



# Raven's Standard Progressive Matrices (SPM)

## Administration Best Practices





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### **Introduction**

The SPM is administered through TalentLens.com, an Internet-based delivery system designed for the administration, scoring, and reporting of employee selection and development assessments. Candidates' data are instantly captured for processing through TalentLens.com and the scores are immediately available in an interpretive report.

### **Administrator's Responsibilities**

The best way for administrators to prepare for the assessment is to take it themselves, complying with all directions. The administrator should ensure that the company's assessment process complies with professional standards and practices, including Human Resources policies. Before candidates take the assessment, the administrator should explain the nature of the assessment, why it is being used, the conditions under which the candidates will be assessed, and the nature of any feedback they will receive, as determined by company policy.

Though not required for job applicants, we recommend obtaining informed consent from the candidate before the assessment is taken. An informed consent form is a written statement explaining the type of assessment instrument to be administered, the purpose of the evaluation, and who will have access to the data. The candidate's signature validates that he or she has been informed of these specifics. Administering the SPM takes about one hour total, including giving directions to candidates, answering questions about the assessment procedures, and actual assessment time.

### **Assessment Conditions**

The following conditions are suggested for improving score accuracy and maintaining the cooperation of the candidates: good lighting; comfortable seating; adequate desk or table space; comfortable positioning of the computer screen, keyboard, and mouse; a pleasant and professional attitude on the part of the administrator; and freedom from noise and other distractions.

## Answering Questions

Though the instructions for completing the assessment are presented on-screen, it is important to develop and maintain rapport with candidates. The administrator is responsible for ensuring that candidates understand all requirements and interact with the assessment interface appropriately.

Candidates may ask questions about the assessment before they begin. Clarification of what is required of candidates and confirmation that they understand these requirements is appropriate. See the section on “Instructions for Administering the SPM” for an appropriate script when starting the assessment.

If any candidates have routine questions after the assessment has started, try to answer the questions without disturbing the other candidates. However, if candidates have questions about the interpretation of an item, they should be encouraged to respond to the item as they best understand it.

## Instructions for Administering the SPM

After the candidate is seated at the computer and the initial instruction screen for the SPM appears, say,

**The on-screen directions will take you through the entire process, which begins with some demographic questions and practice items. After you have completed the practice items, the assessment will begin. You will have 45 minutes to complete the items in Part 1 and 2 minutes to complete the items in Part 2. The assessment ends with a few additional demographic questions. Do you have any questions before starting the assessment?**

Answer any procedural questions. Then say,

**Please begin the assessment.**

Once the candidate clicks the “Start Your Assessment” button after the practice items, the timer starts and administration begins with the first item. Candidates have 45 minutes to complete all 28 items in Part 1. Part 1 automatically goes into “time out” at the end of 45 minutes.

Candidates have 2 minutes to complete the 2 items in Part 2. Part 2 automatically goes into “time out” at the end of 2 minutes. During each part of the assessment, candidates have the

option of skipping items and returning to them later if time remains. If candidates finish Part 1 of the assessment before the 45-minute time limit has expired, they may review their answers, or move on to Part 2.

If a candidate's computer develops technical problems during the assessment, the administrator should move the candidate to another suitable computer location if possible and log back into the system as before. If the technical problems cannot be solved by moving to another computer location, the administrator should contact Pearson's Technical Support at 1-888-298-6227 for assistance.

At the end of the assessment session, thank each candidate for his or her participation and check the computer station to ensure that the assessment is closed. Note that scoring will not occur and the assessment will stay in "In Progress" status until the assessment is final and the candidate closes the "Thank You" screen at the end of the assessment.

## **Accommodating Candidates with Disabilities**

The *Americans with Disabilities Act (ADA) of 1990* requires an employer to reasonably accommodate the known disability of a qualified applicant, provided such accommodation would not cause an "undue hardship" to the operation of the employer's business.

The administrator should provide reasonable accommodations to enable candidates with special needs to comfortably take the assessment. Reasonable accommodation may include, but is not limited to, modification of the assessment format and procedure, such as live assistance, in which an intermediary reads the online content to a visually impaired candidate and marks the answers for the candidate (Society for Industrial and Organizational Psychology, 2003).

## **Scoring and Reporting**

The score report is available immediately after completion of the assessment on TalentLens.com for viewing on screen or printing.

## References

*Americans With Disabilities Act of 1990*, Titles I & V (Pub. L. 101–336). United States Code, Volume 42, Sections 12101–12213.

Society for Industrial and Organizational Psychology. (2003). *Principles for the validation and use of personnel selection procedures* (4<sup>th</sup> ed.). Bowling Green, OH: Author.