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The purpose of this brochure is to provide applicants for employment with information about State Farm's selection tests. Unauthorized exposure to actual tests or test questions prior to taking the tests will automatically disqualify the applicant from employment.

**IMPORTANT:**

The tests are administered by computer and some tests are timed. If you believe that you have a condition or circumstances which might affect your ability to take these types of tests, please contact your employment representative **PRIOR TO TESTING** to discuss your possible need for an accommodation. Once such a request has been made, please be prepared to provide verification of your need for accommodation.

# Employment Selection Test Brochure

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## Employment Selection Tests

The employment selection process at State Farm determines if the personal attributes of applicants match the requirements of the organization's jobs. One of the ways to gauge this match is the use of employment tests. Performance on employment tests, as well as information obtained from other sources during the selection process (such as interviews and the employment application) helps us make hiring decisions about applicants.

The employment tests used by State Farm were professionally developed according to industry standards. Research has shown that performance on these tests is related to job performance.

## Strategies for taking employment tests

- It is important that applicants test when well rested. Don't be alarmed at being a little nervous. Being a little nervous about taking tests is typical of most applicants.
- Remember that some sections are timed. Work as quickly and as accurately as you can. Do not spend too much time on any one item. Just answer as many questions as you can.
- You may be required to take more than one assessment, depending upon the job(s) for which you're applying. It is important to set aside plenty of uninterrupted time in order to complete each of the tests.

You will be provided with instructions that include the amount of time required and computer specifications for each test. If you have questions or don't understand the instructions, ask your HR contact prior to starting the test.

## Customer Service and Sales

Some of State Farm's customer contact jobs require a test that measures skills and abilities related to customer service and sales. This test is an online simulation that requires the use of a headset/speakers, keyboard, and mouse. A full keyboard is recommended for typing.

During the test, the applicant navigates various screens of the virtual workstation, answers questions, and enters data. This assessment is timed and could take up to 50 minutes to complete.

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## **Keyboarding and Data Entry**

Applicants for certain customer service positions will be asked to take an additional assessment consisting of two components: data entry speed and accuracy and typing/keyboarding speed and accuracy. This test requires the use of a headset/speakers, keyboard, and mouse. A full keyboard for typing is recommended. This assessment is timed and could take up to 30 minutes to complete.

## **State Farm screening battery (SFsb)**

Most applicants will take tests that measure personal attributes such as ability to learn and follow procedures, developing and maintaining relationships, and dependability. The tests will differ in content and complexity level, depending on the position for which the applicant is being considered.

Some of the tests are timed. On average, the battery will require slightly more than one hour to complete.

## **SFsb Sample Test Questions**

Sample questions are provided to give you examples of the kinds of test questions you may be asked. Actual test questions will vary in their degree of difficulty and some will be more difficult than the sample questions.

Correct answers to the sample questions are located at the bottom of this brochure.

1. In the past, when I have helped others it was ...
  - A. Very easy for them to follow my instruction
  - B. Fairly easy for them to follow my instruction
  - C. Somewhat difficult for them to follow my instruction
  - D. Very difficult for them to follow my instruction
  - E. I have never been in such a situation

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## Example Policy

Company policy requires that all individuals on the premises of the Highland Company carry a visible security pass at all times. It is your responsibility to ensure that the following guidelines are followed:

Relationship to Highland	Length of Visit	Type of Pass
Permanent Employee	Daily	Picture ID
Visitors	One day or less	Visitor Pass
Visitors	More than one day, less than one week	Temporary Pass
Visitors	One week or more	Contractor Pass

**Note:** Individuals visiting for one day or less also need to be accompanied by an employee with a picture ID.

**Use the policy above to answer this question:**

2. ACME Company has sent Joe Maylan to the Highland Company to do some work in the main lobby.

This job will take two days. Which type of pass should Joe be given?

- A. Picture ID
- B. Contractor Pass
- C. Temporary Pass
- D. Visitor Pass

**Answers to sample test questions:**

- 1) Response will vary by individual experience.
- 2) C