

Mid-Atlantic Personnel Assessment Consortium

Spring 2003 MAPAC Meeting
May 14 - 16, 2003



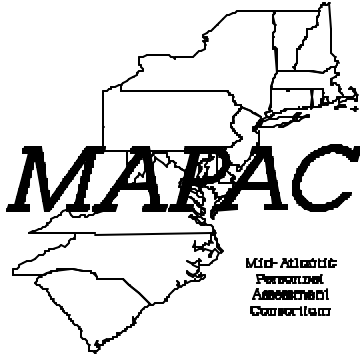
Conference Location:

**Atlantic Sands Hotel and Conference Center
101 N. Boardwalk
Rehoboth Beach, DE 19971**




Hotel Accommodations:

1-800-422-0600 / www.atlanticsandshotel.com



MAPAC TRAINING WORKSHOPS

9:00 AM Registration and Coffee

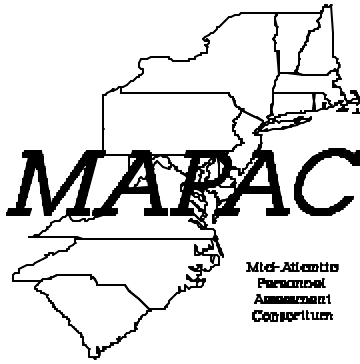
9:30 AM Workshop I – The Development of a Web-Based Training and Experience Examination System 

*Michael Short, Web Master
New York State Department of Civil Service*

The development and use of a completely web-based Training and Experience (T&E) Examination instrument is not as straightforward as novice web-users might think. Before an organization can truly implement a web-based T&E examination program, many fundamental issues must be addressed – including both conceptual issues and programming issues. In order for web-based T&E testing to be successful, the New York State Department of Civil Service had to devise a system that would provide every municipality with equal access to an integrated, automated system which could be used to develop, administer, and manage T&E examinations, without user dependence on advanced technical equipment or staff expertise. With this in mind, the New York State Department of Civil Service produced a web-based T&E examination system that allows the user to construct a title-specific T&E questionnaire, post it on the Internet, collect applicant responses, check applicant minimum qualifications, immediately rate applicant training and experience, and produce a personalized rating sheet for applicant review.

The non-IT user constructs the T&E questionnaire via a Department-developed program called the *Instrument Builder*. This web-based application contains a catalog of custom, preprogrammed T&E questionnaire parameters. To construct the T&E questionnaire, the user 'drags' the desired parameters from the catalog, and 'drops' them into the T&E questionnaire. Each question has parameters to specify the display, validation and scoring associated with it. With this easy-to-use authoring application, non-programmers can produce web-based T&E questionnaires for any number of civil service titles.

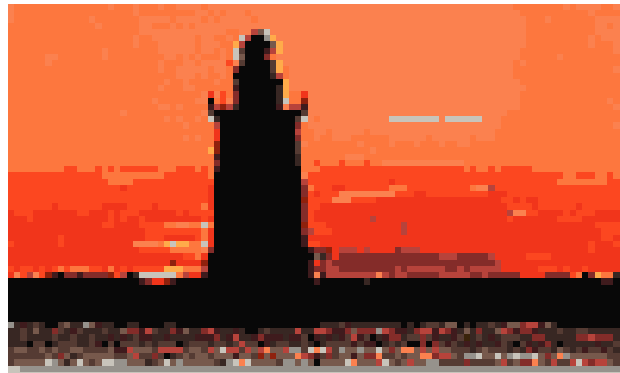
12:00 PM Lunch Break



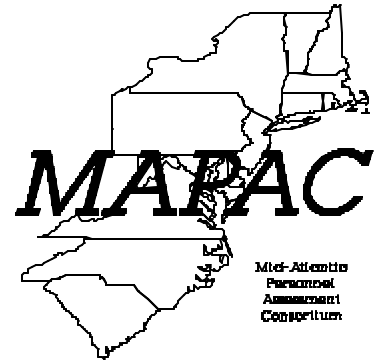
1:30 PM Workshop II – A Demonstration of a Web-Based Training and Experience Examination System

*Frank Belleville, Municipal Personnel Consultant
New York State Department of Civil Service*

Frank Belleville will present a demonstration of the inner workings of the New York State Department of Civil Service's web-based Training and Experience (T&E) Examination System – from a user's point of view. The heart of the automated T&E system is the web-based Administration Module that enables the user to electronically manage the entire T&E process -- from initial application review to final eligible list production. Once the T&E questionnaire is constructed, the user enters applicant names, identification numbers, and any additional credits to which applicants might be entitled, into the Administration Module. T&E questionnaires are available to applicants, for completion and submission via Internet, for a period of one month. After applicants access, complete, and submit their T&E questionnaires via Internet, the user retrieves the information and generates eligible lists of final scores. The user can also print and review candidates' questionnaires for verification purposes or generate a computational review record for candidates who wish to verify that their scores have been computed correctly. This newly developed test system has enabled the Department of Civil Service to provide a significant extension of its testing services via an integrated, web-based, test management system that can be used by non-IT personnel on a centralized or decentralized basis.



Thursday, May 15, 2003



8:15 AM Registration and Coffee

8:30 AM Business Meeting

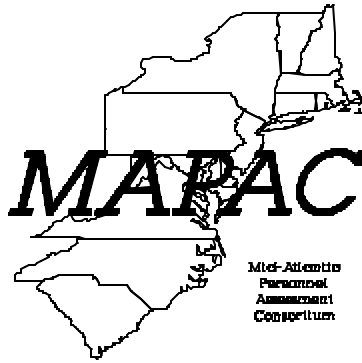
*Chaired by Amy Bauer, MAPAC President
Maryland State Highway Administration*

10:30 AM The Art and Science of Developing Biodata Items for Public Sector Selection Models

*Gwen Schindler, M.S.
Elliot Lason, Ph.D.
Maryland Department of Budget and Management*

Traditionally, biodata instruments have served as an indirect method of assessing candidates' preferences, attitudes, motivation and personal history that may affect other work-related factors. They are typically high in validity and low in adverse impact. Personnel analysts at the Maryland Department of Budget and Management developed a protocol for generating biodata items in conjunction with a validation study on which they were collaborating with the MD Department of Public Safety and Correctional Services, the University of Baltimore, and Darany and Associates. The eight-step protocol involves the participation of Subject Matter Experts (SMEs) in writing critical incidents about their jobs, the identification of the personal characteristics required for successful outcome of the critical incidents and the writing of life history essays. This presentation will include examples of workshop materials developed and items that were written as a result of the protocol developed.

12:00 PM Lunch



1:15 PM Motivating Employees in the Public Sector: Real World Solutions

*Bob Eisenberger, Ph.D.
University of Delaware*

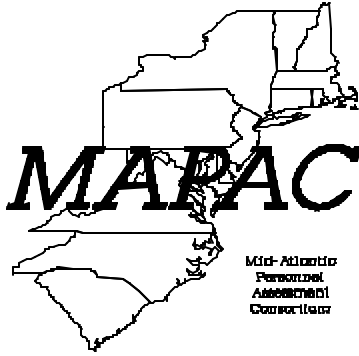
Motivating employees is often more difficult in the public sector than in private industry. Constraints that interfere with sensible motivational techniques include limitations on the sizes of annual pay increases and monetary rewards, inability to promote the most effective performers at a timely rate, and lack of resources for improving job conditions. Even with these obstacles, recent progress in understanding employee motivation has provided ways to increase the motivation and performance of public sector employees. Organizational Support Theory considers employees' perceptions concerning their valuation by the organization, and how these perceptions influence commitment and performance. This theory has been used by investigators to study employee motivation in some 140 organizations. During the talk Dr. Eisenberger will describe the practical use of Organizational Support Theory to assess important attitudes and beliefs of public-sector employees, enhance productivity, and lessen absenteeism and turnover.

2:45 PM Current Theory and Practice on the Measurement of Experience

*Tim McGonigle, Ph.D.
Christina Curnow, Ph.D.
Caliber Associates*

Dr. McGonigle and Dr. Curnow will present a two-segment workshop discussing the development and use of experience-based predictors. In the first portion of the workshop, Dr. McGonigle will discuss two forms of experience questionnaires. In the second portion of the workshop, Dr. Curnow will discuss accomplishment records. In both segments, the presenters will discuss the theory behind these measures and will draw on their own experience to describe some of the challenges in developing and using these measures.

5:00 PM Hospitality Hour and Reception – Location to be announced...



8:15 AM Coffee

8:45 AM The Art and Science of Developing Hybrid Situational Judgment & Knowledge Ability-Based Examinations

Bobbie Ames
James Frankart
Commonwealth of Pennsylvania

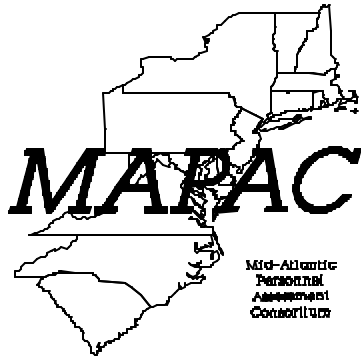
This presentation will describe the experiences (aka “trials and tribulations”) of examiners focusing upon the process and pitfalls encountered in the development and delivery of a hybrid situational judgment/knowledge ability-based exam developed for the Pennsylvania Game Commission’s first-line supervisory positions. Topics will include the job study, content validity, test design, administration, results, and reliability issues.

10:30 AM Roundtable Discussion - MAPAC's new Historian asks "Where do I start?"

Lara Bodkin
Maryland Transit Administration

How has MAPAC evolved in 28 years of service to its member agencies? What were the forces that resulted in MAPAC’s creation? Where has MAPAC been...where is MAPAC now and where is MAPAC headed as its member agencies move into this new millennium? The time has come to preserve MAPAC’s history, its records and assure its relevance into the future. MAPAC's new Historian will facilitate a "brainstorming" discussion on the collection, maintenance, and publication of MAPAC's historical documents and facts. Share your ideas on what information you, as the MAPAC membership, want to see preserved, in what format - paper versus electronic – this information would best be collected and maintained, and what information you want to see highlighted on the MAPAC website. What materials and knowledge does your jurisdiction have to contribute to this mission? Lastly, how would you like to see the position of MAPAC Historian evolve? The “roundtable” discussion will provide participants with an opportunity to hear about the work thus far completed, planned and/or envisioned. Discussions will focus upon the information collection, storage, and maintenance methodologies being considered.

12:00 PM Closing



a little information about our presenters.....
(speaker information is listed in order of presentation)

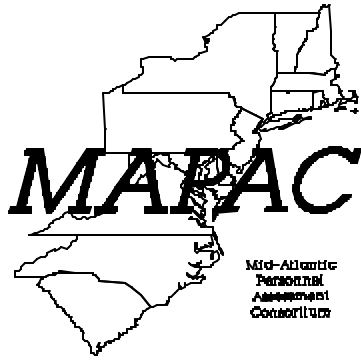
Michael Short is the Web Master for the New York State Department of Civil Service. With almost 25 years experience in New York State as an Information Technology professional, he has a track record of innovation and effective business use of cutting edge technology. A proponent of standards, Open Systems and reusable components, he developed the Instrument Builder, a Training and Experience testing system that allows the rapid deployment and administration, including scoring, of diverse testing questionnaires. As a member of New York's Information Technology Accessibility Steering Committee, he played a key role in the development of the state's policy to make technology, especially web sites, available to everyone regardless of disability. Mr. Short's primary responsibility is to develop policies, processes and standards to support the Department web site, host to over 7,000,000 visitors in 2002.

Frank Belleville is a Municipal Personnel Consultant with the New York State Department of Civil Service. He works as a consultant in the Local Examinations Section having responsibility for assisting 103 local government agencies with the administration of their civil service testing programs. Within the last two years, he has concentrated his efforts upon training local government staff and developing their skills and knowledge needed to administer the web-based Information Technology and Professional Librarian Training and Experience examinations.

Gwen Schindler, M.S., is a Personnel Analyst with the Maryland Department of Budget and Management, working on special projects. She has eight years of experience working for various Maryland Departments in recruitment and examinations. She specializes in job analysis and test development for multiple classifications and is a member of the RED's Automated Assessment Team. She earned an M.S. in Industrial Organizational Psychology from the University of Baltimore.

Elliot Lason, Ph.D., is a Personnel Analyst Supervisor in Maryland Department of Budget and Management's Recruitment and Examination Division. For the past five years, he has been involved in exam development, job analysis, advising state agencies, and formal training in areas related to personnel. In addition, he is Adjunct Faculty at the University of Baltimore's Division of Applied Psychology and Quantitative Methods. He earned his Ph.D. in I/O Psychology from Wayne State University.

Bob Eisenberger, Ph.D., is a professor of psychology at the University of Delaware. He has consulted with over 90 organizations on employee motivation and productivity, including such major companies as Hewlett-Packard, General Electric, Bristol-Myers Squibb, GM, MBNA, and Avon, as well as national, state, and county public agencies. He is currently the consultant on a study of 40,000 Los Angeles County employees. Bob is the author of over 60 scientific publications on human motivation. He received the award for the Best Paper on Organizational Behavior at the 2001 Academy of Management Conference. Public recognition of Bob's research includes two special reports on his work carried nationally on National Public Radio, and reports appearing in the American Psychological Association Monitor, Encyclopedia Britannica Science and the Future Yearbook, and Science News.



a little (more) information about our presenters.....

(speaker information is listed in order of presentation)

Tim McGonigle, Ph.D., is a Senior Associate at Caliber Associates in Fairfax, VA, where he conducts research and consults on a variety of projects related to job analysis and personnel selection.

Christina Curnow, Ph.D., is a Senior Associate at Caliber Associates in Fairfax, VA, where she consults and conducts research on projects related to personnel selection and training.

Bobbie Ames is a Human Resource Analyst in the Test Development Division of the Pennsylvania State Civil Service Commission where she has developed and participated in the development of a variety of tests. She completed her undergraduate studies at the Pennsylvania State University, her master's degree at Millersville University of Pennsylvania and has over 20 years of experience in the field of assessment.

James Frankart is the Unit Supervisor in the Test Development Division of the Pennsylvania State Civil Service Commission, where he has been involved in a wide variety of assessment methods. He received a bachelor's degree from the University of Toledo in 1978 and a master's degree in Industrial/Organizational Psychology from the University of Akron in 1981. He has been actively involved in MAPAC for many years and currently serves as the Chair of the membership committee.

Lara Bodkin is a Testing Analyst with the Maryland Transit Administration, where she began as an intern. She has recently taken on the newly established position of MAPAC Historian and is excited to set the standard. Lara is a member of IPMAAC's 2003 Conference Host Committee and has participated on MAPAC's Bylaws Taskforce and Newsletter Committee.

MAPAC on the WEB and by e-mail!

Join the MAPAC e-mail list and receive advanced conference notification, participate in lively discussions, and share information with other assessment professionals.

With the help and generosity of IPMAAC's Bill Waldron, MAPAC now has a home on IPMAAC's homepage at <http://www.ipmaac.org/mapac>

Send a message to: listserv@ube.ubalt.edu (leave subject line blank) and write in the body of the message: Subscribe MAPAC Your Name. Then SEND.

Please refer any questions or problems to David Hamill at: David.G.Hamill@usdoj.gov

**MAPAC Conference Registration
Spring 2003 Meeting (May 14-16, 2003)
Rehoboth Beach, DE**

Name(s) _____

Organization _____

Address _____

Telephone No. () _____ Fax No. () _____

E-Mail Address _____

Meeting and Workshop Information

Number of people to attend:

Workshop	Wednesday 5/14	_____
Conference	Thursday 5/15	_____
	Friday 5/16	_____

Note: If you or anyone included on this form need to cancel for any reason, please let MAPAC know at least one week prior to the conference. This courtesy will greatly assist the Program Committee in the estimates used for hotel arrangements.

Fees:

	<i>Workshop</i>	<i>Conference</i>
MAPAC Members	Free	Free
Non-Members	\$100.00	\$100.00

Students with approved nomination may attend all sessions compliments of MAPAC.

Check or money orders should be made payable to MAPAC and should accompany your registration form. (Credit card payments cannot be accommodated.)

Please FAX this registration form by May 1, 2003
To: 518-485-8244
Attn: Verna Gerrity/MAPAC

or mail to:

Will Martin
New York State Department of Civil Service
State Office Building Campus, Room 232
Albany, New York 12239

Hotel Information

Atlantic Sands Hotel and Conference Center (conference location)
101 N. Boardwalk
Rehoboth Beach, DE 19971
1-800-422-0600

MAPAC Rates: \$80 Single and Double rate (taxes additional)

Note: Please indicate "MAPAC" when making reservations to secure this rate.

Note:

- If accommodations are needed, please contact the hotel directly by **May 1, 2003**.
- After that date, rooms and room rates will be subject to availability.
- In order to ensure government hotel rates, please present your government ID card when checking into the hotel.

Parking: Free Parking for overnight guests and conference attendees.

Driving Directions/Map

From the West:

50 East to 404 East to 16 East to 1 South & take Exit 1 A

From the North:

95 South to Rt. 1 South & take Exit 1 A

From the South:

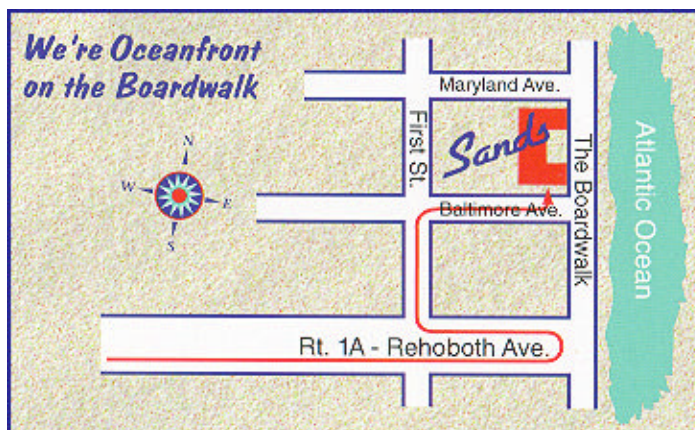
13 North to 113 towards 50, take 50 East to 1 North & take to 1A

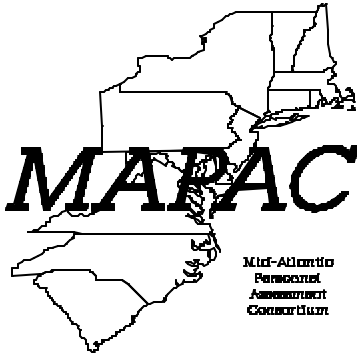
From the East:

Swim to Rehoboth Avenue.

From Rehoboth Avenue (the main street in town)

Travel east until you reach the boardwalk, go around "U" and face west. Make first right on **First** street, make first right onto Baltimore Ave. The hotel and conference center is at the end of the block on the left.





**2003 Spring MAPAC Conference
May 14-16, 2003
Rehoboth Beach, DE 19971
Student Nomination Form**

Student Name: _____

School/Program: _____

Research Interests: _____

Professional Interests/Goals (as related to public sector, if any):

Student Signature & Date: _____

Student e-mail Address: _____

Faculty Advisor: _____

Faculty Advisor Signature: _____

Note: A limited number of student scholarships to attend the conference are available for which the conference fees will be waived. Priority will be given to early nominations. Only students who are definitely willing and able to attend should submit an application. Please fax forms (one form for each student) to Amy Bauer at 410-209-5019. Once the nomination has been accepted, the student will be contacted and invited to complete a Registration Form.