STATE OF NEW JERSEY
CIVIL SERVICE COMMISSION
DIVISION OF TEST DEVELOPMENT, ANALYTICS, AND ADMINISTRATION
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Multiple-Choice Orientation Guide

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Introduction

The New Jersey Civil Service Commission (CSC) has prepared this orientation guide for candidates who will participate in assembled examinations, administered either as written exams using paper and pencils or online via computer. The information in this guide is designed to help candidates better understand the testing process. We encourage candidates to review this guide carefully.

Why do candidates have to take an examination?

According to the New Jersey State Constitution (Article VII-Public Officers and Employees, Section 1, Paragraph 2)

> *"Appointments and promotions in the civil service of the State, and of such political subdivisions as may be provided by law, shall be made according to merit and fitness to be ascertained, as far as practicable, by examination, which, as far as practicable, shall be competitive; except that preference in appointments by reason of active service in any branch of the military or naval forces of the United States in time of war may be provided by law."*

The selection process in New Jersey's Civil Service System is designed to provide all applicants with an equal opportunity to compete for a position. The examination will serve as one objective tool in this process. Test scores will be used to identify qualified candidates and to generate a ranked list of eligibles to be considered for appointment by each jurisdiction.

When and where will the examination be held?

Candidates who have applied and been found eligible for the examination will be mailed a notice of examination card approximately two to three weeks prior to the test date. Directions to the test centers can be obtained from our website at: www.nj.gov/csc/contact/testing/index.shtml.

It is advised that candidates not only map out a travel route, but also become familiar with parking options and campus/building layout in advance of the examination date and plan to arrive at the test center early, since no one will be admitted late.

The test center building will be identified with "Test Center" signs. A center supervisor (CS), associate center supervisor (ACS), or a hall monitor will be available to give further instructions. Candidates must wait until they are instructed to do so before entering their assigned testing rooms.

If a candidate is instructed to report to Room A, please let the CS, ACS, or hall monitor know upon arrival to the test center. If candidates have additional questions before or after the examination that were not answered in the instructions upon arrival or in the test room, the CS or ACS can assist.

With the threat of high-tech cheating on the rise, it is the policy of the CSC that *possession* of electronic devices, such as cell phones, pagers, tablets, e-book readers, smart glasses, digital watches, fitness trackers, PDAs, or any device with recording/imaging, communication, or internet capabilities is strictly prohibited at the test center. **Candidates who are seen with these devices in the test center at ANY time (including before and after their individual examination has been completed), even in a power-off mode, will be disqualified.** The device may also be confiscated to ensure that an attempt was not made to compromise the testing process.

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In addition, note paper, any study or reference materials, briefcases, backpacks, and other personal items should not be brought inside the test center. The CSC will not be responsible for any personal items.

Upon completion of the testing process, candidates should refrain from discussing test content with other candidates and must quietly leave the testing premises.

What will happen on the day of the examination?

On the day the examination is scheduled, plan to arrive at your designated testing site early. In the event of inclement weather, check the CSC website www.nj.gov/csc/ for any closures, delayed openings, cancellations, or examination postponements. Due to the nature of the examination administration, NO ONE WILL BE ADMITTED LATE. Bring your notification card, two sharpened Number 2 pencils, and two forms of identification. One form of identification must include your photograph. Failure to do so may result in your being excluded from taking the examination.

Pay attention to any SPECIAL messages that might appear on your notification card and/or SPECIAL NOTICES given to you in the examination room.

Once candidates are shown to their testing room, they will be checked in, their notification cards checked for the correct date, time and location, and their identity verified by their photo identification. The room monitor will then proceed with the examination instructions and will administer the examinations. There may be several different examinations being held in the testing room, so it is very important that each candidate pay close attention to the room monitor's instructions and double check that the examination they are given matches the title/symbol on their notification card. If at any time candidates have questions or concerns, they should ask the room monitor for assistance.

How is the examination developed?

A job analysis was conducted to identify the knowledge, skills, and abilities (KSAs) necessary for job success in the targeted title. This process critically examines job components to provide a functional description of a job, detailing duties performed by incumbents (permanent employees) and the KSAs required to perform them effectively. Information was gathered through interviews and/or surveys of on-the-job activities of incumbents. Based on this analysis, KSAs were identified and rated for their importance in job success, and examination questions will focus on those deemed most critical.

The test is designed to assess job-related KSAs deemed important for job success, adhering to the standards contained in the Federal Uniform Guidelines on Employee Selection. Only KSAs necessary upon entry to a job are suitable for employment testing. If a subject area or ability is learned on the job, it will not be represented on a test used to hire or promote job candidates. Subject Matter Experts (i.e., those with knowledge regarding the performance standards and requirements of the job) make these determinations. For this reason, there may be some job areas not represented on the test.

Depending on the job title, level, and type of job announcement (e.g., State or local government, open competitive or promotional), test questions may be very specific to the job or more general in nature. Much of this depends on the number and types of positions to be filled. For example, some eligible lists may be used by several agencies to fill different positions throughout their organizations. Workers in these positions may perform very

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different functions even though they are classified as having the same title. In this case, a test which assesses a wide range of job-related areas may be more appropriate than a test designed specifically to assess knowledge needed for one vacancy.

In generalized tests, the topic of the question is not as important as the underlying knowledge or ability required to answer the question. For example, test questions referencing a set of rules and regulations may be included in a test to assess a candidate's ability to interpret and apply rules based on the circumstances presented within a given situation. In this example, the specific content of the rules is not necessarily important. What is important is the candidate's ability to consider all the information presented and, through the proper analysis of this information, select the best answer to each question.

What will the examination look like?

In the multiple-choice format, candidates will be provided a question preceded by a statement, a situation, or other stimulus, such as a report or a reading passage. Candidates will then be given a series of possible choices to address the situation or question. In answering all questions, candidates are to assume the role of the targeted title.

Questions on the examination will have four choices from which candidates will select one answer which best addresses the problem or situation. For written examinations, answer choices will be labeled as (a), (b), (c), and (d). Candidates will enter their answers on a standardized answer sheet. The answer chosen must be marked on the answer sheet. This is done by completely filling in the appropriate space on their answer sheet that designates the letter that corresponds to their answer choice. No credit will be awarded for any answer that is not properly marked on the answer sheet within the time allotted. For computer-administered examinations, answer choices may or may not be designated with A, B, C, or D. Candidates will use their computer mouse to point and click on the answer choice they are selecting and then click the "Next" button on the screen to proceed to the next question. Candidates can learn more about computer-based testing on the CSC website here: www.nj.gov/csc/jobs/publicsafety/rule7.shtml.

How will the examination be scored?

The scoring of multiple-choice examinations will be based on the number of correct responses. There will be no penalties for wrong answers. That is, points will not be deducted for wrong answers. Therefore, it is in the candidate's best interest to answer all the questions assigned for their title/symbol.

Are there study materials for the examination?

No formal guidance is typically given by the CSC regarding sources of study material. If study materials are identified, candidates will be notified prior to the examination.

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Generally, the candidate's best course of action may be to become familiar with the requirements of the job and the KSAs that one meeting these requirements would be expected to possess. Remember, the KSAs required for success on the job are the basis for CSC tests. The best source of this information is the job specification for the title. Job specifications give a description of the job, the requirements, the tasks performed, and the KSAs required to perform these tasks. By focusing your study efforts on material related to these areas, you are helping yourself prepare for the examination. Job specifications for State and local Civil Service titles are available on the CSC website here: info.csc.nj.gov/Titlelist/SearchTitle.

To assist in preparing for your examination, following are examples of how the CSC measures eight different KSA areas: Standard English Usage and Grammar, Scheduling, Interpreting Rules and Regulations, Interpersonal Relations, Reading Comprehension, Applied Math, Report Forms, and Filing. These sample items do not cover every possible type of question that you may see on your examination, but they do cover eight of the most commonly tested KSAs.

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I. Standard English Usage and Grammar

Standard English Usage and Grammar is a KSA that measures a candidate's appropriate use of the English language. It can be tested in different ways, but two common methods of measuring this KSA include an exercise where candidates have to identify the type of grammatical error in a sentence (Sample A) and an exercise where candidates must choose the best form of expression (Sample B).

Standard English Usage and Grammar Sample A

DIRECTIONS: For questions #1 to 4, select from responses (a) to (d) below. Read the sentences and decide whether each sentence contains an error or is correct as is.

(a) Incorrect word usage or spelling error
(b) Incorrect verb tense
(c) Incorrect question mark, comma, hyphen, or apostrophe
(d) Correct as is

1. The commission, announced its decision.

   Rationale: The correct answer is **(c)**. The use of the comma is incorrect in this sentence.

2. All staff should make sure they are wearing there badges at work.

   Rationale: The correct answer is **(a)**. The word "there" is incorrectly used in place of "their."

3. He works for our department six years ago, but then he retired.

   Rationale: The correct answer is **(b)**. The verb "works" should be written in the past tense as "worked."

4. Some of the papers are missing from the binder.

   Rationale: The correct answer is **(d)**. This sentence does not contain any errors and is correct as it is written.

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Standard English Usage and Grammar Sample B

DIRECTIONS: Read the letter excerpt below and use it to answer the questions. Some questions ask how a sentence is best or properly expressed. For these questions, choice (a) represents no change to the letter. The remaining three choices (b, c, and d) are alternative methods of expression.

Dear Mr. Jones:

We have received your resume and upon reviewing it, we are interested in asking if you would like to come in for an interview. You're project management team leadership and data analysis skills will be a good fit for this position.

5. How is the first sentence **BEST** expressed?

   (a) We have received your resume and upon reviewing it, we are interested in asking if you would like to come in for an interview.
   (b) Upon receipt of your resume, we would like to bring you in for an interview, if you are interested.
   (c) We have received your resume and would like to arrange an interview with you.
   (d) An interview will be arranged if you are interested, since we have received your resume.

   Rationale: The correct answer is **(c)**. The idea of the sentence is conveyed in the clearest and most concise manner here. Choices (a), (b), and (d) are wordier and less direct, which detracts from the reader's ability to understand the message being expressed.

6. How is the second sentence **BEST** expressed?

   (a) You're project management team leadership and data analysis skills will be a good fit for this position.
   (b) You're project managment, team leadership, and data analysis skills will be a good fit for this position.
   (c) Your project managment team leadership and data analysis skills will be a good fit for this position.
   (d) Your project management, team leadership, and data analysis skills will be a good fit for this position.

   Rationale: The correct answer is **(d)**. Several things are being measured in this sentence. Choices (a) and (b) incorrectly use "you're" in place of "your." "Management" is spelled incorrectly in choices (b) and (c). Choices (a) and (c) are missing commas. Choice (d) is the only option expressed correctly.

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II. Scheduling

A scheduling exercise is used to measure KSAs such as planning and organizing. The purpose of this subtest is to assess a candidate's ability to organize their work so assigned tasks are completed in a timely manner. A typical scheduling exercise provides candidates with a list of tasks and asks them to plan their workday or workweek. If the position the candidates applied for involves scheduling staff, the exercise may require them to fill in a staff schedule. The sample exercise provided below asks candidates to schedule part of their own work week.

DIRECTIONS: Questions #1-3 measure your ability to schedule and organize your workday. Below is a list of activities that you must schedule for Monday, Tuesday, and Wednesday. Your work hours are from 8:00 a.m. – 4:00 p.m. Determine your schedule first by utilizing the blank schedule provided and then answer the questions that follow. Activities involving travel already have travel time included. Each activity must be scheduled and completed in the time noted (i.e., if an activity takes one hour, it must be scheduled for one hour and should not be scheduled in two half hour increments).

A. You have one hour for lunch at 12:00 each day. No work may be completed during your lunch.
B. You must work in the field on Tuesday and Wednesday for 2 hours each day beginning at 10:00.
C. You must take 2 hours of sick time for a doctor's appointment on Monday beginning at 2:00.
D. You must assist in answering the phones first thing in the morning on Monday, Tuesday, and Wednesday for 1 hour each day.
E. Immediately after lunch on Tuesday, you must train new employees for 1 hour.
F. On Monday, before leaving for the day, you must review paperwork for 1 hour.
G. You volunteered to help stuff envelopes for 1 hour on Monday immediately after assisting on the phones.
H. You must prepare your training materials before training the new employees. This will take 2 hours.

Time	Monday	Tuesday	Wednesday
8:00-9:00			
9:00-10:00			
10:00-11:00			
11:00-12:00			
12:00-1:00			
1:00-2:00			
2:00-3:00			
3:00-4:00			

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DIRECTIONS: Use the scheduling information on the previous page to answer questions #1-3.

1. When should you begin to prepare the training materials for new employees?

   (a) Monday at 9:00
   (b) Monday at 10:00
   (c) Tuesday at 9:00
   (d) Tuesday at 2:00

   Rationale: The correct answer is **(b)**. You need to have two hours of uninterrupted time to complete this task. The materials need to be prepared before the training, and the training with new employees takes place on Tuesday beginning at 1:00.

2. On Wednesday, how many hours should you have with no planned activities?

   (a) 3
   (b) 4
   (c) 5
   (d) 6

   Rationale: The correct answer is **(b)**. After filling in the schedule with the planned activities (Activities B, D, and A), you should have a total of 4 hours free (9:00-10:00, 1:00-4:00).

3. What should you begin doing on Monday at 1:00?

   (a) Taking sick time
   (b) Stuffing envelopes
   (c) Reviewing paperwork
   (d) Training new employees

   Rationale: The correct answer is **(c)**. After filling in the schedule, the only time available to review paperwork is at 1:00. From 8:00-9:00 you will be performing Activity D, from 9:00-10:00 you will be performing Activity G, from 10:00-12:00 you will be performing Activity H, from 12:00-1:00 you have lunch, and from 2:00-4:00 you will be taking sick time. Below is an example of how the schedule looks when completed correctly, using the letter from each activity to identify when that activity has been scheduled.

Time	Monday	Tuesday	Wednesday
8:00-9:00	D	D	D
9:00-10:00	G		
10:00-11:00	H	B	B
11:00-12:00	H	B	B
12:00-1:00	A	A	A
1:00-2:00	F	E	
2:00-3:00	C		
3:00-4:00	C		

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III. Interpreting Rules and Regulations

This KSA measures a candidate's ability to understand rules or policies and apply them to a set of scenarios. No previous knowledge of the rules or policies is necessary to properly complete the exercise.

DIRECTIONS: This subtest is designed to measure your ability to interpret and apply rules and regulations. Read the **Community Pool Rules** and then, using **ONLY** the information provided, answer questions #1-4.

Community Pool Rules

- Membership is purchased per household and covers all inhabitants of that house. Members may bring non-member guests with them. There is a maximum of 3 non-member guests per household allowed at any time. All non-member guests must be accompanied by an adult (age 18 or older) household member.
- Pool will close at 9:00 p.m. on Sunday through Thursday and 10:30 p.m. on Friday and Saturday.
- No diving, running, inappropriate language, or excessive splashing.
- Children under age 16 must be accompanied by an adult. Children ages 16 or older with a membership may use the pool without an adult present.
- Kiddie Pool - ages 5 and under only. Children must be monitored by an adult at all times.
- Towels are available for public use. All towels that are the property of the community pool must be returned.
- Outside food and beverages may be brought in.
- No glass containers or alcoholic beverages allowed.
- No pets allowed.

DIRECTIONS: Answer questions #1-4 below using the **Community Pool Rules**. Select the **BEST** response (a, b, c, or d) according to the following:

(a) The rules and regulations **allow** this action.
(b) This action **violates** the rules and regulations.
(c) **More detailed information is needed** to determine if the action is allowed or is in violation of the rules and regulations.
(d) The action is **unrelated to or not covered by** the rules and regulations.

1. Tabitha took her daughter to the kiddie pool and watched her play in the water.

   Rationale: The correct answer is **(c)**. The kiddie pool is for children ages 5 and under, but the exact age of Tabitha's daughter is not provided. Therefore, more information is needed.

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2. In order to avoid paying a fee, Michael parked his car at a free public parking lot down the street and walked to the community pool.

   Rationale: The correct answer is **(d)**. The **Community Pool Rules** do not mention anything about parking. Therefore, this action is unrelated to the provided rules.

3. David and his son brought sandwiches and plastic bottles full of water from home for lunch.

   Rationale: The correct answer is **(a)**. Outside food and beverages may be brought in. The beverage bottles are not glass and do not contain alcohol. Therefore, the provided rules allow this action.

4. Olivia, who is 16 and a member, brought her friend Amber, who is also 16, into the community pool as her guest. They were unaccompanied by anyone else.

   Rationale: The correct answer is **(b)**. Olivia is 16 years old and may enter the pool without an adult member. Amber is also 16 years old and a non-member. Non-members of any age can only enter the community pool with an adult who is age 18 or older. Therefore, this action violates the provided rules.

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IV. Interpersonal Relations

The purpose of this subtest is to evaluate a candidate's knowledge of how to develop and maintain effective working relationships with others, focusing on concepts such as clear communication, conflict resolution, productivity, and teamwork.

DIRECTIONS: Questions #1-3 measure your knowledge of interpersonal relations. Read each question and choose the **BEST** answer.

1. Tim is talkative and oftentimes distracts you from your work. What is the **FIRST** step you should take to address this situation?

   (a) Politely tell Tim that you have to get work done and arrange another time to talk.
   (b) Ask your supervisor if you can be seated away from Tim so you can focus on your work.
   (c) Take the time to listen to Tim because you don't want to seem rude.
   (d) Continue doing your work as Tim talks to you so none of your time is wasted.

   Rationale: The correct answer is **(a)**. You still want to be friendly and polite with Tim, but you also need to get your work done. By arranging another time to talk (e.g., getting lunch together, taking coffee breaks together, etc.), you are able to get your work done when you are supposed to and still talk to Tim.

   (b) is not the correct answer because there is no reason to involve your supervisor at this point.

   (c) is not the correct answer because if you are being distracted from your work, you might not get your work done in a timely manner or your work may contain errors.

   (d) is not the correct answer because you are still being distracted from your work, which may lead to late or poor quality work.

2. While you are printing a report, the printer jams and you are unable to fix it. What is the **BEST** way to handle this situation?

   (a) Walk away with the assumption that someone else in the office will notice the problem and fix the printer.
   (b) Go back to your desk and use a different printer to print your report.
   (c) Contact someone in the office who you know is able to fix the printer, such as the Help Desk or your supervisor.
   (d) Stand by the printer and wait for someone to walk by whom you can ask for assistance.

   Rationale: The correct answer is **(c)**. You should fix the printer as soon as possible in order to get your work done and to also not inconvenience anyone else who might need to print. You need to be held accountable for things that happen at work, even if it is not your fault. The key here is to tell someone what happened and get it fixed as soon as possible.

   (a) is not the correct answer because walking away would avoid the issue and the printer would not get fixed right away.

   (b) is not the correct answer because you are leaving an inoperable printer for someone else to handle.

   (d) is not the correct answer because while you are waiting for someone to walk by you are wasting time.

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3. You and your coworker, Sam, normally work on projects together. Whenever you present projects to your supervisor, Sam tends to take over the presentation and takes credit for all of the work. What is the **BEST** way to handle this situation?

   (a) Do not contribute as much to the projects you do with Sam in the future since he is taking the credit for all of the work you do anyway.
   (b) Allow Sam to continue being the main presenter of your projects and only address the issue if approached by your supervisor.
   (c) Discuss the situation with your supervisor and let him know that Sam steals all of your ideas.
   (d) Speak with Sam about what you have noticed and that you want to contribute more to presentations you make to your supervisor.

   Rationale: The correct answer is **(d)**. Talking with Sam would address the problem in a productive manner and allow for both of you to work out a solution.

   (a) is not the correct answer because not contributing to future projects will most likely frustrate Sam and it would not solve the issue regarding Sam taking credit for your work.

   (b) is not the correct answer because not doing anything would be avoiding the issue. This may lead to trouble if your supervisor notices that you do not contribute to presentations.

   (c) is not the correct answer because you should discuss the situation with Sam before going to your supervisor. Talking to Sam first would be beneficial because you both can work together during presentations. Sam might not realize that he has a tendency to take over presentations. However, if Sam becomes defensive or does not change his behavior after you speak with him, then it would be appropriate to speak to your supervisor.

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V. Reading Comprehension

For this exercise, candidates are asked to read a passage that can be about almost any topic. After reading the passage, candidates are presented with a series of questions that measure the candidate's comprehension of the material. The example below is based on an existing passage found on the CSC website.

DIRECTIONS: Questions #1-3 pertain to reading comprehension. Read the passage and choose the **BEST** answer.

New Jersey Civil Service Commission Job Announcements

The New Jersey Civil Service Commission updates this page daily. Note the closing date for submitting applications. If the announcement is opened to residents of more than one jurisdiction, the eligible list will be ranked according to that sequence. Most announcements will remain on this page for at least two weeks. Filing instructions are provided with each announcement and state how and where to apply. Click on the icon in the list below to obtain the complete Job Announcement. If you file an application and are not a resident of the jurisdiction(s) listed in the "Open to residents of" field on the announcement, you will be found ineligible and your application fee will not be refunded.

1. How often does the New Jersey Civil Service Commission update the webpage?

   (a) Hourly
   (b) Daily
   (c) Weekly
   (d) Monthly

   Rationale: The correct answer is **(b)**. As stated in the first sentence of the excerpt, the webpage is updated daily.

2. How long will most announcements remain on the page? For at least

   (a) 1 week
   (b) 10 days
   (c) 2 weeks
   (d) 20 days

   Rationale: The correct answer is **(c)**. As stated in the fourth sentence, most announcements will remain on this page for at least two weeks.

3. If you are not a resident of the jurisdiction listed in the announcement under the "Open to residents of" field, what will happen? Your application fee will

   (a) automatically be refunded if you are found ineligible.
   (b) be refunded upon request if you are found ineligible.
   (c) not be refunded if you are found to be eligible.
   (d) not be refunded and you will be found ineligible.

   Rationale: The correct answer is **(d)**. As stated in the last sentence, if you are not a resident, you will be found ineligible and your application fee will not be refunded.

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VI. Applied Math

This subtest measures a candidate's ability to perform mathematical computations (e.g., addition, subtraction, multiplication, division, averages, percentages). Multiple steps may be necessary to obtain the correct answer. The way in which a candidate's ability to perform mathematical calculations is measured can vary depending on the examination they are taking. In some cases, candidates may be presented with a series of numerical or word problems and asked to compute the sum, difference, product, or quotient. In other cases, candidates may be asked to use analytical reasoning in order to complete the exercise, as shown in the example below. Depending on the title for which the candidate applied, calculators may or may not be permitted for use.

DIRECTIONS: Review the information and calculate the missing values (Cells A through D) in the **"Weekly Call Log for the Week of June 11 to June 15"**. Answer questions #1-4 based on your answers for the missing information.

Weekly Call Log for the Week of June 11 to June 15

	Type and Total Number of Calls Received			
Date	**Questions**	**Comments**	**Complaints**	**Total Calls**
6/11	4	5	0	9
6/12	0	1	1	2
6/13	0	0	1	1
6/14	**A**	4	3	11
6/15	1	3	1	5
Total Number of Calls	9	**B**	6	28
Average Number of Calls	1.8	2.6	1.2	**D**
Percentage of Calls	32.14%	46.43%	**C**	100.00%

1. How many calls received on 6/14 were questions (**Cell A**)?

   (a) 1
   (b) 2
   (c) 3
   (d) 4

   Rationale: The correct answer is **(d)**. To obtain the number of calls received on 6/14 that were questions, you add the comment and complaint calls and subtract that total from the total number of calls received for 6/14:

   11 – (4 + 3) = 4

   Or, you can add up all the question calls received between 6/11 to 6/15 and subtract that total from the total number of question calls for the week:

   9 – (4 + 0 + 0 + 1) = 4

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2. What is the total number of comment calls received for the week (**Cell B**)?

   (a) 6
   (b) 9
   (c) 13
   (d) 28

   Rationale: The correct answer is **(c)**. To obtain the total number of comment calls received for the week, you need to find the comment column and add the number of calls for each day of the week:

   (5 + 1 + 0 + 4 + 3) = 13

3. What percentage of the weekly calls were complaints (**Cell C**)?

   (a) 21.43%
   (b) 32.14%
   (c) 46.43%
   (d) 100.00%

   Rationale: The correct answer is **(a)**. To obtain the percentage of complaint calls for the week, you need to divide the number of complaint calls for the week by the total number of calls for the week, and then multiply by 100:

   (6 ÷ 28) x 100 = 21.43%

   Or, you can add the number of question and comment calls together and subtract that total from the total percentage of calls for the week (100%):

   100% - (32.14% + 46.43%) = 21.43%

4. What is the average number of total calls received per day (**Cell D**)?

   (a) 1.2
   (b) 2.6
   (c) 3.8
   (d) 5.6

   Rationale: The correct answer is **(d)**. To obtain the average, you add up the total number of calls each day and divide the sum by the number of days (5) in the workweek:

   (9 + 2 + 1 + 11 + 5) ÷ 5 = 5.6

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VII. Report Forms

This subtest measures a candidate's ability to properly document information and maintain records by demonstrating attention to detail and the ability to follow instructions. Candidates may need to complete blank fields or check that existing information is accurate.

DIRECTIONS: Questions #1-3 measure your ability to accurately complete a report form. Use only the information given in the passage below to answer the questions which follow.

Sofia Rodriguez, the Director of the Division of Technology, has asked you, Jordan Tanaka, to complete the Work Equipment Damage Report today, August 20, regarding damage reported by employee James Kelley (employee ID 08664). Mr. Kelley, of the Division of Human Resources, who is supervised by Maria Johnson, stated that he accidentally dropped his laptop on his driveway when he returned home from work the evening of August 17. He reported the damage to his supervisor on August 18. The outside casing was chipped from a prior accident but now there is a big crack across the entire screen. He says he can provide photos, if necessary, or bring the laptop to the office for inspection. You looked up the equipment assigned to Mr. Kelley and found that this laptop (serial # A-8546) was issued to him on April 15.

WORK EQUIPMENT DAMAGE REPORT

REPORTING EMPLOYEE INFORMATION

Employee Name: _____ Employee ID: 08664

Division: Div. of Human Resources Phone: _____

Email: _____ Supervisor: _____

EQUIPMENT INFORMATION

Equipment Type: ☐ Laptop ☐ Phone ☐ Tablet ☐ Monitor ☐ Other: _____

Serial Number: _____

Date Issued to Employee: _____

ADDITIONAL INFORMATION

During Work Hours? ☐ Yes ☑ No

Type of Damage: ☑ Cracked Screen ☐ Water Damage ☐ Keyboard Failure ☐ Stolen

Photos Attached? ☑ Yes ☐ No

Previous Damage to This Item? ☑ Yes ☐ No

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1. What information correctly completes the Supervisor field under Reporting Employee Information?

   (a) Jordan Tanaka
   (b) Sofia Rodriquez
   (c) Maria Johnson
   (d) James Kelley

   Rationale: The employee reporting damaged work equipment is James Kelley, who reports to Maria Johnson. The correct answer is **(c)**.

2. Which option shows the Equipment Information portion of the report form completed correctly?

   (a) Equipment Type: ☑ Laptop ☐ Phone ☐ Tablet ☐ Monitor ☐ Other: _____
   Serial Number: A-8456
   Date Issued to Employee: August 20

   (b) Equipment Type: ☑ Laptop ☐ Phone ☐ Tablet ☐ Monitor ☐ Other: _____
   Serial Number: A-8546
   Date Issued to Employee: April 15

   (c) Equipment Type: ☐ Laptop ☐ Phone ☐ Tablet ☑ Monitor ☐ Other: _____
   Serial Number: A-8546
   Date Issued to Employee: April 15

   (d) Equipment Type: ☐ Laptop ☑ Phone ☐ Tablet ☐ Monitor ☐ Other: _____
   Serial Number: A-8654
   Date Issued to Employee: August 17

   Rationale: Mr. Kelley damaged his laptop, serial # A-8546, which was issued to him on April 15. The correct answer is **(b)**. This is the only option that correctly identifies those three pieces of information. (a) contains incorrect information in the Serial Number and Date Issued to Employee fields. (c) contains incorrect information in the Equipment Type field. (d) contains incorrect information in all three fields.

3. Under Additional Information, which field contains **INCORRECT** information?

   (a) During Work Hours
   (b) Type of Damage
   (c) Photos Attached
   (d) Previous Damage to This Item

   Rationale: The damage occurred when Mr. Kelley returned home from work, so the damage did not occur during work hours. Indicating "No" in the During Work Hours field is correct. There is a big crack across the entire screen. Indicating "Cracked Screen" in the Type of Damage field is correct. The passage states that he can provide photos, not that he did. Indicating "Yes" in the Photos Attached field is incorrect. The correct answer is **(c)**. The outside casing was chipped from a prior accident. Indicating "Yes" in the Previous Damage to This Item field is correct.

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VIII. Filing

The purpose of this subtest is to evaluate a candidate's ability to file information correctly.

DIRECTIONS: Questions #1-3 measure knowledge of filing. Each answer option contains a first name, last name, and mailbox number. These are to be filed in an alphanumeric file first by last name, then by lowest mailbox number. You are to indicate which should appear in the given place within the file.

1. Which should appear **SECOND** in the file?

   (a) Mary Higgins – 287
   (b) Julian Hess – 405
   (c) Edwin Hill – 207
   (d) Adele Higgins – 290

   Rationale: Alphabetically, Hess comes before Higgins. When last names match, sort by mailbox number. Order: Julian Hess (first), Mary Higgins #287 (second), Adele Higgins #290 (third). The correct answer is **(a)**.

2. Which should appear **FIRST** in the file?

   (a) George Kisthardt – 105
   (b) Jamal Kessler – 339
   (c) Alice Kahr – 478
   (d) Bjorn Kleese – 551

   Rationale: The last name Kahr comes first alphabetically so the correct answer is **(c)**.

3. Which should appear **THIRD** in the file?

   (a) Cody Banks – 956
   (b) Daniel Banks – 863
   (c) Tiesha Booker – 774
   (d) Sara Bloom – 223

   Rationale: Alphabetically, Banks comes before Bloom and Booker. Daniel's mailbox number (863) is lower than Cody's (956). Bloom comes next alphabetically. Order: Daniel Banks (first), Cody Banks (second), Sara Bloom (third). The correct answer is **(d)**.

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Can candidates request a make-up examination?

According to the New Jersey Administrative Code, *N.J.A.C.* 4A:4-2.9(a), make-up examinations, except for professional level engineering promotional and public safety open competitive and promotional examinations under (b) below, may be authorized for the following reasons:

1. Error by the Civil Service Commission or appointing authority;
2. Serious illness or disability of the candidate on the test date, provided the candidate submits a doctor's certificate specifying that the candidate was not able to take the test on that day for medical reasons;
3. Documented serious illness or death in the candidate's immediate family;
4. Natural disaster;
5. Prior vacation or travel plans outside of New Jersey or any contiguous state, which cannot be reasonably changed, as evidenced by a sworn statement and relevant documentation;
6. When required for certain persons returning from military service (see *N.J.A.C.* 4A:4-4.6A); and
7. Other valid reasons.

(b) For professional level engineering, police, fire, correction officer, sheriff's officer, juvenile detention officer, and other public safety promotional examinations, make-up examinations may be authorized only in cases of:

1. Debilitating injury or illness requiring an extended convalescent period, provided the candidate submits a doctor's certification containing a diagnosis and a statement clearly showing that the candidate's physical condition precluded his or her participation in the examination;
2. Death in the candidate's immediate family as evidenced by a copy of the death certificate;
3. A candidate's wedding which cannot be reasonably changed as evidenced by relevant documentation;
4. When required for certain persons returning from military service (see *N.J.A.C.* 4A:4-4.6A); or
5. Error by the Civil Service Commission or appointing authority.

To send your request electronically, please email leemakeup@csc.nj.gov for the Entry Level Law Enforcement Examination, ffmakeup@csc.nj.gov for the Entry Level Firefighter Examination, promopublicsafety@csc.nj.gov for promotional public safety examinations, and generalmakeup@csc.nj.gov for all other examinations. Make-up requests, with supporting documentation, must be submitted in writing within five days of receipt of the examination notification card. However, in situations involving an illness, death, or natural disaster that occurs on or immediately before the test date, a request for make-up must be made in writing no later than five days after the test date. Written requests for make-up examinations should be mailed to: NJCSC Make-Up Examinations Unit, P.O. Box 316, Trenton, NJ 08625-0316.

All make-up requests based on medical grounds must include a New Jersey Civil Service Commission Medical Authorization for Make-Up Examinations form (DPF-728), completed by the treating physician. This form can be obtained on our website at: www.nj.gov/csc/about/publications/forms/pdf/dpf-728.pdf or by contacting the CSC's Information Center at (609) 292-4144.

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How can candidates receive Americans with Disability Act (ADA) Accommodations?

Candidates who require special assistance or ADA accommodations for an examination must check the corresponding box on the "Preferences" tab of their online application, regardless of whether or not they have previously been approved for accommodations with CSC in the past. Candidates who are indicating a need for accommodations for the first time will subsequently be contacted with further instructions.

Upon receipt of their examination notice with the test date, time, and location information, candidates who are already on file with CSC as being approved for accommodations must call (609) 292-4144, in order to discuss the specifics of their accommodation needs for their examination.

What about the security of examination content?

All candidates will be required to sign a pledge form at the examination center stating that they will not discuss the content of the examination with any candidates, individuals, groups, or organizations whose interest in the test process, product, or material could conflict with the objectives of the CSC.

The test booklet is copyrighted. No part of it may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission in writing from the CSC.

Will candidates get a chance to review their answers?

Candidates will be provided with details concerning the examination review policy on the day of the examination.

If candidates have a complaint, how can they appeal?

If a problem occurs during the administration of the examination and causes a candidate to be placed in a position of disadvantage, an objection to the manner in which the examination was administered MUST be filed prior to leaving the examination center. Appropriate forms can be obtained from the center supervisor on the day of the examination.

Candidates may also file a content appeal if they believe that the examination material is not appropriate for that title. Content appeals must be filed within five days of the examination administration.

Such appeals should be as specific as possible and may be filed with the Division of Appeals and Regulatory Affairs, P.O. Box 312, Trenton, NJ 08625-0312. Alternatively, you may file your appeal online by clicking the "Appeal Filing System" link found on the CSC website or directly at: info.csc.nj.gov/DARA.

Additionally, candidates may file a comment or a suggestion at the test site. Each comment and suggestion will be handled properly.

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Is there a charge for submitting an appeal?

Candidates should be aware that as of July 1, 2010, all appeals pertaining to examination administration and/or examination content are subject to a $20.00 processing fee, paid by check or money order to NJ CSC. Persons receiving public assistance or who have veteran status are exempt from this fee.

What happens if the examination is postponed?

If circumstances force postponement of the examination or in the case of inclement weather, a message will be posted on the CSC website at www.nj.gov/csc. Candidates may also call the CSC directly at (609) 292-4144 and listen to the pre-recorded message to find out the status of the examination.

Are there other tips for test takers?

- Listen to the instructions provided by the test monitor. Ask questions if you are not sure what is being said.
- Read each question carefully to ensure you fully understand what is being asked, and then try to answer the question without looking at the options.
- Review each answer option carefully and select the one which best answers the question.
- If you do not know the answer to a question, eliminate all options that are clearly wrong. This will help you focus on the most viable options still to be considered.
- There is no penalty for guessing, so if you are still unsure of an answer, it is better to guess than to leave it blank.
- Make sure you know how much time you have to complete the examination and check your time periodically to keep track of the amount of time remaining. Since several different tests may be given in the same room, you will be responsible for tracking your own time. No warnings will be given about how much time is left.
- If one is provided, you will be permitted to write in your test booklet. As you proceed through the test, you may wish to circle key words or concepts that may be important in answering test questions. However, all answers must be marked on your answer sheet BEFORE time expires, in order for it to be scored.
- For a paper/pencil test, if you finish early, take some time to review your answer sheet to ensure that you have answered the correct questions (you may not need to answer every question in the test booklet). The questions you should answer are noted on the right side of your answer sheet. Make sure your answer selections are darkened completely and that all erasures are clean and thorough.
- For some computer-administered tests, you will be permitted to move back and forth between the test questions and can return to previously answered questions. Some computer-administered tests will force you to pick an answer and will not allow you to return to prior questions once an answer selection has been made. Ensure you understand the instructions before starting the test. If applicable, you will be able to mark questions for review that you wish to return to. If you finish early, go back to those test questions to review your answer choices. Once you have completed your test, you will submit your answers using the button on the screen. If you do not complete the test before time expires, you will be scored on the answer choices you selected to that point.

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What are the next steps in the testing and selection process?

- The number of questions you answered correctly will be calculated. This is your raw score. (E.g., If your test had a total of 60 questions and you answered 48 of those questions correctly, your raw score is 48.)
- For open competitive examinations, those who have established Civil Service Veterans Preference with the Department of Veterans Affairs, and achieve a passing score, will be placed at the top of the eligible list in rank order by test score, with disabled veterans ranking prior to veterans.
- You should receive your test results in 4 to 6 weeks. You will be sent a notification card indicating whether you achieved a passing score or not. If you passed the examination, you will also be given your score and rank on the eligible list along with the list issue and expiration dates. Please note that the score you receive on your notice is a converted score which may include additional points for seniority and your performance evaluation. This is NOT your raw score.
- The name and rank of those on an eligible list may be viewed on the CSC's website at: info.csc.nj.gov/EligibleLists/
- When an appointing authority (hiring agency) is ready to hire or promote from an eligible list, they will request that the list be certified. They will be sent the names and addresses of the top scoring candidates. These candidates will also be notified that their names have been certified to the appointing authority.
- Candidates who have been certified must respond in writing to the appointing authority (within the timeframe stated on the notice) that they are interested in a position. If candidates do not respond within this timeframe, they may be removed from the list and NOT considered for future appointments.
- Appointing authorities may select from the top three eligible candidates. This is known as the "Rule of Three."
- Once a certification has been exhausted or has expired, another certification may be issued as other job openings arise. Additional eligible candidates will appear on the new certification in rank order based on their scores. This process will continue until the entire eligible list is exhausted or eventually expires.

Conclusion

This orientation guide attempts to familiarize candidates with aspects of the multiple-choice examination, including some examples of how common KSAs are measured. We encourage candidates to engage in whatever preparation strategies they believe will enhance their chances of performing effectively on the examination.

Thank you for your interest in serving the State of New Jersey.
Best of luck on your examination!

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