WHY DO AT&T AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills, abilities, and personal characteristics to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people’s skills, abilities, and personal characteristics and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE RETENTION TEST?

The Retention Test is a predictor of sales and customer focus, as well as achievement and learning orientation.

The Retention Test consists of 174 items that ask the respondent to indicate their level of agreement with a variety of statements. The entire test takes approximately 60 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and demonstrating your suitability for the job.

When you are scheduled for the Retention Test, you will be given a specific time to report to the test location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the assessment begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask any questions before the test begins, and be sure you understand the format of the Retention Test.

FOR EMPLOYEES ONLY: You may contact the AT&T Self Development Resource Center located on HROneStop at http://hronestop.att.com >> Your Career >> Self Development >> Test Preparation to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT DO THE QUESTIONS LOOK LIKE?

The test will contain questions about your background, schooling, job experience, attitudes, and judgments about situations.

The following list of questions provides an example of items that you might see on the test. They’re not actual test questions, but should serve to give you a general idea of the types and format of questions.

You would describe yourself as someone who is not easily distracted.

a. Strongly Agree
b. Agree
c. Neither Agree nor Disagree
d. Disagree
e. Strongly Disagree
Which of the following best describes your level of education?

a. Less than High School  
b. High School Graduate  
c. Associates Degree  
d. Bachelors Degree  
e. Masters Degree  
f. Professional/Doctoral Degree

Which of the following best describes you?

a. I am always on time for work.  
b. I’m sometimes late for work.  
c. I’m often late for work.  
d. I’ve never had a job.

I am the type of person who takes risks.

a. True  
b. False

**WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?**

Experience on the job is not essential to perform successfully on this test. When taking the test you should:

- Think about your background and experiences.
- Read the questions carefully.
- Think through your answer before responding to each question.

It is important that you answer the test questions accurately. Providing candid answers will ensure the best fit with the job.

**RETEST INTERVALS**

If it should happen that you do not qualify on the Retention Test, you may retest in six-months. 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**

Successful completion of the Retention Test qualifies you for possible placement into jobs requiring the 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.

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**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.**