

iAHQ Exam Overview for 2021

Internet-Based Achievement History Questionnaire Exams



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Donnoe & Associates, Inc. Has been providing personnel selection services for public agencies since 1987.

Our Services Include:

- Written Tests
- Online Exams
- Assessment Centers
- Oral Exams
- Performance Tests
- Job Analysis
- Exam Scoring
- Recruiting and Onboarding Services; Entry Level through Executive Search
- Merit System + Exam-Related Program Evaluation

Our Clients Include:

- State and Federal Government Agencies
- Cities
- Counties
- Fire Departments
- Law Enforcement Agencies
- Prisons and Jails
- Universities
- Special Districts and School Districts

California State Personnel Board

The California State Personnel Board (SPB) developed a Three Ranks testing model based on candidate's self-reported achievements, education, and work history. This model was adopted as a Pilot Study and it ran for over five years. In this time **hundreds of thousands of candidates** were tested for most of the State's entry jobs (e.g., Associate Government Program Analyst) and many of the hard to recruit jobs (e.g., Prison Psychologist). In 2011 Donnoe & Associates completed a major evaluation of the SPB Pilot Study and determined the following:

- The Pilot Study has been a success.
- The procedures established are well understood by department human resources staff.
- The exam processes under Three Ranks have merit.
- The exam process under Three Ranks have resulted in both a greater quantity, and more diverse pool of candidates available to departments on eligibility lists.
- AND the Pilot has streamlined the examination process for departments.

Donnoe & Associates iAHQ

Following the SPB model, Donnoe & Associates has been using a similar testing model that assesses candidates education, experience, and achievements. Our model was tried in a number of formats successfully, then due to Covid risks, we moved this to an online format. We call this our "Achievement History Questionnaire" or iAHQ.

We now have 15 Stock iAHQ exams available, and more are being created. We have completed numerous testing projects for agencies, testing *thousands* of candidates. Agencies have reported to us:

- The iAHQ process has resulted in high quality lists.
- Adverse impact has been reduced from prior testing procedures that were used by these agencies.
- Costs have been lowered.
- Risks have been significantly reduced.
- Candidates are pleased with the testing model.
- Due to the overall success and at the request of agencies, many more tests are now under development.

iAHQ Exams Reduce Time to Eligibility List; Reduce Agency Analyst Time

Key Steps in an exam, after the final filing date (FFD), include:	Typical time needed for key steps, with 12 candidates:	Time needed for iAHQ key steps:	Time savings:
<ul style="list-style-type: none"> Review applications for minimum qualifications 	<ul style="list-style-type: none"> Assuming 12 applications can be reviewed per hour 	<ul style="list-style-type: none"> Automatic and computer scored as of the FFD - no time needed 	<ul style="list-style-type: none"> An iAHQ saves one hour of Analyst time for every 12 candidates
<ul style="list-style-type: none"> Schedule candidates for an exam 	<ul style="list-style-type: none"> One hour step for an Analyst 	<ul style="list-style-type: none"> This step is not needed for an iAHQ 	<ul style="list-style-type: none"> An iAHQ saves one hour for an Analyst to schedule candidates and facilities
<ul style="list-style-type: none"> Conduct / proctor the exam(s) 	<ul style="list-style-type: none"> Four hours for a written test (room set-up, materials, check-in, proctor, etc) Eight hours for an Oral Exam with 12 candidates 	<ul style="list-style-type: none"> An iAHQ exam is self-administered; candidates complete the test online within a specified time frame, such as within 10 days 	<ul style="list-style-type: none"> An iAHQ saves four hours for an Analyst to administer a written test
<ul style="list-style-type: none"> Score the exam(s) 	<ul style="list-style-type: none"> Scoring, including multiple choice machine scoring, tabulation of forms, entry into an applicant tracking system or spreadsheet: 2 hours 	<ul style="list-style-type: none"> An iAHQ is automatically scored by a computer at the close of the test 	<ul style="list-style-type: none"> An iAHQ saves two hours of Analyst time for every 12 candidates for exam scoring

Minimum savings Agency Analyst in time for a simple exam with only 12 candidates participating is approximately **EIGHT HOURS**. With larger candidate groups an iAHQ can cut weeks off the process for an Agency, and many hours of Analyst time.

iAHQ Minimum Qualifications (MQ) Review

Whether your agency has used an online job application portal (such as NEOGOV), or accepted printed job applications, the initial screening of candidates for Minimum Qualifications (MQ's) can be time-consuming. And with larger and larger applicant pools, it often is an overwhelming task for Human Resources staff. Donnoe & Associates, Inc.'s iAHQ exam process can screen candidates for MQ's, and simplify your hiring process.



Step 1

Donnoe & Associates builds an iAHQ process for your agency, based off your job class specifications.

Questions are programmed in our proprietary computer scoring system to add points for certain qualifications (such as having an advanced degree), and to “flag” candidates who do not meet the minimum qualifications.

Step 2

Your agency sends the iAHQ web-link to all of your candidates at the time of their job application. Candidates take the online exam at their own convenience, and the computer automatically processes their responses.

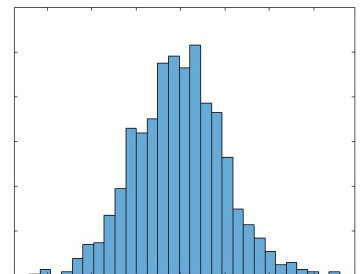
Step 3

The iAHQ web-link will close after a specified period of time (usually 10 - 14 days), and all candidates are scored by the system. Two lists are generated by the scoring matrix: A list of eligibles, by rank and score, who meet the MQ's, and a list of applicants who did not meet the minimum qualifications.

Our staff double-checks all exam results for accuracy, and sends the digital results to the client agency within 48 hours of the iAHQ closing.

Step 4

From the eligibility list generated by the iAHQ exam, your agency can start with the selection interview process.



iAHQs Reduce Exam Costs

Exam elements	Agency time to administer	Cost
iAHQ Exam	<ul style="list-style-type: none"> NONE; it is an online process; the Agency Analyst simply emails a link / invitation to candidates – from this we will handle all needed steps 	<ul style="list-style-type: none"> The Base fee for a Stock iAHQ exam is \$300; the Base fee for a Custom iAHQ Exam is \$900. The per candidate fee is only an additional \$10. This fee applies to each candidate who completes the exam, not to all candidates who receive the notice to take the exam. This is a similar fee structure that now applies to rental of our written multiple choice tests.
Written Test	<ul style="list-style-type: none"> Four hours per candidate group, with a 2 hour test (set-up, check-in / ID check, proctoring, etc.) 	<ul style="list-style-type: none"> Four hours of Agency Analyst time, plus the cost of a written test (rental of a Stock Donnoe & Associates written test for 12 candidates is \$420, plus shipping fees).
Oral Exam	<ul style="list-style-type: none"> Eight hours for 12 to 16 candidates X two panel members (estimated @ a minimum of \$75 per hour for each panel member for wages and benefits) PLUS Facilities 	<ul style="list-style-type: none"> Estimated true cost of Oral Exams is \$1,200 to \$1500 per day. This goes up where more than two panel members are needed



The biggest savings element when using an iAHQ Exam is a reduction in Agency Analyst time. Additional savings are based on costs associated with panel members for an Oral Exam, facilities for testing, etc.

The iAHQ Exam System

- Candidates may complete the iAHQ exam on any internet-capable device, including smart phones or tablets.
- No special software needs to be installed. The iAHQ exam is ready to go right away!
- No webcams or special computer hardware is needed.
- Artificial Intelligence (AI) based proctoring, which is *inherently problematic*, is not used in the iAHQ exams.

Other Vendors Online Exams

- Only PC computers may be used. Mac / Apple devices, smart phones and tablets won't work.
- Candidates must download additional monitoring software to their computer, which can compromise their own personal computer security.
- Webcams are generally required.
- AI-based proctoring is used, and is very expensive (upwards of \$100 per candidate).

Why we do not recommend using Artificial Intelligence based proctoring

AI based proctoring will increase adverse impact by using computer scoring and monitoring that includes points such as facial recognition software, identification of candidates as cheating based on facial expressions, and by limiting the test to those with the financial resources to acquire specific computer software and hardware.

AI proctoring may have additional legal problems (agencies should make this determination independently). Using cameras and sound recordings during testing is invasive, and requires candidates to have / purchase specific computer hardware, and download software onto these systems, in order to participate in testing. This precludes candidates from using public facilities, such as community libraries, to complete the test.

Requiring candidates to have their image recorded during testing may be in violation of laws that specifically prohibit employers from requesting information that would disclose an applicant's membership in a protected group.

While AI proctoring attempts to keep candidates from creating unfair advantages for themselves (cheating), research has shown that a large number of candidates are still able to cheat. This raises the additional question of exam security as well as overall fairness.

The iAHQ has been shown to significantly reduce adverse impact in the testing process.

The candidates at the top of your eligibility lists will be more diverse with an iAHQ exam than with traditional testing models.

Key features of our iAHQ when compared to Artificial Intelligence Proctoring, or traditional in-person testing include:

- Our iAHQ is based on the candidate's actual experiences and achievements, not on answers to abstract questions. This alone significantly reduces inter-group differences.
- In general, multiple choice tests administered through remote proctoring (artificial intelligence / AI proctoring) will create more adverse impact than a written test with live proctors. AI / remote proctoring will increase adverse impact by using computer scoring and monitoring that includes points such as facial recognition software, identification of candidates as cheating based on facial expressions, and by limiting the test to those with the financial resources to acquire specific computer software and hardware.
- Although monitoring of candidates occurs with AI proctoring, the process will not be secure. While AI proctoring attempts to keep candidates from creating unfair advantages for themselves (cheating), research has shown that a large number of candidates are still able to cheat. This raises the additional question of exam security as well as overall fairness.
- AI / remote proctoring may have additional legal problems (agencies should make this determination independently). AI / remote proctoring will generally require candidates to use cameras and sound recordings during testing to allow agency monitoring of their activities. This is invasive, and requires candidates to have / purchase specific computer hardware, and download software onto these systems, in order to participate in testing. This precludes candidates from using public facilities, such as community libraries, to complete the test. Requiring candidates to have their image recorded during testing may be in violation of laws that specifically prohibit employers from requesting information that would disclose an applicant's membership in a protected group.

iAHQ Exam Overview - Validity

Each Donnoe & Associates' iAHQ Exam, and the grading considerations, are developed for specific jobs.

- **STOCK iAHQs** – Our Stock iAHQs are built on agency class specifications and past testing projects completed by Donnoe & Associates. This has also included review and approval by numerous subject matter experts (SMEs) across multiple agencies.
- **CUSTOM iAHQs** – as with or Stock iAHQs, Custom iAHQs are built on agency class specifications. Custom iAHQs additionally build-in questions based on the minimum qualifications for the job – allowing us to screen your applications quickly, accurately, and efficiently.

Custom iAHQs will include a complete opportunity for agency SMEs to provide input on questions and grading considerations for the exam.

- **CONTENT VALIDITY** – Content validity is assured by building iAHQs directly from job class specifications. All questions and grading criteria are built around this job-related model, with SME review and approval prior to exam administration.
- **RELIABILITY** – A key element in validity is reliability; the question answered with statistics “Would the same results be achieved if the candidates tested again?” With our proprietary exam scoring system the results from one administration to the next will be reliable. The same cannot be said for multiple oral interview panels, where the scores will be a direct reflection of the panel members.



As shown by our research, the iAHQ model has “merit.” That is, the better qualified candidates will be at or near the top of the eligibility lists, and those who are less qualified will be at or near the bottom of the lists.

We currently have the following Stock iAHQ exams for agencies.

1. Entry Firefighter
2. Skilled Firefighter EMT
3. Fire Engineer
4. Fire Captain / Company Officer
5. Entry Law Enforcement
6. Police Sergeant
7. Correctional Officer
8. Law Enforcement Support
9. Public Safety Dispatcher
10. Entry Clerical
11. Account Clerk
12. Administrative Analyst
13. Entry Maintenance Worker
14. Public Assistance / Eligibility Services
15. Homeless Outreach Coordinator



Our Stock iAHQ Exams have a base fee of \$300, plus \$10 per candidate who completes and submits responses to the questionnaire.

The price for a Custom iAHQ is a \$900 base fee, plus \$10 per candidate who completes and submits responses to the questionnaire. Once developed and used by an agency, the Custom iAHQ for subsequent use at the Stock rate of \$300 base, plus \$10 per candidate.

To schedule a demo of the iAHQ system, please contact us at (916) 928-4911, or via e-mail at exams@donnoe.com. All of our stock titles are available for review / demo, and we can create a fully custom process for your agency in as little as a few days.