



ORAL TYPING SKILLS TEST (OTST) TEST GUIDE

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 ORAL TYPING SKILLS TEST (OTST)?

The OTST is a timed skill test measuring your ability to quickly and accurately type text that is being read aloud to you. Your performance on the OTST is reflected in the Words Per Minute (WPM) that you type. In order to qualify on the OTST, your WPM must be 60.0 or higher.

The test is comprised of a 5-minute instructional period, a 2-minute warm-up period, and a 5-minute test period.

The entire test takes approximately 12 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 OTST, you are advised to practice typing. Typing skills can be improved through work experience, coursework, or independent practice. You may want to check into typing courses available through local schools or universities. Also, independent practice materials may be found at your local library, bookstore, or computer software store.

Because OTST requires you to type information provided to you orally, you may also want to practice typing information into a computer while listening to the television or radio. Try to type in what the person is saying.

Keep in mind; however, that completion of coursework or independent practice will not guarantee that you pass the test. It is important that your typing is both fast and accurate.



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RETEST INTERVALS

If you do not qualify on the OTST, 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 initially 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. Qualifying scores on the OTST are valid for five years. 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 OTST 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.