

***INSTRUCTIONS
FOR TAKING***

**PC
ADMINISTERED
TESTS**



**New York State Department of Civil Service
Albany, New York
2000**

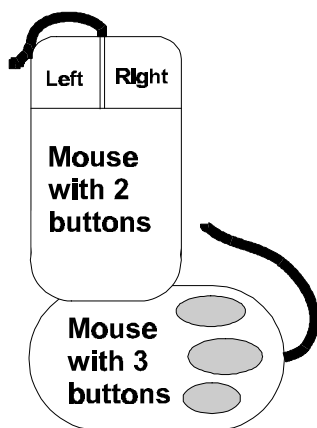
*This booklet has been prepared to introduce you to the computerized test you will be taking. You **DO NOT** have to know anything about computers to take this test.*

At the test site you will be seated at a personal computer (PC). You will be shown an animated instruction program. The 10 minute program covers all the information provided in this booklet. You will then be allowed up to 20 minutes to take a sample test and practice all the things covered in these instructions.

*You may **NOT** use this booklet during the test. You may, however, detach the last page (REFERENCE SHEET) and keep it on your desk for reference. The test administrator will instruct you to place the booklet itself out of the way during the test.*


THE COMPUTER

THE MOUSE



The Computerized Test you will be taking does not use a keyboard. The test is an interactive program that works with a mouse.

The mouse allows you to interact with the computer program by controlling the movement of the pointer. The pointer is a small arrow that moves around the computer screen as you move the mouse around the desktop.

The pointer looks like this . When you place the pointer over an object and click the LEFT mouse button, you control events in the test. (These events are explained below.)

When using the mouse, you need only remember **three** things:

1. You must be sure that the **TIP** of the pointer is on the object you wish to click.
2. The mouse you use may have 1, 2 or even 3 buttons. Only the **Left Button** on the mouse is active. The Right Button and Middle Button (if there is one) is not active for the Computerized Test.
3. Only click the mouse button **ONCE**.

On the day of the test you will be given a sample test to work through before beginning the actual test. That sample will contain examples of different types of questions. Although some of the individual questions may not be exactly the same type as your test questions, the sample test will operate exactly like the actual test.

The following pages explain how the test works.

SIGNING IN

Before starting the animated instructions and the sample test, you will be asked to enter your Social Security Number, Name and Address on the computer.

YOUR IDENTIFICATION NUMBER

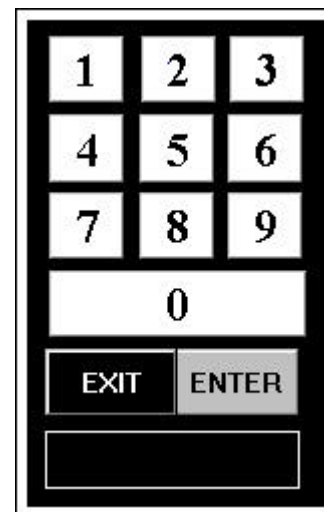
A keypad like the one shown below is displayed to let you enter your identification number.

You enter your identification number pad (your Social Security Number unless otherwise instructed) on this pad by using the mouse and clicking on the numbers.

As you enter your identification number each number will appear in the box below the **EXIT** and **ENTER** buttons. As soon as the first number is entered, the **EXIT** button changes to a **CANCEL** button. If you make a mistake, click on the **CANCEL** button and begin again.

When the number is correctly entered, click on the **ENTER** button. In a few seconds the screen will change and you will see the Identification Entry Screen which is shown below.

If a message appears instead, raise your hand to alert the monitor.



IDENTIFICATION ENTRY SCREEN

When you see the Identification Entry Screen, read the Examination Series to be sure the computer has been set to the correct exam. In the example below, the computer has been set up with the Telephone Operator Series. The name appears at the top of the screen and again below your address.

If you believe the Examination Series is incorrect, raise your hand to alert the monitor.

Telephone Operator Series		04/30/96 01:25 PM
Social Security Number: 123456789		
Type your name and address in the boxes on the right.	<input type="text"/>	<input type="text"/>
	Last Name	First Name
	<input type="text"/>	
	Street	
Use the tab key to advance through fields.	<input type="text"/>	<input type="text"/>
	City	State Zip Code
Exam Series Name		
<input type="text" value="Telephone Operator Series"/>		
Exam Number(s)		
<input type="text" value="20-001"/> <input type="text"/>		
Tell the room monitor NOW if you have been granted special arrangements.		
SSN	CANDIDATE IDENTIFICATION	START

You must now enter your name and address using the keyboard. (This is the only time the keyboard is used during the test.)

Begin by typing your last name. It should appear in the **LAST NAME** field as you type. If you make a mistake, use the backspace key to delete the error and enter it again. After you have entered your last name, press the tab key to advance to the next field. Now type your First Name. Press the tab key again to advance to the next field. Continue in this manner until you have entered your full name and address. You may return to a field by continuing to press the tab key until the cursor is in the field you want.

SPECIAL ARRANGEMENTS

If you have special circumstances which have allowed you to be granted extra time for taking this test, raise your hand to alert the monitor.

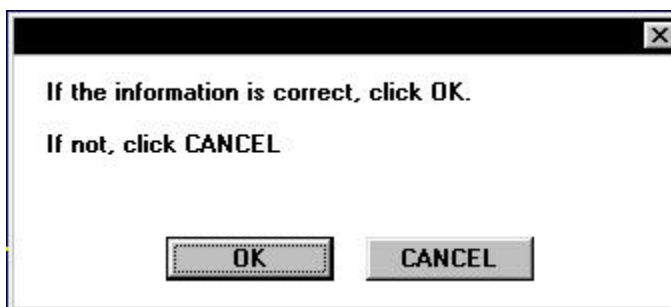
STARTING THE TEST

When you have completed all of the above, wait until test administrator tells you to start the test. The keyboard is no longer used for the test. You will be told that you can move it to the side and out of your way. When the administrator tells you, click on the **START** arrow at the lower right corner of the screen.

The program will give you a final chance to make any corrections.

If you are not certain that you entered everything correctly, you should click **CANCEL** and check the entries.

When you are ready to continue, click the **START** arrow and then click **OK** when this message appears again..



You will now see the Instruction Program. This program is animated and runs by itself. You cannot interact with the instructions. The instructions take approximately 10 minutes.

When the instructions are finished you will have a chance to practice what you learned with a Sample Test. You may practice with the Sample Test with for up to 20 minutes. If you are comfortable taking the test before the 20 minutes is over, you may start the actual test. The last page will provide you with a button labeled **GO TO TEST**.

TAKING THE TEST

This is an example of a test question. The choices always appear in white boxes immediately following the question.

Which geometric figure has the greatest number of sides?

triangle

square

hexagon

octagon

BACK see unanswerd questions see flagged questions Question 2 out of 6 flag / unflag question time left stop / review NEXT

To make a choice you move the mouse on the mouse pad or desktop until the TIP of the pointer is over your selection. When it is, click the LEFT button on the mouse ONCE.

The choice will change color to show you have selected it.

Which geometric figure has the greatest number of sides?

triangle

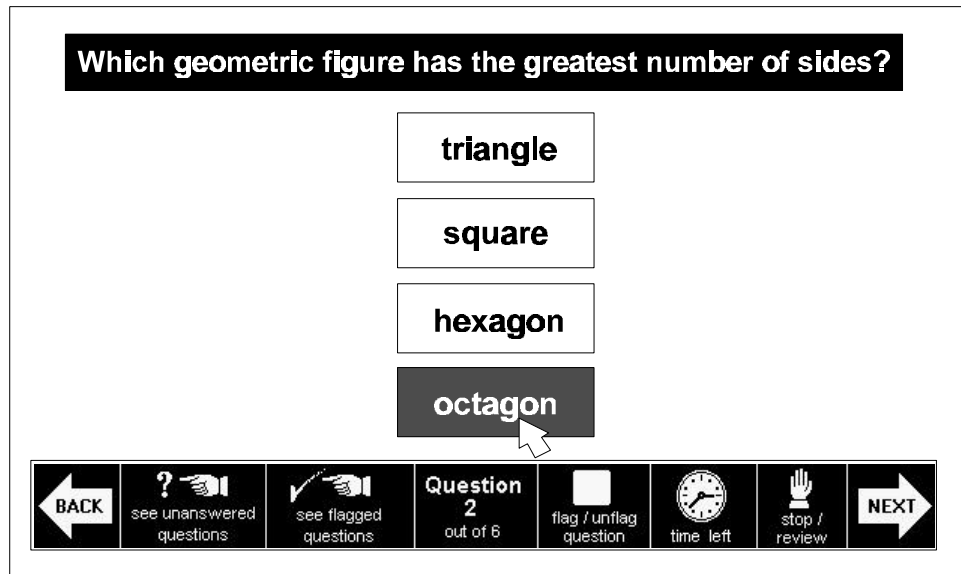
square

hexagon

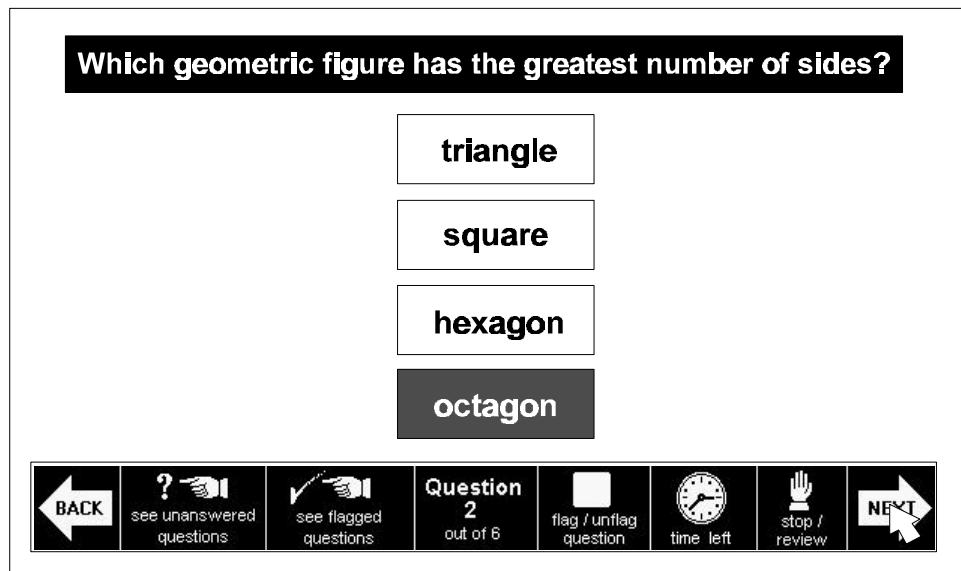
octagon

BACK see unanswerd questions see flagged questions Question 2 out of 6 flag / unflag question time left stop / review NEXT

If you change your mind and decide to make a different selection, move the mouse until the pointer is over your new choice. When you click the LEFT mouse button the original selection will change back to white and the new one will change color to show you have selected it.



After you have answered the question, move the mouse until the pointer is over the **NEXT** arrow and click the LEFT mouse button ONCE. You will then be taken to the next question.



The computerized test is like a book containing many pages. You can page back and forth through the entire test using the arrows at the bottom of the screen.



Each time you click on the **BACK** arrow, you go back one question at a time.

Each time you click on the **NEXT** arrow, you advance one question at a time.



ADDITIONAL FEATURES

This section explains the additional features that have been included on the computerized test. These features are optional and you do NOT have to use them to take the test. They have been added to assist you in reviewing the test.

The additional features appear in the black bar at the bottom of each question and are explained on the following pages. As you will see, they are neither difficult to understand nor use.

Remember, if you do not feel comfortable with these additional features, you can take the test without them, using only the NEXT and BACK arrows to move through the test.

CHECKING THE AMOUNT OF TIME LEFT



The computer automatically keeps track of the time. At the bottom of the screen is a button that looks like a clock. When you move the pointer over the clock and click the LEFT mouse button, you will see the amount of time remaining for the test.

FLAGGING QUESTIONS

During the test, you might wish to flag a question so you can come back to it later. The computer lets you do that.



At the bottom of the screen is a box labeled **flag / unflag question**. When you move the pointer over the box and click the LEFT mouse button a checkmark appears.



The checkmark shows that the question is flagged. If you move the pointer over the checkmark and click the LEFT mouse button, the question becomes unflagged and the checkmark disappears.

Reviewing flagged questions is simple and is explained below.

REVIEWING THE TEST



The computer automatically keeps track of the questions you have NOT answered. When you move the pointer over the **see unanswered questions** box and click the LEFT mouse button, the computer will automatically take you to the first unanswered question. Each additional click will take you to the next unanswered question.



As you saw above, you have the ability to flag questions. When you want to see them, you move the pointer over the **see flagged questions** box and click the LEFT mouse button. The computer will automatically take you to the first flagged question. Each additional click will take you to the next flagged question.

WHEN YOU FINISH THE TEST

When you reach the last question and click on the **NEXT** arrow, you will be taken to the last page of the test.

You have 37 minutes left **Nov. 14, 1996**
02:25 PM


PLEASE NOTE:

You have NOT answered Question(s): 4 12 30 44

You have FLAGGED Question(s): 8 21 34

In the time remaining you may go back over the test by clicking on the “REVIEW” button below.

If you wish to stop, raise your hand to alert the monitor.



This page gives you valuable information to review the test. It tells you how much time is left. It identifies the questions you have left unanswered. Finally, it lists the numbers of all the questions you have flagged.



To review the test you click on the **REVIEW** box at the bottom of the page.

This will return you to the first question of the test. From there you may:

- use the **NEXT** arrow to see each question.
- click on the **see unanswered questions** box to see the unanswered questions.
- click on the **see flagged questions** box to see the flagged questions.

Finally, there is one more function at the bottom of each question, the **stop / review** box.



In addition to allowing you to stop the test, the **stop / review** box is also a quick way to review the test from the beginning.

When you move the pointer over the **stop / review** box and click the LEFT mouse button you will be taken to the last page of the test.

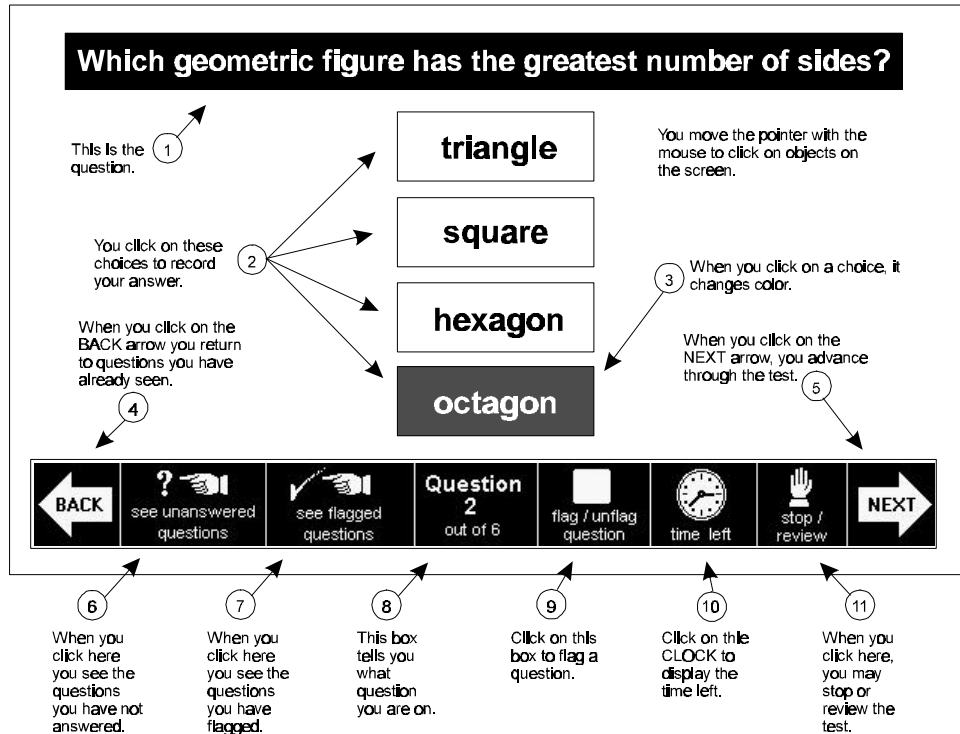
The last page is shown above. As you have seen, by clicking on the **REVIEW** box, you will be returned to the first question. You may continue reviewing the test until the time is up.

Remember, these are OPTIONAL features. You do NOT have to use them to take the test.

The next page is a reference sheet that summarizes everything presented in this booklet. You may detach the REFERENCE SHEET and refer to it during test. This sheet will be collected at the end of the test.

REFERENCE SHEET

Below is an example of a typical test question. Each of the objects on the screen is numbered with a brief explanation. The numbered list that follows, corresponds to the numbers on the graphic. There you will find a detailed explanation of each object.



1. The question will appear above the choices in a dark box with light letters. Sometimes the question is preceded with directions, a table or a paragraph, depending on the type of question asked.
2. The choices appear in white boxes with black letters. They are NOT labeled A, B, C, or D, because to select a choice, you simply click on it using the mouse and the pointer. When you place the tip of the pointer over a choice and click the left mouse button, the choice changes color to show you have selected it. If you click again, the box returns to white and becomes unselected. When you click on a different choice, the new choice changes color and the original one returns to white.
3. The pointer is a white arrow that moves on the screen when you move the mouse on the mouse pad or desktop. When you move the tip of the pointer over an object, you click the left mouse button to execute the action. These include making a choice, paging back and forth, or several other actions listed below.
4. Each time you click on the **BACK** arrow, you will page back one question at a time.
5. The **NEXT** arrow pages ahead and advances you through the test. Each time you click on this arrow you will advance one question at a time.

It's important to remember that you can move back and forth through the test as you choose and you can change your answers anytime you wish.

6. The computer keeps track of the questions you have not answered. You don't have to worry that you've missed a question. After you answer the last question you will be presented with a list of all the questions you have not answered. When you click on the **see unanswered questions** box, each unanswered question will be displayed in order.
7. The program lets you flag questions (see 9. below). Later when you want to return to these questions, all you have to do is click on the **see flagged questions** box. Each flagged question will be displayed in order.
8. Each question is numbered. In addition, you are told how many questions are in the test so you can manage your time appropriately.
9. Just like with a written test, you can also flag questions you want to return to later. Instead of marking the question in the test booklet, you simply click on the **flag / unflag question** box. When you do, a checkmark appears in the box indicating that the question is flagged. To unflag a question, simply click inside the box again. The checkmark will disappear.
10. The computer keeps track of the time you have left. When you click on the clock the number of minutes left for the test will be displayed. When your time is up the program will automatically stop and you will be advised to raise your hand and alert the monitor.
11. The **stop / review** button is a valuable tool. When you click on it, you will be informed of the questions you have not answered and the questions you have flagged. From there you can review the entire test starting with Question 1.

TROUBLESHOOTING:

These are several common problems you might encounter in the Computerized Test and possible remedies.

PROBLEM:	REASON:
When I click the mouse nothing happens.	<p>You are clicking the Right Mouse Button. You must click the Left Mouse Button.</p> <p style="text-align: center;">OR</p> <p>The TIP of the pointer is not over the choice or the button you have selected.</p>
When I click on a choice it changes color and then changes back again.	<p>You are double-clicking the mouse. The first click is selecting the choice and changing the color. The second click is unselecting the choice and changing it back again.</p> <p>Click only ONCE.</p>
When I click the NEXT arrow, the program advances 2 questions.	<p>You are double-clicking the mouse. The first click is advancing one question. The second click is advancing to the next question.</p> <p>Click only ONCE.</p> <p>(Click on the BACK arrow to go back to any skipped questions.)</p>