

OPAC TEST DESCRIPTIONS



OPAC Testing Software is a product of Biddle Consulting Group, Inc.

OPAC TEST DESCRIPTIONS

Keyboarding/Data-Entry

10-key

Measures speed and accuracy of numeric data entry in an adding machine format.

Keyboarding

Typing speed and accuracy. Test takers may type from hard copy or on-screen text.

Keyboarding 2

Similar to the Keyboarding test, this test is a job-related, cutting-edge measure of a person's ability to quickly and accurately enter text that is read from the computer screen or printed form. Realistic to a modern business setting, the letter frequency on this test is within 98% of the frequency as indicated in the letters occurring in the words listed in the main entries of the Concise Oxford Dictionary (9th edition, 1995). Contains many unique features that differentiate it from more traditional keyboarding tests currently being offered including:

Numerals	Symbols
Acronyms	Punctuation marks
Words with repeated letters	Long and short sentences
Long and short words	Title case words
Use of familiar words	Website address(es)
Email address(es)	Business terminology
Grammatically correct phrases	Package tracking code(s)

Data Entry 1 – Vendor

Measures speed and accuracy of alphabetic and numeric vendor data entry, including addresses and telephone numbers.

Data Entry 2 – Inventory

Measures speed and accuracy of alphabetic and numeric vendor data entry in an inventory format.

Data Entry 3 – Invoice

Measures ability to enter multiple sales orders. Data includes addresses, phone numbers, stock items and quantities.

Microsoft® Applications

Microsoft® Excel [Basic]

This test assesses basic skill level of Microsoft® Excel including, but not limited to, the following operations related to data and text manipulation:

Edit	Sort	Relocate
Rework	Format	

Microsoft® Excel [Intermediate]

This test assesses an intermediate skill level of Microsoft® Excel including, but not limited to, the following operations:

Sorting	Renaming Worksheets
Adding A Header	Inserting Comments
Creating/Moving Worksheets	Unhide Rows
Creating Charts	

Microsoft® Outlook

This test measures ability to navigate in Microsoft® Outlook 2003 using a simulation format to assess:

Creating, viewing, moving emails
 Various tasks must be performed correctly, including:
 Email folders
 Calendar and appointments
 Outlook settings and tools menu options
 Signatures, blocked senders and junk mail

Microsoft® PowerPoint

This test measures the test taker's ability to perform the following functions in Microsoft® PowerPoint presentation software including, but not limited to the following operations:

Create New Presentations	Add Hyperlinks
Insert and Modify Graphics	Change Background
Modify, Transition, and Animate	Add Speaker's Notes

Microsoft® Windows

The OPAC Windows test measures ability to navigate in and customize the most popular Microsoft operating systems.

Microsoft® Word [Basic]

This test measures the ability to correctly modify and format a professional document in Microsoft® Word, including but not limited to the following functions:

Creating Text	Editing Text	Page Format
Tables	References	

Microsoft® Word [Intermediate]

This test measures an intermediate skill level of Microsoft® Word, including but not limited to, the following operations:

Tables	AutoComplete
Unique Headers	Footnotes
Bullets/Numbers	Symbols/Pictures
Sections	Borders

Microsoft® Pre-Assessment

These tests assess knowledge of areas commonly tested during their respective certification exams.

Microsoft® Word 2000
 Microsoft® Word XP
 Microsoft® Excel 2000
 Microsoft® Excel XP

Computer Applications

Database

This test measures the test taker's ability to access a specific database file and to perform the following operations:

Open	Table Design
Append	Delete
Sort	Edit
Save	Print

Editing/Formatting from a Rough Draft

This test measures the test taker's ability to perform the following functions while using a word processing application:

Bold	Hard Page Break	Block Indent
Hard Return	Center	Insert
Copy	Move	Delete
Print	Underline	Spell Check

Editing/Formatting from Rough Draft [Advanced]

This test measures the test taker's ability to perform the following advanced functions in a specific word processing application:

Decimal Tab	Superscript
Double Underline	Hard Page Break
Spell Check	Left Justified Tab
Headers/Footers	Pagination
Global Search/Replace	Right Justified Tab
Subscript	

Spreadsheet

This test measures the test taker's ability to perform the following functions in a specific spreadsheet application:

Edit	Print	Delete
Insert	Formulas	Save

Clerical

Alphabetic Filing

Test takers assign correct filing names to a group of files and then sort them in a computer-simulated filing cabinet.

Numeric Filing

Test takers determine the correct consecutive filing order for numeric records.

Composing Minutes

Using handwritten notes, the test taker must compose and format the minutes of a meeting according to a specific guide provided.

Formatting a Letter

Test takers must select the appropriate pre-sorted paragraphs, retrieve them, and format a letter per instructions.

Proofreading 1

Test takers proofread a document, correcting errors in:

Grammar	Spelling	Capitalization
Punctuation	Possessives	Abbreviation
Number Usage		

Proofreading 2

Same as Proofreading 1, with different test versions.

Proofreading Practice

Additional testing material in sentence format.

Reading Comprehension

Measures the ability to read and comprehend passages that are written at a job-related level.

Sentence Clarity

This test is designed to measure whether a candidate can identify clearly-written passages. Test takers are presented with two written passages from which they must choose the one that is most clearly written.

Spelling

Measures the ability to properly spell and use homonyms (words that sound alike but have different meanings according to the way they are spelled) according to the context in which they are being used.

Transcription

Test takers must accurately transcribe a letter from a supplied cassette tape.

OPAC TEST DESCRIPTIONS

Customer Service

Customer Service:Telephone

Measures test taker's ability to listen and respond appropriately to incoming customer service telephone calls.

Telephone Order Entry

This test is designed to determine whether a test taker can listen to and accurately enter information provided verbally. Basic data entry of information into a standardized order form, including typing and entering customer names, addresses, phone numbers, and product orders delivered via audio.

Financial

QuickBooks

This test measures skills in specific functions within the QuickBooks application. Various tasks must be performed correctly, including:

- Processing billing, payments, checks
- Processing invoices and receipts
- Creating accounts
- Modifying a vendor, customer, employee
- Generating statements and reports
- Reconciling entries
- Creating a backup of data

Bank Deposit

Test takers prepare and record deposit slips and checks.

Bank Reconciliation

Using basic mathematical abilities, test takers prepare bank reconciliation.

Basic Math

Addition, subtraction, multiplication, and division.

Petty Cash

Test takers maintain a petty cash fund.

Professional (Legal & Medical)

These include separate legal and medical tests containing content similar to that encountered in the legal and medical professions.

Legal Keyboarding & Medical Keyboarding

Typing speed and accuracy. Test takers may type from hard copy or from on screen text.

Legal Terminology & Medical Terminology

These multiple-choice tests cover legal and medical terminology used by medical assistants, legal assistants and legal secretaries.

Legal Proofreading & Medical Proofreading

Test takers proofread a document, correcting errors in:

- | | | |
|--------------|----------------|--------------|
| Grammar | Possessives | Spelling |
| Abbreviation | Capitalization | Number Usage |
| Punctuation | | |

Legal Transcription & Medical Transcription

The test taker must accurately transcribe a letter from a supplied cassette tape or audio files.

Call Center

Applying Policies

Ability to understand information heard during a telephone call and then to appropriately apply the contents of written policies in response to the caller's issue/or concern.

Record Locating

Ability to locate information on a written list and to correctly/accurately respond using a keyboard.

Additional Features

Graphical Score Reports

Graphical score reports allow administrators an opportunity to see scores based on a clear cutoff line, or in specific percentile format.

Custom Tests

Develop your own custom multiple-choice, true-false, and fill-in-the-blank tests using OPAC's Test Writer feature. These tests are fully integrated into OPAC and are automatically scored and administered. A 50-item question bank is also included to create customized Microsoft Word and Excel simulation tests.

Validation Wizard

This feature allows OPAC tests to undergo a basic, job-specific content-validation study, and sets cutoff scores for each test. The Validation Wizard helps protect your organization against employee discrimination challenges.

Hogan Personality Inventory (HPI)

The HPI provides an evaluation of the personal characteristics of a candidate to assist in determining their potential success in a given job. Available reports include: Career Development Report, Effective Coaching Report for the Manager, Interpretive Report with/without Occupational Scales, and Graphic Report with/without Occupational Scales. There is an additional fee for HPI reports.

System Requirements

Minimum system requirements:

- Microsoft Windows 2000/XP/2003/Vista/Windows 7 or Windows NT 4.0 or higher; Novell Netware
- Internet Explorer 4.0 or higher
- Pentium 4 or higher
- 70 MB Hard Drive Space
- 512 MB RAM Recommended
- Super VGA Monitor with 16-bit Color or higher, resolution of 640x480, 800x600, or 1024x768
- CD-ROM drive for installation of the OPAC System
- Sound Card (required for Spelling Test)

Please contact an OPAC representative at (800) 999-0438 for current system requirements. The OPAC System is compatible with various popular software applications including Microsoft® Office WordPerfect, and Lotus 1-2-3. External software applications are not included with the OPAC System.