
Going Online with Existing Assessments: Blessing or Curse?



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Computer-Based Promotional Assessments

Background

- ***U.S. CBP a Component of DHS***
- ***CBP Mission***
 - *“Managing, controlling and securing our nation’s borders through preventing terrorism and terrorist weapons from entering the United States.”*
- ***24/7 Staffing Leads to Scheduling Challenges for Promotional Testing***



Computer-Based Promotional Assessments

Overview of Programs Converted Online

Border Patrol Promotions

- *Fills First-Line Supervisor Up to GS-15*
- *Testing 4,000 Per Year Since 1997 at 60 Locations Nationwide*
- *Over 3,300 Vacancies Have Been Filled*

CBP Officer/Agriculture Specialist Promotions

- *Fills First-Line Supervisor Up to GS-15*
- *Testing 6,000 Per Year Since 2004 at 140 Locations Worldwide*
- *Over 390 Vacancies Have Been Filled*



Computer-Based Promotional Assessments

Additional Benefits of Online

- *Greater Flexibility in Scheduling*
- *Potential for Instant Scoring and Feedback*
- *FTE Savings*
 - *Candidate Self-Scheduling*
 - *Online Feedback Reports*
 - *Automated Data Files*
- *Addresses Goal of Paperless HR System*



Computer-Based Promotional Assessments

Challenge

- *Convert Four Types of Multiple-Choice Assessments for Computer-Based Administration*
- *Maintain Equivalency – New Scores Will Be Used with Prior Scores*



Computer-Based Promotional Assessments

Assessments

Critical Competencies

- *Critical Thinking Skills Exercises* → *Critical Thinking*
- *Managerial Writing Skills Exercises* → *Communication*
- *In-Basket Job Simulation Exercises* → *Leadership & Managerial Admin.*
- *Job Knowledge Assessments* → *Technical*
- *Job Experience Assessments* → *Technical & Leadership*
- *Structured Interviews and Oral Presentation Assessments* → *Interpersonal Skills/Judgment*

*Assessments in **Bold** converted to Computer-Based format*



Computer-Based Promotional Assessments

Converting the Assessments

Issues

- *Length, Length, Length (All)*
- *Need to Display Scenarios & Questions Together (JK, MW, CT)*
- *Reference Materials (JK, IB)*
- *Instructions (All)*

Feels Like Apollo 13...

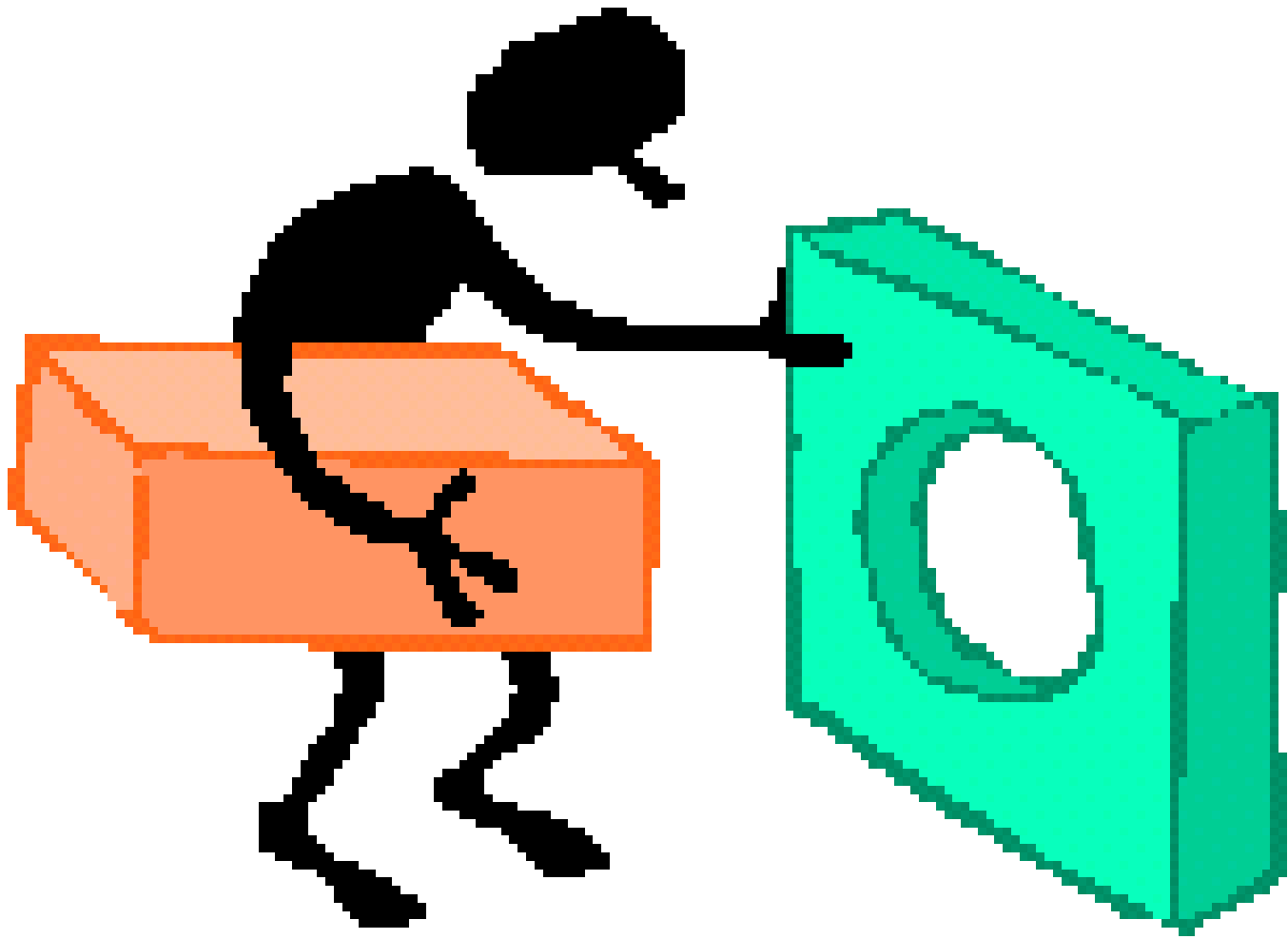
“The people upstairs have handed us this one,
and we gotta come through.

We gotta find a way to make this...

... fit in to the hole for this...

using 'nothin' but that.”

Apollo 13: Air Scrubber Redesign





Computer-Based Promotional Assessments

Converting the Managerial Writing Skills Exercise

- *3 Item Formats*
 - » *Repeat Instructions*
- *Length of Text & Response Choices*
 - » *Smaller Font Size*
 - » *Change Layout of Response Options*

1. For questions 1 - 11, choose the one answer that represents a correction that should be made to the sentence. If no correction is necessary, choose option (E).

The advertisement offers job opportunities [redacted]
[redacted]

- A.) insert [redacted]
- B.) change [redacted]
- C.) insert [redacted]
- D.) change [redacted]
- E.) no correction is necessary

14. For questions 12 - 20, choose the one answer that is the best revision to the underlined phrase or phrases in the paragraph. If no revision to the underlined phrase or phrases is necessary, choose option (E).
If there are two phrases underlined in the same paragraph, each possible answer will consist of two revisions, one for each underlined phrase. The two revisions will be separated by a slash (/). The first revision will be for the first underlined phrase in the paragraph and the second revision will be for the second underlined phrase in the paragraph.

Under the general administrative direction of Headquarters, the [redacted]
[redacted]

- A.) laws and for directing
- B.) laws, and direction of
- C.) laws, and directs
- D.) laws and directed at
- E.) no correction is necessary

29. For questions 27 through 30, select the correct paragraph order to create documents that are well-organized, clear, and coherent. If no correction is necessary, choose option (E).

- (1) **On June 13, at approximately 11:30 a.m.,** [Redacted]
- (2) **When questioned about these statements,** [Redacted]
- (3) **I told the caller that she** [Redacted]
- (4) **In judging this incident,** [Redacted]
- (5) **The caller made the following statements** [Redacted]

- A.) 1 - 4 - 2 - 3 - 5
- B.) 1 - 3 - 4 - 5 - 2
- C.) 1 - 2 - 4 - 3 - 5
- D.) 1 - 5 - 2 - 3 - 4
- E.) no change to the paragraph order is necessary

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29. For questions 27 through 30, select the correct paragraph order to create documents that are well-organized, clear, and coherent. If no correction is necessary, choose option (E).

- (1) On June 13, at approximately 11:30 a.m., [redacted]
- (2) When questioned about these statements, [redacted]
- (3) I told the caller that she would need to [redacted]
- (4) In judging this incident, it should be noted that [redacted]
- (5) The caller made the following statements [redacted]

- A.) 1 - 4 - 2 - 3 - 5
- B.) 1 - 3 - 4 - 5 - 2
- C.) 1 - 2 - 4 - 3 - 5
- D.) 1 - 5 - 2 - 3 - 4
- E.) no change to the paragraph order is necessary

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Computer-Based Promotional Assessments

Converting the Critical Thinking Skills Exercise

- *Scenario & Instructions Need to Be Repeated for Each Question*



Computer-Based Promotional Assessments

Reasoning Situation 6

The following passage presents a set of facts. The passage is followed by six conclusions. Read the passage and then decide whether each conclusion is:

- A) **True**, which means that you can infer the conclusion from the facts given
- B) **False**, which means that the conclusion cannot be true given the facts
- C) **Insufficient information**, which means that there is insufficient information for you to determine whether the conclusion is true or false

Through [redacted]

With [redacted]

The [redacted]

36. LS scientists [redacted]

- A) True
- B) False
- C) Insufficient information

37. If a piece [redacted]

- A) True
- B) False
- C) Insufficient information

38. LS equipment [redacted]

- A) True
- B) False
- C) Insufficient information

39. LS detection [redacted]

- A) True
- B) False
- C) Insufficient information

40. LS detection [redacted]

- A) True
- B) False
- C) Insufficient information

41. If LS [redacted]

- A) True
- B) False
- C) Insufficient information

42. A piece of [redacted]

- A) True
- B) False
- C) Insufficient information

37. The following passage (which has been repeated from the previous question) presents a set of facts. The passage is followed by a conclusion. Read the passage and then decide whether the conclusion is:

- A.) **True**, which means that you can infer the conclusion from the facts given
- B.) **False**, which means that the conclusion cannot be true given the facts
- C.) **Insufficient information**, which means that there is insufficient information for you to determine whether the conclusion is true or false.

Reasoning Situation 6

Through [REDACTED]

With one type of [REDACTED]

The other type of [REDACTED]

Conclusion: If a piece of [REDACTED]

- A.) True B.) False C.) Insufficient information



Computer-Based Promotional Assessments

Converting the In-Basket Job Simulation Exercise

- *Scenario, Organization Chart, Calendars*
- *Documents Packet*



1. Questions 1 through 5 address Document 2, a note from [REDACTED]

Which of the following issues is the MOST critical for you to address in carrying out the mission of the Border Patrol at your station?

- A.) The detailees [REDACTED]
- B.) The many [REDACTED]
- C.) Increases in [REDACTED]
- D.) Complaints by [REDACTED]
- E.) Review of [REDACTED]

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Computer-Based Promotional Assessments

Exit Survey

- *86% of the 3,285 Exit Survey Respondents Rated the Testing Experience "Very Good" or "Excellent"*
- *83% Expressed a Preference for Computer-Based Testing Over Paper-and-Pencil Testing*



Computer-Based Promotional Assessments

*Test Statistics**

Test	Paper	Online
MW	21.5 (3.3)	21.3 (3.4)
CT	30.6 (5.1)	30.8 (5.3)
IB	56.7 (9.1)	56.5 (9.2)
JKT	50.8 (4.4)	50.7 (4.9)

* Mean (SD). No differences statistically significant.

Sample sizes: Paper MW/CT/JKT=570, IB=300; Online MW/CT/JKT=278,IB=176.

Border Patrol sample, GS-11 White candidates, retesters excluded.



Computer-Based Promotional Assessments

Lessons Learned

- *Feasibility First*
- *Watch Your Words (Count)*
- *Handle Handouts*
 - *Computerize? Print Locally? Ship & Destroy? Reusable?*
- *Have the Right Hardware*
 - *17" & Larger Monitors Help Compensate for Smaller Fonts*

Derek Prince

Blessing or Curse

You Can Choose!

• • • • •
*Freedom From Pressures You
Thought You Had To Live With*