Forensic Violence Index (FVI)

Training Manual

FORENSIC VIOLENCE INDEX

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FORENSIC VIOLENCE INDEX (FVI)

Forensic psychology has been defined (APA Dictionary of Psychology, Second Edition (2015) as the application of psychological principles and techniques to situations involving the civil and criminal legal systems. Its functions include assessment and treatment services. The Forensic Violence Index (FVI) is designed for criminal justice offender violence risk assessment. The FVI is to be used to assess offenders accused or convicted of violence-related offenses. Most offenders, particularly violent offenders, are aware of the serious consequences associated with violence, consequently they often attempt to minimize or deny their violent acts. This is why the FVI incorporates a Truthfulness Scale. Alcohol and illicit drug abuse are also prevalent among the offender population. Alcohol and drug abuse separated in the FVI, in part because alcohol is legal, whereas nonprescription drugs are illegal. Nevertheless, they both exacerbate anger, which can evolve into aggression or become violent. The FVI assesses violence, but in the process screens anger and aggression (emotional approximations of violence). In other words, FVI envelops the anger-aggression-violence continuum. Assessors will be alerted if their offender is violent or has the potential to become violent.

NINE FVI SCALES

Truthfulness

Truthfulness Scale: Self-report tests are subject to the danger of respondents not telling the truth. An important advance in psychological testing is the Truthfulness Scale, which measures client (patient/offender) honesty while they are completing their test. It would be naïve to believe all people taking tests always answer questions truthfully. Truthfulness scales identify self-protective and guarded people who attempt to deny, minimize or conceal information. This scale also identifies functionally illiterate individuals. Truthfulness Scales are of special importance in court-related, criminal justice (probation, incarceration, parole), and clinical (counseling, treatment) settings. The Truthfulness Scale is particularly important when assessing violent individuals.

Alcohol

Alcohol Scale: Measures alcohol use and the severity of abuse. Alcohol refers to beer, wine and other liquor. An elevated (low problem) Alcohol Scale score is indicative of an emerging problem. An elevated Alcohol Scale score in the high problem range is indicative of an established problem. An Alcohol Scale score in the severe problem range identifies serious and established drinking problems.

Drug

Drug Scale: Measures illicit (non-prescription) and licit (prescription) drug use and as warranted – abuse. Drugs refer to prescription and non-prescription drugs, such as marijuana, cocaine, crack, ice, amphetamines, barbiturates, heroin, etc. An elevated Drug Scale score (low problem) is indicative of an emerging problem. An elevated Drug Scale score in the high problem range is indicative of an established problem. A Drug Scale score in the severe problem range identifies serious and established drug problems.

Stress (Coping) Management

Stress Management Scale: Measures how well the individual copes with stress. It is now known that long term stress is linked to mental and emotional problems. Thus, an elevated (problem or severe problem) Stress Management Scale score in conjunction with other elevated scale scores helps explain the individual's situation. For example, when a person doesn't handle stress well, other existing problems are often exacerbated.

Anger Scale

Anger is a normal emotion that everybody experiences. Sometimes anger can enhance a person's well-being and functioning. However, anger can become overwhelming or uncontrollable and lead to aggressive and violent behavior. Anger has been defined as a person's response to perceived threats against an individual or group (Lazarus, 1991). Anger can also evolve from hostility (Spielbeger, et al., 1985) or cynicism (Martin Watson & Wan, 2000). Intense or uncontrolled anger (rage) can affect one's relationships, jobs and daily life.

Aggression Scale

Aggression has been divided into various categories, which has fostered considerable disagreement. There are now numerous types of aggression depending upon the aggressor's intentions and the situation that caused the aggressive act. These categories, or dichotomous aggressions are allegedly classifications of aggression that are based upon the intentions of the aggressor and the situation that elicited the aggression.

Violence Scale

Violence has been described as extreme aggression. Violence is a multifaceted and complex behavior pattern. It is generally believed that intense anger, evolves into aggression, which is characterized by the aggressor's "intention" to injure or harm another (or others). And **violence has been defined as the "physical expression" of anger, aggression or rage.** Violence is aggression in its most extreme and unacceptable form.

Differentiating between aggression and violence can be difficult when describing the transition (or overlap) between these two emotions. In other words, when does aggression become violence? **Aggression is the intention (commitment to violence) to injure or harm another.** In contrast, **violence is the physical act (doing or performing violence) itself.**

Antisocial Scale

The Antisocial Scale measures antisocial attitudes and behaviors. It identifies offenders that are opposed to society and are aggressive, irresponsible and destructive. Antisocial people are opposed to existing social organization and moral codes.

Impulsiveness Scale

This scale measures impulsiveness or a tendency to act on sudden impulse. It describes a person who responds suddenly, abruptly or spontaneously without much forethought or consideration of consequences. Impulsiveness is often described as "activities abruptly engaged in without forethought, reflection or consideration of consequences." Impulsive people are characterized by a tendency to act hastily and without reflection.

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Alcohol Scale and Drug Scale risk-related recommendations are compatible with American Society of Addiction Medicine (ASAM) recommended treatment levels.

FORENSIC VIOLENCE INDEX (FVI)

Truthfulness Scale

An important advancement in testing has been the development of the Truthfulness Scale, which measures how truthful the defendant was while completing the test. It would be very naive to believe that everybody taking tests always answers questions truthfully. **The Truthfulness Scale detects denial, minimizing problems and faking.** The Truthfulness Scale is particularly important in court-related settings. The Truthfulness Scale identifies attempts to "fake good" or underreport problems and concerns.

When reviewing a Forensic Violence Index (FVI) report you should check the Truthfulness Scale score. **A Truthfulness Scale score at or below the 89th percentile is indicative of accurate, truthful and valid results. In contrast, a Trustfulness Scale score at or above the 90th percentile reflects inaccurate and invalid FVI results.** Reasons for inaccurate results are many and include reading impairments, reading things into questions that are not there, emotional turmoil, denial and faking. **Regardless of the reason, a Truthfulness Scale score at or above the 90th percentile means scale scores are inaccurate and likely distorted.**

Truth-Corrected Scores

When the Truthfulness Scale score is in the **problem risk** range, and **all of the scale (domain) scores are automatically truth-corrected to ensure accuracy.** Only Truthfulness Scale scores in the problem risk truthfulness range result in all Forensic Violence Index (FVI) scale scores being truth-corrected. FVI Truthfulness Scale scores in the low and moderate risk range are accurate and do not need to be truth-corrected. At the other extreme, FVI Truthfulness Scale scores in the severe problem range are invalid due to excessive problem minimization, denial and lying (or untruthfulness). Severe problem Truthfulness Scale scores are too severe to benefit from truth-correction.

Validity

Definition: Within the context of assessment, **validity** is a general term for accuracy of measurement. Valid test results are essentially free from error. They are accurate. In contrast, invalidity refers to distortion of test results due to errors in measurement. Invalidity may be due to guardedness, denial, faking, reading things into questions, emotional instability, reading impairments, etc. An invalid test's results are distorted and not accurate.

When handed an FVI report, staff should check the Truthfulness Scale score. If the Truthfulness Scale score is below the 70th percentile -- test results are valid and accurate. Truthfulness Scale scores between the 70th and 89th percentiles are likely valid, but should be interpreted cautiously. Truthfulness Scale scores above the 90th percentile are usually invalid.

Staff Members Should Not Take the FVI

Sometimes a staff member wants to simulate the defendant taking the FVI. It is strongly recommended that staff do **not** take the FVI. The FVI is not standardized on staff. And staff does not have the same mental set as a defendant. Staff would likely invalidate, distort or otherwise compromise their FVI profile.

FVI Court History

The Forensic Violence Index (FVI) answer sheet gathers defendant demographics and court history. Demographics include: age, marital status, ethnicity (race), sex, education (highest grade), date of birth and date evaluated.

The FVI answer sheet gathers court history. The FVI is an adult test. Item 1. Your age at your **first arrest**: apply to a person's lifetime. In other words the age may be juvenile or adult age. If first arrest were a felony it would be included in item 3. Number of **felony** arrests. Otherwise items 2 through 11 should be answered as an adult (18 years of age or older).

Court history as represented on the FVI answer sheet includes:

1. Age at first arrest:	7. Number of years served in prison:
2. Number of times arrested:	8. Total number of assault arrests:
3. Number of felony arrests:	9. Total number of domestic violence arrests:
4. Number of times on probation:	10. Number of alcohol-related arrests (not DUI):
5. Number of probation revocations:	11. Number of drug-related arrests:
6. Number of times sentenced to prison:	12. Number of anger management class referrals:

Whenever possible staff should corroborate and correct this information before scoring. This information is incorporated in the FVI scoring methodology. This court history information (answer sheet items 1 through 12) is summarized for reference on the first page of the FVI report under the heading ADDITIONAL INFORMATION PROVIDED BY CLIENT.

"**Recovering" Clients**

A client who does not presently engage in alcohol or other drug abuse may score above zero, but would score in the low risk range**. However, experimentation, casual use or prior involvement with alcohol and other drugs will likely result in an elevated score.** That is why a follow-up interview is recommended. In addition, a significantly elevated score (above the 70th percentile) on the Alcohol or Drug Scale could be obtained by a recovering alcohol or drug abuser. Consequently **the client should be asked if he or she is "recovering," and if recovering, "how long have they been abstaining" from alcohol or other drug use.**

Questions are included in the FVI that ask of the respondent is a "recovering" alcoholic or drug abuser (#154). Any negative or deviant answer to these questions is included in the report as "significant items." This procedure is to help staff identify recovering substance abusers. It is important to identify "recovering" alcohol or drug abuse probationers.

FVI Reports

FVI reports are designed to meet the needs of client evaluation and probation department assessment programs. The standard FVI report concisely summarizes test data in an accurate and easily understood manner. Staff needs for report-writing, substantiation of decision-making and record-keeping are met with FVI reports.

FVI reports have been individualized to be in compliance with user's needs. In high volume testing settings, reports can be even further individualized to user's needs. For example, a probation department may desire different scale score related recommendations. And, if so desired, FVI reports can be modified to better meet probation department needs.

Risk Level Classification

Each FVI scale score is classified in terms of the risk range it represents. These risk level classifications are calculated individually for each of the nine empirically based scales as follows:

PERCENTILE RANGE	RISK RANGE
0 to 39th percentile	Low Risk
40 to 69th percentile	Medium Risk
70 to 89th percentile	**Problem Risk**
90 to 100th percentile	**Severe Problem Risk**

Scale scores are reported individually and concurrently classified in their appropriate risk range. Each scale score is independently calculated and classified each time an FVI is scored.

Control of FVI Reports

Forensic Violence Index (FVI) reports contain confidential information. Some of the vocabulary may be misunderstood by the defendant and others. For these reasons the defendant should **not** be given his/her FVI report to read. **Instead we recommend a staff person review FVI results with the defendant, but does not give the FVI report to the defendant to read.** The defendant should **never** be allowed to remove an FVI test booklet or report from the premises. FVI test booklets and reports are privileged, highly sensitive and confidential.

Request for Information

If, or when, third parties (attorneys, relatives, agencies, etc.) request FVI materials they should be informed that all FVI materials (FVI booklets, Manuals, etc.) are copyrighted and FVI users are licensed by Risk & Needs Assessment, Inc. As appropriate -- they should be allowed to review their client's FVI report during normal working hours -- but not photocopy or remove it from your office. If they persist, they should be advised to contact Behavior Data Systems, Ltd., P.O. Box 44256, Phoenix, Arizona 85064-4256.

Check Answer Sheet for Completeness

Check the defendant's answer sheet to be sure it has been filled out correctly when it is turned in and before the client leaves. No items should be skipped and true and false should not be answered for the same question.

The defendant should be informed that each question must be answered in accordance with instructions, and be given the opportunity to correct or complete their answer sheet. **Skipped answers are scored by the computer in the deviant direction, as it is assumed that these items were omitted to avoid admitting a "negative" response.**

Present, Past or Future Tense

Defendants should answer questions as the questions are stated -- in present tense, past tense or future tense. Questions are to be answered literally as they are presented. There are no trick questions. If an item wants to know about the past, it will be stated in the past tense. If the item inquires about the present, it will be stated in the present tense. And, if an item asks about the future, it will be stated in the future tense. Just answer each question as it is stated.

Oral Instructions

The literature is clear that many defendants tend to minimize their problems by substantially under-reporting their alcohol and drug use or violent acts. This emphasizes the importance of oral instructions to the defendant before he/she begins the FVI. A straightforward approach is recommended. For example:

"This questionnaire contains a truthfulness measure to determine how cooperative and truthful you are while completing it. It is also important that you do not read anything into the questions that is not there. There are no trick questions or "hidden meanings." Your court records may be checked to verify the accuracy of your answers. Please answer all the questions honestly. Just answer each question truthfully.

Giving the defendant an example, often helps them understand. The example that you use will be influenced by your client population, experience and intent. Your example should be individualized to your situation and needs. The following example is presented for clarification as to how an example might be included in your oral instructions to the defendant.

"Last week a defendant told me while taking the MMPI that he could not answer this question true or false. 'I am attracted to members of the opposite sex.' When asked why, the defendant replied, 'If I answer true you will think I am a sex maniac. If I answer false you will think I am a homosexual.' I told the defendant that this item does not ask about being a sex maniac or homosexual. It simply asks if you are attracted to members of the opposite sex. When you interpreted it to refer to sex maniacs or homosexuals you were answering different questions. Do not read anything into these questions that isn't there, because if you do, you will invalidate the test and you may have to take it over. Simply answer the questions true or false. There are no trick questions or hidden meanings. If you misinterpret or change the questions in the test, you will invalidate the test."

Expanding Database
A database is a large collection of data in a computer, organized so that it can be expanded, updated and retrieved rapidly for statistical analysis or annual summary reports. A database of test-related information can be very useful.

Used FVI diskettes are returned (without defendant names) to Risk & Needs and test data is downloaded into the FVI expanding database. Annual database analysis ensures ongoing research and accuracy of assessment. And, the FVI database enables ongoing test program summary reports which describe the population that was tested in terms of demographics, court history, assessment accuracy and much more.

Database
Research identified significant gender (male/female) differences on FVI scales. Based on this research, gender specific norms (separate male and female scoring procedures) have been established in the FVI software program. All of these FVI scales have separate scoring procedures to account for male/female differences. It is important to note that these gender differences may vary. Thus, it is very important that gender specific research continues. This is an example of the importance of annual database research.

Retest
Test results are invalidated (not accurate, often due to problem minimization, denial and untruthful answers) when the test's Truthfulness Scale is at or above the 90th percentile. When this occurs, it is recommended that the client be given the opportunity to be retested. Retest interval is determined by the assessor's opinion of the client's attitude, behavior, emotional and mental state. Retesting can occur immediately or several days or weeks later.

Prior to retesting, the test administrator should review the retest instructions with the client. A straightforward approach is recommended. For example,

Please answer all questions truthfully. It is important that you do not read anything into a question that isn't there. Last week, while completing another test, a client involved in a custody case said, "I cannot answer this question true or false." The question was "There are times when I worry about my court case or the charges made against me." When asked why not, the client replied, "If I answer true, you'll tell the judge that I am guilty because I'm worried; if I answer false you'll tell the judge that I don't care and I'll never get my kids."

*I told the client, "This test item doesn't ask you about your guilt or caring for your kids. The question simply asked if you are worried about your court case. When you interpreted the question to refer to your guilt or innocence, you were answering a different question. **Do not read anything into these questions that isn't there**, because if you do you will invalidate the test. Simply answer the question as instructed, (i.e., True or False). There are no trick questions or hidden meanings. If you misinterpret or change questions you will invalidate the test.*

A few minutes of oral instructions can put the client at ease while providing structure and clarifying the client's expectations. Do not tell the client they were lying – you will never win that argument. Note the above example reframes the issue from denial, problem minimization and noncompliance to reading questions correctly.

That said, nobody wants an invalid test. That is why problem tests (tests whose truth-corrected scores are in the problem risk range) are "truth-corrected" so test results are accurate and usable. Truthfulness Scale scores at or below the 89th percentile are accurate. **Truthfulness Scale scores at or above the 90th percentile are inaccurate due to client denial or attempts to fake good.**

If this was a retest, this person may not be "testable" at this time. However, an alternative approach includes using the Human Voice Audio program. Human Voice Audio is an automated computer presentation in which the questions are verbally read to the client (in English, Spanish, etc.) while simultaneously being presented on the computer monitor (screen). The Human Voice Audio program is available to you free or at no additional cost. For more information on the Human Voice Audio program it is discussed in this Training Manual. And additional information can be provided upon request. Our email address is info@bdsltd.com and our toll free number is 1 (800) 231-2401.

Test Data Input Verification

This procedure allows the person that is inputting the test data from the answer sheet into their computer to verify the accuracy of their data input. **In brief, the test data is input twice and any inconsistencies between that first and second data entries are highlighted until corrected.** When the first and second data entry match (or are the same) you may continue. This data input verification procedure is optional.

You may enter client test data and print reports until the diskette is filled, or if you wish, you may check to verify that data entries from the answer sheet were accurate. You have the option of verifying any data that you enter, whether you wish to verify all tests or randomly pick a few tests to verify that were entered from a diskette. The choice is yours.

There are two ways in which you may perform the test data input verification procedure: **1) after a new test has been entered**, or **2) by choosing the option from the Supervisor Data Entry task menu**. The verification procedure compares test items entered the first time with the second data entry. If a discrepancy exist between the first and second (verification) data entries the inconsistency is highlighted until corrected. If an error is highlighted the error could be made either when the first data entry was done or when the second data

entry was done. To know which is correct you will need to refer to the answer sheet. The test data input verification procedure is discussed in the FVI Computer Operating Guide.

When you enter a test you may choose to perform the test data input verification procedure after all the test data has been entered. A message is displayed asking if you want to "verify" data input. **Type "y" for "yes" if you want to perform test data input verification, or type "n" for "no" and you will return to the main menu.**

Delete Client Names, Confidentiality

You have the option to delete client names from the diskette before returning it. This is optional. If you want to use this option, remember that once you delete client names from a diskette -- they are gone and can not be retrieved. We recommend you only use this option before returning used diskettes to Risk & Needs. Deleting client names does not delete demographic or test data. When you use this option it only deletes defendant names. **This option is provided to protect client confidentiality.** Once the names have been deleted, there is no way for you to retrieve them.

Test Number Reminders

Test number reminders will be displayed on the screen when you use the 40th, 45th and 48th tests on a 50 test diskette. When you choose to enter a new test for these three specific test numbers, a message will be displayed to indicate the test number you are about to enter. The messages will only be displayed at these three times. These reminders are meant to inform you that you are reaching the end of the diskette. They give you sufficient time to re-order. We want to avoid any disruption in your testing program and last minute phone calls for overnight deliveries of new diskettes.

The number of the test being scored on your diskette prints out at the bottom of page 3 of your FVI report. This also is a reminder regarding what test you are using on your diskette.

Diskette Expiration Date

Test diskettes are dated and active for a one year period starting with the date you receive the diskette. After the 13th month that you have had the diskette it will cease to operate. There are three reminders to inform you that you have reached the 10th, 11th and 12th month of using the diskette. The diskette will not work after the 13th month.

Test diskettes are constantly being updated and we want to ensure that you are using the most current test diskette. If you have reached the 12th month of using the diskette and have not used up all of the tests contained on the test diskette, return the diskette and you will be credited for any unused tests that remain on the diskette. Unused tests will be credited through the end of the 13th month. **After the 13th month you will not receive credit for unused tests that remain on expired diskettes**. This is a quality control procedure that is meant to be a benefit to you as well as to maintain current and updated diskettes in the field.

How the FVI System Works

To establish a Behavior Data Systems account call **(800) 231-2401**, fax **(602) 266-8227**, E-mail **hhl@riskandneeds.com** or write. Request your user's license and test unit fee. Once your account is established -- orders are accepted by phone, fax, E-mail or letter. Payment is expected within 30 days of receipt of ordered materials.

Upon establishing your Behavior Data Systems account you will be provided user instructions, FVI Orientation and Training Manual, One-Page Quick Start, Computer Operating Guide, test booklets, answer sheets (can be photocopied on site), updates, annual summary reports on request and support services **at no additional cost.**

Test booklets are replaced at no additional cost as they wear out. Test booklets are reusable. **All test booklets are to be secured.** Do not let any defendants take any test booklets out of your testing area.

Diskettes contain all of the software needed to perform all test scoring functions and print reports. **Used diskettes, even damaged diskettes are to be returned to Behavior Data Systems within a year of their receipt on-site.** It is important to return used diskettes.

Diskettes contain copyrighted and proprietary software and ALL RIGHTS ARE RESERVED. Do not attempt to copy the diskettes or load the software on a hard disk drive. Such an act would be in violation of U.S.A. federal copyright law. Each diskette is dated, numbered and tracked.

Technical Support

If you have any questions or problems Behavior Data Systems is only a telephone call away. Our telephone number is (800) 231-2401, fax (602) 266-8227, e-mail **info@bdsltd.com** and our mailing address is Behavior Data Systems, Ltd., P.O. Box 44256, Phoenix, Arizona 85064-4256. Our offices are open 8:00 a.m. to 4:00 p.m. Mountain Standard Time, Monday through Friday.

www.online-testing.com

How to Login

With your Username and Password you are now ready to login and begin testing. To login click the LOGIN button in the upper right corner.

Type in your username and password (both are case sensitive). Below these boxes click on the Login button, this takes you to your account page. On your first visit to this page you will see that you have 1 test credit in your account. We give you one free test credit to enable you to familiarize yourself with our tests and our website.

Click on the "Continue" button or the "Account Summary" button to go to your Account Summary Page.

The Account Summary Page shows Account History, Test Credits Used and Test Credits Available.

There is a drop down box to show the list of available tests and a link to print test booklets and answer sheets.

How to Administer a Test

Before you proceed, please be aware that there are *two test administration options described.*

1. Paper/Pencil Test Administration (Data Entry Method)
The first option is to print the test booklet and answer sheet, both of which are available in English and Spanish. The probationer then answers the questions on the answer sheet in pencil. The paper-pencil test administration option allows you to test in groups which can save considerable time. Some evaluators do not want to tie up their computers administering tests and prefer paper-pencil testing. When testing is completed the answer sheet data is entered online and a report is generated.

If the paper-pencil method is selected, click on the "Print Test Booklets" link on the screen and print the test booklet and answer sheet; both are available in English, Spanish and other languages.

2. On Screen Online (Internet) Test Administration

The second option is online (on the screen) test administration. This allows the client to sit at the computer and answer the test questions on the screen. Regardless of how tests are administered, all tests are scored and reports generated and printed while online.

Click on the name of the test to be administered. This takes you to the Main Menu page for the test selected.

How to Score a Test and Print a Report

When you have selected your preferred method of test administration click either "Administer Test to Client" (in which case the probationer would enter his/her answers on the screen), or "Enter Test from Answer Sheet" (client will use the paper/pencil method).

The next screen will be "Client Information" (name, age, sex, education etc.). When you have completed this information, click the "Information Correct" button which will take you to the "Court History" page. Depending on the test you have chosen some tests have a court history section, some do not. Each screen allows the option to choose "Cancel" or "Information Correct" to proceed.

After completing Court History, the next screen is for client answers to the test questions. If the client has used the on-screen method, the questions and answers will be displayed to the client on the screen. If the paper/pencil method was used to test the client, you may enter the answer sheet data at your convenience by typing 1 for true, 2 for false, etc. For multiple choice questions, enter 1, 2, 3 or 4.

Again, this screen allows the option to choose "Cancel" or "Information Correct." If "Information Correct" is chosen the option is still available to cancel or abort the entry and not charge the account. At the end of the test a notice will appear alerting you that one test credit is about to be used. To save the test record to the database click "Yes." To cancel or discard the test entry, click "No." *When "Yes" is selected, your account will then be charged 1 test credit.*

Highlight the client's name and click on the "Supervisor Options" button to proceed to that client's supervisor options page. Here you can print the report, verify the answer sheet data entered and delete the client's name. The default page that appears is the Print Report page. To print the report, click the "Continue" button. To verify the data entered or delete the client's name, click on the appropriate tab at the top and follow the instructions.

In summary, procedures are designed to be concise, easily followed and swiftly executed, so that they will not detract from test administration.

The test administration is now complete. However, you are still in the test Main Menu screen and if you wish to administer another test, click on "Your Account Page" link on the right of the screen. This will take you back to your account summary page where you may check for available test credits, purchase additional test credits, select other tests to administer or edit previously administered tests. Otherwise just close your browser window to exit the website.

When prompted your secret code is "y"

How to Verify Data Entry

The Verify Data Input procedure allows you to enter the answers a second time for any particular client. This feature insures that the responses are input into the computer correctly.

From the main menu select the client's name and then click on the "Supervisor Options" button. This will take you to the Supervisor Options page. Click on the tab labeled "Verify Data Entry" and then click on the "Continue" button. You will now be presented with the answer grid so that you can re-input the answers.

As you input each answer, the computer will verify that it matches the answer you originally entered. If it does, the computer will automatically move on to the next response. However, if the answer you input does not match the original answer, you will be immediately alerted to the discrepancy between the two responses via a message box.

The message box will notify you as to which answer did not match the original input. The message box will display what the current answer is and what the original response was.

At this point you should review the answer sheet to verify what the correct response for that particular question is. You will then click "OK" if the answer input this second time is correct and the computer will accept this response and move on to the next answer.

If, after reviewing the answer sheet, you discover that you have erroneously input the wrong answer, click the "Cancel" button and the computer will allow you to enter the response again.

Continue with these steps until all answers have been input. Using this feature insures the accuracy of the data input.

How to Delete Client Names

This procedure allows the user to delete the client's name from the test record. Use this option to protect client confidentiality once you are done with the test record.

From the main menu select the client' name and then click on the "Supervisor Options" button. This will take you to the Supervisor Options page. Click on the tab labeled, "Delete Client Name" and then click on the "Continue" button. You will be given the opportunity to cancel this procedure at this time. USE WITH CAUTION! Once the name has been deleted it CANNOT be restored. When you are absolutely certain that you are ready to proceed, click on the "Continue" button. That's all there is to it. The name will be deleted from the record and you will be returned to the main menu. Notice that the name you just deleted is no longer visible in the client list.

Live Support Chat

Throughout our site, after you have logged in, you will find "Live Support" buttons. Clicking on these buttons will open a "Live Support" chat window that puts you in touch with an Online-Testing.com technical support staff member.

Support staff is available for these "Live Support" sessions between the hours of 8:00 a.m. and 4:00 p.m. Mountain Standard Time, Monday through Friday. If you need to leave your computer during the chat session, you can return within 24 hours and resume your online conversation.