Employment Inventory User's Guide

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Technical Support: Please call the number provided in your software. This can be found by entering the EI Administration program and selecting the "File" menu, then "License Options."

WELCOME

This manual is designed to provide the instructions and information needed to administer the Employment Inventory (EI) via the computer. EI is a series of four pre-employment tests used to predict on-the-job performance of your job applicants and identifies which applicants are most likely to become productive and successful employees. The four scales have been validated and proven effective for a broad range of jobs in a wide variety of industries. The scales can be used individually or in various combinations. They are:

Performance Scale - Predicts success in entry-level and non-exempt positions. It helps you select employees who are reliable, dependable, motivated, and conscientious.

Customer Service Scale - Predicts success in positions with customer contact. It helps you choose people who are friendly, courteous, helpful, and service-oriented.

Sales Scale - Predicts success in jobs that involve selling. It helps you identify people with high levels of initiative, commitment, persuasiveness, and resilience.

Tenure Scale - Predicts the likelihood that an individual will stay on the job for at least three months. It measures an applicant's commitment, impulsiveness, responsibility, and motivation.

EASY TO USE

The Employment Inventory is easy to use. The series can be used equally well by managers who have hiring experience and those who do not. No psychological degree is needed to administer or interpret the results. The scale questions are written at the sixth grade reading level in a straightforward style. The length of the test and the time required for completion depends on the particular combination being used. A typical combination takes about 20 minutes to complete.

LEGAL AND FAIR

The EI is legal and fair. The series meet or exceed the requirements of all federal guidelines governing employee selection, including Americans with Disabilities Act (ADA) and the 1991 Civil Rights Act. The EI Scales are fair to all applicants.

CORRECTS FOR EXAGGERATION OR RANDOM RESPONDING:

The design of the EI makes it difficult for test takers to anticipate "right" answers. The scoring program automatically adjusts for applicants who exaggerate. Additionally, test results for applicants who respond randomly are identified as invalid.

For more information on the development, validation, and specific uses of the EI, please contact technical support.

INSTALLATION REQUIREMENTS

REQUIREMENTS FOR STAND-ALONE OR NETWORK CLIENTS

Hardware

> 486 Processor: (Pentium recommended)
> RAM: 8MB (16MB recommended)
> SVGA Color monitor with supporting SVGA card with an 800x600 monitor setting (using Small Font setting found in Control Panel then Display)
> 5 MB hard drive space
> Microsoft Mouse™ compatible pointing device
> 3½" high density floppy drive
> (stand-alone only) Printer: any printer which has an installed Windows™ driver

Software

> Windows™ 95 or higher

REQUIREMENTS FOR NETWORK SERVER

Hardware

> 5 MB hard drive space
> Printer: any printer which has an installed Windows™ driver

Software

> Novell NetWare 2.2 or higher

REQUIREMENTS FOR VOICE CAPABILITY (OPTIONAL PURCHASE)

Requirements are the same as above. The sound files require an additional 55 MB of hard drive space, a sound card and speakers (headphones). More information on this is found in Voice (Optional Purchase) on page 44.

REQUIREMENTS FOR OPTICAL SCANNING (OPTIONAL PURCHASE)

Requirements are the same as above. The scanning software requires a scanner and an additional 3 MB of hard drive space. More information on this is found in Optical Scanning (Optional Purchase) on page 43.

INSTALLATION PROCEDURES

The following steps are a guideline for installing the Employment Inventory (EI) program. There are two parts to the EI program: the administration program, "EI Admin" and the testing program, "EI Test."

These programs can be installed on a stand-alone PC or network file server.

• If you use the Stand-alone Installation (installation involving no networks), install all software to the local hard drive.

• If you use the Network Installation (installation involving a network), install all software to the network server then link each network client to the network server.

NOTE: Before you can install EI, Windows™ must be running on your computer or network workstation.

INSTALLATIONS FOR STAND-ALONE COMPUTERS

The installation for a stand-alone computer means the software will be loaded on a local hard drive. No network is involved. Each stand-alone computer must be connected to a printer in order to generate printed reports. Both the EI Admin and EI Test will reside on the same hard drive.

To Install on a Stand-alone Computer (EI Admin & Test Disk or CD)

A.   Install Employment Inventory Administration and Test

1.   Insert Employment Inventory Administration & Test disk or CD.

2.   Select Start then Run.

3.   Type the following command to install: A:\SETUP (where A is the drive you are installing from).

4.   Press the [Enter] key or click the OK button.

5.   Select the Next button.

6.   Select the location where you want EI installed. The default location (C:\EI) is recommended.

7.   Select the Next button.

8.   Select the location where you want the data installed. Browse can be used to install to a location other than the default (C:\EI\DATA).

9.   Select the Next button.

10. Select the location of the EI Admin and Test icons. Employment Inventory is the default.

11. Select the Next button.

12. Review the install information and select the Next button.

13. Select the Finish button to complete the installation.

B. Enter EI Admin for the First Time

14. Double click on the EI Admin icon.

15. A message will appear regarding licensing information. Call customer service (215.579.0901) in order to set up your license. This phone number also can be found by selecting File, then License Options. License setup is required before reports can be viewed or printed.

EI is now installed and ready to be used. See page 23.

To Install on a Stand-alone Computer (EI Admin Disk and EI Test Disk)

A. Install Employment Inventory Administration

1. Insert Employment Inventory Administration disk into the computer's 3 1/2" disk drive.

2. Select Start then Run.

3. Type the following command to install: A:\SETUP (where A is the drive you are installing from).

4. Press the [Enter] key or click the OK button.

5. Select the Next button.

6. Select the location where you want EI installed. The default location (C:\EI) is recommended.

7. Select the Next button.

8. Select or enter the group name for the EI Admin icon. The default is Employment Inventory.

9. Select the Next button.

10. Review the install information and select the Next button.

11. Select the Finish button to complete the installation.

B. Install Employment Inventory Test

12. Insert the Employment Inventory Test disk into the computer's 3 1/2" disk drive.

13. Select Start then Run.

14. Type the following command to install: A:\SETUP (where A is the drive you are installing from).

15. Press the [Enter] key or click the OK button.

16. Select the Next button.

17. Select the location where you want EI Test installed. Be sure to use the same location as in Step 6.

18. Select the Next button.

19. Select the location where you want the data installed. The default location (C:\EI\DATA) is recommended.

20. Select the Next button.

21. Select the group name for the EI Test icon. The default is Employment Inventory.

22. Select the Next button.

23. Review the install information and select the Next button.

24. Select the Finish button to complete the EI Test installation.

C. Enter EI Admin for the First Time

25. Double click on the EI Admin icon.

26. A message will appear regarding licensing information. Call customer service (215.579.0901) in order to set up your license. This phone number also can be found by selecting File, then License Options. License setup is required before reports can be viewed or printed.

EI is now installed and ready to be used. See page 23.

INSTALLATION FOR NETWORKS

The network installation involves installing the software to a network server and creating a shortcut on each network client. Both the EI Admin and EI Test will reside on the same network server. Shortcuts will be placed on the network client for the EI Test.

To Install EI on a Network (EI Admin & Test Disk or CD)

A. Install Employment Inventory Administration and Test – Install on ONE workstation to network fileserver

1. Insert Employment Inventory Administration & Test disk or CD.

2. Select Start then Run.

3. Type the following command to install: A:\SETUP (where A is the drive you are installing from).

4. Press the [Enter] key or click the OK button.

5. Select the Next button.

6. Select the network drive location where you want EI installed. Browse must be used change to the network location. Note the location.

7. Select the Next button.

8. Select the location where you want the data installed. It is best to select the default location. Note the location.

9. Select the Next button.

10. Select the location of the EI Admin and Test icons. Employment Inventory is the default.

11. Select the Next button.

12. Review the install information and select the Next button.

13. Select the Finish button to complete the installation.

B. Install Employment Inventory Test (network shortcut) – Install on ALL OTHER workstations that will access EI Test!

14. Insert the EI Test disk into the computer's 3 1/2" disk drive. (For cd-rom, place cd-rom into cd-rom drive)

15. Select Start then Run.

16. Type the following command to install: A:\SETUP. (For cd-rom, type D:\NETWORK\SETUP)

17. Press the [Enter] key or click the OK button.

18. Select the Next button.

19. Select the location where the EI Test is installed. Browse can be used to point to the location. Be sure to use the same location as in Step 6.

20. Select the Next button.

21. Select the network location of the EI data. This will be in the DATA folder under the folder where the EI program resides (example. If the EI program lies at F:\EI, the DATA folder will be at F:\EI\DATA). Be sure to use the same location as in Step 8.

22. Select the Next button.

23. Select the location of the EI Test icon. Employment Inventory is the default.

24. Select the Next button.

25. Review the install information and select the Next button.

26. Select the Finish button to complete the EI Test Shortcut installation.

27. Repeat Steps 14-26 for all remaining workstations.

C. Enter EI Admin for the First Time

28. Double click on the EI Admin icon.

28. A message will appear regarding licensing information. Call customer service (215.579.0901) in order to set up your license. This phone number also can be found by selecting File, then License Options. License setup is required before reports can be viewed or printed.

EI is now installed and ready to be used. See page 23.

To Install EI on a Network (EI Admin Disk and EI Test Disk)

A. Install Employment Inventory Administration – Install on ONE workstation to network fileserver

1. Insert Employment Inventory Administration disk into the computer's 3 1/2" disk drive.

2. Select Start then Run.

3. Type the following command to install EI Admin: A:\SETUP or B:\SETUP (depending on the drive from which you are installing).

4. Press the [Enter] key or click the OK button.

5. Select the Next button.

6. Select the network drive location where you want EI installed. Browse must be used change to the network location. Note the location.

7. Select the Next button.

8. Select or enter the group name for the EI Admin icon. The default is Employment Inventory.

9. Select the Next button.

10. Review the install information and select the Next button.

11. Select the Finish button to complete the installation.

B. Install Employment Inventory Test (network shortcut) – Install on ALL OTHER workstations that will access EI Test!

12. Insert the Employment Inventory Test disk into the computer's 3 1/2" disk drive.

13. Select Start then Run.

14. Type the following command to install EI Test: A:\SETUP.

15. Press the [Enter] key or click the OK button.

16. Select the Next button.

17. Select the location where the EI Test is installed. Browse can be used to point to the location. Be sure to use the same location as in Step 6.

18. Select the Next button.

19. Select the network location of the EI data. This will be in the DATA folder under the folder where the EI program resides (example. If the EI program lies at F:\EI, the DATA folder will be at F:\EI\DATA). Be sure to use the same location as in Step 8.

20. Select the Next button.

21. Select the group name for the EI Test icon. The default is Employment Inventory.

22. Select the Next button.

23. Review the install information and select the Next button.

24. Select the Finish button to complete the EI Test Shortcut installation.

25. Repeat Steps 12-24 for all remaining workstations.

C. Enter EI Admin for the First Time

26. Double click on the EI Admin icon.

27. A message will appear regarding licensing information. Call customer service (215.579.0901) in order to set up your license. This phone number also can be found by selecting File, then License Options. License setup is required before reports can be viewed or printed.

EI is now installed and ready to be used. See page 23.

INSTALLATION OF OPTICAL SCANNER SOFTWARE (OPTIONAL PURCHASE)

The following steps are a guideline for installing ScanTools. The installation must be done on the computer where the:

- EI Administration program is accessable
- scanner will be attached.

To Install the EI Administration and EI Test Programs

There are complete installation instructions in the EI User's Guide. This program should be installed first, before setting up the scanner.

To Setup the Scanner

Remove the scanner from the box and place it on a flat surface. Remember, the scanner needs to be attached to a computer that can access the EI Administration program. Use the supplied scanner setup directions to attach the scanner's cable and power supply.

To Install ScanTools™

1. Start Windows™ on the computer and close all other applications.

2. Insert the ScanTools disk into the A drive.

3. Click on Start, then Run.

4. Type the following: A:\setup

5. Select the OK button.

6. Select the Next button.

7. Enter the Serial/Registration Number. This number may be found on the outside of the package containing the ScanTools floppy disk.

8. Select the Next button.

9. On the Components to Install screen, leave each of the checked items selected and select the Next button.

10. Verify the installation path: C:\SFW. If the path differs, change it to C:\SFW.

11. Select the Next button.

12. Select the Finish button. The program will install.

13. Select the Done button.

14. Remove the ScanTools disk from the A drive. Place the EI Scan Definition in the A drive.

15. Select Start, then Run.

16. Type the following: A:\copy.bat

17. After the 2 files are copied to the hard drive, click on the "X" on the upper right side of the box labeled "Finished - copy."

To Setup ScanTools for First-time Use

1.   Enter ScanTools by selecting Start, Programs, ScanTools, then ScanTools.

2.   On the main screen, change "Sample Application - 701" to "EI7.DEW [Cut Sheet] - 200".

3.   Under Edit profile, change "*None*" to "ei7.$ep".

4.   Select the Configure menu, then Scanner Configuration.

5.   Change Baud to 9600.

6.   Select the OK button.

7.   Select the Applications menu, then Exit.

PROGRAMS

EI is divided into two programs: the EI Administration program and the EI Test program. Each of these separate programs are accessed separately.

EI ADMINISTRATION PROGRAM (EI ADMIN)

The Administration program allows you to manage the organization's license and the processing of individuals who will take the Employment Inventory. Reports are also generated through this program.

EI TESTING PROGRAM (EI TEST)

The EI Testing program contains the Employment Inventory test. An individual who was been set-up through the Administration program enters the EI Test program and completes the assigned test.

SCREENS (BASIC OVERVIEW)

In order for you to navigate through the program, there are some screens and terminology that you should be familiar with. They are shown next.

EI ADMINISTRATION MAIN SCREEN

As the administrator, you will first see the main screen (Figure 1) in the EI Admin program. This screen has a menu at the top of the screen and is divided into two sides; one for managing groups and the other managing individuals. Groups allows you to place similar individuals, job families or test sites together for easier management.

EI Admin comes preloaded with a demo group and three demo individuals for you to use to familiarize yourself with the application.
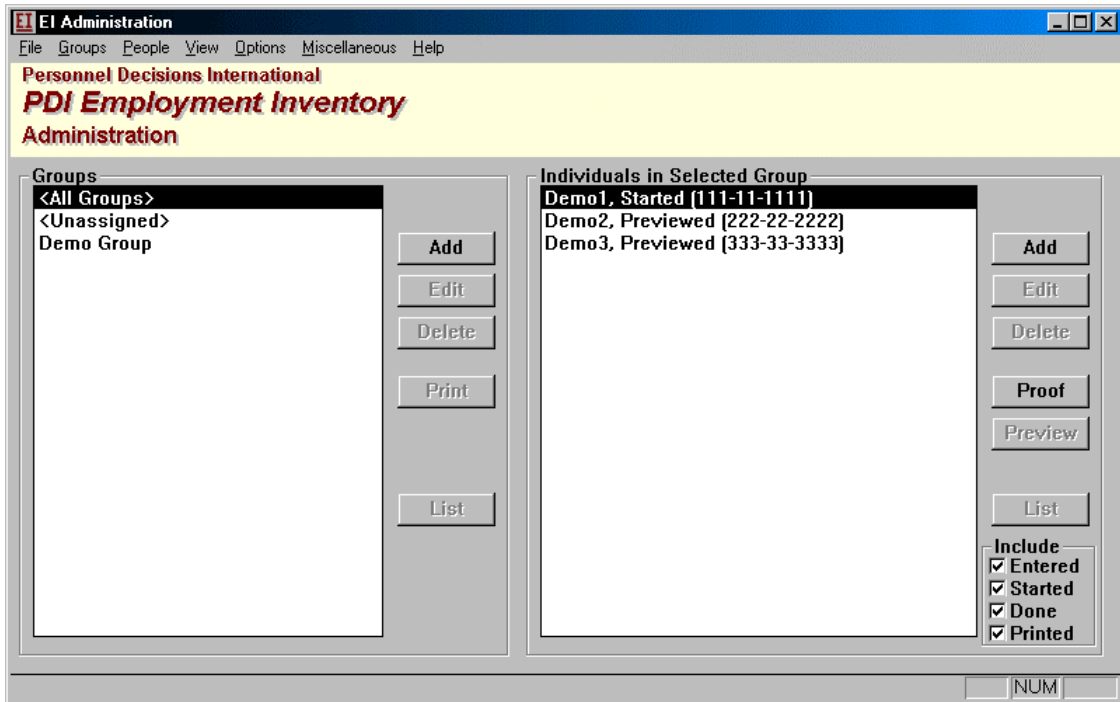

Figure 1 - EI Admin - Main Screen

MENUS

There are a series of pull-down menus that appear along the top of the screen. These menus can be accessed by clicking on the word (i.e. File, Groups, Individuals, etc.). For example, by selecting the word "File," the menu items under the "File" menu appear (Figure 2). Note: Some of the functions available in the menus are also available on the Main Screen as buttons.
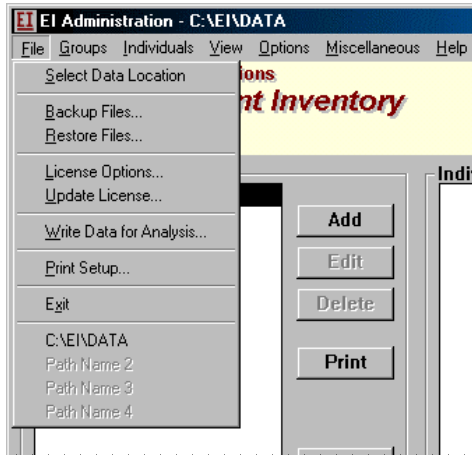
Figure 2 - File Menu

PREVIEW REPORT SCREEN

When previewing a report, the following screen will appear (Figure 3). The preview screen allows you to preview the report before sending it to a printer.
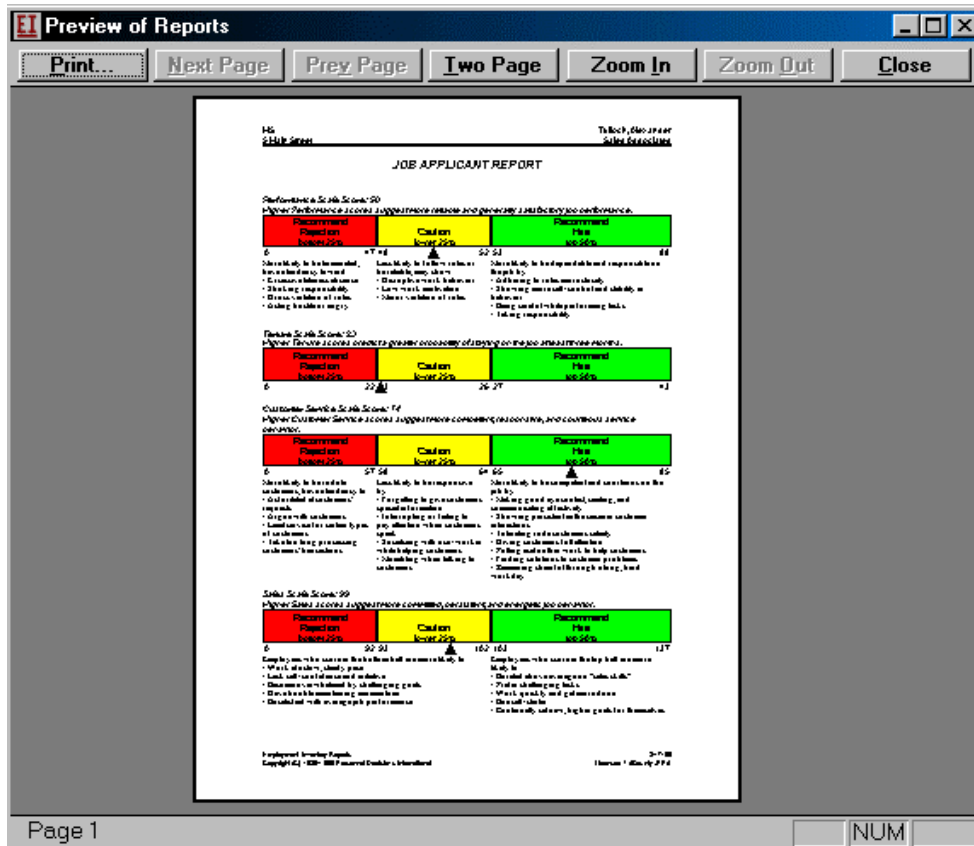

Figure 3 - Print Preview screen

The options that appear on top of the screen allow you to move from one page to the next and increase or decrease the size of the report. You can move from one page to the next by using the Next Page button (Some of the reports will be only one page). If you place your cursor over the body of the report, the cursor will turn into a magnifying glass icon. Click to magnify the report size. The buttons appearing on this screen are described next.

Print... Send to the printer.

Prev Page Go to the previous page.

Next Page Go to the next page.

One Page View one page at a time. (Only available when viewing two pages at a time.)

Two Page View two pages at a time. (Only available when viewing one page at a time.)

Zoom In Enlarge the text on the screen.

Zoom Out Reduce the text on the screen.

Close Close the Preview screen.

The page numbers appear on the bottom left side of the screen.

RATIONALE FOR TEST SELECTION

The Employment Inventory is designed to identify applicants who will become productive hourly employees, will stay on the job longer, exhibit helpful and positive service behaviors and who will show high levels of initiative, energy and commitment.

These characteristics are measured by four independent scales, namely:

1. Performance Scale (P)

2. Tenure Scale (T)

3. Customer Service Scale (C)

4. Sales Scale (S)

In order to effectively assign scales to individuals, it is important to know specific and basic requirements of the job. This task is easier when the target job is known. This occurs most often when an applicant is applying for a specific position. In Job Training and Job Placement programs, the target job is not always known and the scale selection criteria is unclear. Here are general guidelines that will assist you in assigning scales to applicants or clients.

GENERAL GUIDELINES - PERFORMANCE SCALE CRITERIA

Level I - The job requires high levels of dependable and productive behavior. The more important that productive behaviors are to the job, the greater weight should be for assigning this scale.

Level II - There are specific descriptors associated with this scale. If these characteristics are essential for the position then the Performance Scale should be considered.

Reliable	Motivated	Honest	Capable
Hardworking	Dependable	Persistent	Responsible
Trustworthy	Conscientious	Disciplined	Organized

Level III - Job Behaviors play a greater role in the Performance Scale Selection process. Job behaviors can be described as either positive or negative. If the applicant/client is required to perform the positive behaviors listed and avoid the negative behaviors then this scale should be administered.

Positive Behavior Standards (Required)

1. Follow company policy exactly

2. Take corrective action after making a mistake

3. Report co-worker who has violated a rule

4. Complete a simple report accurately

5. Clean up work area before leaving

6. Keep working, even when other employees are standing around

7. Come to work properly dressed and groomed

8. Arrive early to get started on the day's work

9. During a slow period, help out in another area which is busy

10. Return from breaks and meals within the allotted time

11. Take initiative to find another task when finished with regular work.

Negative Behaviors (To be Avoided)

1. Refuse to take routine orders from supervisors.

2. Abuse or misuse company equipment or property.

3. Abuse or misuse company equipment or property.

4. Come to work under the influence of alcohol or drugs.

5. Walk off the job without notifying anyone.

6. Threaten or bully another employee.

7. Use a weak excuse to stay home from work.

8. Leave a job half finished in a rush to leave for home.

9.   Be late for work without a good reason.

10. Skip work without calling in.

The above criteria represent three levels of analysis. It is recommended that all three levels be explored before assigning the scale. It stands to reason that the more the criteria that apply, the more likely that the scale has relevance to the applicant or client.

GENERAL GUIDELINES - TENURE SCALE CRITERIA

The Tenure Scale is straightforward is associated with one major job predictor. If the job requires that an individual stay on the job for at least three months, then the Tenure Scale should be administered. This scale is also associated with characteristics such as commitment, impulsiveness, responsibility and motivation.

As a rule, this scale is usually administered. It is never assigned alone, but is always associated with the other scales (Performance, Customer Service and Sales). However, there are exceptions to this rule. If a worker who is already successfully employed and has been employed for a long time applies for a new sales position, within the company, then it would be a waste of time to assign the Performance and Tenure Scales.

GENERAL GUIDELINES - CUSTOMER SERVICE CRITERIA

Level I - The Job requires high levels of customer contact and the workers exhibit helpful positive and exceptional service behaviors. In addition, a substantial portion of the job involves direct, "real time" contact with customers, either in person or on the phone.

Level II - There are specific descriptors associated with this scale. If these characteristics are essential for the position then the Customer Service Scale should be considered.

Friendly	Objective	Socially Skilled	Even-tempered
Tactful	Courteous	People-Oriented	Cooperative
Energetic	Self-reliant	Unprejudiced	Communicative

Level III - Job Behaviors play a greater role in the Customer Service Scale Selection process. Job behaviors can be described as either positive or negative. If the applicant/client is required to perform the positive behaviors listed and avoid the negative behaviors then this scale should be administered.

Positive Behavior Standards (Required)

1.   Assemble products for customers.

2.   Demonstrate products for customers.

3.   Calm irate customer.

4.   Compliment customers.

5.   Show persistent enthusiasm in customer interactions.

6.   Give customers full attention.

7.   Make good eye contact with customers.

8.   Work faster during busy times.

9.   Offer more information than customers ask for.

10. Say, "thank you".

Negative Behaviors (To be Avoided)

1.   Socialize with a coworker while helping customers.

2.   Limit service for certain types of people.

3.   Act irritated at customers' requests.

4.   Make a sarcastic remark to customers.

5.   Answer the phone improperly.

6.   Argue with coworker in front of customers.

7.   Stop helping customer to go on a break.

8.   Hurry or pressure customers.

9.   Bad-mouth the company to customers.

10. Forget to say "thank you" to customers.

GENERAL GUIDELINES - SALES SCALE CRITERIA

Level I - The job involves selling and demands high levels of initiative, energy and commitment. The Sales scale is most appropriate for jobs in which the individual must be persuasive, has significant contact with customers, and must sow persistence in the face of rejection. The more important it is for the employers to demonstrate perseverance, in the face of rejection and show initiative and achievement orientation, relative to other detriments of success on the job, the greater weight should be given to the Sales Scale.

Level II - There are specific descriptors associated with this scale. If these characteristics are essential for the position then the Sales Scale should be considered.

Goal-Oriented	Take Initiative	Playful	Persuasive
Committed	Dominant	Adaptable	Tolerant
Persistent	High Energy	Influential	

Level III - Job Behaviors play a greater role in the Sales Scale Selection process. Job behaviors can be described as either positive or negative. If the applicant/client is required to perform the positive behaviors listed and avoid the negative behaviors then this scale should be administered.

Positive Behavior Standards (Required)

1.   Answer customer questions accurately and completely.

2.   Arrange sales call patterns and frequency to cover territory effectively and economically.

3.   Assist customers in their search for a product.

4. Bounce back quickly when repeatedly rejected.

5. Obtain the active involvement and hold the interest of a customer when making a sales presentation.

6. Come to work properly dressed and groomed.

7. Do a very persuasive "demo" of the product, highlighting positive features nicely.

8. Keep working, even when other employees are standing around talking.

9. Overcome objections of difficult customers.

10. Make good eye contact with customers.

Negative Behaviors (To be Avoided)

1. Avoid calling on difficult accounts.

2. Deny or lie about mistakes.

3. Fill out paperwork so sloppily it has to be redone.

4. Interrupt customers when they are trying to speak.

5. Leave a job half finished in a rush to leave for home.

6. Is unable to respond to customers' questions or objections.

7. Neglect customers after sales.

8. Speak abruptly or impatiently to customers.

9. Use office phones to make personal, unauthorized calls.

10. Works best on only one thing at a time.

SUGGESTIONS FOR ASSIGNING SCALES

In the table below, there are test (scale) suggestions for specific Job Titles and Client Classifications. For example, in a Retail Department Store, it is evident that the worker must be reliable, dependable and responsible (Performance). It is also important that they stick with the job (Tenure). Since they deal with customers, they should be friendly, courteous and helpful (Customer Service). Based on these criteria the assignment for this position would be PTC.

As you become familiar with the test and the job requirements, the test assignment task will become more automatic. You may want to keep a log that shows the "Name of the Group" and the "Selected Test" (i.e. Retail Sales, PTC).

Job Title	Performance (P)	Tenure (T)	Customer Service (C)	Sales (S)
Health Occupations	✓	✓	✓	
Retail (Department Store)	✓	✓	✓	
Retail (Specialty Store)	✓	✓	✓	✓
Production	✓	✓		
Telemarketing	✓	✓	✓	✓
Banking	✓	✓	✓	✓ (optional)
Trades	✓	✓	✓ (optional)	
Business (Clerical)	✓	✓	✓	
Warehouse	✓	✓		
Fast Food (Restaurant)	✓	✓	✓	
Maintenance	✓	✓		
Welfare	✓	✓		✓
Summer Youth	✓	✓	✓	
School-to-Work	✓	✓	✓ (optional)	
All Students	✓	✓		
Corrections	✓	✓	✓ (optional)	✓ (optional)
Job Training	Scales should match training position. See Job Title table.			

EI ADMINISTRATION (EI ADMIN)

As the EI administrator, you are responsible for setting up the system for testing and managing each individual's data. Additionally, you have responsibility for all individuals logged onto the system. This involves tracking an individual's progress via reports and overseeing the completion of testing by all enrolled individuals. The following procedures are used:

- Adding, editing and deleting groups
- Adding, editing and deleting individuals
- Viewing and printing reports
- Backing Up data

In addition to managing the data, you are also responsible for maintaining your license agreement. Reminder messages will appear when your license needs to be updated. Specifics about the license can be found by selecting File, then Update License. In order to update your license, you will have to call your customer service representative at the telephone number provided in the reminder message.

ENTERING THE EI ADMINISTRATION PROGRAM

Select the EI Administration icon to enter. (Figure 4).

Figure 4 - EI Administration Program Icon

To Enter the Administration Program

1.   Select the EI Admin icon shown in Figure 4 (Default is Start, Programs, Employment Inventory).

2.   Type in the administrator's password. The first time you enter the program, the password will be "nimda"

3.   Select the OK button or the [Enter] key.

The screen that appears will allow you to manage the processing of individuals who will take the EI Test.

ADMINISTRATOR LOCKOUT

If you are unable to enter the EI program as the administrator, you will have to unlock the system.

To Unlock EI

1.   Verify that no one is currently logged into the EI Administration program.

2.   Type "#UNLOCK" at the Log In screen. Unlock must be typed in all capital letters.

3. Then press [Enter] or select the OK button.

4. Enter the program using the administrator's password. (Remember that the password is case sensitive. Remove the CAP LOCKS if necessary.)

After entering the administrator password, the Administrator's Main screen appears. From this screen, you can access the functions necessary to manage the EI program.

ADMINISTRATION MANAGEMENT FUNCTIONS

After selecting the EI Administration icon, the following screen appears (Figure 5). The left side of the screen lists test groups and the right side lists the individuals placed in those groups. The first time you enter the EI Administration program, you will see three items listed under Groups: "All Groups", "Unassigned" and Sales Associate - Demo Group. The demo group has three demo individuals who have completed the PTCS test. Their reports can be viewed by selecting the Preview button. The demo group and the demo individuals can be deleted at any time. "All Groups" and "Unassigned" cannot be deleted.
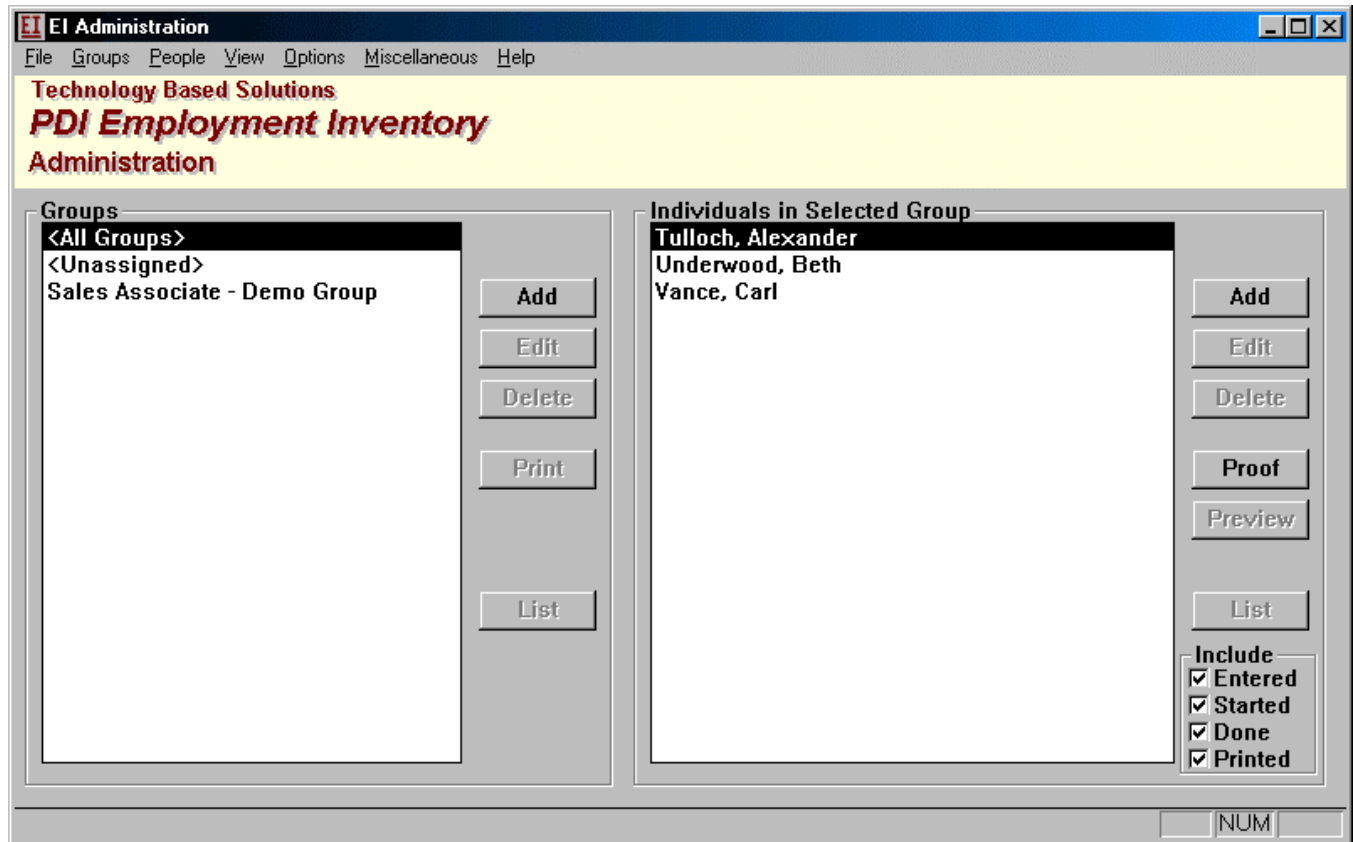
Figure 5 - EI Administration Program (no data)

There are two parts to the Main screen. Each of the areas is managed in the same manner with these buttons: Add, Edit, Delete, List, Proof (groups), Print (groups) and Preview (individuals). The buttons will allow you to do the following:

Add Add a test group or an individual.

Edit Edit a test group or individual. Additions or changes to the data can be made.

Delete Delete a test group or individual.

List List allows you view a complete list of contents of the specific item. Selecting the List button on the Groups side will list the groups. Selecting the List button on the Individuals side will list the individuals in the highlighted group. While previewing the list, you will have the option to print the list. Additional list options appear below the List button on the Individual's side of the screen.

Print Print (groups) allows you to print the individual's reports that are completed and unprinted from the highlighted group.

Proof Proof (individuals) allows you to print a copy of the test booklet with the highlighted individual's entered information.

Preview Preview (individuals) allows you to preview reports for the highlighted individual. While previewing, you will have the option to print to a printer.

PREPARING EI FOR INDIVIDUALS

The Administrator is responsible for maintaining the data in EI Admin. It is recommended that you follow these general steps for adding data:

1. Create Groups allowing you to group similar individuals together (optional)
2. Add individuals

Once this is complete, individuals can enter the EI Test program and complete their assigned test.

The data are automatically saved as they are entered. In order to minimize loss of data due to computer malfunctions, it is recommended that data be backed up periodically (See Backing up Data on page 40).

MANAGING GROUPS

The Groups feature allows you to group individual test takers together into meaningful subsets. You can group individuals by job, test combination, testing location, division or company location, etc. Each group will be assigned a specific combination of EI test scales. It is recommended that all individuals be assigned to a group to ensure that each individual is taking the appropriate combination of EI test scales.

Any groups you add will appear after the "All Groups" and "Unassigned" as shown in Figure 6.
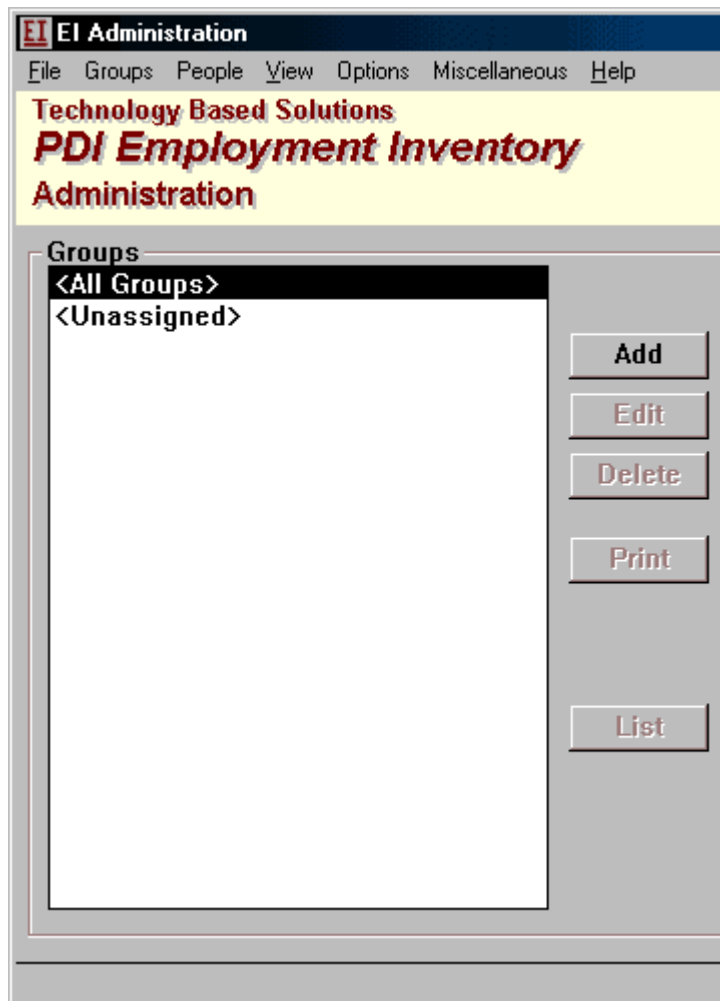
Figure 6 - EI Admin - Groups

Test combinations should not be chosen at random or as your "best guess." There are standard procedures for determining which of the EI scales measure traits necessary or desirable to do a particular job well. It is appropriate to use only those that are determined to be relevant for that position. See the Rationale for Test Selection on page15 for assistance in selecting appropriate scales for your positions.

The Groups feature will save you time. All individuals in a group share some, or many, testing features. You will not need to duplicate this information every time you set up a new individual if you are setting him or her up in a existing group.

The Groups feature also allows you to print in batches. You may print all of the individuals in a particular group who have completed their tests and from whom you have not printed reports.

Adding Groups

Groups allows you to put similar individuals together. The main benefit to using this feature is that you can select specific tests - PTCS (Performance, Tenure, Customer Service and Sales), Company / Organization, Location and Language for each group of individuals. This will save time enrolling individuals into the program.

Additional information about the group may be placed in the Description and Special boxes (Figure 7). This information does not appear on any reports.
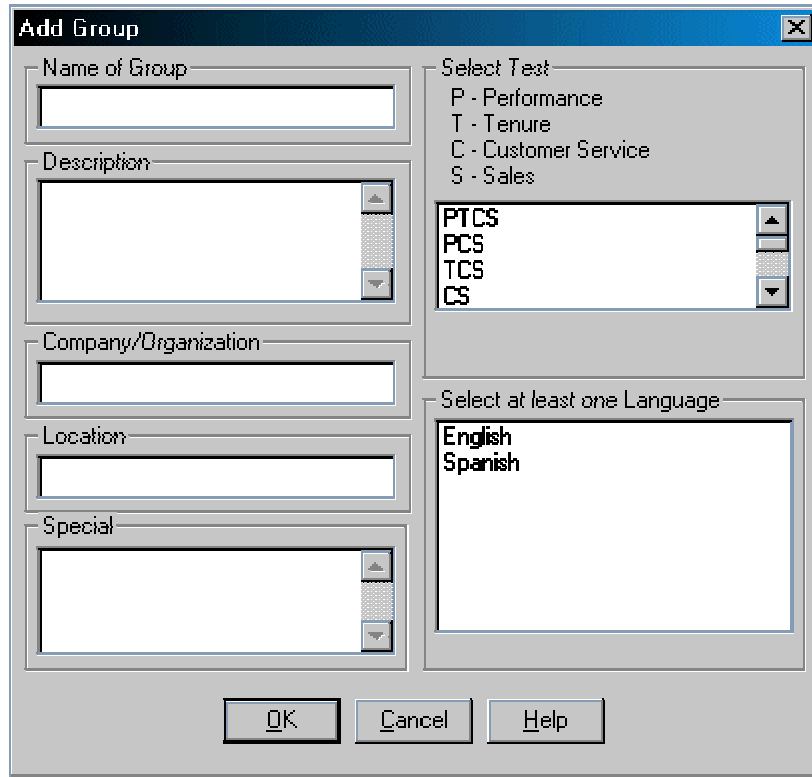
Figure 7 - Group Box

The use of groups is a recommended feature. If you are planning to use groups to categorize individuals, you must create the group first, then add the individual. See Adding Individuals on page 31.

Helpful Hints for Groups options:

- Forecast the types of groups you would like to create based on the selection of tests you will be giving. The possibilities are (P=Performance, T=Tenure, C=Customer Service, S=Sales):

PTCS	PC	TS
PCS	TC	S
TCS	C	PT
CS	PTS	
PTC	PS	

- Pick a descriptive name for the group. Examples of Group Names are:

PTCS, PCS, etc.	Tech Prep	Class A, Class B, etc.
Job Openings	Dislocated Workers	Period A, Period B, etc.
Secretarial Positions	Co-Op	Juniors, Seniors, etc.
School-to-Work	Career Lab	Day, Evening, etc.
Welfare-to-Work	Career Guidance	
Plant 1, 2, 3	JTPA	

When you are ready to create a group, follow these instructions:

To Add a Group

1. Select the Add button located on the Group (left) side of the EI Admin screen. The Add Group box will appear (Figure 8).
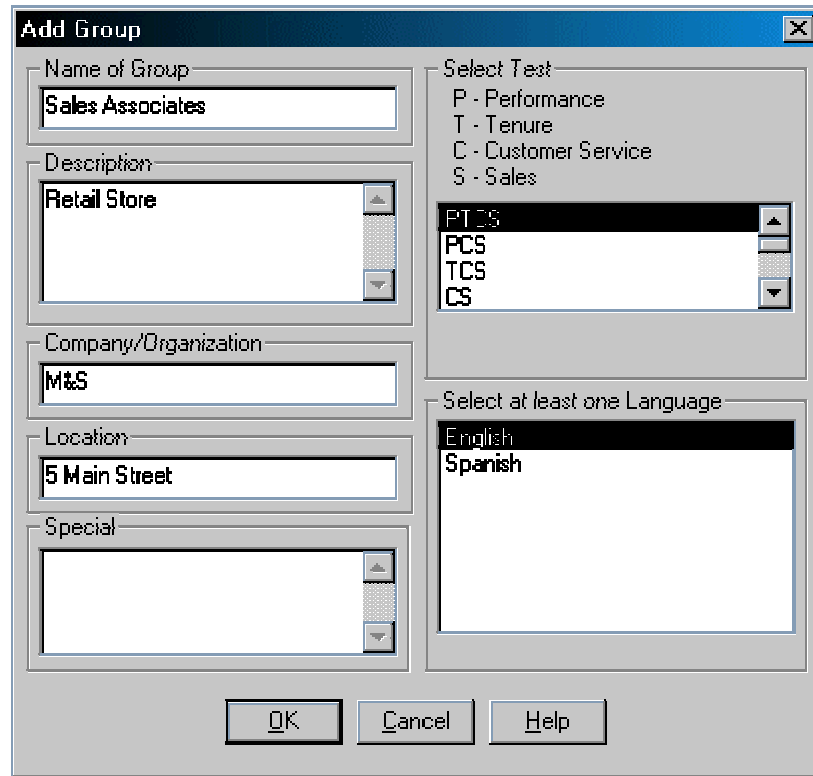
Figure 8 - Add New Group

2. Type in a name for the group. Be as concise, yet descriptive as possible when naming the group. Examples of group titles are Equipment Operator, Administrative I, Maintenance Positions, JTPA, Summer Youth, Group 1, Group 2, Day, Evening, etc. You may want to include the name of the tests within the title, for easy reference. The group name appears on all pages of the individual's reports.

3. (optional) Type in a description. This optional field allows you to describe the group (in 300 characters or fewer) in more detail than the Group title.

4. Type in the Company / Organization. This appears on all pages of the individual's reports.

5. Type in the Location. This appears on all pages of the individual's reports.

6. (optional) Type in any additional information in the Special field. This information is visible (on the Individuals screen) to the administrator for any individual placed in this group.

7. Select a Test combination. Refer to your job analysis or job description.

8. Select a Language. Multiple languages can be selected.

9. Select the OK button. The group has been added. (Individuals can now be added and placed in this group. See Adding Individuals on page 31.)

When a group is added, it will appear on the left side of the screen under Groups. Any groups created by the administrator will appear alphabetically under the fixed groups "All Groups" and "Unassigned." These fixed groups will always appear at the top of the list and cannot be deleted.

"All Groups" will contain every individual who has been set up in the program, regardless of the group to which they are assigned. When you add individuals to the EI program, you have the option to put them in the "Unassigned" group or a group that you have created.

Each group created by the administrator will have one combination of test scales only. The "Unassigned" group can have individuals with any of the testing combinations.

Editing a Group

Group information may be changed only when there are no individuals in the group. Once an individual is added to a group, the Edit button is no longer available. If individuals in the group are deleted, the group can be edited.

To Edit the Group Name

1. Highlight the Group you would like to change. (Note: the group cannot contain any individuals.)

2. Select the Edit button. The Edit screen will appear.

3. Make the desired changes.

4. Select the OK button. Selecting the Cancel button will not save the changes.

Deleting a Group

Groups may only be deleted when there are no individuals in the group. Therefore, if you would like to delete a group that contains individuals, you must delete the individuals in that group first.

To Delete a Group

1. Highlight the name of the group you would like to delete.

2. Select the Delete button. (If the Delete button is not available, delete the individuals and then delete the group.)

3. To complete the deletion, select the Yes button. The No button will cancel the deletion.

Once a group is deleted, it is removed from EI Admin and cannot be retrieved.

Printing Reports for a Group

By highlighting a group, you can see the individuals residing in the group. Reports can be printed for all individuals in the group that have completed their test, but for whom you have not yet printed reports. This is done with the Print button on

the Group side of the screen. This same function can also be accessed from the "Groups" menu, then "Print Reports for a Group."

Once the reports are printed, you will not be able to do a group printing again. The status of the individual changes to "Report Printed." When the individual's status is changed to this, the license count is decreased by one count.

From the "Options" menu, there is an option to "Stop Group Printing." If this option is selected and the license has run out, the printing will stop printing at the point where the license is no longer valid. If this option is not selected, a page (stating the license is no longer valid) will be printed for each individual beyond the individual where the license is no longer valid. It is suggested that this feature be activated. This feature can be activated by placing a checkmark in front of the "Stop Group Printing" item found in the "Options" menu.

The Group Printing feature does not have to be used to generate reports for individuals. Reports may be generated for an individual independently (see page 37). This process would also be used if a second copy of a report was needed.

To Select Report Options for a Group

1. From the "Options" menu, select the desired print options. When a checkmark appears in front of the option, it is selected.

The report options selected will be used when printing reports for a group or an individual.

To Print "Reports not Printed" for a Group

1. From the Group (left) side of the screen, select Print. The Print dialog box will appear.

2. Select the OK button. The Cancel button will cancel the printing. (Note: Once the report is printed, the license count is decreased by one.)

Once Reports have been printed for an individual, you may want to delete the individual from EI. If you delete an individual from the EI program, you should have a hard copy of the score report. Additionally, if you are going to conduct a validation study, DO NOT delete any individuals.

You can delete an individual by following the instructions located on page 35. Remember, once an individual is deleted from the EI Admin program, the data are no longer available.

Listing Groups (Status of Individuals)

A list of the individuals assigned to each group can be previewed to the screen or printed. The list includes "All Groups," "Unassigned" and an alphabetic listing of user defined groups. For each group, the number of individuals Entered, Taking the Test, Test Completed, Previewed, Printed and Total appear.

Each group appears in a row. By adding the numbers for each 'status' you will get the total number of individuals in the group. The "All Groups" status information can be used as a total for all of the groups in EI Admin.

To Preview/Print a Listing of Groups (Status of Individuals)

1. Select the List button on the Group (left) side of EI Admin (or from the "Groups" menu, select "List Groups"). The listing will be previewed to the screen.

2. If you would like to print a copy, select the Print button. To close the preview screen, select the Close button.

MANAGING INDIVIDUALS

The administrator must maintain each individual's data. The administrator may add, edit, print reports and delete individuals.

Adding Individuals

To add an individual select the Add button on the "Individuals in Selected Group" (right) side of the screen shown in Figure 9. The procedure for adding an individual involves entering data, assigning a group, assigning tests and possibly reassigning the password.
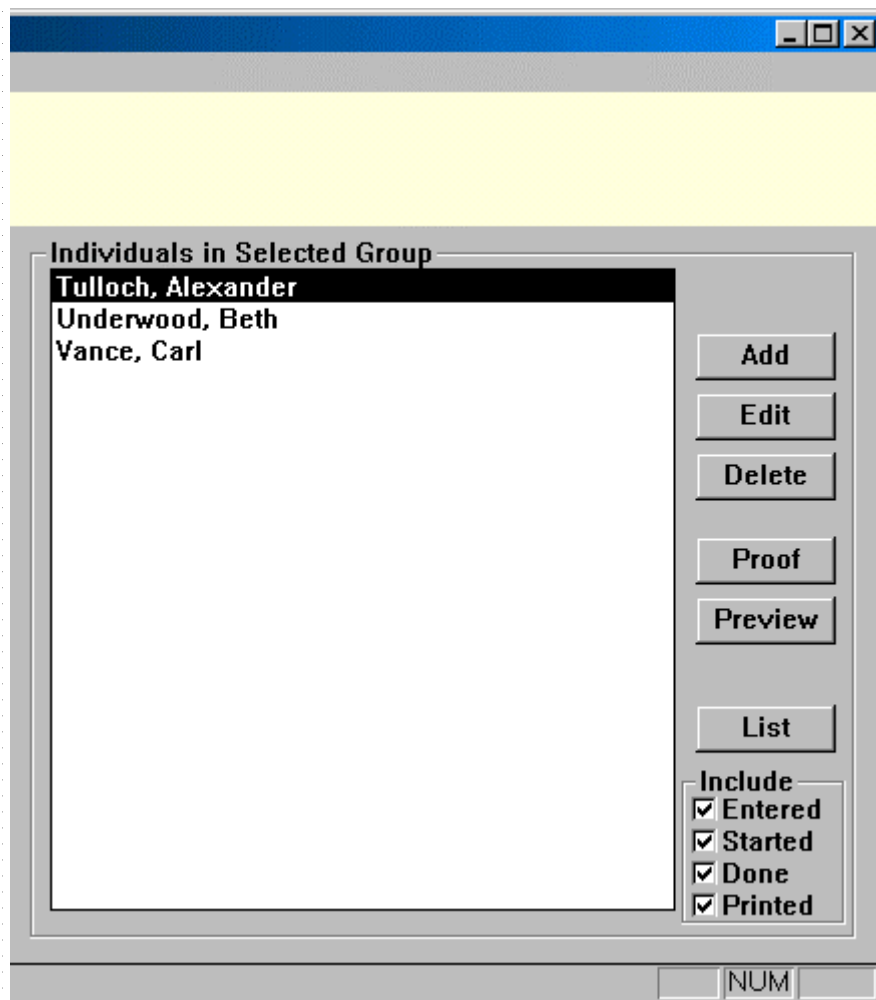
Figure 9 - EI Admin - Individuals

By highlighting a group before adding an individual, you can place an individual right into that group. When a group (other than "Unassigned") is selected, the Company/Organization, Location, Special and Tests will automatically be filled in. If an individual is placed in the "Unassigned" group, each item must be filled in.

The enrollment process includes filling in the fields on Individual screen (Figure 10). All fields must be filled in except for these options fields: Special, Ethnic Background and Gender. The Login ID is what the individual will use to enter the EI Test program. The Login ID is automatically generated, can be edited and can consist of up to 8 characters.

Figure 10 - Individual Screen (no data)

(Note: As the administrator, you will not be able to access a test directly. Only individuals can take a test. If you would like to see a test, you must enter the EI Test program as a test-taker. To do this, create a sample individual and enter the program using that sample Login ID.)

To Add an Individual

1. Highlight the group into which you want to put the individual. Selecting "All Groups" will allow you to change the group assignment. Selecting any other group will automatically place them in that group. Selecting "Unassigned" will place the individual in the "Unassigned" group.

2. Select the Add button located on the Individual's side of the screen. A blank Add Individual screen will appear (Figure 10).

3. The Login ID is automatically generated for you. You can use the generated Login ID or change it by typing something else. Press the [Tab] key.

4. Type in the individual's first name. Press the [Tab] key.

5. Type the individual's last name. Press the [Tab] key.

6. (if "All Groups" was selected) Select a Group. Press the [Tab] key.

   (if the "Unassigned" groups was selected) Type a Company/Organization, Location and select a Test. Press the [Tab] key.

7. Select a Language. More than one language can be selected.

8. (optional) Select the Ethnic Background. An individual taking the test will have the option to fill in this information before entering the test. *Note:* If you are conducting a validation study or plan to calculate a diverse impact statistics, this information is necessary. This information is necessary to ensure the test is fair to all who take it.

9. (optional) Select the Gender. An individual taking the test will have the option to fill in this information before entering the test. *Note:* If you are conducting a validation study or plan to calculate a diverse impact statistics, this information is necessary. This information is necessary to ensure the test is fair to all who take it.

10. Click on the OK button to save the individual's data. The individual's information will be saved and added to the list of enrolled individuals.

A sample individual screen is shown in Figure 11.

Figure 11 - Individual - Adding

Editing an Individual's Information

Individual data may be edited after the individual has been added to the EI program. You cannot change the selected test after an individual has entered the test.

The status of an individual can be changed too. If an individual enters the test, and for some reason needs to start the test over, you can clear the recorded responses.

To Edit an Individual's Information

1. Highlight the individual you want to change.

2. Select the Edit button.

3. Make the desired changes to the individual's information.

4. Select the OK button to save the change. Selecting the Cancel button will disregard the changes.

If you select the Edit button while an individual is logged into the program (status: "Person Logged On"), you will not be able to change anything but the individual's status. Wait until the individual has exited EI Test and then make the changes.

Changing Status from "Person Logged On"

> If the individual is not currently working in EI Test but the edit screen says they are, you will have to edit the individual's status. This may be due to an individual not logging out of the program properly the previous time or because the individual is currently working on another computer (network version).

> If you are absolutely sure that the individual is not currently using the program, you can do the following:
> 1. Verify that the individual is not in the EI Test program.
> 2. Enter the EI Admin program
> 3. Highlight the individual in question.
> 4. Select the Edit button.
> 5. Change the individual's status to one of the following:

> ```
> ┌─ Status ──────────────────┐
> │ ┌──────────────────────┐  │
> │ │ Person logged on     │  │
> │ └──────────────────────┘  │
> │   ○ Test not started      │
> │   ○ Test started          │
> │   ○ Test completed        │
> │ WARNING! Do not change    │
> │ status unless you are very│
> │ familiar with the EIAdmin │
> │ program.                  │
> └───────────────────────────┘
> ```
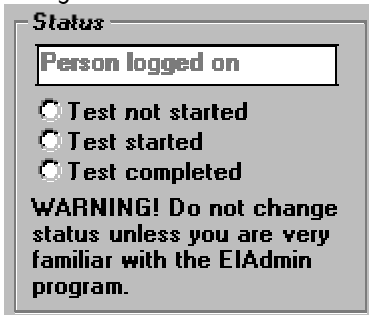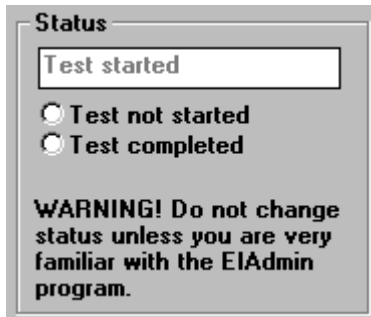
> 6. Select the OK button.

Changing Status to "Test Not Started"

> If the individual has started the test and/or completed the test, but for some reason, the test needs to be started over, you can reset the individual's status to "Test Not Started." This should only be done if you want to erase all the individual's test responses.

> If you are absolutely sure that the individual is not currently using the program, you can do the following:
> 1. Verify that the individual is not in the EI Test program.
> 2. Enter the EI Admin program
> 3. Highlight the individual in question.
> 4. Select the Edit button.
> 5. Change the individual's status to "Test Not Started."

6. Select the OK button.

Changing Status to "Test Started"

If the individual has completed the test, but for some reason, needs to go back into the test, you can reset the individual's status to "Test Started." This should only be done if you want the individual to be able to enter the test and be able to see the previous responses.

If you are absolutely sure that the individual is not currently using the program, you can do the following:
1. Verify that the individual is not in the EI Test program.
2. Enter the EI Admin program
3. Highlight the individual in question.
4. Select the Edit button.
5. Change the individual's status to "Test Started."

6. Select the OK button.

Proof Copy

The Proof option is used print out a copy of an individual's test with or without his/her responses. The proof copy has two purposes.

1. The individual is going to take the EI Test using paper and pencil (Individual doesn't use computerized EI Test)

    The individual's name is entered and the proof copy is printed. The individual completes the EI Test on the printed proof copy. An administrator records the answers in the EI Test program.

2. The individual has completed the EI Test and all responses have been recorded.

    The individual's name is entered and the individual completes the test using the EI Test program. The proof copy is printed in order to have a hard copy of the individual's responses.

To Print a Proof Copy

1.   Highlight the individual.

2.   Select the Proof button. The Preview screen will appear.

3.   To print a proof copy, select the Print button. The Close button will return you to the Administration screen.

Deleting an Individual

The delete option is used to remove individuals from the system. Deleting individuals should be done with extreme caution. Once individuals are deleted, they are gone. Delete only those individuals who completed the test and for whom the desired reports have been printed.

To Delete an Individual

1.   Highlight the individual you would like to delete.

2.   Select the Delete button.

3.   Note the Name and Status of the individual (Figure 12). Select the Yes button to delete the individual. Select the No button to cancel the deletion.
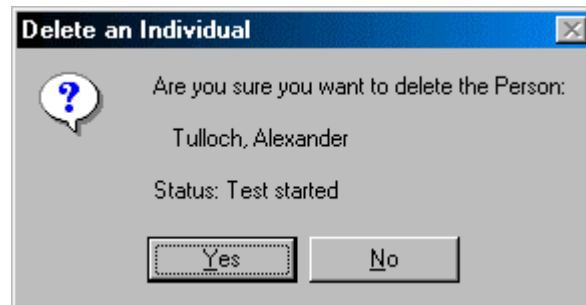
Figure 12 - Delete an Individual

Only delete those individuals who have completed the test and reports printed. Individuals with the "Person Logged On" status are currently taking the Employment Inventory test and should not be deleted.

Previewing/Printing Reports for an Individual

Reports can only be previewed for those individuals who have completed their test. Reports can be previewed for a single individual at a time.

To Preview/Print an Individual's Reports

1. Highlight the individual.

2. Select the Preview button on the Individuals (right) side of the screen. (While previewing the reports, you will have the option to print the reports.) The license will be decreasec by one when the individual's status changes from "Test Completed" to "Report Printed."

Group printing may be done through the Group functions explained on page 29.

List of Individuals

A listing feature is available for individuals. The list contains an alphabetic listing of all individuals (in the highlighted group), their status, and a mini profile for the test (if the reports were printed).

If "All Groups" is highlighted, all individuals will be included in the list. Highlighting any other group will result in a list with just those individuals that are in the specific group.

Additional options available for listing individuals are Entered, Started, Done and Printed. These options are shown in Figure 13.

Figure 13 - Include Option

When a check is placed in front of a box, the individuals with that status will be shown. You can select from one to four options. The items check will affect what is printed using the List button.

To Preview/Print an individual List

1. Highlight the desired Group.

2. Select the desired items from the Include box.

3. Select the List button from the Individuals (right) side of the screen. The list will be previewed to the screen. To print the list, select the Print button. To close the preview, select the Close button.

PRINTING INTERPRETATION GUIDELINES

The interpretation guidelines can be printed at any time from the EI program. These interpretation guidelines will print a two-page generic interpretation guide. There is a separate Interpretation Guideline for each testing combination.

To Print the Interpretation Guidelines

1. Select the "Miscellaneous" menu, then "Print Interpretation Guidelines." A list of tests will appear.

2. Select the desired test. The print dialog box will appear.

3. Select the OK button to print the interpretation guideline.

PRINTING TEST BOOKLETS

In addition to having individuals complete the test via the EI software, you can also have them take the test using a printed test booklet. The software allows you to print the test booklet so that the individual can complete the test with the booklet and a pencil. After the individual is finished, you will have to key in the answers, using the same process as an individual taking a test. The individual would first have to be added to the EI Admin program. A Login Name would be used to enter the EI Test program and the answers would be entered. The reports would be printed in the same manner as an individual who completed the test using the computerized program.

To Print Test Booklets

1. Select the "Miscellaneous" menu, then "Print Test Booklets." A list of tests will appear.

2. Select the desired test. The print dialog box will appear.

3. Select the OK button to print the test booklets.

After an individual has completed the test in the booklet, you will have to hand-score it. Follow the instructions that appear next.

HAND-SCRORING AN EI TEST

In order to hand-score a test, you can use the mouse and click on the buttons, key in the letter appearing on the button, or use the following numeral keys.

True   False

A   B   C   D   E   True   False   Skip

| !1 | @2 | #3 | $4 | %5 | ^6 | &7 | *8 | (9 |)0 |

You will still have to enter the indivudal's name and information into the EI Administration (See Adding Individuals, page 31). You will use the individual's Login ID to enter the EI Test program just as an individual would.

To Hand-score an EI Test

1. Enter EI Test as an individual.

2. Enter the answers using the buttons, letter keys or numeral keys (shown above).

3. Exit the test.

In order to print the individual's reports, you will have to enter the EI Administration program (See Previewing/Printing Reports for an Individual, page 37).

CHANGING THE ADMINISTRATOR'S PASSWORD

The EI Program default password is 'nimda.' This case-sensitive password may be changed.

To Change the Admininstrator's Password

1. Select the File, then Change Password.

2. Enter the Current Password.

3. Select the [Tab] key.

4. Enter the New Password. The password must be between 4 and 8 characters. These characters may be numbers or letters. The password is case sensitive.

5. Select the [Tab] key.

6. Retype the New Password.

7. Select the OK button or the [Enter] key.

DATA ADMINISTRATION

The data that are entered in EI Admin should be backed up periodically in order to avoid data loss. It is recommended the backup be completed using another storage device to minimize loss of data in the event of computer or network malfunctions. Depending on the number of individuals using the system, you may want to back up these files every day.

It is also recommended that when backing up these files, multiple copies be kept. For example, if you are backing up the files daily, you would want to keep Monday's files on one disk, Tuesday's on another disk, etc. This will also minimize the loss of data in the event of computer malfunctions. For regular backups, you should use the backup feature.

In addition to the backup feature, you have the ability to import and export training sites/programs and jobs. This will allow you to share data (training sites/programs and jobs) between sites. This is done by using the import/export features.

BACKING UP DATA

You can create a backup of all of the data in EI by using the backup feature. This backup would then be used restore damaged or lost data.

To Create a Backup Copy of Data

1. Enter El Admin.

2. Select File, then Backup Files.

3. Select the backup location (drive, folder). You may want to keep this on a separate storage area, such as a floppy disk.
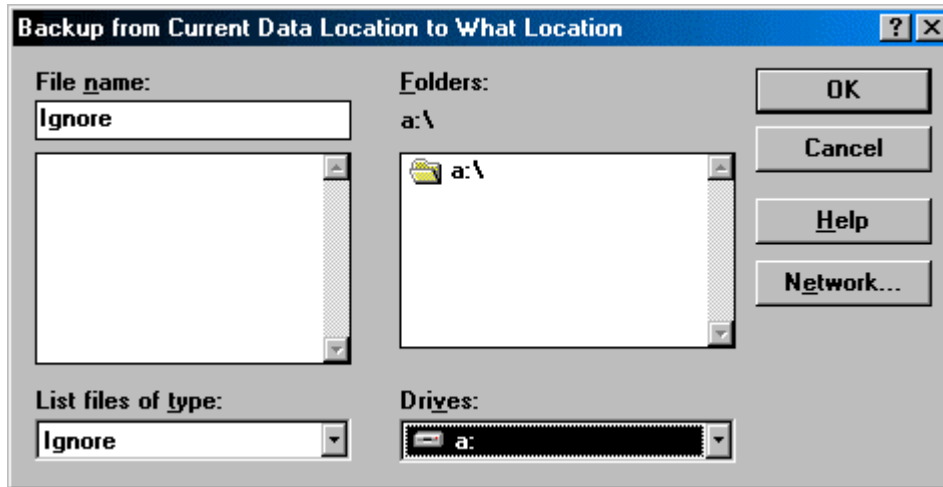
4. Select the OK button.

5. The data location will be stated. Select the OK button. The files will be copied.

RESTORING DATA

Restoring data that was previously backed up can be done through the Restore feature. Only use this feature when you want to replace the current data with data appearing in the El Admin program. The individuals, groups, training sites, training programs and jobs will be replaced with the restore function.

To Restore Data

1. Enter El Admin.

2. Select File, then Restore.

3. Locate the backup location, such as a:\.

4. Select the OK button. The data is fully restored.

CHANGING THE DATA LOCATION

The default location for the data is in the El\DATA folder. You have the option to change the location. If you change the data location to a location other than the default, you may have to change the properties of the shortcut for the El Testing program (recommended for advanced users only).

To Change the Data Location

1. From the "File" menu, chose "Select Data Location."

2. Select the desired path (example D:\EIDATA).
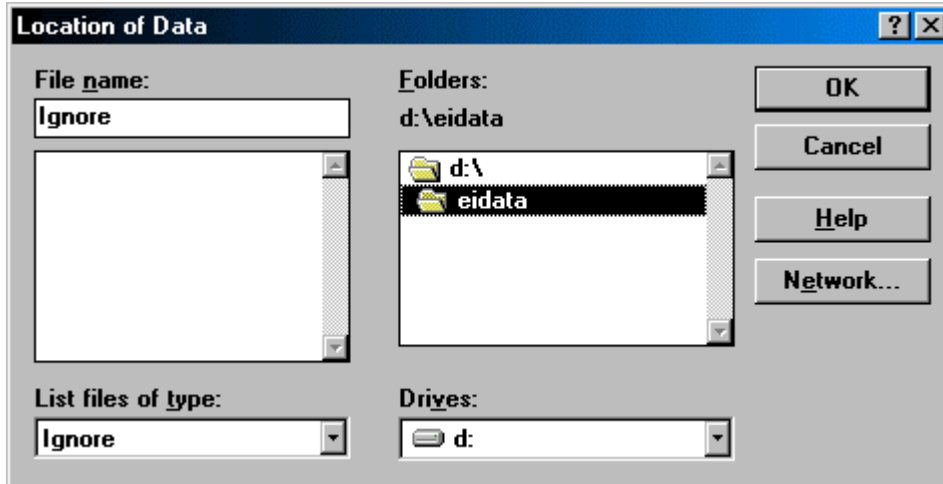
3. Select the OK button.

4. Locate the EI Test shortcut.

5. Right click on the EI Test shortcut and select properties. The following screen will appear.
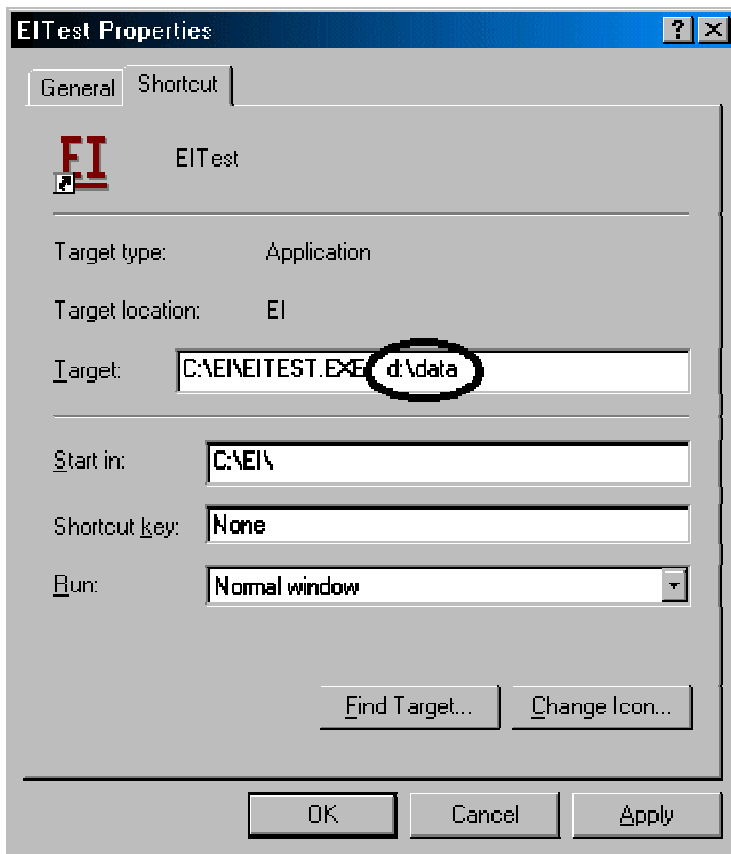
6. After the target, type the new location for the data (circled above). In the above example, D:\DATA was used. The data from that directory will be accessed when EI Test is run.

OPTICAL SCANNING (OPTIONAL PURCHASE)

If you have purchased the Optical Scanning option, you will need to install the scanning software.

SCANNING PROCESS

Before scanning, you should look over the answer forms for any stray marks. Erase any stray marks. It is important that the student's name field, social security number and test scales are filled in correctly.

A common mistake individuals make is filling in the fields. Make sure that the name and social security number fields are filled in properly and there are no two responses in the same column. When a mistake like this is made, the scanning software will stop and ask for you to make a correction. This can be avoided by making the correction before hand and then your scanning process will run without interuption.

> *It is very important that the Test Scales be filled in properly. The program will score the test based on the items filled in. Therefore, any errors made here will drastically affect the results.*

To Scan Employment Invetory Sheets

1. View each sheet and verify the Name and Social Security fields are filled in properly.

2. Vew each sheet and verify the correct Test Scales are filled in properly.

3. Place the sheets in the scanner with the words "Employment Inventory" appearing at the top left. The row of black rectangles will be placed closest to you.

4. Enter ScanTools by selecting Start, Programs, ScanTools, then ScanTools.

5. Select the Datafile menu, then New.

6. Type a file name in the Data File Name field. This can be 8 characters in length. You may want to name the file the same as the cuurent date. For example, a file scanned on September 14th, 1999 might be named 091499. (The "dat" extension will automatically be added to the file name.)

7. Select the OK button.

8. Select the SCAN button on the upper left side of the screen.

9. After the last sheet has been scanned, select the Stop button.

10. Exit the ScanTools program by selecting the Application menu, then Exit.

To Import the Scanned Data

1.   Start the Employment Inventory program by selecting Start, Programs, Employment Inventory, then EI Admin.

2.   Select File then Import File Created by Scanner.

3.   Highlight the correct file name.

4.   Select the OK button. The individuals will appear in the "Unassigned" group.

After the indivduals are imported, reports can be printed. If you want to print all of the students who were just imported (and any others who are in the unassigned group and remain unprinted), simply highlight the Unassgined group and select the Print button.

VOICE (OPTIONAL PURCHASE)

If you have the Voice Option installed, the voice will start playing as soon as the EI Test program is started. The individual has the option to stop (or start) the voice at any time through the test. Repeat Instruction and Repeat Question buttons are available on each test question screen. In addition, clicking on the instructions or question will repeat the appropriate part.

EXITING THE PROGRAM

To Exit the EI Admin program

You can end EI Admin by doing one of the following:

• From the "File" menu, select "Exit."
• Select the [Alt]-[F4] keys simultaneously.

Always exit Windows™ properly before turning off your computer.

EMPLOYMENT INVENTORY

SELECTION OF INDIVIDUALS

The PDI Employment Inventory is a pre-employment tool proven to help select applicants who will become productive and successful employees. The EI adds important information to your hiring process, but hiring managers must make their decisions based on all the information they have, such as an applicant's work history and other information gained from interviews and references.

INTRODUCTORY REMARKS

Present the EI as a part of your normal selection process. If an applicant refuses to take the EI, do not consider the individual for the job in the same way you would not consider hiring an applicant who refused to complete the application form, or refused to be interviewed.

In most versions of the EI, ethnic background and gender data are collected to document fairness. Do not use this information to make a hiring decision. You do not need to remain with applicants once they start to complete the EI. You may answer applicant questions about vocabulary, but do not suggest answers to specific test questions.

To avoid applicant anxiety, refer to the Inventory as a questionnaire or survey instead of a test, and do not indicate that applicants can "pass" or "fail" the EI.

Do not provide applicants with feedback on their scores, and do NOT tell them that they were not hired because they "failed" the test. If a rejected applicant asks about his or her scores, explain that hiring decisions are based on all of the information available and that specific results are not discussed with applicants.

When administering the EI, explain what you want the applicant to do. Be consistent among all applicants and among test sessions: "This is a survey for you to complete as part of your job application. The questions ask you about your opinions, attitudes, and background." Discuss the three sections and that there are different instructions for each. "This survey has three parts, each with its own directions. Read the directions for one section at a time, and then answer all of the questions in that section. Then go on to the next section. Try to answer all of the questions in all of the three sections."

When the applicant is done, thank him/her for completing the inventory. Explain what he/she can expect to happen next.

ENTERING THE EI TEST PROGRAM

Before an individual may enter EI, the administrator must add the individual to the EI Admin program. The individual must be given the assigned Login Name to enter the program.

The Title screen (Figure 14) is the first screen you see when entering EI. From this screen, individuals can get into the program by entering a Login Name.
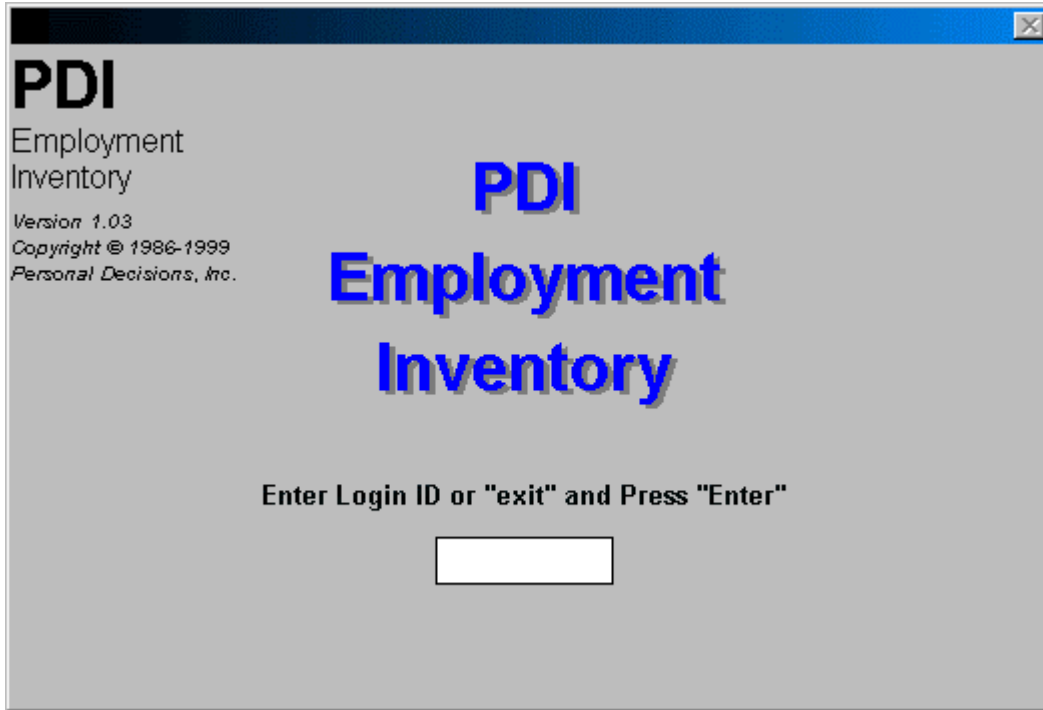
Figure 14 - EI Login Screen

By typing the Login ID and pressing the [Enter] key, the individual will enter the program. In order to close the program at the login screen press the [Enter] key.

To Enter as an Individual

1. Start the EI Test program.

2. Type your assigned Login ID and press the [Enter] key.

If the individual is unsuccessful logging into the system, an error message will appear. The following are the types of errors and an explanation.

Cannot Find this File. - If this problem occurs and the message in Figure 15 appears, this means that the individual may have incorrectly typed in the Login ID, the individual was never added to EI Admin program or the data location is incorrect.
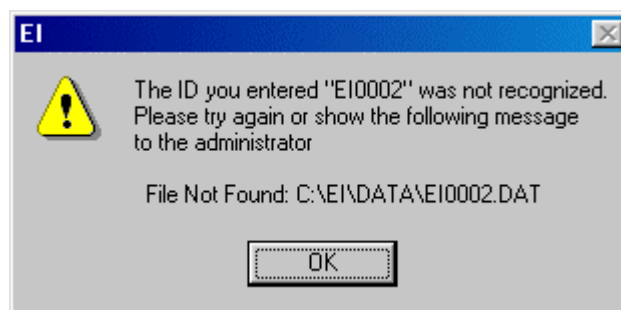
Figure 15 - Error Message - Individual's Login isn't found.

Someone is Already Logged On with your Password- If this message appears (Figure 16), it may be due to an individual not logging out of the program properly the previous time or because the individual is currently working on another computer (network version only).
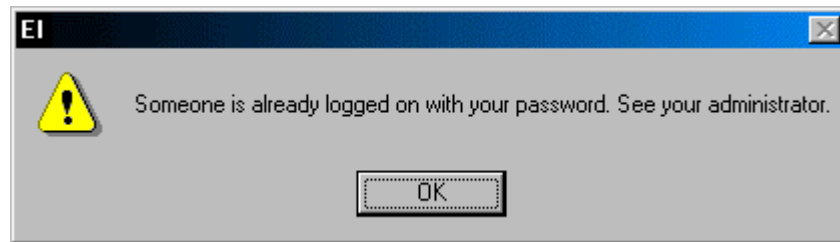
Figure 16 - Error Message - Password is in Use.

If you are absolutely sure that the individual is not currently using the program, you can do the following:
1. Verify that the individual is not in the EI program.
2. Enter the EI Admin program.
3. Highlight the individual in question.
4. Select the Edit button.
5. Change the individual's status to one of the following three items:
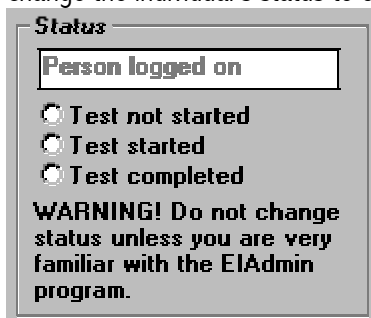
6. Select the OK button.

SPANISH LANGUAGE OPTION

When an individual is created, the administrator has the option to select the language. If more than one language is selected, the individual will have the option to switch back and forth throughout the test.   If English is the only language that is selected, the inidividual will not be aware that there is a Spanish Language option.

ENTERING THE TEST

Upon entering the program, the first screen that appears has the individual's name (Figure 17). The individual must go through a series of screens to verify the information. If any of the information is incorrect, the administrator should be contacted. The ethnic background and sex may be filled in or changed by the individual.

The tests assigned to the individual appear on the left side of the screen in blue.

Figure 17 - Entering the Test

A brief set of instructions appears one screen before the first question of the test (Figure 18).

Figure 18 - Test Instructions

In addition to these instructions, summarized instructions appear on each test question screen.

THE TEST

The first test question appears directly after the instructions. Figure 19 shows the first screen in the PTC (Performance, Tenure and Customer Service) test. The name of the test is given on the left side of the screen. Brief instructions appear at the top of every screen. The bar along the right side tracks progress within the test.
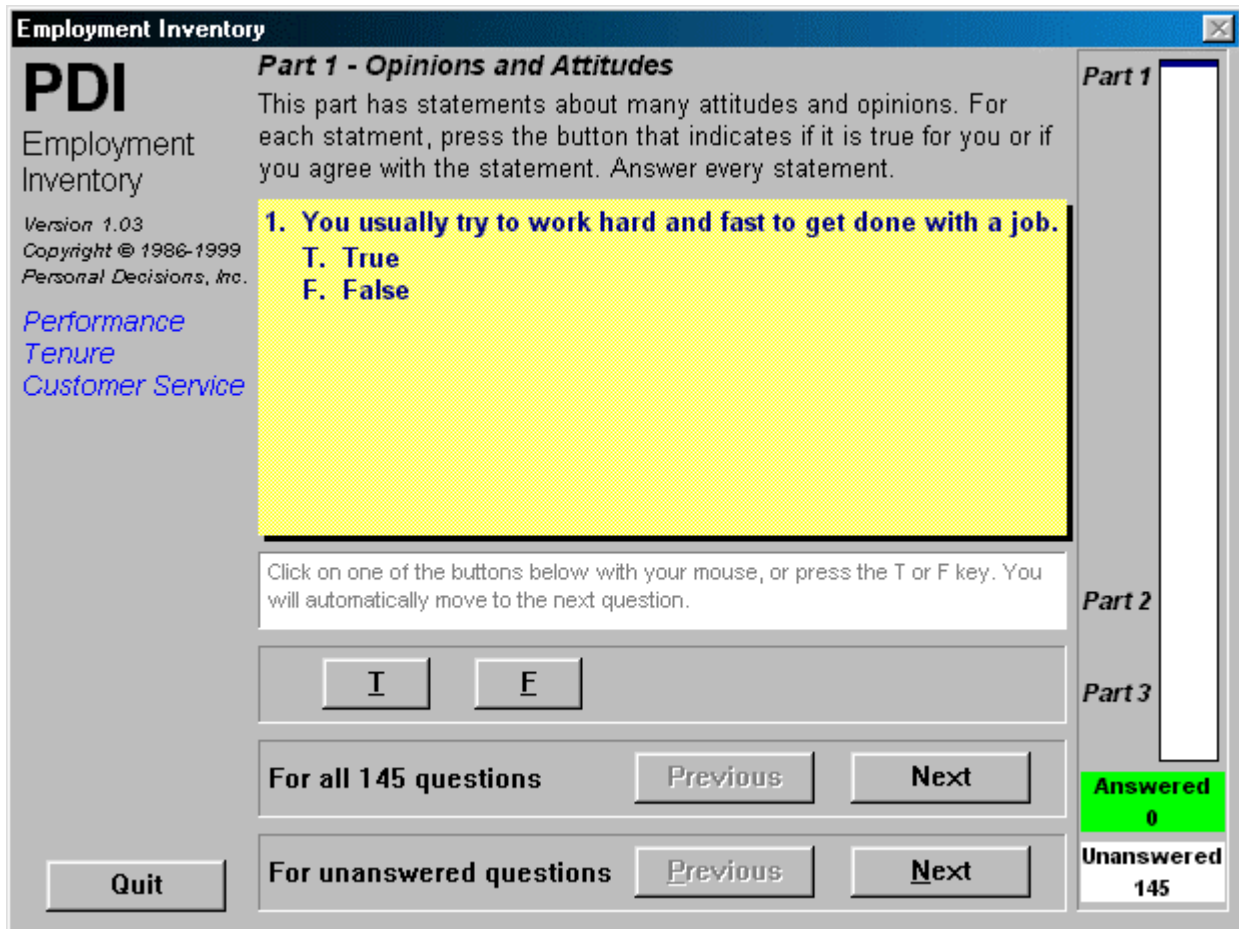
Figure 19 - Test screen (True/False)

The test taker may skip questions by selecting the Next button. The Previous buttons can be used to move to the previous question or the previous unanswered question. In most cases, these buttons will not be used.

A test taker must answer 85% of the questions in order for the test to be valid. If less than 85% are answered, no results will be generated. In addition, there are validation questions. If a certain percentage of these validation questions are answered incorrectly, the test will be marked as "invalid" and no results will be generated.

No matter what combination of tests is assigned, the test will start with True and False statements and finish with Multiple choice. A sample Multiple Choice question is shown in Figure 20.
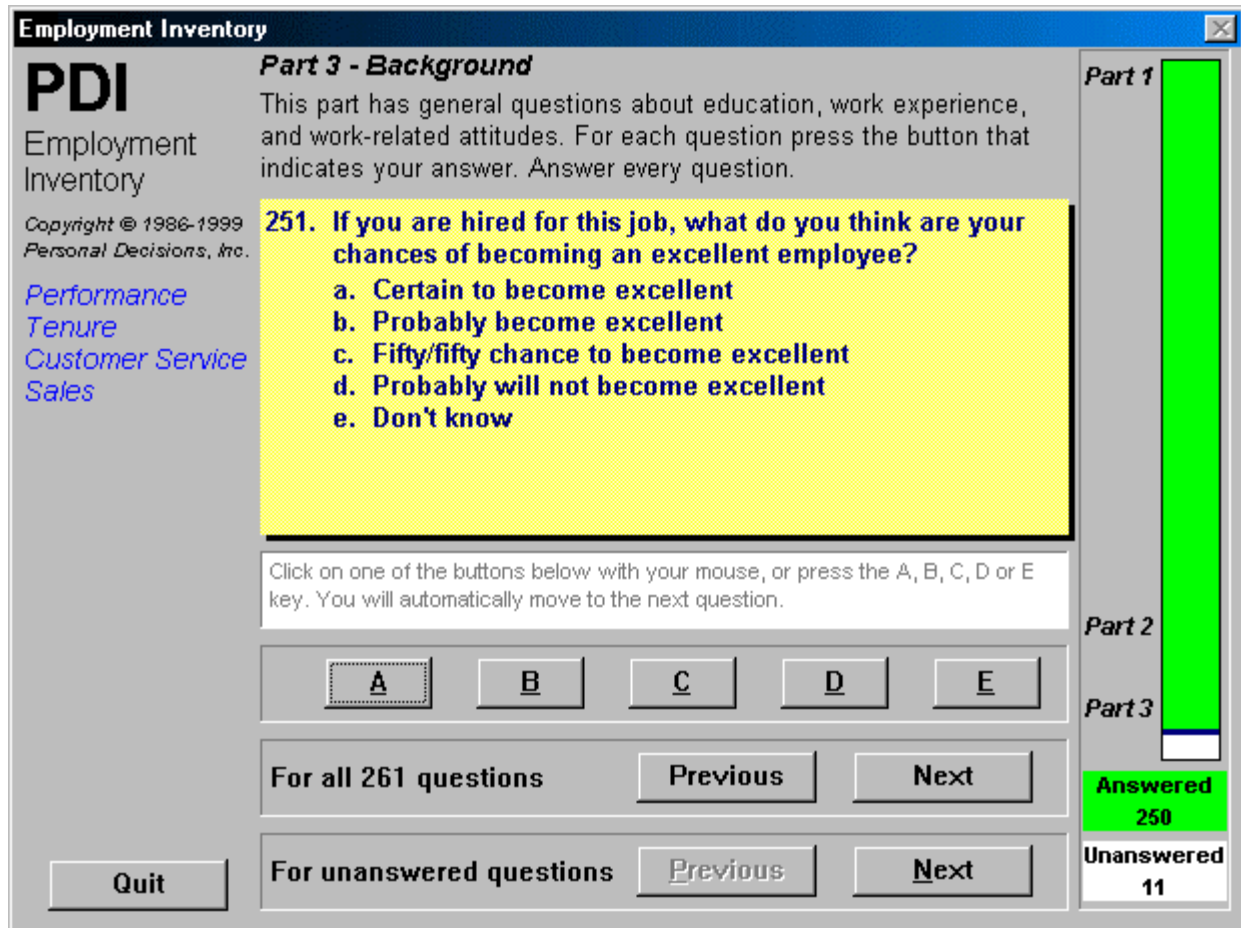
Figure 20 - Test Screen (Multiple Choice)

When all the questions are answered, the individual will be notified. The individual has the option to review the answers or quit.
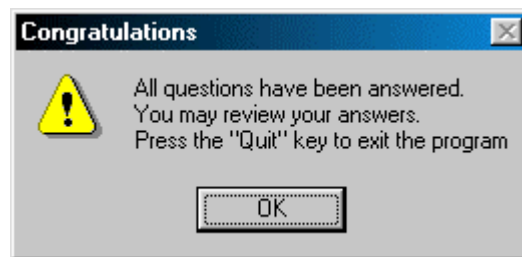
Figure 21 - Congratulations

After the test is completed, the administrator can generate reports using the EI Admin program. (See Printing Reports for a Group on page 29 or Previewing/Printing Reports for an Individual on page 37.)

EXITING THE PROGRAM

An individual may exit the test at any time. If the Quit button is selected before all questions are answered, the following screen will appear. It is strongly recommended that when used for hiring, all applicants complete the test in one setting. Treating applicants differently may have legal implications.
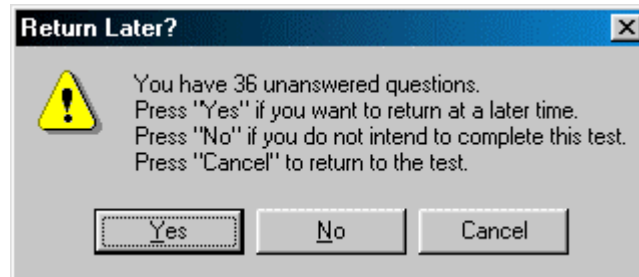
Figure 22 - Return Later?

To Exit the Program (Individual)

1.   Select Quit button.

REPORT EXPLANATIONS

Based on the tests taken, there are two reports. The Job Readiness Profile should be used by the administrator. This report has scores on it and should not go to the test-taker. The Job Readiness Report was written for the test-taker. This report has explanations and supporting information.

If a report does not print for an individual who has completed the test, it could be for one of the following two reasons:

- Less than 85% of the questions were answered.
- The verification questions were not answered properly (i.e. "Computers now do a lot of what people used to do by hand." or "You have never used a telephone or watched TV.")

In these cases, the status on the individual's profile will be "Test Invalid". At this point, you can reset the status to "Test not started" or "Test started" and have the individual take the test again. The "invalid status" does not count as a preview/printed report.

APPENDIX

TO DO LIST

FIGURES

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