



Newsletter

A monthly publication of the Personnel Testing Council of Metropolitan Washington
Volume XXIV Number 7
July 2000

July PTC/MW Luncheon

- Date:** Wednesday, July 12, 2000
- Time:** 11:30 a.m. to 1:30 p.m. Lunch is served at noon and is included in the registration fee.
- Place:** **Pier 7 Restaurant.** 650 Water Street, SW, Washington, DC (approximately one block south of the intersection of Maine Avenue and 7th Street SW).
- Price:** \$16.00 members, \$20.00 non-members. Free parking up to 3 hours.
- Menu:** Medallions of New York Sirloin, Breast of Chicken Tarragon, Chef Salad, Broiled Filet of Sole and Scallops, Seafood Newburg with Rice, Vegetable Plate, or Fruit Plate.
- Reservations:** Please contact Kris Benson at Caliber Associates, Tel: (703) 385-3200, Fax: (703) 385-3206 or sign up via our website, www.ptcmw.org. Please include the following information in your message: name, membership status, menu selection, e-mail address, and telephone number. **The deadline for luncheon reservations is 2:00 p.m., Monday, July 10th.** Cancel by 2:00 p.m. Tuesday or else you must pay for your meal. Members are welcome to come for the program only without having lunch. (The program begins at approximately 12:30 p.m.)
- Topic:** **Using an Interactive Voice Response System to Aid in Selecting Employees**
- Speaker:** **Daniel P. Russell, M.S., Aon Consulting**

Daniel Russell will present the “ins-and-outs” of telephone job applications using interactive voice response (IVR) technology. He will explain a typical development process and basic technological capabilities. Samples from past and present IVR scripts will be provided. In addition, he will address psychometric issues such as appropriateness of questions, applicant faking, and assessment validity. Finally, he will show some evidence for the efficiency gained by using this technology as a component in large-scale selection systems.

Daniel Russell has been a PTC/MW member for three years. Mr. Russell is a Project Manager with Aon Consulting’s Metro Washington, DC, office. He is currently a doctoral candidate in I/O Psychology at Virginia Tech. His past applied experience and research has included job analysis, personnel selection, test construction and validation, personality and ability assessment, performance appraisal, business strategy, survey design, statistics, and research methodology.

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President's Message

Shane Pittman
The Pittman McLenagan Group, L.C.

I am struggling with an issue that only you can answer. In an attempt to truly address the needs of the membership, the Board is struggling with the workshop format. While I know people are interested in such events, we seem to be doing something wrong!

In contrast to the successful monthly luncheons where attendance is typically high (20 to 30), we have been unsuccessful in garnering the same attendance at the workshops. Certainly a workshop now and then has drawn a big crowd but we have failed to consistently attract these same large crowds. The most recent workshop had extremely low attendance.

We think we have identified many of the reasons that attendance is low at the workshops including the time commitment in the middle of the day, the cost, the varying interests of the membership, and/or the location. I would like to address each one of these, share the Board's thoughts and ask for your feedback.

Problem: A workshop may last from 11:30 a.m. until 3:45 p.m. This essentially takes the entire day, especially if much travel is involved to get to the workshop location. Each of us has increasingly greater obligations at work and home and there is never enough time for half of the things that must be accomplished.

Solution: The Board has elected to initiate a morning workshop where breakfast will be served. Members can arrive at the workshop first thing in the morning, enjoy breakfast and a lively workshop discussion and be back at work by midday to keep up with the ever-increasing in-basket load.

Problem: The cost is too high for the workshops. There are only so many training/workshop-related requests an employee can make of his/her employer, and many do not have the resources to personally pay for multiple activities.

Solution: The Board has voted to reduce the cost of workshops in order to attract more members.

Problem: The location is not convenient for some members.

Solution: There will be no change in the location. While the current location (Pier 7) is not convenient for every member, neither will any other location satisfy the location needs of all members. The location does not appear to be a significant problem for luncheon attendance.

Problem: The topics are not interesting to a wide range of members.

Solution: This problem is difficult since it is hard to discern exactly what is of interest to the majority of members. However, it has appeared over the years that a focus on practical testing/selection issues seems to be the topic area of most interest to the most members.

So to summarize our efforts to make the PTC/MW experience valuable for the largest number of members, we are planning an October morning breakfast workshop for a reduced cost at the same location and focused on testing issues. Look for more details in upcoming newsletters.

We really want to hear your feedback on these issues now and after the workshop. Let us know what you think! You can e-mail me (shanep@pittmanlc.com) or anyone else on the Board.

Thanks for your input!

PTC

Next PTC Executive Board Meeting

The next Executive Board meeting will be held on Monday, July 31st, at 6 p.m. at the Office of Personnel Management. Contact PTC/MW President Shane Pittman via telephone at (301) 320-9500 or e-mail at shanep@pittmanlc.com for more information.

Mark your calendar

The luncheon on August 9th features **Dr. Suzanne Tsacoumis**, HumRRO, speaking on "Development and Use of a Computerized Item Generator."

MAY WORKSHOP SUMMARY

Making Reasonable Accommodations in the Hiring and Testing Process: Legal and Measurement Issues

Joyce Tucker, Esq., *Tucker, Spearman, & Associates*
 Charles Spearman, J.D., *Tucker, Spearman, & Associates*
 Steve Salyards, M.A., *United States Postal Service*¹

Summary by Daniel P. Russell, *Aon Consulting*

Tucker and Spearman began the workshop with a “pre-test” of the attendees’ knowledge of accommodation issues in testing. Their true/false quiz provided valuable insights into what the “testing experts” did and did not know. You can check your knowledge using a subset of the items (true/false):

- 1) Individuals who *do not* have a physical impairment or mental limitation that substantially limits a major life activity, but are regarded as having such an impairment are protected by the Americans with Disabilities Act (ADA).
- 2) A person with a disability is automatically protected by the ADA.
- 3) An employer must provide the specific accommodation requested by an applicant with a disability.
- 4) It *is not* a violation of the ADA to exclude a class of individuals with specific disabilities from certain jobs (for example, excluding all individuals with back conditions from jobs that require stooping, bending, and heavy lifting).
- 5) If an employer determines that an applicant with a disability cannot perform the essential job functions of the job he/she desires, the employer must consider the individual for other open positions.

Tucker and Spearman provided the answers and rationale behind these and several other questions. They provided copies of these explanations and references for further research to the workshop participants. The answers to these few items are provided at the end of this article.

¹ Joyce Tucker is a former presidential appointee as an EEOC Commissioner. She served on the commission from 1990 to 1996. Charles Spearman served as a Senior Advisor at the EEOC for five years. Steve Salyards is a graduate of The George Washington University and has been with the US Postal Service's Selection, Evaluation, and Recognition Group as an Industrial Psychologist for 17 years.

Once the legal aspects of applicants with disabilities had been addressed, Steve Salyards provided valuable insight on how testing professionals can practically accommodate applicants without compromising the integrity of their selection processes. Salyards reminded participants that accommodations are not required to and should *not* compromise the security, validity, or reliability of a test. In addition, accommodations need not impose an undue administrative or financial burden on the organization. Finally, applicants with disabilities should not have an unfair advantage over other applicants.

Salyards also stressed the responsibilities of the applicant in the accommodation process. He explained that the applicant requests an accommodation by: 1) establishing the existence of a disability protected by law; 2) describing areas of functioning affected by the disability; 3) explaining any coping strategies made necessary by the disability; and 4) establishing a need for nonstandard testing. Once the accommodation request has been received by the employer, all accommodations requested should be reviewed on a case-by-case basis. One important issue Salyards presented was that accommodations made in the testing process are completely separate from and *do not* need to reflect accommodations made on the job. Salyards concluded his presentation by explaining many different types of accommodations typically provided for a wide variety of requests made by applicants. Salyards provided a handout of his presentation and copies of the “US Postal Service Reasonable Accommodation in the Workplace” binder to all workshop participants.

Now, the answers to the quiz... 1) True, 2) False, 3) False, 4) False, 5) False.

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Special thank you to

HumRRO

for sponsoring the May
workshop

Seeking Workshop Sponsor

PTC/MW is looking for corporate sponsors for the October workshop. Sponsorship is a great way for organizations to spotlight their capabilities to DC area HR professionals. For details, please contact Dan Russell, Training Chair, at (703) 208-6803 or Daniel_P_Russell@aoncons.com.

Job Announcements

HR Professional with Assessment Focus. Human Resource association in Alexandria is looking for a creative HR professional to join our Research and Development Team.

Responsibilities will include coordinating the design and development of HR products and practical tools for HR practitioners (e.g., exams, performance evaluation models, software, surveys) with an emphasis on selection/promotion examinations. This will include job/needs analysis, topic research and validation studies, as well as writing technical articles and fielding technical inquiries from association members. Good opportunity for self-starter with innovative ideas. Bachelor's degree with HR focus required, Master's degree in I/O Psychology or related area preferred. Experience working in government-agency human resource department a plus. Salary commensurate with experience. Please fax résumé with cover letter to HR R&D Team, (703) 684-0948.

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Internship Position. Assessment Solutions Incorporated (ASI), a premier human resources consulting firm, is currently accepting applications for an internship position in its Washington, DC, office. This position requires working with our team of Industrial/Organizational Psychologists on projects involving selection, assessment, performance management, survey development, and other related topics.

Qualified candidates for the internship position should be advanced Master's degree or Ph.D. students in I/O Psychology. Experience with SPSS, Microsoft Word, and PowerPoint is required. Candidates should possess excellent research, analytical, statistical, interpersonal, and oral and written communication skills.

The internship is a part-time position, with a duration of at least 10 months. Interested candidates should e-mail or fax their résumé and cover letter to rcohen@asisolutions.com or Dr. Robin Cohen, (202) 331-3076.

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Visit PTC online at
<http://www.ptcmw.org>

SEE YOUR JOB ad HERE

PTC/MW publishes job announcements at no cost for positions in the Washington, D.C., metropolitan area that are related to testing and I/O Psychology. To publish a job announcement in the newsletter, send the announcement (150 words or less) to:

Lia Meyer, PTC/MW Newsletter Editor
 NCS, 4301 Wilson Boulevard, Suite 200
 Arlington, VA 22203
 E-mail: lmeyer@ncs.com
 Fax: (703) 284-5628

Nominations for PTC/MW Board

It's that time of year again when we need to think seriously about candidates for next year's Board. This is an important activity, and I ask you to take a few minutes to think of people who could make effective contributions, while deriving their own personal and professional benefits from this worthy activity.

We are looking for candidates for **President-Elect, Vice President** (who is in charge of the luncheon programs), **Secretary, Treasurer, and Recorder**.

A copy of the PTC/MW Officer's Manual is on our website. This manual describes the duties of each officer's job in detail. The term of office is one year, beginning January 1, 2001. Candidates must be regular members who have been with PTC/MW for a minimum of one year.

Please consider yourself or others as possible candidates, then contact me with your input by **Wednesday, July 26**. The slate of candidates needs to be determined in early August. Your assistance would be greatly appreciated.

Please contact me at dknapp@humrro.org or at (703) 706-5662 with your nominations.

PTC

PROFESSIONAL CALENDAR

by Lance W. Seberhagen, Seberhagen & Associates, sebe@erols.com

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- JUL 12** **PTC/MW. LUNCHEON MEETING.** Dan Russell, Aon Consulting, Vienna, VA. "Using an Interactive Voice Response System to Aid in Selecting Employees." Pier 7 Restaurant, Washington, DC. Contact: Dr. Lance Anderson, Caliber Associates, Fairfax, VA, (703) 219-4448 or anderson@calib.com.
- Jul 20 Office of Personnel Management. Briefing. "Executive Core Qualifications for the Senior Executive Service." 9:00 am - Noon, Alan K. Campbell Auditorium, OPM. Washington, DC. No registration required.
- Jul 30-Aug 4 Human Factors and Ergonomics Society. Annual Convention. San Diego, CA. Contact: HFES, (310) 394-1811.
- Aug 4-8 American Psychological Association. Annual Convention. Washington, DC. Contact: APA, (202) 336-6020 or apa.org.
- Aug 4-9 Academy of Management. Annual Convention. Toronto, Canada. Contact: AOM, (914) 923-2607.
- AUG 9** **PTC/MW. LUNCHEON MEETING.** Dr. Suzanne Tsacoumis, HumRRO, Alexandria, VA. "Development and Use of a Computerized Item Generator." Pier 7 Restaurant, Washington, DC. Contact: Dr. Lance Anderson, Caliber Associates, Fairfax, VA, (703) 219-4448 or anderson@calib.com.
- Aug 13-17 American Statistical Association. Annual Convention. Indianapolis, IN. Contact: ASA, (703) 684-1221.
- Aug 22 SkillPath Seminars. Conference. "Leadership Development & Teambuilding." McLean, VA. Contact: SkillPath, (800) 873-7545 or skillpath.com.
- Aug 24 SkillPath Seminars. Conference. "Leadership Development & Teambuilding." Washington, DC. Contact: SkillPath, (800) 873-7545 or skillpath.com.
- Aug 28-29 Northwestern University & University of Chicago. Conference. "The Role of Non-Cognitive Skills in Adult Attainments." Chicago, IL. Contact: Gina LiCavoli, UC, (773) 834-4448 or jcpr.org/conferences/SRI_2000_call.html.
- Aug 28-29 Office of Personnel Management. Strategic Compensation Conference 2000. Washington, DC. Contact: Radiah Rose, OPM, (202) 606-8486 or rarose@opm.gov.
- Sep 11-13 Center for the Study of Work Teams. Conference. "Work Teams." Dallas, TX. Contact: CSWT, (817) 565-3096.
- Sep 11-13 Institute for Professional Education. Seminar. "Applied Statistics." Washington, DC. Contact: IPE, (703) 527-8700.
- SEP 13** **PTC/MW. LUNCHEON MEETING.** Speaker to be announced. Pier 7 Restaurant, Washington, DC. Contact: Dr. Lance Anderson, Caliber Associates, Fairfax, VA, (703) 219-4448 or anderson@calib.com.
- Sep 18-20 Institute for Professional Education. Seminar. "Applied Multivariate Methods Using Popular Statistical Computing Packages." Washington, DC. Contact: IPE, (703) 527-8700.
- Sep 20-22 Mid-Atlantic Personnel Assessment Consortium. Fall Meeting. Princeton, NJ. Contact: Dr. Elliot Lasson, (410) 767-4928 or elasson@dbm.state.md.us.
- Sep 21 Office of Personnel Management. Briefing. "Executive Core Qualifications for the Senior Executive Service." 9:00 am - Noon, Alan K. Campbell Auditorium, OPM. Washington, DC. No registration required.
- Sep 26-29 Institute for Professional Education. Seminar. "Designing Effective Surveys." Washington, DC. Contact: IPE, (703) 527-8700.
- Oct 2-4 Society for Human Resource Management. Workplace Diversity Conference. Washington, DC. Contact: SHRM, (703) 548-3440 or shrm.org.
- Oct 10-13 Linkage Inc. Conference. "Emotional Intelligence" Chicago, IL. Contact: LI, (781) 862-3157 or linkageinc.com/ei2000.
- OCT 11** **PTC/MW. LUNCHEON MEETING.** Speaker to be announced. Pier 7 Restaurant, Washington, DC. Contact: Dr. Lance Anderson, Caliber Associates, Fairfax, VA, (703) 219-4448 or anderson@calib.com.
- Oct 11-13 Institute for Professional Education. Seminar. "Linear and Nonlinear Regression with Applications." Washington, DC. Contact: IPE, (703) 527-8700.
- Oct 15-19 International Personnel Management Association. Annual Conference. San Francisco, CA. Contact: IPMA, (703) 549-7100 or ipma.org.
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- Future SIOP: San Diego, 2001; Toronto, 2002; Orlando, 2003; Chicago, 2004; Los Angeles, 2005.

PERSONNEL TESTING COUNCIL OF METROPOLITAN WASHINGTON

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<http://www.ptcmw.org>

PTC/MW Elected Officers, 2000				
Office	Name	Affiliation	Work Phone	E-Mail
President	Shane Pittman, Ph.D.	Pittman McLenagan Group	(301) 320-9500	shanep@pittmanlc.com
Past President	Deirdre Knapp, Ph.D.	HumRRO	(703) 706-5662	dknapp@humro.org
President-Elect	Ann Quigley, M.A.	U.S. Postal Service	(202) 268-3952	aquigley@email.usps.gov
Vice President	Lance Anderson, Ph.D.	Caliber Associates	(703) 219-4448	anderson@calib.com
Secretary	Gary Carter, Ph.D.	PDRI	(703) 812-3053	garyc@pdi-corp.com
Treasurer	Elaine Engle, Ph.D.	Burgess Levin & Company	(703) 450-1101	elaineengle@aol.com
Recorder	Tina Strickland, M.A.	OPM	(202) 606-1428	tsstrick@opm.gov

PTC/MW Committee Chairs, 2000				
Committee	Name	Affiliation	Work Phone	E-Mail
Legal	Lance Seberhagen, Ph.D.	Seberhagen & Associates	(703) 790-0796	sebe@erols.com
Membership	Anthony Bayless, Ph.D.	Dept of Justice, INS	(202) 616-3564	anthony.bayless@usdoj.gov
Nom/Elections	Deirdre Knapp, Ph.D.	HumRRO	(703) 706-5662	dknapp@humro.org
Newsletter	Lia Meyer, M.A.	NCS	(703) 284-5676	llmeyer@ncs.com
Website	Joe Psotka, Ph.D.	ARI	(703) 617-5572	psotka@ari.army.mil
Training	Daniel P. Russell, M.S.	Aon Consulting	(703) 208-6803	daniel_p_russell@aoncons.com
Calendar	Lance Seberhagen, Ph.D.	Seberhagen & Associates	(703) 790-0796	sebe@erols.com

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