OPAC TEST DESCRIPTIONS

OFFICE PROFICIENCY
ASSESSMENT & CERTIFICATION®

Keyboarding/Data-Entry

10-Key
Measures speed and accuracy of numeric data entry in an adding machine format.

Keyboarding
Typing speed and accuracy. Test takers may type from hard copy or on-screen text.

Keyboarding 2
Similar to the Keyboarding test, this test is a job-related, cutting-edge measure of a person's ability to quickly and accurately enter text that is read from the computer screen or printed form. Realistic to a modern business setting and contains many unique features that differentiate it from more traditional keyboarding tests currently being offered including:

Numerals	Symbols
Acronyms	Punctuation marks
Words with repeated letters	Long and short sentences
Long and short words	Title case words
Use of familiar words	Website address(es)
Email address(es)	Business terminology
Grammatically correct phrases	Package tracking code(s)

Data Entry 1 – Vendor
Measures speed and accuracy of alphabetic and numeric vendor data entry, including addresses and telephone numbers.

Data Entry 2 – Inventory
Measures speed and accuracy of alphabetic and numeric vendor data entry in an inventory format.

Data Entry 3 – Invoice
Measures ability to enter multiple sales orders. Data includes addresses, phone numbers, stock items and quantities.

Clerical

Alphabetic Filing
Test takers assign correct filing names to a group of files and then sort them in a computer-simulated filing cabinet.

Numeric Filing
Test takers determine the correct consecutive filing order for numeric records.

Composing Minutes
Using handwritten notes, the test taker must compose and format the minutes of a meeting according to a specific guide provided.

Formatting a Letter
Test takers must select the appropriate pre-sorted paragraphs, retrieve them, and format a letter per instructions.

Proofreading 1
Test takers proofread a document, correcting errors in:

Grammar	Spelling	Capitalization
Punctuation	Possessives	Abbreviation
Number Usage		

Proofreading 2
Same as Proofreading 1, with different test versions.

Proofreading Practice
Additional testing material in sentence format.

Reading Comprehension
Measures the ability to read and comprehend passages that are written at a job-related level.

Sentence Clarity
This test is designed to measure whether a candidate can identify clearly-written passages. Test takers are presented with two written passages from which they must choose the one that is most clearly written.

Spelling
Measures the ability to properly spell and use homonyms (words that sound alike but have different meanings according to the way they are spelled) according to the context in which they are being used.

Transcription
Test takers must accurately transcribe a letter from a supplied cassette tape.

Computer Applications

Database
This test measures the test taker's ability to access a specific database file and to perform the following operations:

Open	Table Design	Append
Delete	Sort	Edit
Save	Print	

(800) 999-0438
WWW.OPAC.COM

Editing/Formatting from a Rough Draft

This test measures the test taker's ability to perform the following functions while using a word processing application:

Bold	Hard Page Break	Block Indent
Hard Return	Center	Insert
Copy	Move	Delete
Print	Underline	Spell Check

Editing/Formatting from Rough Draft [Advanced]

This test measures the test taker's ability to perform the following advanced functions in a specific word processing application:

Decimal Tab	Sub/Superscript
Double Underline	Hard Page Break
Spell Check	Left Justified Tab
Headers/Footers	Pagination
Global Search/Replace	Right Justified Tab

Spreadsheet

This test measures the test taker's ability to perform the following functions in a specific spreadsheet application:

Edit	Print	Delete
Insert	Formulas	Save

Microsoft® Applications

Microsoft® Excel [Basic]

This test assesses basic skill level of Microsoft® Excel including, but not limited to, the following operations related to data and text manipulation:

Edit	Sort	Relocate
Rework	Format	

Microsoft® Excel [Intermediate]

This test assesses an intermediate skill level of Microsoft® Excel including, but not limited to, the following operations:

Sorting	Renaming Worksheets
Adding A Header	Inserting Comments
Creating/Moving Worksheets	Unhide Rows
Creating Charts	

Microsoft® Outlook

This test measures ability to navigate in Microsoft® Outlook 2003 and 2010 using a simulation format to assess:

Creating, viewing, moving emails
Various tasks must be performed correctly, including:
Email folders
Calendar and appointments
Outlook settings and tools menu options
Signatures, blocked senders and junk mail

Microsoft® PowerPoint

This test measures the test taker's ability to perform the following functions in Microsoft® PowerPoint presentation software including, but not limited to the following operations:

Create New Presentations	Add Hyperlinks
Insert and Modify Graphics	Change Background
Modify, Transition, and Animate	Add Speaker's Notes

Microsoft® Windows

The OPAC Windows test measures ability to navigate in and customize the most popular Microsoft operating systems.

Microsoft® Word [Basic]

This test measures the ability to correctly modify and format a professional document in Microsoft® Word, including but not limited to the following functions:

Creating Text	Editing Text	Page Format
Tables	References	

Microsoft® Word [Intermediate]

This test measures an intermediate skill level of Microsoft® Word, including but not limited to, the following operations:

Tables	AutoComplete
Unique Headers	Footnotes
Bullets/Numbers	Symbols/Pictures
Sections	Borders

Microsoft® Pre-Assessment

These tests assess knowledge of areas commonly tested during their respective certification exams.

Microsoft® Word 2000
Microsoft® Word XP
Microsoft® Excel 2000
Microsoft® Excel XP

(800) 999-0438
WWW.OPAC.COM

Customer Service

Customer Service: Telephone
Measures test taker's ability to listen and respond appropriately to incoming customer service telephone calls.

Telephone Order Entry
This test is designed to determine whether a test taker can listen to and accurately enter information provided verbally. Basic data entry of information into a standardized order form, including typing and entering customer names, addresses, phone numbers, and product orders delivered via audio.

Applying Policies
Ability to understand information heard during a telephone call and then to appropriately apply the contents of written policies in response to the caller's issue/or concern.

Record Locating
Ability to locate information on a written list and to correctly/accurately respond using a keyboard.

Professional (Legal & Medical)

These include separate legal and medical tests containing content similar to that encountered in the legal and medical professions.

Legal Keyboarding & Medical Keyboarding
Typing speed and accuracy. Test takers may type from hard copy or from on screen text.

Legal Terminology & Medical Terminology
These multiple-choice tests cover legal and medical terminology used by medical assistants, legal assistants and legal secretaries.

Legal Proofreading & Medical Proofreading
Test takers proofread a document, correcting errors in:

Grammar	Possessives	Spelling
Abbreviation	Capitalization	Number Usage
Punctuation		

Legal Transcription & Medical Transcription
The test taker must accurately transcribe a letter from a supplied cassette tape or audio files.

Financial

Bank Deposit
Test takers prepare and record deposit slips and checks.

Bank Reconciliation
Using basic mathematical abilities, test takers prepare bank reconciliation.

Basic Math
Addition, subtraction, multiplication, and division.

Petty Cash
Test takers maintain a petty cash fund.

QuickBooks
This test measures skills in specific functions within the QuickBooks application. Various tasks must be performed correctly, including:

Processing billing, payments, checks
Processing invoices and receipts
Creating accounts
Modifying a vendor, customer, employee
Generating statements and reports
Reconciling entries
Creating a backup of data

Additional Features

Graphical Score Reports
Graphical score reports allow administrators an opportunity to see scores based on a clear cutoff line, or in specific percentile format.

Live Software and Simulation Testing
Test candidates with the resident version of Microsoft Windows and Office products on the testing computer. Alternatively, you can test candidates with our simulation software for Windows XP, Vista, and 7; as well as the 2003, 2007, and 2010 versions of Microsoft Word and Excel. The simulation software looks and feels just like the actual software, with the added benefit of not requiring that the software be installed on a testing computer. The administrator can also create their own custom simulation tests by selecting items from our pre-developed item bank.

Custom Tests
Develop your own custom multiple-choice, true-false, and fill-in-the-blank tests using OPAC's Test Writer feature. These tests are fully integrated into OPAC and are automatically scored and administered. A question bank is also included to create customized simulation tests.

Custom Proofreading Testing

Develop your own content for custom proofreading tests. The custom proofreading content can contain spelling, punctuation, and any other types of errors found in documents. The administrator then sets the correct responses for the errors. A special feature of the custom proofreading test is its flexibility in creating custom content. Any content which is Latin based language (English, Spanish, French, etc.) can be used and scored with this new test module. (A Spanish proofreading test is included in the software as an example.)

AutoTest Creation Wizard

An easy-to-use tool that helps you to select the test modules that are the most appropriate for measuring the underlying skills and abilities required of someone who will be hired into or trained to perform a specific job. This process helps you create a test that is appropriate for the job as it is uniquely performed at your organization.

Validation Wizard

This feature allows OPAC tests to undergo a basic, job-specific content-validation study, and sets cutoff scores for each test. The Validation Wizard helps protect your organization against employee discrimination challenges.

ENCOUNTER Soft Skills Test

Online video situational judgment test used to assess a candidate's office and interpersonal competence. Internet connection and test credits required.

ExamIn Online Testing

This add-on to the OPAC software includes online tests such as Business Correspondence, Computer Skills, Industrial Measurement, Language Arts, Math Skills, Mechanical Comprehension, Reading Comprehension, Word Use & Vocabulary, Accounting Oriented Math, Public Sector Accounting Principles, and Basic Accounting Principles. On-site confirmatory testing is also included with the ExamIn add-on.

Personality Assessment

An evaluation of the personal characteristics of a candidate to assist in determining their potential success in a given job. Additional fee applies for Personality Assessments.

System Requirements

Minimum system requirements:
- Microsoft Windows 2000/XP/2003/Vista/Windows 7/8 or Windows NT 4.0 or higher; Novell Netware
- Internet Explorer 4.0 or higher
- Pentium 4 or higher
- 70 MB Hard Drive Space
- 512 MB RAM Recommended
- Super VGA Monitor with 16-bit Color or higher, resolution of 640x480, 800x600, or 1024x768
- CD-ROM drive for installation of the OPAC System
- Sound Card (required for Spelling Test)

Please contact an OPAC representative at (800) 999-0438 for current system requirements. The OPAC System is compatible with various popular software applications including Microsoft® Office WordPerfect, and Lotus 1-2-3. External software applications are not included with the OPAC System.

(800) 999-0438
WWW.OPAC.COM