

CODESP NEWS

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C-CIB UPDATE

Hopefully by now you have all had time to look over the new C-CIB Manual inserts sent to your districts this summer. The **new** system (please throw away your old order forms) has been very successful in making the request process more efficient. Most of our members are taking advantage of using our website, www.codesp.com to order selection materials. By moving down the left column of our home page you will find the C-CIB Request Form. Whenever you need selection materials such as sample job descriptions, written test items, supplemental application forms, interviews, and performance examinations, you must complete this form. By hitting submit at the bottom of the page, the form will be e-mailed directly to CODESP staff members. You may cut and paste your job description for the position directly into the comments section of the form. If you are unable to cut and paste descriptions, you can send us a complete set of your descriptions or fax them to us as you request items. Using our website is the most efficient method of requesting items. If this is not possible at your district you may fax us the necessary paperwork.

Once you receive the test items, review them with your subject matter expert, and choose the ones you would like to include on your exam. Complete the Test Request Form by entering the item bank and item number for each one chosen. Fax the form to us and you will receive your test within a few days. If you need it overnight, we will Fed-Ex, but your district will be charged.

If your subject matter expert has comments about the test items, please let us know. We need each of our member's assistance to keep the item bank current and accurate.

We will be glad to assist you in completing the request forms, just give us a call.

RECRUITING AND TESTING CLERICAL EMPLOYEES

On Friday, October 20, over forty CODESP members gathered at Ocean View School District to hear Mike Wheeler's presentation, *Recruiting and Testing Clerical Employees*.

Mike explained the importance of job analysis to provide detailed information about changes in jobs which are caused by technology; class consolidations; and changes in duties and responsibilities.

During the Clerk Typist and Senior Clerk Typist classification study conducted at the City of Los Angeles, 171 incumbents and supervisors were sampled. The sample was a stratified sample by each department and approximately 12% of the Clerk Typist population was sampled and 10% of the Senior Clerk Typists.

Those competencies recommended for measurement during the written test were:

<u>Clerk Typist</u>	<u>Test %</u>
Customer Service Skills	20%
Interpersonal Skills	20%
Reading Comprehension	20%
Word Processing Skills	20%
Filing and Coding	10%
Basic Arithmetic	10%

<u>Sr. Clerk Typist</u>	<u>Test %</u>
English Grammar/Reading Comp.	35%
Cust. Service/Interpersonal Skills	25%
Plan./Org./Decision Making	12%
Filing and Coding	12%
Basic Arithmetic	10%
Principles of Supervision	6%

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TEST-TAKING SKILLS

At the Northern California School Personnel Commissioner's Association conference in Monterey, October 20-22, CODESP led a presentation on ***Preparing Employees for Advancement***. With employees changing jobs at a much faster pace than ever before, quality employees are at a premium. Providing current employees with the skills necessary to qualify for promotional opportunities appears to be the most effective way to keep other employers from recruiting valuable employees away.

The three areas that can most often negatively effect test results are test anxiety, a lack of knowledge and poor test-taking skills. Improvement can be made in these three areas by providing employees with information on five important areas regarding testing: what will be asked (subject areas should be specified in the job announcements); test format (what type of tests will be administered); test situation (location and time of the test, etc.); test instructions (how to complete the paperwork and the answer sheet); and techniques to eliminate distractions.

Training programs should also include the ten most important tips to improve written test performance:

1. Read directions carefully and follow them.
2. Budget time wisely.
3. Read each question completely.
4. Identify key words.
5. When in doubt, GUESS.
6. Eliminate obvious wrong answers.
7. Check other questions for clues.
8. Answer easy questions first.
9. Don't read too much into a question.
10. Mark the answer sheet properly.

Training should be convenient for the employees. It can be administered in-house or by linking with other agencies during professional growth or in-service days. Adult Education programs are another excellent and inexpensive alternative training resource for most employees.

Current employees should be informed about advancement opportunities and the minimum qualifications required for promotional positions by their supervisors and managers. If training is not possible, refer employees to classes, libraries and other resources to improve their knowledge and skills in test subject areas. Practice improves test scores!

Our co-presenter at the conference, Trent Ballard, from the California State Employees Association (CSEA), gave an excellent presentation which got participants up off their feet. He gave an overview of the program, ***Increase Your Promote-Ability***. This workshop is available to CSEA members at a cost of \$5/attendee or, if given during after-hour chapter meetings, at no cost. During the training, employees learn to express their strengths and accomplishments to improve application and interview skills. By practicing the interview process, employees become more confident and less anxious. The training emphasizes the fact that if you can truly enjoy the interview, you will communicate self-assurance and positive energy. Contact CSEA at 800-632-2128 ext. 210 and ask for information on training.

Training current employees for promotional opportunities is efficient and increases job satisfaction. Without promotional opportunities, top employees will look elsewhere.

WELCOME NEW CODESP MEMBERS!

Ventura County Community College District — Patricia Parham/Connie Vidana
West Contra Costa Unified School District — Lois Woods/Lisa Hawkins/Karen Meeker
Taft City School District — Adele Ward
Grant Joint Union High School District — David Karrell/Mary Ann Cowan
Fallbrook Union High School District — Eloine Waltrip
Etiwanda School District — Shawn Judson/Cyndy Torres/Lynne Loop

RECRUITING AND TESTING CLERICAL EMPLOYEES

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The recommended rating areas for the certification interview included the following:

Clerk Typist

Communication Skills
Adaptability/Flexibility
Confidentiality
Departmentally Specific Competencies such as Typing Speed

Senior Clerk Typist

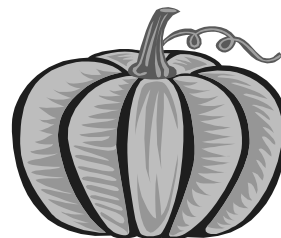
Planning/Organizing/Decision Making
Communication Skills
Customer Service/Interpersonal Skills
Supervisory Skills

The Senior Clerk Typist competencies recommended for the performance test were word processing skills such as formatting; opening/closing/saving files; and typing.

The recommended weights of each exam part were: written test (pass/fail); performance test (pass/fail); and the interview (100%).

PTC/SC

The Personnel Testing Council's Fall Conference will be held at the West Coast Long Beach Hotel on November 2 & 3, 2000. The theme of the conference is *Creative Elements in HR Services-Moving Beyond the Traditional Selection Strategies*. On November 1, there will be a Pre-Conference Workshop which will offer the best of PTC's "Basic Training" events and will provide an introductory level overview of traditional selection strategies and issues. Call Elizabeth Jimenez-Scaggs at (213) 847-9257 for registration information.



SUPPORT STAFF TRAINING

On Thursday, January 11, 2001, the California School Personnel Commissioner's Conference at the Doubletree Hotel in Orange will begin with a Support Staff Training Session. The sessions will be held from 9:30 a.m. — 4:15 p.m. Topics include: *Exam Planning, A — Z (CODESP); Analyzing Test Results; Finding and Training Raters; and Dealing With Difficult People*. The cost of the session is \$25 and it is not required that participants be from a merit system district to attend.

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PARAEDUCATORS

One of the most common career ladders and training programs is the Paraeducator Program which has been adopted at several school districts. Since 1995, the California School Paraprofessional Teacher Training Program has enabled over 195 school paraeducators to become fully certificated classroom teachers. For years paraeducators have provided essential instructional services in public schools throughout the state. Paraeducators are a means to address the severe teacher shortages and to provide classified employees with a means for advancement. The program, which received 10 million dollars in the 1999-2000 budget by Governor Davis to expand program participation, provides scholarships to defray the cost of tuition, books and other institutional fees to support paraprofessionals through bachelor's degree and coursework leading to full teacher certification. The program as of April, 2000, included 31 local projects and supported approximately 2000 participants.

Some of the districts participating in the program are: LAUSD; Riverside COE; San Jose USD; Anaheim City SD; Ventura COE; ABC USD; and LACOE.

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