



Test Descriptions

Keyboarding Tests

Keyboarding**

The Keyboarding test measures the ability to type effectively using a computer keyboard. Typing effectiveness is determined through typing speed and accuracy from a hard copy document or on-screen text. A warm-up test and predetermined time limit is provided to help assure that test takers perform at their highest level. Includes three test versions.

Keyboarding 2

Developed by an Industrial & Organizational Psychologist with a strong background in business training, this is an extremely job-related, cutting-edge measure of a person's ability to quickly and accurately enter text that is read from the computer screen or from a printed form.

Realistic to a modern business setting, the letter frequency on each of the three test versions 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). Furthermore, the three versions of this test contain many unique features that differentiate them from more traditional keyboarding tests currently being offered including:

- 35 Numerals
- 10 symbols above the numbers on a keyboard
- Consecutive all capital letters (i.e., acronyms)
- An assortment of punctuation marks
- Words with repeated letters
- Mixture of long and short words and sentences
- Title case words requiring the capitalization of the first letter of several consecutive words
- Words that are not as familiar, thus a better measure of letter processing speed
- Grammatically correct phrases
- Cutting-edge content, including:
 - Website and E-mail address(es)
 - Package tracking alphanumeric code(s)
 - Business-appropriate terms such as "per diem"

Computer Applications Tests

Basic Microsoft® Word*

The Basic Microsoft® Word test measures the ability to correctly modify and format a professional document. A diverse range of Microsoft® Word functions are covered within this test including the creation or editing of text, page format, tables, references, and other professional features. This test was designed to determine whether new or current employees can perform job-related tasks using Microsoft Word at a basic level.

Intermediate Microsoft® Word*

The Intermediate Microsoft® Word test measures the ability to modify and format a professional document using an integration of basic and intermediate Microsoft® Word features. The specific objectives of this test involve the use of page specific formats, customized text and corrective options, tables, symbols, pictures, footnotes, and specialized headers. This test was designed to assess a moderate to advanced skill level using Microsoft® Word in an office or professional setting.

Basic Microsoft® Excel*

The Basic Microsoft® Excel test measures the ability to manipulate data and text within various cells and spreadsheets. The specific objectives of this test require examinees to format, edit, sort, relocate, and rework data and text. The Basic Excel test assists employers in determining the functional proficiency level of new or current employees with respect to tasks requiring Microsoft® Excel.

Intermediate Microsoft® Excel*

The Intermediate Microsoft® Excel test measures the ability to manipulate financial data and text using Excel's most essential features. The specific objectives of this test involve formatting, editing, sorting, modifying text, and using formulas within spreadsheets. An intermediate level of skill is required for successful test performance due to the complexity of questions, which often require multiple steps to answer correctly.

Microsoft® PowerPoint

The Microsoft® PowerPoint test measures the ability to create, modify, and edit major aspects of a slide presentation. Specifically, this test requires the use and modification of tables, pictures, shapes, formats, backgrounds, text, and animation. A diverse and highly applicable combination of PowerPoint features are covered within this test. Includes three test versions.

Microsoft® Windows® Test*

The OPAC Windows® Test measures the ability to work within the Microsoft operating system by performing essential tasks such as saving documents in the correct location, working within different drives, and utilizing other important functions available. This test component is designed to determine whether current or future employees are capable of using Windows® proficiently within an office or administrative setting.

Database*

The Database test measures the ability to access records from a specified source and successfully work within a database. The specific objectives of this test involve the editing, creation, and sorting of records, in addition to modifying the structure of the data file.

Spreadsheet*

The Spreadsheet test measures the ability to work with financial data and text using spreadsheet software. Specifically, this test involves the modification of data labels, structure, and formulas to obtain and correct financial information. Many of the functions needed to work with financial data are included in this test.

Editing/Formatting from a Rough Draft*

The Editing/Formatting test measures the ability to make corrections to a rough draft document using the functions available with word processing software. Based on the edits and comments provided in the rough draft hard-copy, modifications must be performed on the document's text, format, structure and content. This test was developed to closely replicate the type of editing performed in an office or administrative setting.

Advanced Editing/Formatting from Rough Draft*

The Advanced Editing/Formatting test measures the ability to edit a rough draft document using some of the more advanced features available through word processing software. Provided with editing instructions and comments, corrections and modifications must be made to the document's text, headings, content, structure, and appearance. The advanced editing functions required in this test are consistent with those found in an office or administrative setting.

Data Entry Tests

10-key**

The 10-Key test measures the ability to type numeric data effectively using a 10-Key pad. This test requires data to be entered in a format to resembling 10-key usage in an office setting. A warm-up test and three parallel test versions are provided for administration.

Data Entry 1: Vendor**

The Data Entry 1: Vendor test measures the ability to accurately enter vendor data. The vendor data in this test includes information such as

Names, Addresses, Phone Numbers, and Job Titles. A warm-up test and three parallel test versions serve as the content for data entry.

Data Entry 2: Inventory**

The Data Entry 2: Inventory test measures the ability to accurately enter inventory data. The inventory data in this test includes information such as stock/serial numbers, description fields, and unit prices. A warm-up test and three parallel test versions serve as the content for data entry.

Data Entry 3: Invoice**

The Data Entry 3: Invoice test measures the ability to accurately enter customer information from a sales invoice. This test involves the entering of customer names, order numbers, addresses, and dates. A warm-up test and three parallel test versions are provided for data entry.

Clerical Tests

Formatting a Letter*

This test measures the extent to which an examinee can correctly format a professional letter using a provided set of instructions. Specifically, examinees are required to retrieve different portions of a letter from various sources, combine these portions into one document, and make any other revisions deemed necessary. This test was designed to simulate the types of letter formatting tasks found in an office/administrative setting.

Transcription*

The Transcription test requires an examinee to accurately document information contained within an audio recording. The ability to listen, understand, and transfer information using a word processing program is measured by this test.

Composing Minutes*

The Composing Minutes test requires examinee to convert handwritten notes from a meeting into minutes using a format guide. The ability to decipher, document, and format written information accurately is measured by this test. The format guide and handwritten notes are provided to examinees in hardcopy.

Alphabetic Filing

The Alphabetic Filing test consists of two parts which: 1) require examinees to rename files according to an alphabetical filing standard, and 2) correctly place files in their proper alphabetical order amongst other existing files. This test measures the ability to apply alphabetical filing standards correctly and organize information in alphabetical order. A strong resemblance exists between the requirements of this test and the alphabetical filing tasks found in many office settings.

Numeric Filing

The Numeric Filing test measures the ability to recognize number sequences and place numeric values in their appropriate order. This test consists of two parts which: 1) require examinees to place numbers within their correct grouping, and 2) indicate whether lists of numbers are ordered correctly.

Proofreading 1 & 2

The Proofreading 1 & 2 tests require examinees to read and revise a document in terms of abbreviations, capitalization, grammar, number usage, possessives, punctuation, spelling, and tense. Knowledge of proper grammar and acceptable writing style is measured by this test. The errors presented in these testing documents resemble those which are typically encountered in many professional type documents.

Proofreading Practice

The Proofreading Practice test requires examinees to read through an assortment of single sentences and correct any errors encountered. An examinee's knowledge of grammar, capitalization, and possessives is measured by this test.

Sentence Clarity

The Sentence Clarity test is designed to measure whether a candidate can identify clearly-written passages. Examinees are presented two written passages from which they must choose the one that is the most clearly written.

Spelling

The Spelling test measures the ability to spell words correctly depending upon the context in which they apply. Within this test, examinees are required to listen to a word from an audio sound file and spell the appropriate word in order to complete a sentence. Aside from simply spelling words correctly, examinees will frequently encounter homonyms, which are words that sound alike but have different spellings and meanings.

Financial Tests

Bank Reconciliation

The Bank Reconciliation test requires examinees to prepare a bank reconciliation by considering a variety of financial information. Specifically, examinees must consider a bank statement balance, a checkbook balance, and several transactions in order to determine appropriate amounts. This test measures basic mathematical ability and financial record keeping skills. Includes three test versions.

Bank Deposit

The Bank Deposit test presents examinees with multiple receipts containing different forms of money (e.g. bills, coins, & checks) and requires that a bank deposit be prepared using this information. This test measures basic mathematical ability, as well as financial record keeping skills. Includes three test versions.

Petty Cash

The Petty Cash test requires examinees to draw financial information from various sources within the test in order to address specific questions and maintain proper financial documentation. This test measures basic mathematical ability, the ability to decipher different forms of information, and financial record keeping skills. Includes three test versions.

Basic Math

The Basic Math test requires examinees to solve a variety of basic math problems developed at a difficulty level that would likely be encountered in a typical administrative setting. This test measures the ability to perform basic mathematical operations consisting of addition, subtraction, multiplication, and division. Includes three test versions.

Professional Tests

These include separate legal and medical tests containing industry specific content.

Legal Keyboarding

The Legal Keyboarding test measures the ability to type with speed and accuracy using a computer keyboard. The typing content within this test was developed to resemble that encountered in the legal professions. Hard copy documents or on-screen text is available for test administration. A practice test and predetermined time limit is provided as well.

Legal Proofreading

The Legal Proofreading test requires examinees to read and revise a document with regard to abbreviations, capitalization, grammar, number usage, possessives, punctuation, and spelling. Knowledge of proper grammar, sentence structure, and writing style as it relates to the legal profession is measured by this test. The errors presented in these testing documents are intended to reflect those typically encountered in the legal profession.

Legal Terminology

The Legal Terminology test consists of 75 multiple choice questions covering a broad spectrum of terms and phrases commonly encountered in the legal professions. Knowledge of legal terminology and its proper use is measured by this test. This test is particularly useful in assessing the knowledge level of legal assistants and legal secretaries.

Legal Transcription

The Legal Transcription test requires examinees to accurately transcribe a letter contained within an audio recording. The ability to listen, understand, and document information using a word processing program is measured by this test. The content of this test was developed to be similar to the content encountered in the legal profession.

Medical Keyboarding

The Medical Keyboarding test measures the ability to type with speed and accuracy using a computer keyboard. The typing content within this test was developed to resemble that encountered in the medical professions. Hard copy documents or on-screen text is available for test administration. A practice test and predetermined time limit is included as well.

Medical Proofreading

The Medical Proofreading test requires examinees to read and revise a document with regard to abbreviations, capitalization, grammar, number usage, possessives, punctuation, and spelling. Knowledge of proper grammar, sentence structure, and writing style as it relates to the medical profession is measured by this test. The errors presented in these testing documents are intended to reflect those typically encountered in the medical professions.

Medical Terminology

The Medical Terminology test consists of 80 multiple choice questions covering a broad spectrum of terms and phrases commonly encountered in the medical professions. Knowledge of medical terminology and its proper use is measured by this test. This test is particularly useful in assessing the knowledge level of medical assistants and medical support professionals.

Medical Transcription

The Medical Transcription test requires examinees to accurately transcribe information contained within an audio recording. The ability to listen, understand, and document information using a word processing program is measured by this test. The content of this test was developed to resemble that which may be encountered in the medical professions.

Contact Center Tests

Customer Service: Telephone

During the Customer Service: Telephone test the examinee listens to incoming telephone calls for service. At various points during the calls the candidate must select the most effective and least effective of three responses to what the caller has said.

Telephone Order Entry

During the Telephone Order Entry test examinees must enter very basic data and information they hear over a headset, such as names, addresses, telephone numbers, product numbers, and more into a standardized order form. This test is designed to determine whether a test taker can hear and accurately enter information provided verbally.

Additional Features

Custom Testing

Develop up to 500 of 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. Up to five versions of each test can be created.

Validation Wizard

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

Certification Practice Test

These tests are designed to apprise candidates of their readiness to pass third-party Excel 2000, Excel XP, Word 2000, and Word XP certification tests. It covers many of the specific functions and knowledge areas traditionally tested by standardized certification examinations.

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. (add'l charge for HPI reports)

System Requirements

- Microsoft Windows 2000/XP/2003/Vista or Windows NT 4.0 or higher
- Internet Explorer 4.0 or higher
- Pentium 4 or higher
- 70 MB Hard Drive Space
- 512 MB 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)

For computer applications testing, OPAC works directly with word-processing, spreadsheet, and database applications. The OPAC System is compatible with various popular software applications including Microsoft® Office (2007, 2003 and 2000), WordPerfect, and Lotus 1-2-3. External software applications are not included with the OPAC System. If installing for network use, the OPAC System is compatible with Microsoft Windows NT/2000 as well as NOVELL® NetWare. OPAC is Microsoft® Vista compatible.

*As the OPAC software improves with each upgrade, the system requirements may change.
Please contact OPAC for the most current list of system requirements.*