

*****This is only a preview of the exam questions. To take the actual exam, please go back to the official bulletin, and click the exam link at the bottom.*****

SECTION A – Analytical

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

1. Making decisions regarding policy interpretation?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

2. Assessing conflicting information and determining the best course of action to resolve the situation?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

3. Performing precise manual mathematical calculations on paper or by calculator to correctly complete a task?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

4. Gathering information, analyzing the situation, and determining the appropriate action to take?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

5. Identifying suspicious situations/activities?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months

D. None

6. Resolving problems or issues where there is missing or incomplete information?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

7. Researching and/or using appropriate resources to accomplish goals?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

8. Reviewing information from a variety of sources and determining the benefits, costs and risks of alternative solutions and/or courses of action?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

9. Verbally explaining or clarifying policies based on laws, rules, and regulations?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

10. Explaining technical or other complex material in common, everyday language?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

11. Reviewing and evaluating forms and/or other types of documents and making determinations regarding acceptance or rejection?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

12. Searching out appropriate resources to help resolve conflicts or problems?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

13. Analyzing and evaluating the effectiveness of programs, policies, or procedures?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
14. Successfully completing a course in statistics?
- A. I have successfully completed two or more college courses or work sponsored training courses in statistics.
 - B. I have successfully completed one college course in statistics.
 - C. I have successfully completed one training class in statistics in a work environment.
 - D. I have not completed any college coursework or training classes in statistics.

SECTION B– Effective Communication

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

15. Giving or receiving constructive feedback?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

16. Verbally communicating with people that have a limited English vocabulary?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

17. Communicating verbally with people with disabilities and/or other barriers?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

18. Persuading or influencing others through the verbal explanation of data or issues?
(e.g. policies, procedures, etc.)
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

19. Reading and interpreting written material and/or technical references?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

20. Providing verbal instructions or directions to individuals related to assigned tasks to achieve progress on projects or assignments?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

21. Preparing memos, letters, and correspondence to communicate with peers, supervisors, or the public?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

22. Listening intently to others (e.g. investigating, counseling, etc.)?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

23. Proofreading a variety of documents and written materials to verify the use of correct format, punctuation, grammar, syntax, and sentence structure?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

24. Writing instruction manuals to clarify complex procedures?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

25. Writing promotional material and/or brochures?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

26. Writing reports or documents that included facts, conclusions, and/or persuasive arguments?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
27. Successfully completing a critical writing course?
- A. I have successfully completed two or more college courses or work sponsored training courses in critical writing.
 - B. I have successfully completed one college course in critical writing.
 - C. I have successfully completed one training class in critical writing in a work environment.
 - D. I have not completed any college coursework or training classes in critical writing.
28. Successfully completing a course in communications?
- A. I have successfully completed two or more college courses or work sponsored training courses in communications.
 - B. I have successfully completed one college course in communications.
 - C. I have successfully completed one training class in communications in a work environment.
 - D. I have not completed any college coursework or training classes in communications.

SECTION C – Technical Skills

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience, whether at work or home, training and/or education do you have:

29. Using a personal computer?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
30. Using word processing software (e.g. Microsoft Word, WordPerfect, etc.) to develop or format documents (e.g. memos, letters, and reports.)?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
31. Using spreadsheet software to present data and information in an organized manner (e.g. Excel, Quatro Pro, Lotus, etc.)?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
32. Using and navigating in database systems to extract information (e.g. access, Dbase, FoxPRO, etc.)?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.

33. Using computer based electronic mail to communicate with others?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
34. Using computer based electronic calendaring to maintain your schedule?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
35. Using a keyboard to enter information?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
36. Using a 10-Key or a calculator?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
37. Operating voicemail systems?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.

38. Operating a multi-line phone?
- A. I am technically proficient to the point where I can perform this task independently.
 - B. I have received education or training, but would need guidance to perform this task.
 - C. I have received little or no education or training or I have limited experience in this task.
39. Successfully completing formal classroom training on the operations of a personal computer or software?
- A. I have successfully completed one or more professional courses related to personal computers and/or software applications.
 - B. I have received informal education or training in personal computer operations and/or software applications.
 - C. I have received little or no education or training in this task.

SECTION D – Interpersonal Skills

For the following section you may reference your personal or work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience, whether personal or work related, do you have:

40. Settling disputes through negotiations?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

41. Holding a position in which you had to empathize with persons who are experiencing difficulties?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

42. Resolving issues for dissatisfied customers?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

43. Contacting customers to correct errors that have been made by the customer, yourself, or a co-worker?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

44. Working with people from different countries and cultures?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

45. Successfully dealing with difficult or hostile people?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
46. Working in a team environment, with members from diverse backgrounds, to successfully complete a project or report?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
47. Working cooperatively with people outside your immediate academic or work setting?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
48. Successfully dealing with workplace issues related to employee relations?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
49. Conducting or facilitating conflict resolution?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
50. Understanding of the viewpoint and personal experiences of others?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

51. Successfully completing a class in cultural diversity?
- A. I have successfully completed two or more college courses or work sponsored training courses in cultural diversity.
 - B. I have successfully completed one college course in cultural diversity.
 - C. I have successfully completed one training class in cultural diversity in a work environment.
 - D. I have not completed any college coursework or training classes in cultural diversity.

SECTION E – Customer Service

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

52. Assisting customers or clients in person or by telephone with the interpretation of policies and procedures, laws and/or rules?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

53. Requiring you to work cooperatively and demonstrate flexibility?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

54. Requiring you to do counseling, investigative, or other similar work?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

55. Dealing with customers or clients that continually get off topic requiring you to control the conversation?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

56. Performing accurate data entry while assisting customers or clients?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

57. Consistently remaining calm, courteous, and tactful while handling problems or complaints?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
58. Communicating in stressful situations (e.g. handling multiple requests, defending conflicting opinions/approaches, etc.)?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
59. Effectively and professionally representing an organization to the public?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
60. Handling a situation in which you had to communicate to others the consequences of their actions?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
61. Formally presenting technical or other complex information to others without using jargon?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
62. Representing an organization that has a negative public image?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

63. Interacting with customers courteously after a previous negative customer interaction?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
64. Patiently and thoroughly explaining rules, laws, policies and procedures in a work or academic setting?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
65. Effectively dealing with customers in a professional manner?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
66. Holding a position that required professional public contact related to problem solving?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
67. Working on long-term projects or assignments, for more than 30 days, with a single customer, co-worker, or fellow student?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
68. Working on short-term projects or assignments, for less than 30 days, with a single customer, co-worker, or fellow student?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

69. Building rapport, by answering questions or providing assistance to others either in person or by telephone?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
70. Successfully completing an employer sponsored customer service course?
- A. I have completed two or more customer service courses.
 - B. I have passed one employer sponsored customer service course.
 - C. I have only on the job experience.
 - D. I have no experience in customer service.

SECTION F – Organizational Skills

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

71. Working in an environment where attention to detail and accuracy is essential to successful completion of assignments?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

72. Maintaining accurate records in an academic or work setting?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

73. Working with minimal supervision on multiple projects or assignments in order to successfully complete all assigned work?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

74. Working under direct supervision on multiple assignments and completing them timely?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

75. Applying organizational planning principles and concepts when assessing workload priorities?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

Section G – Time Management

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

76. Working in an environment where you had to independently assess a situation that may require referral to a supervisor due to time constraints?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

77. Conducting telephone conversations as efficiently as possible, without making callers feel rushed?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

78. Working without supervision on multiple assignments and completing the assignments on time?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

79. Developing alternate work plans due to setbacks or changing priorities to allow completion of a project or task on time?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

80. Successfully completing an employer sponsored or academic class in time management?
 - A. I have successfully completed two or more college courses or work sponsored training courses in time management.
 - B. I have successfully completed one college course in time management.
 - C. I have successfully completed one training class in time management in a work environment.
 - D. I have not completed any college coursework or training classes in time management.

SECTION H – Work Habits

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

81. Communicating in stressful situations (e.g. handling multiple requests, defending conflicting opinions/approaches, etc) in a teamwork or collaborative environment successfully?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

82. Handling disruptions in work assignments and still continuing or completing work assignments in a timely manner?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

83. Exercising initiative or taking independent action when circumstances demonstrate that additional research or actions are necessary to complete an assignment on a timely basis?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

84. Identifying current or potential problems and recommending solutions?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

85. Successfully changing tasks or learning new/non-routine tasks on short notice?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

86. Working in a stressful environment while continuing and completing assignments?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
87. Working in a structured chain of command environment?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
88. Regularly interpreting and applying policies, procedures and rules for successful completion of work assignments?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
89. Effectively keeping up to date and applying new information in a constantly changing environment?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

SECTION I – Ethics and Leadership

For the following section you may reference your work experience whether paid, voluntary, or academic related, unless otherwise stated within the question.

What experience do you have:

90. Conveying to others that you will not be intimidated to do anything illegal or unethical?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

91. Working on, or handling projects or information which required you to maintain confidentiality?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

92. Reporting unusual or suspicious incidents?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

93. Leading, inspiring, or motivating others (e.g. coaching, student body, community organizations, etc.)?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

94. Building consensus and agreement within a group of individuals?
 - A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None

95. Controlling conversations, defending conflicting opinions, exhibiting confidence, persuading or influencing others?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None
96. Developing procedures or systems to help yourself or others complete work more effectively?
- A. More than 3 years
 - B. Less than 3 years
 - C. Less than 12 months
 - D. None