

CPS HR has been closely monitoring information regarding the coronavirus (COVID-19) and we are committed to working with our client agencies to provide a variety of options to decrease disruptions in service. For exams scheduled in March or April 2020, the following options are available:

Postponed Testing: Agencies have the option of extending the rental period for test materials beyond the two-week time allowance; testing can resume on a later date. As a reminder, we ask that you store all test materials in a secure location. Please call us at (916) 263-1800 to provide new tentative test date.

Smaller Group Testing: Agencies who wish to continue with testing but need to test in smaller groups can do so. We can provide an overlay scoring tool at no additional cost for onsite scoring. Agencies can also return multiple batches of answer sheets to CPS HR for scoring as needed. Multiple score reports will be provided at no additional cost.

Online Testing: Online testing can be set up to be administered by your agency in a proctored environment. Agencies can test candidates in smaller numbers on site using agency laptops, computers, tablets, etc. Exams with oral passages will be either played through the computer, which would require all candidates to have access to headphones, or the proctor can read the oral passage out loud. Please place your online test order at least 7 to 10 days prior to your exam date. Stock, semi-stock, and agency exams can be used via the online testing platform.

Remote Proctor Services: CPS HR has partnered with ProctorU to provide remote proctoring services. Most of our stock, semi-stock, and agency exams are available for this service. We do not offer exams that contain an oral passage through this service. Candidates will self-schedule for an exam and are recorded and monitored by a live proctor throughout their administration session. We ask that you place your order 2 to 3 weeks prior to the desired testing window. Candidates must have access to a computer/laptop with a webcam and a built-in microphone. *Due to current high demand, remote proctor testing availability may be limited, and candidates may experience delays in connecting with a proctor at their scheduled time.*

Unproctored Testing: We offer the following three options for your unproctored testing needs. Because unproctored testing does not allow for identification of the candidate during the testing process, CPS HR Consultants are available to discuss options and considerations for unproctored testing.

- Hogan Personality Assessment - Starting at \$7.50 per report, Hogan Personality Assessments can provide additional insight into your hiring process.
- CPS HR General Skills Exam - This 50-item exam covers basic numerical skills, English language skills, and reading comprehension.
- Online Skills Tests via eSkill - CPS HR has partnered with eSkill to provide several online skills tests, including Microsoft Office, Computer Skills, IT/Software, Clerical and Office, Accounting and Finance, Industrial, Staffing, and HR Services.

Cancellation: Agencies who wish to cancel stock exam orders and reschedule for a future test date can return all unused materials. A full refund on the base fee and test book(s) will be provided; however, agencies will be billed for the cost of shipping/handling on the original order if test materials have already shipped. Please contact us at (916) 263-1800 for cancellation options of semi-stock or custom exams.

If these options do not meet your needs, please contact a CPS HR representative at (916) 263-1800 so we can assist you with your specific situation.