

**New York State
Department of Civil Service**

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A Guide to the Written Test

for the

First-Line Correctional Supervisors Series

Opportunities at **work.**



David A. Paterson
Governor

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INTRODUCTION:

This test guide has been developed to help you prepare for the October 30, 2010 First-Line Correctional Supervisor examination series. This test guide will enable you to:

- ◆ become acquainted with the two test formats used on the examination (multiple-choice questions and job simulation exercises)
- ◆ see examples of the types of questions you will be required to answer
- ◆ identify the subject areas which will be covered on test

TEST TAKING SUGGESTIONS:

Come to the test prepared:

- ◆ Study and review this material for the examination.
- ◆ Give yourself plenty of time; plan to arrive at the test room a little ahead of the start time.
- ◆ Listen carefully to the instructions the monitors give you.
- ◆ Carefully read all instructions on the candidate directions and test booklets.
- ◆ Complete all sample questions and problems.
- ◆ Keep track of the time; the **overall time allowance** for this examination will be **4 hours**. This should be more than sufficient time for you to finish the test.

Study for the test:

- ◆ Look at the examination announcement for information about what subject areas the test will cover.
- ◆ Review this test guide for information about the format of the test and samples of the test questions.

Bring only the materials you have been instructed to bring to the test site:

- ◆ Bring two number 2 pencils.
- ◆ Bring a photo ID containing your signature.
- ◆ Bring your Admission Notice.

Do NOT bring the follow materials to the test site:

- ◆ **Do NOT bring** a calculator to the test site. You will not need a calculator for any part of your examination.
- ◆ **Do NOT bring** cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- ◆ **Do NOT bring** this test guide to the test site.

Familiarize yourself with test administration procedures:

- ◆ In the test room, the monitor will guide you through the steps involved in filling in forms and starting the examination.
- ◆ The monitor will provide you with the test booklets and other materials that you will need to take the examination.
- ◆ The monitor will give you general test instructions and will provide you with *Candidate Directions* for the test, three answer sheets, and one piece of scrap paper.
- ◆ The monitor will instruct you about candidate identification procedures and will tell you how to fill in the information on the covers of you test booklets and answer sheets.

Familiarize yourself with the test format:

This test will consist of 35 multiple-choice questions and 2 job simulation exercises. The monitor will give you the following test materials:

- ◆ Multiple Choice Question Test Booklet
- ◆ Job Simulation Exercise 1 Test Booklet
- ◆ Job Simulation Exercise 2 Test Booklet
- ◆ Three Answer Sheets (for recording your answers to all parts of the test)

MULTIPLE-CHOICE TEST COMPONENT:

The multiple-choice test component will cover the following two subject areas:

- ◆ Preparing written material – 15 questions
- ◆ Minimum standards for management of county jails – 20 questions

PREPARING WRITTEN MATERIAL: These 15 questions test for the ability to present information clearly and accurately and for the ability to organize paragraphs logically and comprehensibly.

TEST TASK: There are two separate test tasks in this subject area:

- ◆ In the first, **Information Presentation**, you will be presented with information in two or three sentences, followed by four restatements of the information. You must choose the version that presents the original information most clearly and accurately.
- ◆ In the second, **Paragraph Organization**, you will be given paragraphs with their sentences out of order. You must choose, from among four suggestions, the best order for the sentences.

INFORMATION PRESENTATION:

SAMPLE QUESTION

Read the information given, then select the choice which presents the information most clearly and accurately.

Frank met Sam after the class. Sam received a call. Because of this, Frank left early.

Which choice below presents this information most clearly and accurately?

- A. Frank met Sam after the class, but he left early because Sam received a call.
- B. Frank met Sam after the class, but he left early because he received a call.
- C. Frank met Sam after the class, but Sam received a call, so he left early.
- D. Sam received a call when Frank met him after the class, so he left early.

The best answer to this sample question is A.

SOLUTION:

*Choice B sounds as if it was FRANK who received the call. Choices C and D sound as if it was SAM who left early. Choice A makes it clear that SAM received a call and that FRANK left early. **Choice A is the best answer to this sample question because it is the only choice that is clear and accurate.***

MULTIPLE-CHOICE TEST COMPONENT cont.:

PARAGRAPH ORGANIZATION:

SAMPLE QUESTION

The following question is based upon a group of sentences. The sentences are shown out of sequence, but when correctly arranged, they form a connected, well-organized paragraph. Read the sentences, and then answer the question about the best arrangement of these sentences.

1. Eventually, they piece all of this information together, and make a choice.
2. Before actually deciding upon a job, people usually think about several possibilities.
3. They imagine themselves in different situations, and in so doing, they probably think about their interests, goals, and abilities.
4. Choosing an occupation is an important decision to make.

Which one of the following is the best arrangement of these sentences?

- A. 2-3-1-4
- B. 2-3-4-1
- C. 4-2-1-3
- D. 4-2-3-1

The best answer to this sample question is D.

SOLUTION: *The best arrangement of these sentences is 4-2-3-1. Sentence 4 introduces the main idea of the paragraph: "choosing an occupation." Sentences 2-3-1 then follow up on this idea by describing, in order, the steps involved in making such a choice. **Choice D is the best answer to this sample question.***

MINIMUM STANDARDS FOR MANAGEMENT OF COUNTY JAILS: These 20 questions test for knowledge of minimum standards for management of county jails.

To help you in your study efforts, the following questions are general guidelines for studying the above source. In preparing for this examination, you should not limit yourself to the topic areas contained in the study questions below. You should have a thorough knowledge of the entire source.

Sample of Study Questions – all sections of the minimum standards should be studied.

Minimum Standards for Management of County Jails:

Admissions:

- ◆ What are the admission requirements with regard to the commitment document and inmate identification?
- ◆ How is contraband defined?
- ◆ What must facility staff do before releasing inmate property to a person designated by the inmate?
- ◆ List five topics which must be included in the facility rules distributed to a new inmate.

Security and Supervision:

- ◆ What is the difference between general supervision, active supervision, and constant supervision?
- ◆ What level of supervision should be maintained when inmates are in the facility, outside their housing areas?
- ◆ What must be included in the written record of inmate population counts?
- ◆ List the information that must be included in an inspection of facility firearms and ammunition.
- ◆ What rules are associated with the keeping of duplicate keys?
- ◆ What information must be recorded in writing, following the inspection of facility locks and securing devices?

Correspondence:

- ◆ What is the difference between legal privileged correspondence and general privileged correspondence?
- ◆ Under what circumstances may outgoing inmate correspondence be opened and read by a facility staff member?

Prisoner Personal Hygiene:

- ◆ What are the guidelines regarding inmate laundry and clothing repair?

Discipline:

- ◆ When an inmate is confined to administrative segregation pending a disciplinary hearing, within what time period must he receive a written statement that gives the reason for the confinement?
- ◆ List two circumstances under which an inmate may not appear at his own hearing.
- ◆ At a hearing, under what circumstances may a hearing officer deny the appearance of a certain witness?
- ◆ List four types of disciplinary sanctions that may be imposed on an inmate.

Visitation:

- ◆ Who may deny or limit an inmate's visitation?

Food Services:

- ◆ What are the allowable times of day for serving breakfast, lunch, and dinner?

Health Services:

- ◆ How must a facility handle inmates' prescription medication?
- ◆ Who authorizes medical treatment for an inmate?

Classification:

- ◆ Regarding initial screening and risk assessment of an inmate, list six areas which must be checked during the screening interview.
- ◆ List the conditions under which the chief administrative officer may revise an inmate's classification status.
- ◆ Following inmate admission, how soon must facility staff determine the inmate's housing assignment?

Reportable Incidents:

- ◆ What incidents must be reported to the NYS Commission of Correction within 24 hours?
- ◆ How soon must next of kin be notified, following an inmate death?

Access to Media:

- ◆ What are the guidelines for media interviews of inmates?

Religion:

- ◆ What factors are considered in determining whether to recognize a generally unknown religious group or organization for worship by inmates?

Packages:

- ◆ What are the guidelines for outgoing inmate packages and for incoming inmate packages?

Printed Material and Publications:

- ◆ For what reasons may incoming printed material or publications be censored?

Exercise:

- ◆ To what extent does exercise within housing units, in cell corridors, and in day rooms fulfill the Minimum Standards requirements for exercise?

Legal Services:

- ◆ Define legal counsel.
- ◆ How may visits between an inmate and his legal counsel be monitored?
- ◆ List five legal reference materials which local facilities must keep and make accessible to inmates.

Grievance Program:

- ◆ What information must be gathered and assessed in the investigation of an inmate grievance?
- ◆ What issues are not grievable by an inmate?

Fire Prevention and Safety:

- ◆ What are the guidelines for regular fire inspections by facility staff?

Staffing Requirements:

- ◆ List eight facility functions that are considered in the determination of facility staffing requirements.

Chemical Agents:

- ◆ What authorization, if any, is required for emergency use of chemical agents?
- ◆ What must facility staff attend to, AFTER the use of a chemical agent?
- ◆ Which facility staff must complete a chemical-agents training program?

HIV and AIDS-Related Information/Confidentiality:

- ◆ When may an HIV-related test be ordered without obtaining a written informed consent?

SAMPLE QUESTION:

Which one of the following represents acceptable grounds for denying a request by an inmate to exercise the beliefs of a little-known religious group?

- A. The belief does not have a substantial following.
- B. The belief does not have a long-established history or tradition.
- C. The belief is not based on the concept of a Supreme Being or its equivalent.
- D. The belief is not supported as being related to religious principle, by any substantial literature.

The correct answer to this sample question is D.

SOLUTION: The answer to this sample question is D, as stated in *Minimum Standards, Section 7024.10(b-1)*. This is a straightforward knowledge question.

TIPS FOR TAKING A MULTIPLE-CHOICE TEST:

The following tips for taking a multiple-choice test are provided to help you know what to expect and to help you maximize your chances of answering the questions correctly.

Look at the entire multiple-choice test booklet first:

- ◆ When the monitor tells you to begin, review the entire test booklet in order to take a quick look at what you have to do.
- ◆ Budget your time – the total time for this test is 4 hours – give yourself time to finish the whole test.

Read each question carefully:

- ◆ Make sure you understand what the question is asking.
- ◆ Read all the possible choices and select the best one.
- ◆ Read each question as a separate question and answer it as a separate question. The answer to any one question is not intended to help you choose the answer to any other question.

Look for key words:

- ◆ Read every word in the question.
- ◆ Look for key words that will help you to answer the question correctly.
- ◆ Pay close attention to these key words. If you overlook a key word, you may answer the question incorrectly.
- ◆ Some key words are listed below:

BEST	GREATEST	NEVER
COMMON	LESS	NO
DISADVANTAGE	LITTLE	NOT
FIRST	MORE	SOME
GENERALLY	MOST	SOMETIMES
GREAT	MOST APPROPRIATE	USUALLY

Sample question with key word:

In which one of the following seasons do snowstorms most often occur in New York State?

- A. spring
- B. summer
- C. fall
- D. winter

The correct answer to this sample question is D.

Solution: *If you failed to notice the word "most" in this question, you might have chosen an incorrect answer. The choice, "summer," is obviously wrong to anyone who has lived in New York State during all four seasons. The choices, "spring" and "fall," are possible correct answers, if the word "most," in the phrase "do snowstorms most often occur," is ignored. There may be snowstorms in New York State during the spring and fall. However, the question asks when snowstorms "most often occur." "Winter" is the correct answer to this sample question because it is the season when snowstorms most often occur in New York State.*

Don't be afraid to guess:

- ◆ If you don't answer a question, you will not get credit for it.
- ◆ If you guess correctly, you will get credit.
- ◆ There is no penalty for guessing on the 45 questions contained in the multiple-choice component of this examination.
- ◆ If you're not sure which choice is correct, first eliminate the choices you know are wrong.
- ◆ In the case of the previous "seasons" question, "summer" is obviously not correct, so eliminate it. You are now left with the choices "spring," "fall," and "winter." You know that you can expect snowstorms in the latter part of November and early December, which are part of the fall season, and in March and April, which are part of the spring season. But the question asks when snowstorms "most often occur." You know it usually snows during every month of the winter season, so the best choice is "winter."

Check your answers and your answer sheet:

- ◆ If you decide to skip a question, make sure that you leave that space blank on your answer sheet.
- ◆ If you skip a question, do not forget to go back and answer it.
- ◆ If you want to change an answer, make sure that you have a good reason for changing it.
- ◆ If you do change an answer, be sure to erase the original answer carefully and completely.

Summary:

- ◆ Bring two number 2 pencils.
- ◆ Read and follow all the instructions; fill in all the information requested.
- ◆ Make your answer marks heavy and dark; completely fill the spaces you mark.
- ◆ If you change an answer, erase your old answer mark completely.
- ◆ Keep track of your questions; make sure that you are filling in the answer space for the question you are answering.
- ◆ Review your answer paper after you have completed your exam; if you skip a question, do not forget to go back and answer it.
- ◆ **Do not** mark your multiple-choice answers in the test booklets; credit will be given only for answers marked on the separate answer sheet.
- ◆ **Do not** mark more than one answer for a question; the scoring system counts double answers as wrong.
- ◆ **Do not** make any extra marks on the answer sheet; the scoring system might count them as wrong answers.

Finishing up the multiple-choice component:

- ◆ When you have completed the multiple-choice component, review your answer paper and make sure you've answered all the questions.
- ◆ Do not look for patterns in the order of answer letters; tests are not designed to have an equal number of A's, B's, C's, and D's for the correct answers.
- ◆ Go on to the job simulation component of your examination.

THE JOB SIMULATION EXERCISES:

In addition to the multiple-choice test, the written examination for First-Line Correctional Supervisor will have two job simulation exercises, one covering supervision and the other covering security and response to emergencies. The following information is designed to help you understand the format and scoring of job simulation exercises.

As the name implies, job simulation exercises resemble reality, but in a controlled manner. The simulation exercises for this examination will present you with realistic situations you might encounter as a First-Line Correctional Supervisor. You will be required to work your way through each situation, making decisions about the best course of action to take to solve the problem that is presented.

Each job simulation exercise defines the role that the candidate must assume while responding to the questions. Candidates should respond to the job simulation exercises, based on the information about the work assignment, facility staff, and/or facility layout provided in the job simulation exercise. **Please Note:** *Candidates should **not** respond to the job simulation exercises based upon any specific operating procedures of the particular county correctional facility in which they happen to be working.*

DIRECTIONS FOR JOB SIMULATION EXERCISES:

Background Information:

The job simulation exercises will present you with situations which are similar to those you might encounter on the job.

The job simulation exercise will start with **BACKGROUND INFORMATION**, which will tell you about the job setting and your role in that setting. The background may present some job-related issues, situations, and/or resource materials for you to consider.

You should review this information, and then start with **SECTION A**, where you will be presented with some choices. After you have marked your answer sheet to show which choices you are selecting for action in **SECTION A**, you should then proceed to the next sections, in sequential order (**SECTION B**, then **SECTION C**, etc.), to the end of the exercise.

Sample

BACKGROUND INFORMATION

Assume that you are a newly promoted First-line Correctional Supervisor at a County Correctional Facility. As you are making your tour in Housing Unit B, you see Officer Mazur in the Control Room, asleep in his chair. He wakes up and lets you in. He seems flustered and upset. He says, "I know what you are going to say. Don't bother! I'm doing this place a favor because I'm on a double shift. I don't need for you to start lecturing me just because you have stripes now."

Continue now with SECTION A.

Following Section Directions:

Each section in the job simulation exercise will present you with directions as to how many choices you should select in that section.

The directions may tell you to choose a specific number of choices (e.g., Choose Only One), a maximum number of choices (e.g., Choose Up To Three), or as many choices as you decide are appropriate (e.g., Choose As Many As are Appropriate).

A choice can be positively, negatively, or neutrally valued, depending on the appropriateness of that choice in the situation presented.

Follow the directions to each section carefully. Failure to follow the directions may result in a lower score.

In **Section A**, you are given the direction to **Choose UP TO FOUR**. You should evaluate all eight choices and choose up to **four** best choices among those presented. You **do not** have to choose four, but you cannot choose any more than four. If you choose more than four, you will receive credit for only the four lowest valued choices chosen and may receive a lower score. Then proceed to **Section B**.

You should mark your answer sheet “**A**” for the choices you select and mark “**B**” on the answer sheet for all other choices you are **not** selecting. For example, if you select choices 1, 2, 5 & 7 in Section A, you should mark your answer sheet “**A**” for those choices and “**B**” for 3, 4, 6 & 8, the choices you are not selecting.

Marking Your Job Simulation Exercise Answer Sheet:

For **each** choice presented in the job simulation exercise, find the corresponding number on your answer sheet. With a No. 2 pencil:

- For each choice in this section, you must mark **A or B** on your answer sheet.
- Mark “**A**” if you are **selecting** that choice for action.
- Mark “**B**” if you are **not selecting** that choice for action.*

** You will not receive credit for any choices for which you do not mark either **A or B** on your answer sheet. Marking **A** for choices you select and **B** for choices you do not select will ensure that your choices are recorded accurately.*

SECTION A

You would now: **(Choose UP TO FOUR.)**

1. Remind him that he needs to speak appropriately to supervisory staff.
2. Tell him that his sleeping on the job is not acceptable.
3. Tell him that you are going to recommend that he be suspended.
4. Tell him to just try to stay awake from now on.
5. Reinforce with him the importance of being alert at all times.
6. Tell him that you are having a bad day too.
7. Ask him if he needs a relief to revive himself.
8. Ask him if he wants you to report his behavior to the shift commander.

For each choice in this section, you must mark A or B on your answer sheet.

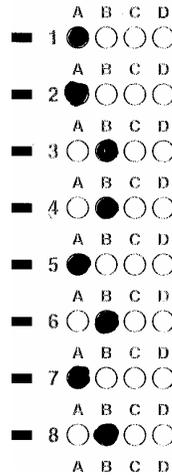
- Mark ‘**A**’ if you are **selecting** that choice for action.
- Mark ‘**B**’ if you are **not selecting** that choice for action.

Then, go to Section B on the next page.

Answer papers will be optically scanned by a machine that will read the darkest filled-in circle next to a choice number as your selection for that choice number.

Example for Marking Your Answer Sheet:

Let’s say **SECTION A** presents you with eight choices numbered **1 through 8**. Let’s say the **SECTION A** directions tell you to ‘**Choose Up to Four.**’ If you want to select choices **1, 2, 5, and 7** as your four choices, this is how your answer sheet should look:



Scoring the Job Simulation Exercise

	choice	value
Section A	1	+1
	2	+1
	3	-1
	4	-1
	5	+1
	6	-1
	7	+1
	8	-1

Section A is a “**Choose UP TO FOUR**” section. There are **four** positive choices in this section, choices 1, 2, 5, and 7. In this section you can select up to four choices, but you **do not** have to select four choices. For example, if you select **four** choices, 1, 2, 5, and 8 (+1, +1, +1, -1) you will receive a score of +2 for the section. However, if you decide to select only **three** choices, 1, 2, and 5 (all +1) you will receive a score of +3 for the section. If you select **more than four** choices, only the **four** lowest valued choices will be scored. For example, if you fail to follow directions and select **five** choices, 1, 2, 3, 5 and 7 (+1, +1, -1, +1, +1) you will receive a score of +2 for the section, since only four of your choices will be scored, starting with the -1, e.g. (-1, +1, +1, +1). This same scoring method is also applied to a “**Choose ONLY ONE**” section.

In a “**Choose AS MANY as are appropriate**” section, **all** choices in that section that you select for action (marked “A”) are calculated to achieve your section score.

YOU WILL HAVE 4 HOURS TO COMPLETE ALL PARTS OF YOUR EXAMINATION

REMEMBER:

**KEEP TRACK OF THE TIME
READ AND FOLLOW ALL DIRECTIONS VERY CAREFULLY**

GOOD LUCK!!!!

TEST SECURITY

The test you will be taking is the property of the New York State Department of Civil Service. Candidates may not remove test material from the test site and may not reproduce, reconstruct, or discuss the test content with others. Unauthorized possession or disclosure of the test material is prohibited by law and punishable by imprisonment and/or a fine. Additionally, candidates may be disqualified from appointment to the positions for which the examination is being held and from being a candidate for any civil service examination for five years. After you take the test, other individuals may want to talk with you about the test. You should not discuss the questions and answers, even in general terms. You should be careful that you do not inadvertently violate test security and put yourself at risk.

CONCLUSION

Your attitude and approach to the test will influence how well you perform. A positive attitude will help you do your best.

Before the test ...

- Study and review this guide to familiarize yourself with what the test will cover.
- Study and review the subject areas that will be covered on the test.

On the day of the test ...

- Arrive at the test site on time.
- Bring your Admission Notice, two No. 2 pencils, a photo ID containing your signature, a quiet lunch or snack, and any other **allowed** materials.
- Do **NOT** bring this test guide to the test site.

At the test site ...

- Do **NOT** bring cell phones, beepers, headphones, or any electronic or other communication devices to the test site.
- The use of such devices anywhere on the grounds of the test site (this includes the test room, hallways, restrooms, building, grounds, and parking lots) could result in your disqualification.

During the test ...

- Read and follow all directions on your Admission Notice, test booklets, answer sheets, and Candidate Directions.
- Follow the Monitor's instructions.
- Keep track of the time.

After the test ...

- Do **NOT** remove any test materials from the test room.
- Do **NOT** paraphrase, reconstruct, or reproduce the test material in any way.
- Do **NOT** discuss the test material with others.

It is the policy of the New York State Department of Civil Service to provide reasonable accommodation to ensure effective communication of information to individuals with disabilities. If you need an auxiliary aid or service to make this information available to you, please contact the New York State Department of Civil Service Public Information Office at (518) 457-9375.

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