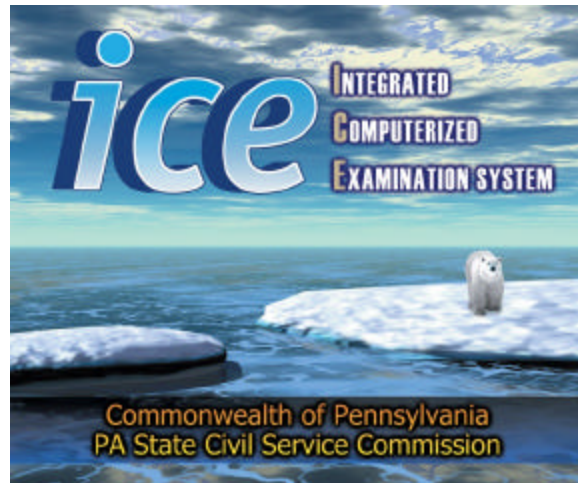


## Updated MAPAC Presentation Handout

### What is ICE?

After three years of hard work, the Commission's \$1.5 million, groundbreaking Integrated Computerized Examination (ICE) project has been implemented throughout Pennsylvania. This system is expected to "change the way SCSC does business."



ICE automates much of the application and testing process and allows for future upgrades and expansion to include on-line scheduling, easier and faster test grading, and imaging resumes and other paper documents into the system's database.

The ICE system currently includes approximately 400 active examinations and more than 85,000 applications. Most tests at SCSC facilities are now taken exclusively on computers. Video scenes used in examinations are viewed on the test station monitors. Candidates listen to audio components of tests through headphones. Accommodations for candidates with disabilities are also available at all test sites.

Presently, test results are mailed to candidates rather than being provided immediately upon completing the test, because candidate eligibility and veterans' preference claims must be evaluated before candidates are notified of test results.

Computerized testing started in the Harrisburg, Philadelphia and Pittsburgh daily offices in late August and early September of 2002. The first two off-site centers opened at Lock Haven on October 2, 2002 and Allentown on October 23, 2002. The ICE system has since expanded to three additional off-site computerized test centers (Scranton, Johnstown, and Erie). Computerized testing is occurring ten or more days each month at these decentralized sites, including

some Saturdays and evenings at most locations. This differs from the previous schedule of paper-and-pencil testing one Saturday each month at nine high schools.

The Commission has also purchased sixty laptop computers, which gives us the capability of testing at additional locations or on special occasions, when the number of applicants to be tested justifies the costs.

Every effort is being made to help candidates easily become acclimated to the new system. SCSC staff has prepared ICE educational materials, which include a "Mouse Tutorial," a "Quick Help Tutorial" and a list of "Frequently Asked Questions." This information is available on the SCSC website and at our testing centers.

## Test Manager Opening Screens

**System Status** | Announcement Overview | Item Bank Overview | Candidate Statistics

**Announcement Overview**

Announcements Opening During the Month

Name	Title	Opening Date
2003330	CORRECTIONS OFFICER TRAINEE	2/7/2003
1996725	DRIVER LICENSE EXAMINER ASSISTANTS	2/7/2003
2003336	CLAIMS INTERVIEWER	2/21/2003
2003325	EMERGENCY MANAGEMENT SPECIALIST	2/21/2003
1999935	INSURANCE MARKET CONDUCT EXAMINERS	2/21/2003
2003328	SOLID WASTE PROGRAM PROGRAM SPECIALIST	2/21/2003

**Announcement Data**

Total	Released	Active
1252	424	395

**Job Class Data**

Total Job Classes
2157

**Assessment Data**

	Assessments	Subjects	Test Items
Total	754	3946	23515
Released	435	2130	11723

**Subject Data**

Top Level Subjects	Total Subject Areas
24	515

Raytheon Interactive

Ready | DWDP/vcbetley | 2/4/2003 | 9:08 AM

Start | Ice update 2-4-03 - Micro... | Inbox - Microsoft Outlook | Test Manager

**Test Manager** File Edit View Candidate Announcement Assessment Report Tools Window Help

ice update 2-4-03 - Micro... Inboxes - Microsoft Outlook Test screens - Microsoft Word **Test Manager** 2/4/2003 9:05 AM

**ice** System Status Announcement Overview Item Bank Overview Candidate Statistics

**Item Bank Overview**

**LaunchPad**

Create New Announcement  
Find/Edit Announcement  
Create New Test Item  
Create New Test  
Create New Application  
Find/Edit Application  
Find/Edit Candidate  
Usage Views

**System Status**

Total Number of Questions: 23615  
Multiple Choice: 23491  
Numeric: 7  
Human Rate: 119  
Pattern Match: 4

Average Dwell Time (Seconds):  
Multiple Choice: 51  
Numeric: 61  
Human Rate: 1060  
Pattern Match: 37

Average Dwell Time (Bar Chart):  
Dwell Time in Seconds

	Passing	Failing	% Passing
Number of Question Responses	3223521	2243187	98.05%
Multiple Choice	3206502	2236333	99.43%
Numeric	18	15	88.89%
Human Rate	16870	16817	99.80%
Pattern Match	54	32	40.74%

Question Sessions Visited More Than Once: 39891 (20.24%)  
Questions With Dwell Time Over 60 Seconds: 404918 (15.04%)

Show This Window at Start Up? Refresh Close

Raytheon Interactive

Ready | DwDPV\vbetley | 2/4/2003 9:10 AM

**Test Manager** File Edit View Candidate Announcement Assessment Report Tools Window Help

**ice** Tests System Status Announcement Overview Item Bank Overview Candidate Statistics

**Candidate Statistics**

**LaunchPad**

Create New Announcement  
Find/Edit Announcement  
Create New Test Item  
Create New Test  
Create New Application  
Find/Edit Application  
Find/Edit Candidate  
Usage Views

**ICE System Suites**

- Development
  - ICE Test Master
- Regional
  - Harrisburg Suite A1
  - Harrisburg Suite A2
  - Philadelphia Test Suite A1
  - Philadelphia Test Suite A2
  - Pittsburgh Test Suite A1
  - Pittsburgh Test Suite A2
- SCSC
  - Master

Total Number of Candidates in the ICE System: 93876

**Data for: All Suites**

Average Candidate Session Time: 1 hour, 37 minutes, and 56 seconds  
Average Test Session Time: 50 minutes and 16 seconds  
Total Applications: 96369

Data For: All Suites	Today Feb 4	Yesterday Feb 3	Month to Date Feb 1 - 4	Last Month Jan	Year to Date 2003	Last Year 2002
Number of Applications Entered	192	861	1413	13236	14649	71486
Number of Candidates Entered / Edited	191	727	1227	10291	11510	62190
Number of Tests Administered	14	189	329	7272	7601	30236
Number of Candidate Sessions	67	130	326	5233	6560	16779

Show This Window at Start Up? Refresh Close

Raytheon Interactive

# Test Suite Manager Screen

Computer Name	IP Address	# Alerts	Candidate Name	Candidate SSN	Paszed	Activity	Time Allowed	Elapsed Time	# Questions	# Answered	On Question	
JCECSTH01	172.17.141.44	0			False				0	0	0	
JCECSTH02	172.17.141.42	0			False				0	0	0	
JCECSTH03	172.17.141.28	0	Isan, Jason	211-60-9229	False	Test 2002252	150	44	100	83	85	
JCECSTH04	172.17.141.22	0			False				0	0	0	
JCECSTH05	172.17.141.30	0	Janosko, Bryan	199-62-3144	False	Test 1998895	120	42	75	52	63	
JCECSTH06	172.17.141.66	0			False				0	0	0	
JCECSTH07	172.17.141.32	0	Paligrani, Thomas	201-35-1099	False	Test 1998873	150	41	120	27	28	
JCECSTH08	172.17.141.33	0	Fluke, Ryan	195-59-6529	False	Test 2000066	160	36	125	62	63	
JCECSTH09	172.17.141.34	0			False				0	0	0	
JCECSTH10	172.17.141.60	0			False				0	0	0	
JCECSTH11	172.17.141.35	0			False				0	0	0	
JCECSTH12	172.17.141.36	0			False				0	0	0	
JCECSTH13	172.17.141.37	0	Marney, Stephen	332-95-6329	False	Test 2000047	150	43	75	72	73	
JCECSTH14	172.17.141.38	0	Mitney, John	193-42-7891	False	Test 1998890	120	41	95	31	48	
JCECSTH15	172.17.141.39	0	Bennett, Clara	197-95-0436	False	Test 1990427	150	40	100	30	32	
JCECSTH16	172.17.141.54	0	Cooper, Alexis	194-60-6392	False	Test 1999030	150	43	100	54	55	
JCECSTH17	172.17.141.53	0	Sims, David	195-62-1099	False	Test 1997771	150	42	120	50	52	
JCECSTH18	172.17.141.45	0	Frey, Mark	194-48-9161	False	Test 1999009	150	42	90	40	41	
JCECSTH19	172.17.141.43	0	Sieghard, Todd	162-64-7912	False	Test 2000114	150	40	110	57	58	
JCECSTH20	172.17.141.71	0	Gordon, Crystal	196-68-1052	False	Review			40	0	66	32
JCECSTH21	172.17.141.68	0	Moyer, Michael	171-34-3632	False	Test 1997830	150	39	70	45	46	
JCECSTH22	172.17.141.70	0	HUGHES, rachelle	322-62-4241	False	Test 2001146	150	42	105	46	47	
JCECSTH23	172.17.141.47	0	Rowlands, Paul	192-62-2695	False	Test 2002283	150	43	90	78	79	
JCECSTH24	172.17.141.49	0	McGary, Clark	205-54-1755	False	Test 2000108	150	42	90	70	71	
JCECSTH25	172.17.141.49	0			False				0	0	0	
JCECSTH26	172.17.141.50	0	Jenkin, Brooke	191-46-3373	False	Test 1999090	120	40	90	30	31	
JCECSTH27	172.17.141.51	0	DiGrolano, Richard	208-65-9639	False	Test 1996733	150	39	70	46	46	
JCECSTH28	172.17.141.52	0			False				0	0	0	
JCECSTH29	172.17.141.73	0			False				0	0	0	
JCECSTH30	172.17.141.13	0			False				0	0	0	
JCECSTH31	172.17.141.41	0	Oprishko, Christina	204-68-4846	False	Test 2000116	120	40	90	51	53	
JCECSTH32	172.17.141.65	0			False				0	0	0	
JCECSTH33	172.17.141.57	0	Pascencia, Jose	069-75-2234	False	Test 1990483	120	41	90	88	89	
JCECSTH34	172.17.141.17	0	Isunel, rolyh	201-60-3945	False	Test 1999017	150	42	120	45	46	
JCECSTH35	172.17.141.16	0	Lauzer, Charles	178-32-0229	False	Test 1999030	150	44	100	54	55	
JCECSTH36	172.17.141.58	0	O'Leary, Andrea	192-50-4997	False	Test 1999805	150	46	90	29	32	
JCECSTH37	172.17.141.59	0	Manning, Nicole	169-60-9471	False	Test 1990427	150	41	100	53	54	
JCECSTH38	172.17.141.12	0			False				0	0	0	
JCECSTH39	172.17.141.40	1	borden, lan	045-62-0510	False	Test 2002243	150	45	90	42	43	
JCECSTH40	172.17.141.14	0			False				0	0	0	
JCECSTH01	172.17.141.63	0			False				0	0	0	
JCESRVH01	172.17.141.8	0			False				0	0	0	

## Test Results Screen (with misaligned headings)

Test Manager - [Test Session for JCT Ribbon-Cutting Demo Test]

File Edit View Candidate Announcement Assessment Report Tools Window Help

Number	Subtest Name	Date/Time Started	Date/Time Completed	Raw Score	Pass/Fail		
1	Shapple Facts	11/6/2002 10:24:41 AM	11/6/2002 10:28:59 AM	3	F		
Number	Question Name	Kind	Dwell Time	Times Visited	Raw Score	Pass/Fail	Response
1	ZL-1	M	44	1	1	F	AD
2	ZL-2	M	35	1	1	F	A
3	ZL-3	M	145	1	0	F	L2
4	ZL-4	M	27	1	1	F	D
Number	Subtest Name	Date/Time Started	Date/Time Completed	Raw Score	Pass/Fail		
2	State Facts	11/6/2002 10:29:00 AM	11/6/2002 10:31:00 AM	4	F		
Number	Question Name	Kind	Dwell Time	Times Visited	Raw Score	Pass/Fail	Response
1	ZL-10	M	26	1	1	F	D
2	ZL-5	F	47	1	1	F	barrisburg
3	ZL-7	F	26	1	0	F	beer
4	ZL-8	M	7	1	1	F	D
5	ZL-12	M	11	1	1	F	A
Number	Subtest Name	Date/Time Started	Date/Time Completed	Raw Score	Pass/Fail		
3	Audio and Video	11/6/2002 10:31:09 AM	11/6/2002 10:33:47 AM	1	F		
Number	Question Name	Kind	Dwell Time	Times Visited	Raw Score	Pass/Fail	Response
1	ZL-2	M	25	1	1	F	A
2	ZL-11	M	124	1	0	F	C
Number	Subtest Name	Date/Time Started	Date/Time Completed	Raw Score	Pass/Fail		
4	ICE Knowledge	11/6/2002 10:33:48 AM	11/6/2002 10:34:25 AM	1	F		
Number	Question Name	Kind	Dwell Time	Times Visited	Raw Score	Pass/Fail	Response
1	ZL-13	M	8	1	1	F	D
2	ZL-6	F	26	1	0	F	i like this system

Close

Edit Candidate: DWDP/vcbetley 11/12/2002 12:26 PM

Start | Outlook - Microsoft Outlook | Test Manager - [Test ...] | Word - Microsoft Word | 12:26 PM