

Written Civil Service Tests: What to Expect

Before the Test Date:

- To gain a better understanding of the kind of work you can expect to perform in the job, and the knowledge and skills you may be tested on in the civil service exam, review the online job description for the classification to which you are applying. The online job descriptions are posted in the “We’ll Notify You” link on the Personnel Department’s webpage: www.jeffparish.net/jppd.
- You may also find test prep materials at the Jefferson Parish Library. You can check their holdings online at: <http://www.jefferson.lib.la.us/>. The Personnel Department currently does not offer any study guides designed specifically for Jefferson Parish civil service tests.
- If you would like to request ADA accommodation for testing (i.e., you should have made a request in the job application you submitted online), you may contact the Recruitment Division of the Personnel Department at 504-364-2740. If you have questions or concerns regarding ADA accommodations for testing, contact the Recruitment Division as soon as possible (before your test date).
- If you know in advance that you will not be able to make the scheduled test date and/or time indicated in the notice sent to you via mail and/or e-mail, you should call the Personnel Department at 504-364-2730, and we will try to reschedule you for the test.

On the Day of the Test:

- Tests are given at the Yenni Building in Room 206 (i.e., unless you otherwise have made special arrangements).
- Arrive to your scheduled test on-time.
- If you arrive after the scheduled time, the Personnel Department cannot guarantee that you will be admitted to the test late or that you will be rescheduled for a later date.
- If you are running late or you find out that you cannot make it to the test on the day of the test, please call the Personnel Department, and we will try to reschedule you, if possible.

Entering the Testing Room:

- You are not permitted to bring any study materials or personal belongings into the testing room. Before you enter the testing room, you will be given a locker key and required to lock your personal belongings (including cell phones, pagers, radios...etc.) inside a locker.
- Tests are proctored by a test monitor, who will admit you to the test and provide you with all of the materials you will need during the test (e.g., test instructions and booklet, answer sheet, scratch paper, pencil...etc.).
- Most tests do not allow for the use of calculators. The test monitor will provide you with a calculator if the test allows for the use of a calculator.

During the Test:

- While the test monitor will do his/her best to assist you during testing, he/she cannot interpret or explain test questions to you.
- It is always in your best interest to answer all questions on the test, without leaving any blank. You will not be penalized for wrong answers. Your score is based on the total number of correct responses.
- If you need more scratch paper during the test, bring your used scratch paper to the test monitor, and he/she will provide you with more scratch paper.
- If you need a new pencil during the test, the test monitor will have extras for you at the front of the room.
- Please do not do things during the test to distract the other people in the room.
 - Try not to fidget in your desk or make distracting noises during the test.
 - If the test monitor thinks you are causing a distraction for other test-takers, he/she may ask you to leave, and your test will not be scored.

After the Test:

- You are not allowed to bring any test materials out of the test room, and this includes your scratch paper.
- Your test will be scored and processed within the application system, and you will be notified by e-mail as soon as this process is completed. If you did not provide an e-mail on your application, you will be notified in a mailed letter.
- Your test score reflects the percentage of accuracy (i.e., the number of correct responses).
 - If your test score qualifies your name to be placed on the eligibility list for the class of work you applied to, the e-mail notification will provide your test score.
 - If your score was below minimally qualifying, the e-mail will state that your name will not be placed on the eligibility list at that time, and you will not be provided a score. (You will be allowed to retake the test after 90 days has passed and provided the class of work is open for application).
- Depending on factors such as the type of test and number of applicants, processing the scores and the applicant rankings on eligibility lists may occur as quickly as 1 to 2 business days, but can take up to 2 weeks.
- If you would like to know your ranking on the eligibility list for the classification to which you applied, you may contact the Certification Division of the Personnel Department at 504-364-2749 or 504-364-2751.
 - Other factors besides test scores, such as whether you currently live in Jefferson Parish and whether you work for Jefferson Parish, are considered in the eligibility rankings.
 - The top 5 names (i.e., not necessarily the top 5 test scores) are referred to the departments that have job openings.