

All applicants for jobs at M. D. Anderson are being required to take an assessment as part of the application process. Please read the Frequently Asked Questions for more information.

## Frequently Asked Questions

### **What is the purpose of these online assessments?**

For Secretary, Senior Secretary, Administrative Assistant, Senior Administrative Assistant and Executive Assistant jobs, Microsoft Word and Corrective Proofreading are given to assess candidates' technical skills. Word is given to assess applicants' familiarity with using the Microsoft Word application. Corrective Proofreading is administered to assess applicant's editing of documents to formatting and grammar guidelines.

For all positions, the institutional behavioral assessment is given to determine candidates' fit with our institutional core values.

### **Why do I take a test to see if I fit with the institutional core values? Shouldn't my past experience and performance with the institution be sufficient?**

To identify the best candidate for a position, it is important to look at an individual's work performance, experience, and behavioral characteristics. The combination of all three provides a comprehensive view of each candidate and allows for an informed decision during the selection process.

### **Will my application be considered if I do not take the test/assessment?**

No, all applicants are required to take the assessment/test as part of their application. Applicants who do not take the test will not be considered. **Do I have to take the test?**

Applicants who do not take the test will not be considered for the job which they applied. In order to move forward in the application process, you must complete the test(s) assigned to you.

### **If I am a current employee do I test? Will my results count toward my consideration for the position for which I applied? Will my test scores impact my current job?**

Current employees will be required to take the same tests that external applicants are required to take. The same requirements will be applied. Current employees who do not meet the requirements will not be considered in the selection process. These results will not impact their current position.

### **What tests do I have to take?**

Applicants to Secretary, Senior Secretary, Administrative Assistant, Senior Administrative Assistant and Executive Assistant jobs are required to take three tests as part of the online application process. These

tests include: Microsoft Word, Corrective Proofreading, and an institutional behavioral assessment. All three tests must be completed to be considered for one of these jobs.

All other applicants for all other positions are required to take one test (an institutional behavioral assessment) as part of the application process.

**Once I take the test(s) as part of the online application, will I have to take any additional tests?**

Microsoft Word, Corrective Proofreading and the institutional behavioral assessment are the only tests given as a component of the online application process. For those individuals who continue in the screening process beyond the online application, they may be assessed when brought into Human Resources. For example, applicants to the Administrative Assistant title take a Microsoft PowerPoint test upon their visit to Human Resources. If you continue in the screening process, your recruiter will advise you of any additional testing requirements.

**What's the difference between an assessment and a test?**

There is no difference between an assessment and a test. The terms assessment and test are used interchangeably in the process.

**How long do I have to take the test?**

You must take the test within 14 days of completing your application. If you do not take the test within this time period, your application will be closed.

**How long do the tests take to complete?**

It takes most applicants less than twenty minutes per assessment. Specifically, most applicants complete the tests in following time periods:

- Microsoft Word – 16 minutes
- Corrective Proofreading – 5 minutes
- Institutional behavioral assessment – 17 minutes

Please note that the times above are based on the average time a candidate takes on a particular test. You may want to allot yourself more time so that you do not feel rushed during any of the assessments.

**If I apply to multiple jobs, will I have to retake the same test multiple times?**

No, you only have to take the assessment(s) once. The score(s) are applied to each job that you apply for within a six month period

**Will I get the results of my test?**

No, test results are not released to anyone. They are held confidential by Human Resources. Candidates are told only whether they meet or do not meet the requirements for a position.

### **Can I retake the test if I do not meet the requirements?**

Applicants who do not meet the requirements may only retest after six months. If an internal applicant fails to meet the IPET requirements, they can take all current online modules of the customer service training (e.g., Customer Service modules Part 1 and Part 2) available through the Education Center. Upon proof of training completion, an internal applicant will be eligible for consideration in the selection process.

### **What are the System Requirements?**

Please ensure your pop-up blocker is turned-off. You must also have an updated version of JAVA Virtual Machine. Below are the instructions that should be followed in order to update your Java Virtual Machine. The Sun Java Virtual Machine does not support operating systems older than Microsoft Windows 98. When JAVA is installed and downloaded, clearing your web cache is recommended.

Download/Install Instructions:

1. Disable any firewall before beginning the install
2. Go to <http://www.java.com>
3. Click on "Get it now" on the right hand side.
4. This will automatically detect and install JAVA. Once you get a message saying "JAVA software installed" you are done.
5. Restart your machine.

### **Who do I contact if I have technical problems while I am testing?**

#### **Prove IT:**

Technical Support  
24 hours a day  
7 days a week

Email:

[ProveItHelp@Kenexa.com](mailto:ProveItHelp@Kenexa.com)

Phone:

toll-free (877) 622-8684

#### **Kenexa Recruiter**

You can contact Technical Support Monday through Friday, excluding recognized U.S. National Holidays, between the hours of 8:30 A.M. - 8:00 P.M., Eastern Time. Call (800) 291-7062 or send us email at [krsupport@kenexa.com](mailto:krsupport@kenexa.com).