

## **Frequently Asked Questions**

### **What must I do to participate in an examination or structured interview?**

An applicant must apply and be certified as meeting minimum education and experience requirements for either an in-house promotional posting or an open recruitment competitive career opportunities announcement. An in-house applicant is scheduled for examination or structured interview within a few working days of the closing of the in-house posting. An outside candidate is scheduled for test participation within 14 days of the application being received by the Examination Section or may be invited to participate in a structured interview by the hiring agency.

### **How do I prepare for an examination?**

Along with a written invitation to participate in an examination, the Examination Section informs a candidate of the specific subject areas addressed in the examination. The candidate is encouraged to review textbooks and study guides that may be available in local bookstores, The New Hampshire State Library (Arco Series Study Guides), local libraries, etc., in preparation for taking various tests.

### **How do I prepare for a structured interview?**

Along with a written invitation to participate in a structured interview, the agency in which the vacancy exists informs a candidate of the specific subject areas addressed in the structured interview. If the candidate is not advised of these areas prior to the structured interview, s(he) should contact the agency's Human Resources Representative to identify the specific areas in which questions will be asked.

### **What should I bring to an examination?**

A candidate for examination is requested to bring the admission letter, if applicable, picture identification, a silent calculator, and quarters for metered parking (.25/hour). PLEASE NOTE: Parking space is limited and on a first-come, first-serve basis; therefore, an applicant should plan to arrive early for the examination in order to allow time to locate a parking space.

### **How long does it take to complete an examination?**

A candidate is allowed three hours to complete an examination. This time allowance is usually more than sufficient to complete the test and, therefore, the candidate is advised not to needlessly hurry and, as a result, make careless errors. Typically, all examination questions are answered within 1 ½ - 2 hours. The candidate should respond to all questions as the final score is computed as the

total number of correct answers divided by the number of questions assigned (percentage of correct response).

### **What is the passing score?**

A candidate must obtain a minimal final score of 70.0% in an examination or structured interview to be eligible for appointment consideration.

With the exception of data entry exercises, keyboarding tests are not formally graded but words per minute and the number of errors committed are communicated to state agencies.

For some class titles, performance tests are administered and combined with the multiple-choice examination to compute a final score. Examples of class titles for which such combined tests are required are Telecommunications Specialist and Data Entry Operator.

### **What happens if I do not pass the examination?**

If an applicant does not pass an examination, (s)he cannot be considered for appointment. The applicant may review the examination within 15 days of participation in order to determine subject areas in which difficulty was experienced. However, the applicant is advised that (s)he is not allowed to take notes regarding the content of the examination.

If recruitment is still taking place, an applicant may reapply and retake the examination after 15 days have expired from the date of administration or review, whichever is later.

### **When will I receive my test or structured interview results?**

A result letter is mailed by the Examination Section within 5 – 10 business days. If applicable, the result letter will reflect a score including war veteran's preference points to which the candidate is entitled. An in-house candidate may receive verbal notification of test score earlier as the result of inquiry from his/her agency's Human Resources Representative.

### **How do I receive war veteran's preference points?**

If a final examination or structured interview qualifying score of at least 70% is obtained, a candidate will receive an additional 5 war veteran's preference points or 10 points for 10% or more service-connected disability. The candidate must include relevant war veteran documentation with each application that is submitted. A candidate claiming 10% or more service-connected disability must also submit a letter from the Veteran's Administration verifying the percentage of

disability. War veteran's preference points are only received by candidates who are entering state government.

**If I pass an examination, what occurs next?**

An applicant receiving a qualifying examination score is placed on the register and his/her application is sent to the agency seeking to fill a vacancy.

It must be remembered that the test score is not the only factor taken into consideration by the appointing agency. A state department with a job opening receives the entire register for the vacant position. This means that all qualifying candidates, whether they achieved the minimum passing score of 70.0% or scored much higher, are referred for consideration. An agency manager not only reviews test scores but also places emphasis on candidates' education, experience, interpersonal skills, verbal fluency in an interview, etc.

**Do all job vacancies require examinations or structured interviews?**

No. Class specifications ( *compensation and job specifications* ) for the various job titles in state government indicate whether an examination or structured interview is required prior to hire. Additionally, if a keyboarding exercise is necessary, this information will also be stated in the "Special Requirements" section of the job specification.

**Can special examination accommodations be made for a person with a hearing, visual, or other impairment or disability?**

Yes. The Examination Section provides special accommodations to persons with disabilities. These services include, but are not limited to, an associate verbally reading an examination to someone who is visually impaired and arranging with the Division of Vocational Rehabilitation for an interpreter for an applicant who is hearing impaired. It is important, however, that a candidate needing special accommodations notify the Examination Section prior to the scheduled examination date.

**Where do I take the required examination?**

The majority of examinations are administered at the New Hampshire Division of Personnel, 28 School Street, Concord, New Hampshire 03301. *Directions to the Division of Personnel* can be found by clicking on this link. However, upon request, examinations can be administered at *New Hampshire Employment Security facilities* located throughout the state.