WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people’s skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple…if you succeed in your role, then we succeed as a company.

WHAT IS THE KEYBOARDING SKILLS TEST (KST)?

The KST is a timed skill test measuring alphanumeric and numeric keystroke speed and accuracy. It is designed to determine an individual’s ability to enter alphanumeric and numeric data on fixed-field formatted screens. Your performance on the KST is reflected in the Net Keystrokes Per Hour (NKPH) score. To qualify on Level 1 of the KST, your NKPH must be 3240.0 – 4799.9 (which is equal to 54 – 79.9 Net Keystrokes Per Minute). To qualify on Level 2 of the KST, your NKPH must be 4800.0 or higher (which is equal to 80 or higher Net Keystrokes Per Minute).

The online KST begins with a 2-minute practice period. Then the 5-minute test period begins. The test takes approximately 10 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. The best way for you to succeed on a given test is to adequately prepare. Before coming in to take the KST, you are advised to practice keyboarding. Keyboarding skills can be improved through work experience, coursework, or independent practice. You may want to check into keyboarding courses available through local schools or universities. Also, independent practice materials may be found at your local library, bookstore, or computer software store. Keep in mind; however, that completion of coursework or independent practice will not guarantee that you pass the test. **It is important that your keyboarding is both fast and accurate.**

HOW WILL THIS TEST BE ADMINISTERED?

This test is administered online, at a time and place that is determined by you. Please follow these guidelines when taking this test:

- Choose a testing environment that has sufficient lighting and free from distractions.
- This test must be taken on a PC, Laptop or Apple Computer with a Full Size Keyboard.
- This test cannot be taken on a Tablet or Mobile Phone.
KEYBOARDING SKILLS TEST (KST)
TEST GUIDE

✓ Complete the test using a fast and reliable internet connection.
✓ Complete the test in one sitting, from start to finish.

RETEST INTERVALS
If you do not qualify on the KST do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then you may retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY
When you succeed in your job, AT&T succeeds as a company! Successful completion of the KST qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

Thank you for your interest in starting (or expanding) your career at AT&T!

AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.