What Is A Training & Experience Evaluation?
Just like a multiple-choice exam or an interview, a Training & Experience Evaluation (T&E) is a type of test. Specifically, a T&E is a structured, systematic tool for evaluating a candidate’s education and/or experience that is beyond the minimum requirements for a given position. Depending on the specific position for which you are applying, a T&E may take different formats; the two most common formats utilized at Santa Monica College are the “T&E (Objective)” and the “T&E (Subjective)”. Regardless of the format used, your responsibility as a candidate is to present a comprehensive, detailed account of your related education and/or experience which have prepared you to excel in the job for which you are applying.

What Does a T&E Look Like?
Although the layout of the T&E will look different depending on the format being used, the purpose of every T&E is exactly the same. Specifically, every T&E will ask you, as the candidate, to respond to one or more questions about your education and/or experience. These questions will be completed as part of the online application. T&Es will typically contain one or more of the following components:

- **Objective Questions**
For “objective” T&Es, you will respond to a series of “objective questions” by selecting the response(s) (A, B, C, D, etc.) that best match your background. Each objective question has a pre-determined point value; the number of points you receive for each question is based on the response you select. Your total score on the T&E (Objective) will be equal to the sum of the points you obtain for each question. The maximum number of points obtainable is equal to 100. An example of a T&E (Objective) question is shown below:

- **Sample Objective Question #1**: How many years of full-time experience (40 hours per week, 12 months per year) do you have in a customer service role, which included responsibility for attending to customers’ needs and resolving customer complaints by phone or in-person?
  A) Less than 1 year
  B) At least 1 year, but less than 2 years
  C) At least 2 years, but less than 3 years
  D) 3 years or more

In the above example, you would select the response that best reflects your background. In some cases, the responses are very objective and clear-cut; for example, in “sample question #1” above, if you have 2 years of experience performing customer service work, then you would selection response “C”. Question #2 below provides an example where responses are more descriptive, and less quantitative in nature:

- **Sample Objective Question #2**: Which of the following responses best describes your HIGHEST level of experience managing and overseeing projects in the area of employee training and development for a period of at least 1 year?
  A) I do not have experience in this area
  B) I have assisted higher-level employees with day-to-day activities in support of project goals, but did was not responsible for managing the project.
  C) I served in a lead role on a project, where I was responsible for providing guidance and work direction to other staff members.
  D) I was responsible for overseeing and managing a defined portion of a project, which included responsibility for activities such as setting deadlines, assigning work to staff, and reviewing work to ensure completion. Although I was accountable for the specific part of the project to which I was assigned, ultimate accountability rested with higher-level staff.
  E) I was responsible for overseeing and managing an entire project, which included responsibility for activities such as identifying and securing resources, setting deadlines, ensuring quality control, and accountability for the final project result.
Narrative Questions

For both “Objective” and “Subjective” T&Es, you will be asked to provide a narrative/written response to one or more questions. These questions will be open-ended, and will ask you to describe your education and/or experience in specific areas. Some questions may ask for very specific pieces of information (duties performed, name of employer, dates of employment, etc.), while other questions may be more generic. In general, the purpose of narrative questions is to gather detailed information from you, which will help the evaluators determine your readiness and preparation for the job.

- For “Objective” T&Es, your narrative response will be reviewed by evaluators and used to validate/corroborate your response(s) to the objective questions (examples on page 1).

- For “Subjective” T&Es, your narrative response will be reviewed by evaluators and used as the basis for your T&E score.

Three examples of narrative questions are shown below:

- **Narrative Sample Question #1:** Please describe your experience performing clerical duties in a university or community college environment.

- **Narrative Sample Question #2:** Please discuss your experience as an athletic trainer, which involved the prevention, diagnosis, and treatment of sports-related injuries. Indicate (1) the job(s) where you gained this experience, (2) an overview of the injuries that you treated, and (3) the starting and ending dates of your employment for each job.

- **Narrative Sample Question #3:** Please describe your experience managing and overseeing projects in the area of employee training and development. In your response, specify (1) the organization where you obtained this experience; (2) your specific role on the project and a detailed description of the duties you performed, including any responsibility you had for establishing project goals and timelines, identifying and securing necessary resources, and overseeing the work of other team members; (3) the dates when you performed these responsibilities (beginning and ending month/year); and (4) the name and contact information of the person who supervised you during this time.

As seen above, all three questions ask candidates to describe their background in a specific area (clerical responsibilities, athletic training, and project management, respectively). However, questions #2 and #3 are more detailed than question #1, in terms of the specific information requested.
What can I do to perform my best on a T&E?
Here are some general tips for completing a T&E:

- If you find yourself torn between two response options for an objective T&E question (A, B, C, D, etc.), give yourself the benefit of the doubt and select the higher (more complex) option. If the raters feel that your response is insufficiently supported by the information in your application, they will adjust your score accordingly.

- When responding to narrative questions:
  1. **Do not** respond to a narrative question by writing “refer to resume”. It is critical that you answer the narrative question with sufficient detail, so that people who are unfamiliar with your background can understand exactly what you are trying to say. Read each question carefully and make sure to include all requested information. Failing to provide the information requested will likely cause a reduction in your score, and may impact your likelihood of obtaining a job.
  2. Try not to use acronyms or terms that are unique to a specific employer/company (company-specific computer programs, etc.). If you do use acronyms or company jargon, make sure that you explain what these terms mean. Remember, your responses should be written so that people from outside of your workplace can understand them.
  3. It is okay to use technical terminology (for example, when describing experience in the IT or Financial fields), but the terms should be commonly used in the industry and understandable to other experts.
  4. It is always safer to provide more details instead of less. Much like interviews, details provide specific information about what you did in previous jobs, and can help the raters better understand the nuances of your work. The better the raters understand what you have done, the better they will be able to evaluate your background and experience. However, make sure that the details you provide are relevant to the job and the question being asked; do not include unrelated information that has no relevance to the job.
  5. Make sure that the information you include in the narrative questions (e.g., previous jobs, job duties performed) is also included in your application and resume (if applicable). By ensuring that your education and experience is consistently communicated across the different parts of your applicant packet, you can help send a unified message to the raters regarding your preparation for this position.
  6. Your responses should be representative of your actual background and experience; do not intentionally exaggerate your background in an effort to achieve a higher score. All questionnaire responses will be reviewed by evaluators, and may be subject to verification through reference checks; candidates who are found to intentionally and significantly fabricate or inflate their backgrounds may be disqualified from participation in current and future employment opportunities.
  7. It never hurts to get a second opinion on your responses. Having others review your response may help you identify any areas that are unclear, so that you can clarify them before submitting your application.