
1. How will I know if a test or assessment is required for a position?

If a test or assessment is required for a position it will be listed on the job posting under Assessment Requirement.

2. What is the difference between a test and an assessment?

Tests measure specific skills that are needed on the job such as Microsoft Office programs or data entry. Assessments measure competencies and work behaviors that predict successful performance on the job. Examples are customer service and reliability.

3. How do I take the test or assessment?

Once your application is submitted and you are found qualified, you will receive an email from AssessmentTeam@denvergov.org that will contain a link to the test or assessment. You will then have five days to complete it. The deadline begins once the email link is received in your email inbox.

4. What if I don't get the email?

Check your junk or spam folder. The email will come from AssessmentTeam@denvergov.org. We recommend that you add AssessmentTeam@denvergov.org to your "safe sender" list in your email account. If you do not receive the email within 30 minutes of submitting your application, please email AssessmentTeam@denvergov.org.

5. Can I take the test or assessment from my smartphone?

No. Due to the nature of the tests and assessments you will need to take them on a laptop or desktop computer. The testing platform does not support smart phone or tablet devices.

6. What if I do not have a computer?

There are computers available for free public use at local libraries or in the Talent Acquisition department on the first floor of the Webb Building (201 W Colfax Ave., Denver, CO 80202) on a first come, first serve basis. If you would like to use a computer in the Talent Acquisition office, please email AssessmentTeam@denvergov.org to schedule a date and time.

7. Do I have to complete the test or assessment?

If a test or assessment is required, you must pass it to move forward in the recruitment process. If you do not complete or do not pass the test or assessment you cannot be considered for the position.

8. Do I have to take a test or assessment every time I apply?

That depends on whether the position requires a test or an assessment. Assessment scores are valid for 180 calendar days, so if you apply to another position that requires the same assessment within that time, you will not need to complete the assessment again. Your score will be applied to the new application. If it has been more than 180 days, you will need to take the assessment again.

Test scores are only valid for a single recruitment. If you apply to another position that requires the same test you will need to take it again for that application.

9. How do I know if I passed or failed the test or assessment?

Shortly after completing the assessment or test, you will receive an email notifying you whether you passed or not. Passing candidates are sent to the recruiter for review. Also, you can log into your Workday profile to check the status of your application. If you passed, your status will update to show “under review”. If you failed, your status will update to show “no longer in consideration.”

10. Why do I have to wait 180 days to re-take an assessment? How long is the waiting period for a test?

The re-test waiting period for assessments is 180 calendar days. This waiting period is to ensure the security and accuracy of the assessment and is in alignment with best practices. The assessments measure basic behavioral competencies rather than just job specific knowledge. Improvement on the behavioral competencies, for example composure and reliability, require time and targeted development efforts. The re-test waiting period will give you the opportunity to implement development plans prior to testing again. For skill-based test, such as Microsoft Office, Data Entry and Basic Math you can re-take the test when the next recruitment is posted. There is no waiting period as these tests measure skills that can be practiced and improved in a relatively short amount of time.

11. I had test and/or assessment scores in the previous system (NeoGov). Will these scores be transferred to Workday Recruiting?

No. Due to the differences in how the systems function, test and assessment scores cannot be transferred from NeoGov into Workday.

12. What if I am having technical issues prior to or during the assessment or test(s)?

Please submit all technical requests to SHL directly by submitting an online request. Please copy and paste <https://support.shl.com/candidate> into your internet browser. You will then need to select the issue you need assistance with and submit an assistance request form.

You may also call SHL for support 800.899.7451 (option 1) for immediate assistance during their business hours of 8:00am EST to 5:00pm EST Monday through Friday. Please do not contact AssessmentTeam@denvergov.org for technical assistance. The Assessment Team does not have the ability to troubleshoot technical problems.

13. Do I need to disable my pop-up blockers?

Yes, you will need to disable your pop-up blocking software prior to attempting any tests or assessments.

14. Which internet browsers are supported?

The following internet browsers have been tested and are certified by the testing platform:

- Internet Explorer Version 8.0 and higher
- Firefox Version 32 and higher
- Safari Version 5.1.10 and higher
- Google Chrome Version 37 and higher

15. Which operating systems are supported and recommended for use?

The following operating systems have been tested and are certified by the testing platform:

- Apple Mac OS 10.x (up to Mac OS X v10.8 - Mountain Lion)
- Microsoft Windows 10, 8, 7, Vista, XP, Server 2003, 2000, NT4.0, Millennium Edition, 98, 95

16. Do I have to take the assessment/test all at once or can I start it and come back later?

It is highly recommended that you take the assessment in one sitting. You can log out of the assessment if necessary and come back to the same place later.

Tests must be completed in one sitting.

17. Are there study guides for the online assessment and tests?

There are no study guides available, but there is a practice test available for the professional supervisor assessment only. This practice test covers the deductive reasoning section of the assessment only. [Click here](#) to access the deductive reasoning practice test. To take the practice test please register yourself as a new user. You can take the practice test as many times as you would like.

You may also copy and paste this link into your web browser to access the practice test:

<https://assess.shlonline.eu/default?action=url&key=ab8220518f73fd>

Name	Positions Requiring Assessment/Test	What is measured	Time required to complete	Re-take waiting period	How long passing score is valid
Administrative Professional Assessment	<ul style="list-style-type: none"> • Administrative Support Assistant (ASA) I – V • Executive Assistant (EA) I – III • Legal Secretary 	<ul style="list-style-type: none"> • Typing • Conscientiousness • Composure • Professional Potential • Drive for Success • Customer Focus 	40 – 60 minutes	6 months	As long as the assessment is in use
Professional Supervisor Assessment	<ul style="list-style-type: none"> • All office-based frontline leadership positions 	<ul style="list-style-type: none"> • Deductive Reasoning • Management Potential • Reliability • Achievement • Influence • Independence 	40 – 60 minutes	6 months	As long as the assessment is in use
Labor and Trades Supervisor Assessment	<ul style="list-style-type: none"> • All field-based frontline leadership positions 	<ul style="list-style-type: none"> • Coaching & Development • Responsibility • Achievement • Customer Focus • Safety Orientation • Learning Potential 	40 – 50 minutes	6 months	As long as the assessment is in use
Customer Service Agent - Compliance	<ul style="list-style-type: none"> • 311 Customer Service Agent • Aviation Customer Service Agent • Human Services Customer Service Agent • Aviation Security Agent • Landside Service Agent • Eligibility Technician • Licensing Technician • Motor Vehicle Technician • Right of Way Enforcement Technician 	<ul style="list-style-type: none"> • Customer Focus • Achievement • Responsibility • Thoroughness • Composure • Working with Information • Sense of Duty 	40 – 50 minutes	6 months	As long as the assessment is in use

Name	Positions Requiring Assessment/Test	What is measured	Time required to complete	Re-take waiting period	How long passing score is valid
Customer Service Agent – Non Compliance	<ul style="list-style-type: none"> • Recreation Services Representative 	<ul style="list-style-type: none"> • Customer Focus • Achievement • Responsibility • Thoroughness • Composure • Learning Potential • Independence 	40 – 50 minutes	6 months	As long as the assessment is in use
Microsoft Office Skills Tests	<ul style="list-style-type: none"> • Various positions that require the use of Microsoft Office programs. You will be notified via email and through your applicant profile if testing is required. 	<ul style="list-style-type: none"> • Word • Excel • Outlook • PowerPoint • Office Fundamentals 	20 – 40 minutes	None	One (1) year
Data Entry Skills Test	<ul style="list-style-type: none"> • Eligibility Technician • Tax Technician • Vehicle Impound Clerk • Document Management Technician 	<ul style="list-style-type: none"> • Speed and accuracy information is entered 	5 minutes	None	One (1) year
Basic Math	<ul style="list-style-type: none"> • Tax Technician 	<ul style="list-style-type: none"> • Addition • Subtraction • Multiplication • Division 	5 minutes	None	One (1) year
Forms Checking	<ul style="list-style-type: none"> • Document Management Technician 	<ul style="list-style-type: none"> • Performing clerical tasks with speed and accuracy 	5 minutes	None	One (1) year
Multi-Tasking	<ul style="list-style-type: none"> • Aviation Operations Representative • Maintenance Control Technician 	<ul style="list-style-type: none"> • A timed test to create the experience of performing multiple work-related tasks simultaneously 	20 minutes	None	One (1) year
Social Case Worker	<ul style="list-style-type: none"> • Social Case Worker 	<ul style="list-style-type: none"> • Deductive Reasoning • Responsibility • Willingness to Learn • Thoroughness • Composure • Flexibility • Collaboration 	45-60 minutes	6 months	As long as the assessment is in use