court decisions. The focus will be on fully understanding the decisions of the U.S. Supreme Court and Courts of Appeal including the underlying facts and law, and the practical implications (how the decisions actually affect



Sunday, June 30...continued

our work). But, those who have been involved in litigation understand that winning a case can be almost as expensive and irritating as losing; by far the most effective (and painless) tactic is litigation avoidance. So, in the second portion of the workshop, participants will review various forms of alternative dispute resolution, ways to stay out of or escape the courts. Participants will learn and practice basic mediation skills and participate in mock mediation sessions to hone those skills.

Afternoon 1:00 -4:30

Standard Setting Basics

Instructors:

Bruce Davis, CPS Human Resource Services

Jerry Thompson, CPS Human Resource Services

Accurate and defensible pass points are an essential component of the examination process. This is especially true in the public sector as most agencies require the establishment of a passing score. In establishing pass points, it is imperative they reflect the minimum amount of the knowledge, skills, and abilities needed to function in a specified area.

This workshop will provide participants the opportunity to experience a variety of pass point setting methods, including normative and criterion-referenced approaches. The pros and cons of each method will be discussed. Participants will gain practical experience by acting as judges setting a hypothetical performance standard using methodologies such as

Angoff, Nedelsky, Ebel, and IRT. Workshop presenters will lead participants through the various approaches to developing a definition of the minimally acceptable candidate. Presenters will also include in their presentation a summary of best practices and current research related to standard setting.

Development and Validation of Competency-Based Assessment Procedures

Instructor:

Edward Hane, Personnel Consulting Group

This workshop is designed to provide basic training and practice in the development and use of competencies as the basis for assessing procedures. Competencies have been useful for this purpose, particularly in the development of structured interview programs and assessment exercises. Workshop participants will learn and practice methods for determining appropriate competencies and utilizing them in the design of assessment instruments.

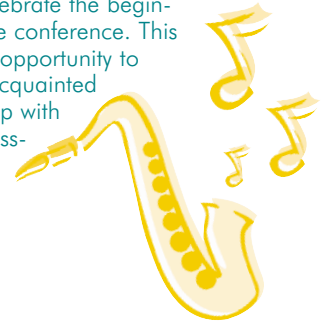
The workshop format will include brief verbal presentations illustrated with practical examples, group discussions, and exercises to provide participants with supervised practice. Handouts will be provided including a detailed outline of workshop content, designed for use as a practical guide. Participants will have the opportunity to discuss their own experience with the use of competencies, and describe any problems they have encountered.

Participants can expect to gain an increased understanding of the nature of competencies and their potential applications in assessment and other human resources programs. They will obtain specific knowledge of techniques for identifying and defining competencies, and relating them to job requirements. They will also have the opportunity to learn and practice methods for designing and validating assessment procedures based on competencies.

5:30pm-6:30pm

IPMAAC's Welcome Reception

Please join IPMAAC President Donna Denning and the IPMAAC Board of Directors as they host this opening reception to celebrate the beginning of the conference. This is a great opportunity to become acquainted or catch up with other assessment professionals!



Monday, July 1

8:30-10:00 Welcoming Remarks and General Session

KEYNOTE ADDRESS

sponsored by MAPAC Generalizing Validity from Research to Practice: The Meaning of the Measure Matters

Speaker: Jerard F. Kehoe, AT&T

The assessment practitioner's greatest value is the translation of research into practice. Benefit and risk are both driven by this translation. The recent accumulation of meta-analytic studies and the increasing diversity of criteria and business needs have increased the complexity of this translation. This address discusses principles that can guide this translation to maximize the benefit of assessment for organizations and minimize the risk.

10:00-10:30 Break

10:30-12:00 Concurrent Sessions

Symposium

Improving Customer Service: Innovations in Personnel Assessment

Speakers:
Marilyn Gowing, Aon Consulting
Julia Cronin, IRS
Susanne Kubofcik, Aon Consulting
Miriam Nelson, Aon Consulting
IPMA Representative

One of the primary factors influencing the public's image of the government today is the quality of service provided by front-line employees to customers. This symposium will showcase three separate initiatives, which utilize innovative assess-

ment methodologies to drive improved service. Julia Cronin will describe the IRS' use of a state-of-art telephone simulation for hiring; Dr. Miriam Nelson will demonstrate how the INS has improved customer satisfaction with their multi-phased initiative; and an IPMA Representative will describe how IPMA and Aon Consulting are partnering on a virtual reality simulation for selection of local government front-line employees. Dr. Marilyn Gowing will be a discussant.

Paper Session

▲ Job Analysis: What are you Really Measuring?

Speaker: Patricia Young, CPS Human Resource Services

This presentation will cover various potential cognitive and information processing errors that could affect job analysis data. The focus will be on the potential impact of method effects on job analysis questionnaire data and the implications of this on human resource management systems.

▲ Gender and Management Work: Differences in Job Perceptions in a Gender Stereotyped Occupational Area

Speakers:
Kristin Prien, Christian Brothers University
Robert Lawrence, Christian Brothers University
William Wooten, University of Central Florida
Erich Prien, Performance Management Press

Despite anecdotal evidence to the contrary, there are few differences between men's and women's management styles. However, differences may be more likely in a stereotypically "female" occupation, where differences may become polarized. This study examines job analysis ratings from male and female managers in social services and discusses the implications for management practice.

▲ Reducing Test Costs Using PowerPoint

Speakers:
Mike Aamodt, Radford University
Jason Larson, Radford University

To reduce costs associated with administering 7,000 exams per year, we administered paperless multiple-choice exams in a group setting using PowerPoint. This presentation will focus on cost saving, security, and environmental issues as well as the results of two studies investigating if this new format affected test scores and test-taking attitudes.

Symposium

Balancing Joint Accountability: Human Resources Program Evaluation After Decentralization

Speakers:
Jean Tozer, Louisiana State Department of Civil Service
Terry Gomez, Louisiana State Department of Civil Service
Patrick Lowery, Louisiana State Department of Civil Service

In 2000 the Louisiana Department of State Civil Service, encompassing over 60,000 employees statewide, discarded its role of enforcer/processor of human resource transactions and re-established itself in a new dual role of consultant/advisor and objective evaluator. Approval authority for personnel transactions was fully decentralized. A new statewide database integrating personnel and payroll functions was implemented. This presentation will describe how a new program of Human Resources evaluations was implemented to assess the success of these changes.



Monday, July 1...continued

Foundations Track

Job Analysis Made Easy! (Part 1)

Instructor:

Michael Willihnganz, California State Personnel Board

Job analysis is the foundation for many of the critical decisions within the human resources discipline. This workshop will provide participants with the theory, principles, and methodology for conducting a job analysis following the task analysis model. Emphasis will be placed on the concept of a multi-purpose job analysis in which the resulting data can be used for a wide variety of human resources activities including the establishment of class specifications, design of training programs, and the development of content valid selection procedures. Through a combination of lecture, discussion, and individual and group exercises, this interactive workshop will provide participants with hands-on experience and the knowledge needed to conduct a thorough, legally defensible job analysis. The methodology addressed in this workshop is particularly useful and relevant for small agencies.

12:00-1:30 Lunch, Roundtables

Sigma Roundtable

Leader: Troy Wintersteen,
Sigma Data Systems

This roundtable session is set aside to view and discuss the new Windows Sigma 5 Applicant Management System (AMS 5) that Sigma Data Systems, Inc. is preparing to release. AMS 5 improves on the most widely used public sector selection management system today, Sigma IV. Troy Wintersteen of Sigma will be on hand to present the new product and to discuss its features and implementation. Current Sigma IV customers and other interested IPMAAC attendees alike are encouraged to attend and provide their input on the new software.

Assessment Centers: The Basic and Current Trends

Leader: Dennis A. Joiner,
Dennis A. Joiner & Associates

This session will focus on the primary concepts involved in the development and use of assess-

ment centers (AC) as selection and promotional examination processes. Areas covered will include exercise development, assessor training, various AC scoring models and use of assessment center concepts outside of formal assessment center processes. The session format will be discussion and handout review. Active attendee participation is encouraged.

Streamlining Police Officer Hiring

Leader: Phyllis Lynes,
City of Los Angeles

Regional Relations Roundtable

Leader: T.R. Lin, Los Angeles Unified School District

1:30-3:00 Concurrent Sessions

Symposium (1:30 - 2:30) Simulation: Experiences in Alternative Test Design

Speakers:

Carla Swander, Ergometrics & Applied Personnel Research

Oscar Spurlin, Ergometrics & Applied Personnel Research

Carl Swander, Ergometrics & Applied Personnel Research

Doris Maye, D. Morgan Maye Consulting

The validity and fairness of job simulation have made it a very popular testing method. This symposium provides analysis, both design and statistical, of advanced methods of simulation, in particular those that make use of modern technology. Presenters will summarize findings from the personnel selection literature demonstrating the importance of utilizing job related environmental stimuli in the testing process. They will demonstrate how simulation affects validity and adverse impact and demonstrate how to effectively build environmental stimuli into a job simulation, using video and animation. They will present statistical findings from their extensive research on the effectiveness of manipulating specific environmental stimuli, including emotional triggers, in simulation. They will include examples and comparisons of

various types of simulations, including simulations of human dynamics and the use of animation in the simulation of mechanical aptitude assessment. They will present recommendations and rationale for optimal placement of simulations in the selection plan.

Paper Session

▲ Establishing the Legal Defensibility of Entry-Level Training

Speaker:

Patricia Keenan, Human Resources Research Organization

This paper describes the activities involved in establishing the content validity of six entry-level training courses used as selection hurdles. Researchers linked critical tasks and KSAOs to course objectives and test items. The paper addresses challenges associated with collecting and validating this amount of information in a large bureaucratic agency.

▲ Restructuring New Competencies for Higher Civil Service in Taiwan

Speaker:

Irving Yi-Feng Huang, Hsuan Chuang University

Taiwan is facing new challenges to upgrade its industrial capabilities and economical growth in the waves of globalization. The government has launched a program of re-engineering its procedures and structures. According to literature, training agencies should play the role of change agent during organizational change. This paper will discuss how the National Institute of Civil Service, Taiwan design training programs with new competencies and assessment exercises for higher civil service to help trainees meet their future work needs.

continued next page



Monday, July 1...continued

▲ Development of Competencies to Support the Design of Assessment Procedures

Speakers:
Edward Hane, Personnel Consulting Group

J. Eli Fresquez, State of New Mexico

This paper describes the design of a process for developing a set of competencies suitable as the basis for assessment instruments and applicable across diverse jobs in a large state agency. The process included literature review, job and organizational analysis, identification and definition of competencies related to job classifications, and methods for designing and validating competency-based assessment instruments.

Symposium

Using Computerized Testing to Streamline Hiring and Certification Processes

Speakers:
Jeanne Makiney, CPS Human Resource Services

Janet Fulp, CPS Human Resource Services

James Kuthy, Biddle Consulting Group

Computerized testing offers many options for helping agencies streamline their hiring or certification practices. Options for computerized testing range from computerized delivery of multiple-choice questions much like those encountered in a traditional paper-and-pencil examination to work-sample tests involving computerized simulations of job tasks. This symposium will present three approaches to computerized testing with examples of how these approaches are being implemented in various agencies. The first example is a low-stakes recertification examination for Florida accountants that candidates can take online from home. The second example presents two online multiple-choice tests designed for candidates to take in a proctored environment. Currently, these tests are in a format designed to mimic existing paper-and-pencil tests as closely as possible. Finally, two examples of computerized work-sample tests will be shown and discussed.

Foundations Track

Job Analysis Made Easy! (Part 2)

Instructor:
Michael Willinhangz, California State Personnel Board

3:00-3:30 Break

3:30-5:00 Concurrent Sessions

Combined Session

Paper (3:30 - 4:00) Simulation Driven Structured Interviews: A Role Play Alternative

Speakers:
John Hicks, Personnel Consultant
Sharon Cureton, Cureton Selection Services

In an attempt to address the consistency issues associated with traditional role-plays, a simulation driven structured interview was developed for two jobs. Candidates were presented with a script and a set of questions to determine how they would respond to the situation. Considerations in applying this methodology to a variety of positions will also be discussed.

Symposium (4:00 - 5:00) Behavioral vs. Situational Interviews: Is One Better than the Other?

Speakers:
Chad VanIddekinge, Human Resources Research Organization
Jamie Donsbach, Human Resources Research Organization

In recent years, behavioral and situational interviews have emerged as the two most popular structured interview formats. This presentation will review the recent research on these two types of interviews. Recommendations for developing and implementing structured behavioral and situational interviews will also be provided.

Combined Session

Symposium (3:30 - 4:00) Workforce Planning

Speaker:
David Dye, Booz-Allen & Hamilton, Inc.

Strategic human resources management represents the future for the way in which human resources (HR) activities are managed and valued within organizations. One area in which HR professionals are playing a more strategic role is Workforce Planning. This session will address the following topics:

- ▲ The importance of workforce planning in today's organizations
- ▲ Workforce planning models and approaches
- ▲ Steps in Conducting a Workforce Planning Effort
- ▲ Resources and tools to help conduct your own efforts

Symposium (4:00 - 5:00) An Online Employment System: The Big View

Speakers:
Theresa Duer, County of Santa Barbara

Jenna Berg, OnePlanetWeb

Debbie Sears, County of Santa Barbara

What is the difference between a basic online application and a true Online Employment System? The back-end! Santa Barbara County will share its experience in leveraging technology and the power of the web to demonstrate the difference that a powerful back-end can make for everyone: applicants, hiring managers, and HR staff.

We will discuss:

- ▲ Shortening the hiring cycle;
- ▲ The capture of paper applications into the same database as applications filed online, so that they can all be processed electronically;
- ▲ Quick referral of all qualified, tested, and ranked applicants to hiring departments.
- ▲ Using the power of the Web to streamline internal processes, and to keep hiring departments and applicants informed.



Monday, July 1...continued

Paper Session

▲ Individual Adaptability

Speakers:
Robert Ployhart, George Mason University
Jessica Saltz, University of Maryland,
David Maye, University of Maryland
Paul Bliese, Walter Reed Army Institute of Research

This study develops a 40-item self-report measure of adaptable performance based on the eight-factor structure proposed by Pulakos, Arad, Donovan, and Plamondon (2000). In two samples, the measure shows good construct validity and demonstrates high criterion-related validity for leadership performance.

▲ Socially Desirable Responding

Speakers:
Lynn McFarland, George Mason University
Robert Ployhart, George Mason University
Michael Ingerick, George Mason University
Luciano Viera, Jr., George Mason University

This study examines responses to social desirability (SD) scales across honest and simulated-applicant contexts using a multi-trait-multioccasion factor analytic model. Results indicate that SD scales partially assess substantive personality variance. These results call into question the appropriateness and legality of using SD scales to correct personality scores in selection contexts.

▲ Motivational Differences in Generational Cohorts: A Comparison of Generation X and Baby Boomer Work-Related Motivational Factors

Speaker:
Holly Smith, CPS Human Resources Services
This study provides an overview of the Generation X profile as depicted by different authors, a brief summary of what is already known of Generation X employees, and a comparison of motivational factors that differentiate Generation X and Baby Boomer employees.

**Foundations Track
Practical Issues in Conducting Job Analysis Studies**

Instructors:
Jennifer French, Darany and Associates
Kristine Smith, Darany and Associates

This session will provide an overview of techniques for optimizing the resources invested in job analysis by addressing technical and administrative issues that impact the efficiency and effectiveness of the process. The presenters will discuss ways to obtain organizational support, prepare participants for their role in the process, and make the most effective use of various information-gathering techniques. Discussion will also include potential pitfalls and how to deal with them.

6:00-10:00

Fais Do Do

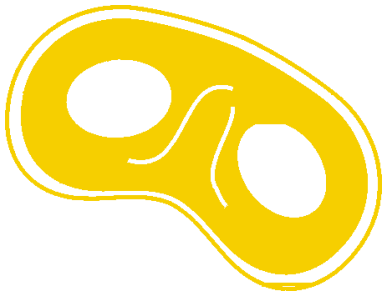
Put on your dancing shoes, and prepare to listen to the Cajun band, take a dance lesson, and work up an appetite for an array of Cajun specialties, including jambalaya, catfish, muffulatas, Cajun-spiced vegetables, salads, hush puppies, and, of course, gumbo. Iced tea, soft drinks, and coffee are included, as is banana nut bread pudding, and beer and wine will be available.



Busses will depart the hotel at 6:00 p.m. for the short ride across the Mississippi River to Crown Point, LA, where the Bayou Barn is located, overlooking scenic Bayou des Families. After a lively evening of dancin' and finger-lickin' (we'll even have crayfish if they're available), busses will return to the hotel at 10:00 p.m.



Cost to attend the Fais Do Do is \$40 per person. Please list the event on your conference registration form.



Tuesday, July 2

8:30-10:00

Concurrent Sessions

Tutorial

Will They Wig Out? The Prediction of Workplace Violence

Instructor:

Harry Brull, *Personnel Decisions International*

As the events of September 11 demonstrated, the disruption of daily routine can happen dramatically and without warning. In this case, the threat was external. However, just as employees are responsible for a disproportionate volume of theft, co-workers perpetrate much of the violence in the workplace. The presentation will draw upon research conducted for the Nuclear Regulatory Commission as well as what is known regarding the antecedents of violent behavior. Both a theoretical model and practical tools will be presented to help organizations identify job applicants who show a propensity toward violent behavior. Particular attention will be paid toward assessment tools, which show promise in this area, along with practical and legal constraints to this task. Finally, findings from the work with the nuclear industry will demonstrate how supervisors on the job can be alert to signs of impending difficulty and take action prior to a catastrophic event.

Paper Session

▲ The OSPRE Police Promotion System

Speaker:

Charles Eyre, *Centrex Examinations & Assessment*

The Objective Structured Performance Related Examination (OSPRE™) is the police assessment system for officers seeking promotion to the ranks of sergeant and inspector in England, Wales & Northern Ireland. The system consists of two stages; a multiple choice job knowledge test (assessing 10,000 candidates per year), and an assessment centre, comprising seven, five-minute role-acted work sample exercises (attended by approximately 5,000 candidates per year).

The speaker will outline the structured programme used to develop, validate and deliver the OSPRE™ assessment instruments. Recent innovations in the OSPRE™ system will also be described, which have helped to overcome the challenges of delivering objective work sample exercises to large numbers of candidates.

▲ Sex Differences in Assessment Centre Performance

Speakers:

Susan Hartley, *Centrex Examinations & Assessment*

Karen Stevenson, *National Police Training (UK)*

This research explored sex differences in performance in the OSPRE™ police promotion assessment centre. The hypotheses explored the effects of academic attainment, cognitive ability, exercise style, preparation and motivation on assessment centre performance. 161 participants completed questionnaires, preparation diaries and psychometric tests. The findings of the study are presented.

▲ Utilizing Non-Assessment Personnel Assessors: Training Others in the Art of Assessment

Speakers:

Julia McElreath, *US Immigration and Naturalization Service*

Lisa Malik, *US Immigration and Naturalization Service*

J. Anthony Bayless, *US Immigration and Naturalization Service*

This paper presentation will discuss the practice of training non-assessment personnel to serve as the implementation and evaluation staff for selection instruments. The discussion will focus on the critical elements to include in training and how to evaluate the success of the assessment process.

Paper Session

▲ Kicking and Screaming into the New Millennium: Using a Web-Based Vacancy Posting Network to Streamline Recruiting Practices at the Louisiana State Department of Civil Service

Speaker:

Amy Tompkins, *Louisiana State Department of Civil Service*

Using information technology, we have replaced our slow and costly method of announcing infrequent job vacancies on paper with an Internet database of job openings. We are in the process of overcoming our customers' initial concerns and expanding the benefits of this posting network to all users, furthering this Department's decentralization of human resources functions.

▲ Effects of Frequency of Communication, Recruitment Length, and Testing Procedures on Candidates' Perceptions of the Recruitment Process and the Likelihood of Accepting a Job Offer

Speakers:

Shellie Anderson, *CPS Human Resource Services*

Hedy Dehghan, *CPS Human Resource Services*

Vicki Quintero, *CPS Human Resource Services*

Candidates in social service recruitments will be asked their perceptions of recruitment and testing procedures. Frequency of written communication and recruitment length is expected to affect candidates' perceptions such that those receiving frequent communication will have more favorable impressions of the recruitment process than those receiving very little communication from the hiring agency.



Tuesday, July 2...continued

▲ Candidate Communication

Speakers:

Janet Fulp, CPS Human Resource Services

Nancy McCurry, CPS Human Resource Services

From initial candidate contact through sending out result notices, CPS will share with you 65 years of experience to help you establish effective candidate communication. This comprehensive discussion on candidate prep guides, scheduling notices, oral instructions and result notices will ensure improvement of your candidate communication process.

Foundations Track

From Blueprints to Scantrons: Developing a Multiple-Choice Test (Part 1)

Instructors:

Lori Boyd, Human Resources Research Organization

Maggie Collins, Human Resources Research Organization

Knowledge based multiple-choice tests are common for certification, licensure, selection, and promotion in both the private and public sectors. As testing programs emerge, more and more HR personnel and job incumbents are required to serve as program administrators and subject matter experts. This tutorial will provide participants with an explanation of the steps involved in the development of a multiple-choice test. The topics covered in this session include working with subject matter experts, test blueprints, item writing, content validity, item banking, pilot testing, item-statistics, and cut-score setting.

10:00-10:30 Break

**10:30-12:00
Concurrent Sessions**

Symposium

Legal Updates re Pertinent Labor and Employment Matters

Speaker:

Ines Vargas Fraenkel, Oakland City Attorney's Office

This symposium will provide brief updates on the latest legal developments re key issues involving testing and selection, as well as labor and employment generally. Included will be an update on the saga of the case Zottola vs. City of Oakland (disparate impact and treatment case brought by a Caucasian male) about which a presentation was made at the last IPMAAC Annual Conference, as it has recently proceeded through the 9th Circuit Court of Appeals.

Tutorial

Emotional Intelligence: Assessment and Use

Instructor:

Stephen Brock, Human Capital Development

This tutorial will introduce the participants to each of the three predominate models of emotional intelligence and two tools, the BarOn EQi and the EQ Map, as demonstrations for the assessing of emotional intelligence. These will then be linked to the Five Factor Personality model that is widely used in organizations today for selection and training. Interactive activities will include participants creating a personality trait profile around the emotional intelligence requirements for a specific leadership position as well as discussion of case studies of individuals whose emotional intelligence was identified as a key area of limitation in their work roles.

Paper Session

▲ Paramedic and Firefighting Testing for a Consortium of Agencies

Speakers:

Kathy Tinios, CPS Human Resource Services

Janet Fulp, CPS Human Resource Services

This presentation will discuss a Paramedic and Firefighter Registry consortium located in California whose agencies have joined resources to reduce the costs associated with recruitment and testing. There are many options public agencies have to select from when searching for firefighter test materials. However, no matter which test an agency uses, there are practical considerations for recruiting and processing candidates, selecting an appropriate written and physical agility test site, and reporting candidate results. This presentation will provide relevant and practical tips and techniques for processing a large number of candidates through a written and physical agility test process. After attending this presentation, participants can expect a better understanding of the consortium testing process and effective test administration methods. A question and answer period will be provided and participants are encouraged to bring in consortium and/or test administration challenges they are currently faced with.

▲ Written Test or Structured Interview: Which is Best for Selecting Entry Law Enforcement Candidates?

Speakers:

Vicki Quintero, CSP Human Resources Services

Daryl Look, City of Oakland Office of Personnel Department

Vince MacManus, CPS Human Resources Services

The results of a study conducted to assess written examination and oral board interview scores with regard to their criterion-related validity in predicting performance in the City's police cadet academy will be discussed. The focus will be placed on the practical implications of the findings as opposed to a highly technical, theoretically based presentation.



△ Tuesday, July 2...continued

Foundations Track

From Blueprints to Scantrons: Developing a Multiple-Choice Test (Part 2)

Instructors:

Lori Boyd, Human Resources Research Organization

Maggie Collins, Human Resources Research Organization

12:00-2:00

Awards Luncheon,
Business Meeting

2:00-3:30

Concurrent Sessions

Presentations from Award Winners

- ▲ Student Paper Award Winner
- ▲ Innovations in Assessment Award Winner(s)

Symposium

When the Cookie Cutter Doesn't Cut It: Varying Your Job Analysis Strategy

Speakers:

Kathy Tinios, CPS Human Resource Services

Patricia Young, CPS Human Resource Services

Howard Fortson, CPS Human Resource Services

Human Resource (HR) professionals have many options for conducting job analysis studies. HR professionals must make a variety of decisions depending on the goal or scope of the project, practical constraints (e.g., time and money), incumbent population and availability of subject matter experts. Many job analysts find that one standard methodology may not be effective in all situations. This symposium will present the CPS job analysis methodology applied in multiple job analysis studies. Each job analysis study was based on the same basic model, but the path taken in each study was sometimes as different as the jobs themselves. Each study that will be presented demonstrates unique and often creative solutions that may assist other HR professionals in their quest to perform

quality job analysis studies. Methodology presented in this symposium resulted in increased study response rates, cost-effective data collection and high client satisfaction. An opportunity for questions and answers will be provided so attendees are encouraged to bring their unique job analysis study challenges for discussion.

Paper Session

▲ Improving Role Play Consistency from Beginning to End

Speakers:

Cami Hacker, Montgomery City-County Personnel

Mark Willis, Montgomery City-County Personnel

The issue of consistency is a major concern for test developers administering role-play exercises. This paper describes practical, applied techniques that have been used to improve consistency for a variety of jobs. These techniques have been applied to script development, role player selection and training, and exercise administration.

▲ Assessors as Roleplayers: Consider the Possibilities

Speaker: Bruce Davey, Bruce Davey Associates

This presentation describes a role-playing model which uses three assessors who all serve as role players as well as raters. This permits a wider variety of exercises with richer interactions (staff meetings, community meetings, media briefings, etc.). The presentation explains how to effectively use assessors in this dual role.

▲ Contrasting Role Plays to Video Simulations

Speaker:

Rick Carter, City of New Orleans Civil Service Department

This paper will discuss video-based simulations as an alternate to role-play simulations. How to begin using video-based simulations, as well as their advantages and disadvantages are discussed.

Foundations Track

Item Analysis Made Fun and Easy

Instructor:

Michael Willinhnganz, California State Personnel Board

This tutorial will focus exclusively on item analysis data for dichotomously scored multiple-choice items. Through a combination of lecture, discussion, and hands-on interactive exercises, this tutorial will introduce participants to issues and concepts related to item discrimination, the interpretation of item analysis data, and the use of item analysis information to improve individual test items as well as the test as a whole. The session promises to take the mystery out of item analysis data!

3:30-4:00 Break

4:00-5:30

General Session

Sponsored by WRIPAC

Competency Modeling: Mirror Into the 21st Century Workplace - or Just Smoke?

Speaker:

Kenneth Pearlman, Retired, Lucent Technologies

This presentation will provide a practitioner's perspective on the controversy, touching on selected aspects of the work of the SIOP Job Analysis and Competency Modeling Task Force and taking a critical look at both the claimed strengths and the perceived limitations of competency modeling in contemporary organizations, particularly in comparison to more conventional approaches to job analysis and against the backdrop of rapidly changing characteristics of both workers and workplaces. It will attempt to draw out some relevant principles or lessons for practice for those using or contemplating the use of competency modeling or competency-based applications in their own organizations.



6:00-8:00

WRIPAC Sponsored Reception

Thanks to the generous support of the Western Region Intergovernmental Personnel Association, you are invited to a Social Hour 6:00 - 8:00 p.m. in lovely Tara's Courtyard at O'Flaherty's Irish Channel Centre and Pub. Hors d'oeuvres will be provided, and your choice of beverages will be available.

So please plan to start your evening with WRIPAC at O'Flaherty's, in the French Quarter just a short walk from the conference hotel.



Wednesday, July 3

8:30-10:00

Concurrent Sessions

Symposium

Developing Defensible Written Test Question: Art, Science, and Some Guidelines

Speakers:

Joel Wiesen, Applied Personnel Research

Ilene Gast, US Immigration & Naturalization Service

David Hamill, US Immigration & Naturalization Service

Written tests are widely used in our society, including in employment settings where they can form the basis for high stakes decisions such as selections for a job or a promotion. There is also considerable distrust of written tests. Sometimes individual test questions are criticized as irrelevant or faulty, and sometimes this criticism is valid. In this symposium three seasoned practitioners share their experiences and suggest specific steps to create and evaluate written test questions which are of high quality: valid, reliable, and

culturally fair. Emphasis will be given toward the technical review and analysis of multiple-choice items, with special emphasis on developing and evaluating culturally neutral test questions. The goal of this symposium is to provide information that will allow the attendees to improve both the quality and acceptance of tests they may select or develop. Numerous real-life illustrations will be presented to help keep the discussion applied in orientation.

Symposium

Breaking Away from Traditional Data Collection Methods

Speakers:

Jeanne Makiney, CPS Human Resources Service

Jamie Donsbach, Human Resources Research Organization

Deborah Ford, CPS Human Resources Services

Tara Ricci, Office of Personnel Management

Kathy Tinios, CPS Human Resources Services

Patricia Young, CPS Human Resources Services

Lisa Kobe, CPS Human Resources Services

As Information Technology becomes more accessible, numerous researchers and practitioners are considering replacing traditional paper-and-pencil methods with automated data collection systems. Various authors have shown that computerized administration offers several advantages over paper-and-pencil administrations including, greater flexibility, less expense and administration speed. This symposium will focus on a variety of automated data collection methods and will discuss several implications of this choice including development cost and effort, user acceptance, and differences and similarities in conclusions reached using data from these two modes of administration. Examples of automated survey delivery using commonly available Microsoft Office products as well as software designed specifically for online survey development and delivery will be provided.

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Combined Session

Discussion (8:30 - 9:00) Principles for the Validation and Use of Personnel Selection Procedures

Speaker:
Donna L. Denning,
City of Los Angeles

The Society for Industrial and Organizational Psychology (SIOP) has initiated an effort to revise its 1987 Principles for the Validation and Use of Personnel Selection Procedures. The purpose of this revision is to ensure continued consistency of these Principles with the revised joint APA, AERA, NCME Standards for Educational and Psychological Testing and to reflect current scientific knowledge and emerging issues. To accomplish this task, SIOP created a 12-member ad hoc task force, assembled an advisory panel, solicited comment from its Executive Committee, and made the complete draft document available to all members of the organization for review and comment. This two-year process is nearing an end, and, in this session, a member of the task force will discuss both the process and the substance of this revision.

Tutorial (9:00 - 10:00) Techniques for Improving the Fairness of Large-Sample Selection Processes Requiring Multiple Rater Panels

Instructors:
Matthew Gruver, CPS Human Resource Services

Jack Clancy, Jack Clancy and Associates

Vince MacManus, CPS Human Resource Services

The purpose of this tutorial is to describe procedures for conducting assessment processes in settings where the probability of grievances or legal challenges is high. The presentation will summarize frequently encountered issues associated with panel-based assessment scoring, and procedures for addressing these issues will be recommended. These procedures will be presented using methods developed for actual assessment projects conducted in situations where there has been a history of candidate distrust and litigation in connection with prior exami-

nations. The tutorial will emphasize techniques for reducing the effects of rater errors in the scoring process. To accomplish this, program attendees will participate in an interactive discussion where they will gain first-hand experience with the recommended procedures. Participants will receive detailed information for designing, conducting, and scoring panel-based assessment exercises that can later assist them in their own agency's examination processes.

10:00-10:30 Break

10:30-12:00 Concurrent Sessions

Paper Session

▲ Reduction of Occupational Injuries

Speaker:
Deborah L. Gebhardt, Human Performance Systems, Inc.

Occupational injuries are costly to an organization in terms of lost time from work, overtime, and medical, administrative, and settlement costs. Private, public, and military sector organizations are continually implementing programs targeted at reducing worker compensation costs. However, in most instances organizations are unable to empirically demonstrate the efficacy of their proposed interventions. This presentation will address interventions used to reduce injuries, organizational costs, and lost time from work in physically demanding jobs. Several types of interventions (e.g., pre-employment screening, equipment modification) will be discussed. The studies to be reviewed will use utility analysis and compare workers hired after completion of pre-employment physical testing with control groups who were not pre-screened. The impact of the interventions on the organizations will be discussed.

▲ The PCBS: A Quantified, Public Safety Candidate Background Self-Report Instrument

Speaker:
Joel Wiesen, Applied Personnel Research

Describes development of the Police Candidate Self-Report Survey, a quantified pre-employment instrument capable of psychometric evaluation. Its 10 scales include: Risk Taking, Unusual Finances, and Work Habits. Test Reliability will be reported. The PCBS can contribute to the efficiency and effectiveness of the employment interview, background investigation, and psychological screening.

▲ The Development of Pre-employment Psychological Screening Guidelines for California Peace Officers

Speaker: Shelley Weiss Spilberg, California Commission on POST

A current project of the California Commission on Peace Officer Standards and Training (POST) to revise its psychological screening procedures and criteria will be discussed in this session. The multiple (and sometimes conflicting) goals of the project will be outlined, such as increasing standardization while retaining the individualized, clinical nature of the screening; creating lawful procedures and criteria despite emergent, poorly-defined statutes and regulations; and basing the revised protocols on the actual psychological requirements and job demands concurrent with sweeping changes occurring in the professional as a result of the ongoing shift to community-oriented policing. The steps of the project will be discussed, including (and especially) the large-scale meta-analysis of noncognitive predictors of peace officer behavior conducted by Drs. Deniz Ones and Vish Viswesvaran for this effort. As this is a currently ongoing project, attendees will be invited to provide feedback and input and discuss their own related efforts.



Wednesday, July 3...continued

Combined Session

Paper (10:30 - 11:00) The Use of Educational Requirements for Employee Selection: Validity and Adverse Impact

Speaker:
Mike Aamodt, Radford University

Does education predict employee performance? Will the use of education result in adverse impact? This presentation will discuss the use of education requirements for employee selection by reviewing published meta-analyses and presenting new data on validity and adverse impact.

Symposium (11:00 - 12:00) Experience is the Best Teacher: Workforce Planning at the Ground Level

Speakers:
Anne Soileau, Louisiana State
Department of Civil Service
Amy Bateman, Louisiana State
Department of Civil Service
Dwuena Wyre, Louisiana State
Department of Civil Service
Jamie Lewis, Louisiana State
Department of Civil Service

The Louisiana Department of State Civil Service shares its workforce planning tools, such as the Agency Workforce Profile, and provides first-hand experiences of implementing succession planning pilot programs in two Louisiana State agencies. Participants will receive information on the do's and don'ts when implementing a succession plan for an organization, the steps involved in succession planning, the tools to assess skill gaps, and the lessons learned in a mentoring program. This presentation teaches public sector professionals how to build on what they have to create a succession plan. In general, the purpose of this presentation is to communicate the need for succession planning and to provide experienced accounts on how to determine what works best for your organization.

Foundations Track

Developing Interview Content: What was the Question?

Instructors:
Howard Fortson, CPS
Human Resource Services

Lisa Kobe, CPS Human Resource
Services

Deborah Ford, CPS Human Resource
Services

Training courses regarding interviewing that are offered to human resource professionals are primarily focused on how to administer interviews. Seldom covered in these courses is how to write interview questions. Although correct administration procedures are important, the creation of high quality interview questions is vital to the reliability and validity of the selection process. In this tutorial, the audience will be introduced to the critical incident method of interview question generation. Attendees will be guided through critical incident writing and shown how to transform critical incidents into interview questions. The tutorial will also address the development of behaviorally anchored rating scales to be used with the newly developed interview questions. Participants will be led through an exercise in which they use one of the previously created questions as a prompt to develop three levels of behavioral anchors. The group will then discuss issues related to scoring and the consensus process.

Paper Session (11:00-12:00)

▲ Pink Triangles: Perceived Workplace Discrimination Against Gay and Lesbian Employees

Speaker: John M. Cornwell, Loyola
University

A national sample of 534 gay and lesbian employees was used to test a model of the causes and outcomes of perceived workplace discrimination against gay and lesbian employees. The effects of legislation, organizational policies and practices, work group composition, and disclosure of sexual orientation on discrimination, as well as the effects of perceived discrimination on employee attitudes, turnover intention, and organizational outcomes such as salary and promotions, were investigated. Conclusions and rec-

ommendations are made regarding the need for organizations to provide a climate that discourages discrimination and methods that seem to establish such a climate.

▲ Case Study of a Consent Decree

Speaker: Phyllis M. Lynes,
City of Los Angeles

A discrimination lawsuit based on sexual orientation, which was filed by a Sergeant in the Los Angeles Police Department, and the resultant settlement agreement entered into by the City in 1993, will be described. The City's experience administering the agreement and its impact on City recruitment for all City positions and overall City discrimination complaint policies and procedures will be discussed as well as its specific impact on procedures for the selection and training of Police Officers.

12:00-1:30 Lunch, Roundtables

Program Committee Meeting for Baltimore 2003

Test Administration and Security

Leader: Janet Fulp, CPS Human
Resource Services

Competency Modeling

Leader: Michelle Collins, HR
Development Consulting

Managing a Website

Leader: Bill Waldron, Tampa Electric
Company and IPMAAC Website
Webmaster

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Wednesday, July 3...continued

1:30-4:30

Presidential Forum

Employment Testing: Prospects in a Post-Affirmative Action World

Chair:

Donna L. Denning, IPMAAC President

Presenters:

David A. Kravitz, George Mason
University

Robert E. Ployhart, George Mason
University

Keith M. Pyburn, McCalla,
Thompson, Pyburn, Hymowitz, and
Shapiro

The theme of this forum was inspired by what has already become a landmark publication within the field of industrial/organizational psychology, the April, 2001, American Psychologist article entitled "High-Stakes Testing in Employment, Credentialing, and Higher Education: Prospects in a Post-Affirmative Action World" (Vol. 16, No. 4, pp.302-318) by Paul R. Sackett, Neal Schmitt, Jill E. Ellingson, and Melissa B. Kabin.

In this article, the authors present a comprehensive review of the difficult choices test users must make when trying to optimize both diversity and performance outcomes and provide strategies to assist in making these choices. Using the article as a point of departure, the presenters will discuss affirmative action, employ-

ment testing, and legal implications.

David A. Kravitz, one of the most prolific researchers within psychology on the subject of affirmative action, will provide an overview of affirmative action, including an historical perspective, its current and possible future status, and relevant research results. Robert E. Ployhart will present the results of his research team's review and analysis of adverse impact in employment testing and possible means of ameliorating such impact. And, as the final speaker, Keith M. Pyburn will discuss the current legal environment as it relates to these issues.

What is IPMAAC?

Formed in 1976 as a section of the International Personnel Management Association (IPMA), the IPMA Assessment Council or "IPMAAC" is the leading organization in the field of employee selection and assessment. IPMAAC's 600+ members include personnel directors and managers, staffing specialists, organizational performance managers, management consultants, psychologists, attorneys, academic faculty, and students, actively engaged in applications, research and training in personnel assessment in both the public and private sectors. IPMAAC interests and activities cover the full range of assessment methods and applications, from the use of personnel tests and interviews for employee selection to measurement of the productivity of organizations. IPMAAC's Annual Conference showcases state of the art information on trends, techniques and technologies for using and applying assessment methods.



Conference Registration Form

2002 IPMA Assessment Council Conference, June 30- July 3 — New Orleans, LA

Please print all information

Name _____ Member Number _____

Title _____

Organization _____

Address _____

City/State/Zip _____

Telephone (_____) _____ Fax (_____) _____

Email _____

Please describe any special accommodation you require to fully participate in the conference. _____

Membership Status

First Time Conference Attendee

Member of IPMAAC

Nonmember of IPMA/IPMAAC

Individual IPMA Member or Employee of IPMA Agency Member

Student Member of IPMA/IPMAAC (must be full-time undergraduate or graduate student)

Registration Information

Full Conference Registration \$ _____

One Day Registration: Sun Mon Tue Wed \$ _____

Student Membership Fee, if not currently a Student member \$ _____
(must attach transcript from undergraduate or graduate institution)

Full Day Workshops — Sunday, June 30

8:30am–4:30pm

Using the Five Factor Personality Model for Assessing and Developing Teams \$ _____

Use of Training and Experience Evaluations in the Selection and Promotion of Employees \$ _____

Examination Planning \$ _____

Half Day Workshops — Sunday, June 30

8:30am–12:00pm

How to Manage Projects: Meet Your Cost, Time, and Performance Objectives \$ _____

Avoiding the Courthouse: Recent Decisions and Dispute Resolution Alternatives \$ _____

1:00am–4:30pm

Standard Setting Basics \$ _____

Development and Validation of Competency-Based Assessment Procedures \$ _____

Subtotal \$ _____

Applicable Discount (Please review page 18 for information concerning pre-conference workshop and conference registration discounts) \$ _____

Fais Do Do social event, Monday, July 1 (\$40 per person) \$ _____

Yes, I would like to become a member of IPMA and/or IPMA Assessment Council for the discounted rate (see page 18 for information) \$ _____

Total \$ _____

Please return form to:

IPMA Meetings Department
1617 Duke St., Alexandria, VA 22314
Fax: 703-684-0948

Method of Payment:

Check/Money Order (please make checks payable to IPMA and return with registration form)

Purchase Order (P.O. # _____)

Credit Card: VISA MasterCard

Card # _____ Exp. Date _____

Signature _____



Conference Registration Information and Fees

Full Conference (Four Days) Registration Fees

Conference registration fees are based on IPMA/IPMAAC membership status as follows:

- \$250 for IPMAAC members. Individuals must be a member of IPMAAC, which means, in addition to being IPMAAC members, they are also IPMA members or employees of an IPMA Agency member.
- \$290 for individuals who are not IPMAAC members but are IPMA members or employees of IPMA Agency members.
 - Become a member of the IPMA Assessment Council by adding an additional \$32 (20% off IPMAAC member rate) to the \$290 registration fee.
- \$390 for individuals who are not members of IPMAAC or IPMA and are not employees of an IPMA Agency member.
 - Become an Individual and IPMAAC member of the IPMA by adding an additional \$148 (20% off IPMA & IPMAAC member rate) to the \$390 registration fee.

FREE for students who are members of both IPMA (\$35 membership fee) and IPMAAC (\$10 membership fee).

Social Event

\$40 Fais Do Do

One Day Registration Fees

- \$115 for IPMAAC members
- \$130 for IPMA Individual or Agency members (employees of IPMA Agency members)
- \$145 for non-members
- FREE for Student members of IPMA and IPMAAC

Pre-Conference Workshop Registration Fees

Full Day Workshop

- \$170 for IPMAAC members
- \$200 for IPMA Individual or Agency members (employees of IPMA Agency members)
- \$230 for non-members
- \$170 for Student members of IPMA and IPMAAC

Half Day Workshops

- \$ 85 for IPMAAC members
- \$100 for IPMA Individual or Agency members (employees of IPMA Agency members)
- \$115 for non-members
- \$ 85 for Student members of IPMA and IPMAAC

Applicable Discounts

Individuals attending the full conference for the first time and interested in the half day workshops may register for two half day workshops for the price of one.

Individuals attending the full conference for the first time and interested in the full-day workshop may register for the full day workshop for at 50% off.

Conference Fees, Mailing and Additional Information

Return completed registration form to:

IPMAAC 2002 Conference Registration
1617 Duke Street, Alexandria, VA 22314
Phone 703-549-7100, Fax 703-684-0948

(If registering by fax, please confirm receipt, but DO NOT mail original to avoid duplicate registration.)

If you have questions regarding the conference, please contact Kelli Sheets, IPMA Director of Assessment Products.

Conference Activities and Fees

	IPMAAC Members	IPMA Members	Non-Members	Student Members
Conference Registration	\$250	\$290	\$390	Free
One Day Registration	\$115	\$130	\$145	Free
Full Day Workshop	\$170	\$200	\$230	\$170
Half Day Workshop	\$ 85	\$100	\$115	\$ 85
Fais Do Do	\$40	\$40	\$40	\$40



Hotel Registration Form

2002 IPMA Assessment Council Conference, June 30-July 3

Send form directly to:

Sheraton New Orleans Hotel

500 Canal Street

New Orleans, LA 70130

phone: (504) 525-2500 toll free: (800) 253-6156 or (800) 325-3535

fax: (504) 561-0178

Please print all information.

Name _____

Address _____

City/State/Zip _____

Telephone (_____) _____ Fax (_____) _____

Email _____

Arrival Date _____ Time _____

Departure Date _____ Time _____

Number in Party _____

Accommodations request: One king bed, or Two double beds
 Smoking, or Non-smoking

Method of Payment:

Room Rate: \$135 single/double

Enclosed is my credit card authorization or check for \$ _____ for the first night deposit, in order to guarantee my reservation.

Check/Money Order

Please charge my credit card: American Express MasterCard VISA Diner's Club

Card Number _____ Exp. Date _____

Signature _____

Rates are subject to an 12% sales tax, as well as a \$3.00 occupancy tax per room per night. Check-in time is 3:00pm. Check-out time is 12:00pm. All reservations should be sent to the Sheraton New Orleans at the above address as soon as possible to ensure accommodations. Reservations received after the block of rooms assigned to IPMAAC has been filled, or May 28,2002, whichever comes first, will be taken on a space-available basis at prevailing hotel rates. Cancellations must be received 72 hours prior to arrival.





IPMA Assessment Council

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