

## Frequently Asked Questions

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

For certain jobs, relevant assessments are administered to assess candidates' technical skills or fit for the organization. Please refer to the Assessments by Job Family document to see which positions require testing.

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

If the position posted includes an assessment as part of the application process, all applicants are required to take the test/assessment to be considered for the position. Applicants who do not take the test will not be considered for the job which they applied.

### ***Do I have to take the test?***

Applicants who do not take the test on a position that requires them will not be considered for the job. 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 need to 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 if they are moving from one job family to another (Please see the Assessments by Job Family document). The same requirements will be applied. Current employees who do not meet the testing requirements will not be considered in the selection process for that position. These results will not impact their current position.

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

For a list of job families, the titles within the job families, and the applicable tests, please refer to the Assessments by Job Family (pdf). All applicable tests must be completed to be considered for one of these titles.

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

For those individuals who continue in the screening process beyond the online application, they may be assessed when brought into 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 7 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?***

The average time for each batter is approximately 30 minutes. You may want to allot yourself more time so that you do not feel rushed during any of the assessments. For the average time for a specific family of tests, please refer to the Assessments by Job Family (pdf).

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

No, you only have to take the assessments in each job family once. The score(s) are applied to each job that you apply for within a one year 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.

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

Please ensure your pop-up blocker is turned-off.

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

If you experience technical issues with the assessment, PSI's Technical Support team is available weekdays 7:00 am - 10:00 pm EST, and weekends 8:00 am - 5:00 pm EST

- **Tech Support Toll Free number:** 877-449-8378 Option 3
- **Tech Support email address:** [tech\\_support@psionline.com](mailto:tech_support@psionline.com)