ioPredict®

TEST SERVICES CATALOG

Online Testing

Test Development

Test Validation

Talent Retention

Pre-hire testing that helps you identify the best talent

High quality pre-hire assessments and custom solutions to improve talent selection, retention, and productivity

About Us

ioPredict, Inc. specializes in the development and validation of exams for employee selection, licensure, and certification. Our tests are developed with a close eye on psychometric fundamentals, legal requirements, and tried and true best practices that guide our industry.

Our Doctorate and/or master's level Industrial-Organizational Psychologists each have more than 15 years of test development and validation experience and have conducted job analyses and developed and/or validated high stakes pre-employment and promotional tests for numerous public and private sector organizations.

As such, we are aware that selection tests need to address federal laws, regulations, and professional standards including, but not limited to, the:

- Civil Rights Act of 1964, as updated by the 1991 Civil Rights Act (Title VII)
- Americans with Disabilities Act (ADA) of 1990, as amended by the ADA Amendments Act of 2008
- Age Discrimination in Employment Act (ADEA)
- Federal Uniform Guidelines for Employee Selection Procedures
- OFCCP Federal Contractor Requirements and Regulations (such as the *Internet Applicant Regulation*)
- *Principles for Validation and Use of Personnel Selection Procedures* of the Society for Industrial and Organizational Psychology (2018)
- American Educational Research Association /American Psychological Association's *Standards for Educational and Psychological Testing* (2014)

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Test Services

Off-the-Shelf Examinations

ioPredict offers a fresh library of entry-level and promotional exams that assess critical candidate aptitudes and knowledge areas required for success on the job. Our off-the-shelf exams are specifically developed for each classification and contain test items that are highly face valid (i.e., "items that look and feel like the actual job").

Selecting the Best Exam

ioPredict offers the exams listed in this catalog as "off-the-shelf". We also have question banks available that can be used to affordably create customized exams for a wide variety of positions. In addition, our test developers can custom develop exams from the ground up by writing new test questions specifically designed to assess relevant content areas. *Note*: If you do not see the exam you are looking for in this catalog, please contact us and we will conduct a thorough search of our item and test banks.

Online Test Pricing			
Test Type	**Test Creation Fee**	**Per Candidate**	**Scoring**
Off-the-Shelf	No Charge	$15	No Charge*
Customized MC Testing	$599	$15	

 * Re-scoring & re-sending scores (i.e., after removing items, double keying) is $35.

Remote Proctoring

While many agencies are successfully and without incident utilizing unproctored online testing, remote proctoring is recommended in the following situations: (1) when administering public safety exams due to increased test security concerns, (2) when increased test security and defensibility of the testing process are an absolute must. ioPredict offers the following remote proctoring options:

Remote Proctoring for Online Testing	
Remote Proctoring Type	**Per Candidate**
Live Online Remote Proctoring	$20 for the first hour, $10 for subsequent hour(s)
Automated Remote Proctoring	$10 per test administration

Additional Services

We also offer in-depth psychometric services as needed (e.g., score banding, adverse impact analyses, Differential Item Functioning (DIFF) analyses, distractor analyses, customized score or item/test reporting).

Customized Test Development and Validation

ioPredict also offers a full suite of IO focused consulting services including job analysis, custom test development (e.g., written tests, work sample tests , physical ability tests, interviews, personality tests) as well as test validation services for clients' in-house or vendor provided tests.

While legal compliance is critical, we also believe that tests and assessments should be valid predictors of an applicant's future success on the job (i.e., they are predictive and provide utility) or else they are of little use in the selection process.

Accounting / Fiscal

Accountant

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Fiscal Terminology and Governmental Accounting	29
(2) Financial Recordkeeping	41
(3) Data Accuracy and Verification	5
(4) Business Mathematics and Financial Statistics	6
(5) Written Communications	3
(6) Basic Computer Operations	4
(7) Analytical Ability	5
Total No. Items:	**93**

Accounting Assistant

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Fiscal Terminology and Governmental Accounting	20
(2) Fiscal Recordkeeping	10
(3) Data Accuracy and Verification	12
(4) Business Mathematics and Financial Statistics	12
(5) Written Communications	13
(6) Basic Computer Operations	8
(7) Analytical Ability	10
Total No. Items:	**85**

Fiscal Assistant

	Administration Time: 110 mins
Content Areas	**No. Items**
(1) Fiscal Terminology and Governmental Accounting	17
(2) Financial Record Keeping	11
(3) Report Writing and Written Communications	13
(4) Data Accuracy and Verification	10
(5) Mathematical Calculations and Basic Statistics	13
(6) Basic Computer Operations	8
(7) Analytical Ability	9
Total No. Items:	**81**

Accounting / Fiscal

Fiscal Technician

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Fiscal Terminology and Governmental Accounting	20
(2) Fiscal Recordkeeping	10
(3) Data Accuracy and Verification	12
(4) Business Mathematics and Financial Statistics	12
(5) Written Communications	13
(6) Basic Computer Operations	8
(7) Analytical Ability	10
Total No. Items: 85	

Tax Auditor I

	Administration Time: 60 mins
Content Areas	**No. Items**
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	17
(3) Reading Comprehension	16
(4) Written Communication	5
Total No. Items: 51	

Analyst

Administrative Analyst

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Reading Comprehension	10
(2) Written Communications and Report Writing	10
(3) Mathematical Calculations and Basic Statistics	15
(4) Budgeting	15
(5) Analytical Ability	25
	Total No. Items: 75

Sr. Administrative Analyst

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Reading Comprehension	16
(2) Report Writing and Word Usage	21
(3) Mathematical Calculations and Basic Statistics	17
(4) Analytical Ability	15
(5) Interpersonal/Teamwork Skills	8
	Total No. Items: 77

Management Analyst

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Reading Comprehension	16
(2) Report Writing and Word Usage	21
(3) Mathematical Calculations and Basic Statistics	17
(4) Analytical Ability	15
(5) Interpersonal/Teamwork Skills	8
	Total No. Items: 77

Management Analyst I

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Reading Comprehension	10
(2) Written Communications and Report Writing	10
(3) Mathematical Calculations and Basic Statistics	15
(4) Budgeting	15
(5) Analytical Ability	25
	Total No. Items: 75

Analyst

Program Analyst I	
Administration Time: 100 mins	
Content Areas	**No. Items**
(1) Reading Comprehension	10
(2) Written Communications and Report Writing	10
(3) Mathematical Calculations and Basic Statistics	15
(4) Budgeting	15
(5) Analytical Ability	25
Total No. Items: 75	

Clerical and Administrative

Administrative Assistant v1

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Administrative Assistant v2

	Administration Tie: 90 mins
Content Areas	**No. Items**
(1) Recordkeeping	10
(2) Verifying Data	10
(3) Business Mathematics	
(4) Written Communications	30
(5) Interpersonal Skills	15
Total No. Items: 75	

Administrative Assistant II

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Written Communications	22
(2) Interpersonal Skills and Customer Service	10
(3) Basic Computer Skills	18
(4) Basic Office Mathematics	10
(5) Administrative Abilities	10
(6) Clerical Skills	10
Total No. Items: 80	

Clerical and Administrative

Administrative Clerk

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
	Total No. Items: 65

Administrative Clerk Journey

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
	Total No. Items: 65

Sr. Administrative Clerk

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
	Total No. Items: 65

Administrative Specialist

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Recordkeeping	13
(2) Written Communications	24
(3) Mathematical Calculations	17
(4) Interpersonal Skills and Customer Service	14
(5) Analytical Ability	21
	Total No. Items: 89

Clerical and Administrative

Administrative Technician v1

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Recordkeeping	13
(2) Written Communications	24
(3) Mathematical Calculations	17
(4) Interpersonal Skills and Customer Service	14
(5) Analytical Ability	21
Total No. Items: 89	

Administrative Technician v2

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Clerk-Experienced Level

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
Total No. Items: 65	

Clerical and Administrative

Office Assistant v1

	Administration Time: 90 mins

Content Areas	No. Items
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	31
(3) Reading Comprehension	16
(4) Written Communication	5
Total No. Items: 65	

Office Assistant v2

	Administration Time: 90 mins

Content Areas	No. Items
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
Total No. Items: 75	

Sr. Office Assistant

	Administration Time: 90 mins

Content Areas	No. Items
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
Total No. Items: 75	

Water Conservation Technician

	Administration Time: 90 mins

Content Areas	No. Items
(1) Reading Comprehension	10
(2) Analytical Ability	15
(3) Mathematical Calculations	15
(4) Customer Service/Interpersonal Skills	15
(5) Written Communications	15
Total No. Items: 70	

Customer Service

Park Services Attendant

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Basic Mathematics	15
(2) Interpersonal and Customer Service Skills	16
(3) Written Communication	15
(4) Cash Handling	10
(5) Reading Comprehension	12
	Total No. Items: 68

Sr. Customer Service Representative

	Administration Time: 60 mins
Content Areas	**No. Items**
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	17
(3) Reading Comprehension	8
(4) Written Communication	5
(5) Basic Computer Skills	10
	Total No. Items: 53

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Human Resources

Human Resources Analyst

Administration Time: 120 mins

Content Areas	No. Items
(1) Analytical Skills and Judgment	23
(2) Recruitment, Assessment, and Selection	13
(3) Classification and Compensation	8
(4) Organizational Design and Development	11
(5) Reading Comprehension	5
Total No. Items: 60	

Human Resources Assistant

Administration Time: 90 mins

Content Areas	No. Items
(1) Interpersonal Skills	13
(2) Office and Business Mathematics	31
(3) Reading Comprehension	16
(4) Written Communication	5
Total No. Items: 65	

Payroll Clerk III

Administration Time: 100 mins

Content Areas	No. Items
(1) Clerical	5
(2) Reading Comprehension and Vocabulary	12
(3) Office and Business Mathematics	15
(4) Basic Computer Skills	20
(5) Interpersonal Skills	10
(6) Supervisory Skills	15
Total No. Items: 77	

Legal Services

Legal Secretary	
	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Legal Terminology and Procedures	28
(2) Written Communications	25
(3) Office Mathematics	8
(4) Record Keeping	13
(5) Work Scheduling	6
	Total No. Items: 80

Maintenance Facilities and Grounds

Custodian

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Custodial Tools, Equipment, and Materials	15
(2) Custodial Practices	30
(3) Safe Work Practices	15
Total No. Items: 60	

Groundskeeper / Gardener

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Planting, Cultivating, and Caring of Plants	30
(2) Irrigation, Drainage, and Erosion Control	10
(3) Pest Control, Disease Control, and Weed Abatement	10
(4) Basic Mathematics	15
(5) Tools, Equipment, and Materials	10
Total No. Items: 75	

Maintenance Worker

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Tools, Equipment, and Materials	25
(2) Maintenance Procedures	20
(3) Mathematical Calculations	15
(4) Workplace Safety	15
Total No. Items: 75	

Public Safety

Community Services Officer

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Reading Comprehension	14
(2) Written Communications	23
(3) Analytical Ability	9
(4) Name and Number Accuracy	10
(5) Interpersonal Skills and Customer Service	20
	Total No. Items: 76

Entry Level Firefighter

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Reading Comprehension	20
(2) Fireground Calculations	30
(3) Mechanical Reasoning	30
(4) Analytical Ability and Decision Making	20
	Total No. Items: 100

Hand Crew Fire Prevention Specialist

	Administration Time: 60 mins
Content Areas	**No. Items**
(1) Reading Comprehension	10
(2) Tools and Equipment	15
(3) Basic Mathematics	15
(4) Safety	15
	Total No. Items: 55

Police Cadet

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
	Total No. Items: 75

Public Safety

Police Records Assistant	
	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical, Filing, and Attention to Detail	15
(2) Interpersonal Skills and Customer Service	20
(3) Written Communications	30
(4) Basic Computer Skills	10
	Total No. Items: 75

Property and Evidence Technician	
	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Reading Comprehension	14
(2) Written Communications	23
(3) Analytical Ability	9
(4) Name and Number Accuracy	10
(5) Interpersonal Skills and Customer Service	20
(6) Safe Working Practices	8
	Total No. Items: 84

Skilled Trades

Construction Technician

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Mechanical Principles	15
(2) Gauges, Measurement, and Maps	15
(3) Reading Comprehension and Table Reading	15
(4) Customer Service and Teamwork	15
Total No. Items: 60	

Electrician

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Basic Electrical Knowledge	20
(2) Tools and Equipment	11
(3) Mechanical Aptitude	11
(4) Safety	21
(5) Basic Electrical Mathematics	13
Total No. Items: 76	

Service Technician

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Mechanical Principles	15
(2) Gauges, Measurement, and Maps	15
(3) Reading Comprehension and Table Reading	15
(4) Customer Service and Teamwork	15
Total No. Items: 60	

Utility Laborer

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Mechanical Ability	10
(2) Mathematical Calculations	15
(3) Reading Comprehension	10
(4) Safety	15
(5) Tools, Equipment, and Materials	15
Total No. Items: 65	

Skilled Trades

Water Distribution Plumber

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Mechanical Ability	15
(2) Mathematical Calculations	15
(3) Reading Comprehension	10
(4) Tools, Equipment, and Materials	15
(5) Safety	10
Total No. Items: 65	

Water Utility Electrician

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Safety	7
(2) Electrical Principles and Fundamentals	17
(3) Applied Electrical Knowledge	36
Total No. Items: 60	

Water Utility Mechanic

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Safety	8
(2) Applied Mechanical Knowledge	37
(3) Maintenance and Repair	10
(4) Water Quality Operations	5
Total No. Items: 60	

Water Treatment Operator Trainee

	Administration Time: 120 mins
Content Areas	**No. Items**
(1) Reading Comprehension	20
(2) Mathematical Calculations	20
(3) Reading Charts and Graphs	15
(4) Mechanical Aptitude	20
Total No. Items: 75	

Skilled Trades

Plumber	
	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Fixtures and Fittings	10
(2) Pipes and Tubing	10
(3) Water Supply	10
(4) Irrigation Plumbing	5
(5) Drain, Waste, and Vent Systems	5
(6) Plumbing Troubleshooting	10
(7) Tools and Equipment	10
(8) Plumbing Mathematics	10
(9) Plumbing Plans and Drawings	10
	Total No. Items: 80

Social Services

Case Manager I

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Assessment	9
(2) Interpersonal	9
(3) Interpreting Policies and Procedure	6
(4) Investigative	7
(5) Psycho-Social	7
(6) Written Communication	5
(7) Basic Computer Skills	16
	Total No. Items: 59

Child Support Specialist I

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Written Communications	10
(2) Mathematical Calculations	10
(3) Analytical Abilities	15
(4) Reading Comprehension	15
(5) Interviewing Techniques	10
	Total No. Items: 60

Client Services Assistant I

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	16
(3) Interpersonal and Customer Service Skills	18
(4) Written Communications	20
(5) Social Services	6
	Total No. Items: 75

Eligibility Specialist I

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Written Communications	20
(2) Basic Mathematical Computations	10
(3) Determining Eligibility	25
(4) Interpersonal/Interviewing Skills	15
	Total No. Items: 70

Social Services

Eligibility Specialist Trainee

	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	15
(3) Interpersonal Skills and Customer Service	10
(4) Vocabulary	10
(5) Written Communications	15
	Total No. Items: 65

Housing Services Technician

	Administration Time: 105 mins
Content Areas	**No. Items**
(1) Reading Comprehension	15
(2) Analytical Ability	35
(3) Mathematical Calculations	15
(4) Interpersonal Skills	15
	Total No. Items: 80

Social Services

	Administration Time: 100 mins
Content Areas	**No. Items**
(1) Clerical Skills	15
(2) Basic Office Mathematics	16
(3) Interpersonal and Customer Service Skills	18
(4) Written Communications	20
(5) Interpreting and Applying Information	4
(6) Basic Computer Operations	4
(7) Social Services	6
	Total No. Items: 83

Social Services

Social Worker I	
	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Assessment	12
(2) Interpersonal	9
(3) Interpreting Policies and Procedure	12
(4) Investigative	12
(5) Psycho-Social	9
(6) Written Communication	6
	Total No. Items: 60

Social Worker II/III	
	Administration Time: 90 mins
Content Areas	**No. Items**
(1) Assessment	12
(2) Interpersonal	9
(3) Interpreting Policies and Procedure	12
(4) Investigative	12
(5) Psycho-Social	9
(6) Written Communication	6
	Total No. Items: 60

Spanish Bilingual Proficiency

Spanish Bilingual Proficiency – Written Test

	Administration Time: 75 mins
Content Areas	**No. Items**
(1) Reading Comprehension	15
(2) Vocabulary	15
(3) Oral Comprehension	15
(4) Spanish to English Translation	15
	Total No. Items: 60

Spanish Bilingual Proficiency – Oral Test

	Administration Time: 20 mins
Content Areas	**Points**
(1) Responding to Questions in Spanish	10
(2) English to Spanish Verbal Translation	10
(3) Spanish to English Verbal Translation	10
	Total No. Points: 30

Social Services Spanish Bilingual Proficiency – Written Test

	Administration Time: 75 mins
Content Areas	**No. Items**
(1) Reading Comprehension	15
(2) Vocabulary	15
(3) Oral Comprehension	15
(4) Spanish to English Translation	15
	Total No. Items: 60

Social Services Spanish Bilingual Proficiency – Oral Test

	Administration Time: 20 mins
Content Areas	**Points**
(1) Responding to Questions in Spanish	10
(2) English to Spanish Verbal Translation	10
(3) Spanish to English Verbal Translation	10
	Total No. Points: 30

Note: For the Spanish Bilingual Oral Examinations, candidates listen to audio recordings and submit their own audio recording in Spanish/English in the online platform. Oral responses are evaluated by Spanish speaking experts against a rating scale to determine the test takers proficiency level.

Supervisory and Management

Supervisor I	
	Administration Time: 60 mins
Content Areas	**No. Items**
(1) Interpersonal Skills	12
(2) Supervisory Skills	53
	Total No. Items: 65

Client Testimonials

El Dorado County Human Resources has engaged ioPredict for exam development and administration. We have found them to be knowledgeable and helpful. The exam material they produce is good quality and provided on time or early. We have found this especially helpful during the current pandemic which has substantially changed how we conduct pre-employment exams. They have been a reliable resource to help us navigate the current situation and will no doubt continue to do so after.

- El Dorado County

I just wanted to share a quick note and let you know that ioPredict does a really good job. I'm glad that the City of Pasadena decided to work with you. It's really great how quick and easy it was to develop and administer the on-line unproctored/unmonitored exam for our Electrical Craft Helper vacancy. The time and resources saved testing nearly 400 candidates was notable. However, I was most satisfied that your company was able to provide an exam that worked on multiple platforms including a smart phone. Thank you for saving us time and allowing us to test candidates through the United States!

- City of Pasadena

ioPredict has been a life saver in this time of COVID-19. Our agency was considering online testing earlier in 2020 but it's a scary move for the public sector; there is a perceived loss of control. ioPredict eased us into the change and has been affordable, flexible, knowledgeable, accommodating, and responsive to our needs. For the first time, I was able to complete the selection process for a high volume, entry level administrative recruitment in four weeks. There were three steps in the process including an ioPredict test. The Zoom oral boards confirmed we captured a great group of candidates. We are so grateful to have found ioPredict; fast, smart and solution driven!

- City of Vacaville

Contra Costa County has developed a great partnership with ioPredict. Their dedication to assisting us in meeting our goals of developing online, unproctored assessments has been evident from the beginning. They are responsive and work quickly. This has been critical for us to continue operations during the COVID-19 pandemic.

- Contra Costa County

I thought the overall process was great. I really liked the fast turnaround of results and the detail in terms of especially who did not sign in to complete or start their test is also really helpful.

- Long Beach Community College

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Why Choose ioPredict?

- Flexible "can do" solutions that meet your unique testing needs
- Off the shelf and customized assessments
- High quality psychometrically sound tests
- Experts in test development and validation available to assist you
- Highly responsive customer service
- Fast turnaround times from test order to administration and results
- Fresh exam content that is not overexposed
- Highly face valid exams that "look and feel" like the job
- Affordable exam and services pricing
- Integrated remote proctoring solutions for online exams