

GENERAL GUIDELINES ON WRITING TESTS FOR ISHK CE @ HOME PROGRAMS

MATERIAL/EQUIPMENT NEEDED

You should have a copy of our **Policies and Procedures** (see below). Please read this for information on our purpose, ethical considerations, and procedures to help you formulate questions in a satisfactory manner.

Computers, printers and modems: we require that you use Word on either the PC or Mac computer. No printed files are necessary for ISHK, but you may want them for your own purposes. Files can be transmitted to ISHK via email, CD or on disk. (See “Where to Send Completed Tests” below.) Please backup your files and keep in a safe place in case we need them.

You’ll need the **source material** (usually a book, but can be audiotapes, journals or other publications) from which the test is to be written and a general write-up on the source material as to what information is considered the most important for students. Shane in Los Altos will get the book and descriptions to you. There will be indication of how many CEU hours will be allowed per course.

FORMAT OF TEST

There should be 8-10 questions per CEU hour.

With some of our courses, there may be instructions to split out 8 hours of test questions specifically for California psychologists. (NOTE: the CA MCEP agency will allow a maximum of 8 hours of home-study for their psychologists.)

Each question should have ONLY ONE answer. For convenience of grading, we ask that the questions be multiple choice and true/false. Questions are numbered by numerical digits (1., 2., etc.) and the multiple choices are numbered by lower-case letters (a., b., c., etc.). (See sample test accompanying this set of instructions.) PLEASE DO NOT USE AUTOMATIC NUMBERING so that editing will not cause misalignment with answer key.

Please read over the “House Style for CE Tests” accompanying this set of instructions and follow the formatting suggestions. Most of the final formatting will be done by ISHK using the file you send to us, but it helps to have some of the formatting done in the first place.

FORMAT OF ANSWER KEY

Each exam should be accompanied by the answer key--a listing of answers to each question, along with page references from the source material where answers can be found (sometimes there are more than one page reference per answer). THIS STEP IS VERY IMPORTANT for

dealing with queries on content by customers or by the American Psychological Association. Again, PLEASE DO NOT USE AUTOMATIC NUMBERING.

AFTER TEST IS WRITTEN

Send completed test and answer key to ISHK (see below). Keep a backup in case the files get damaged in transit.

If you mail the files on CD or disk, please call or email shane455@aol.com, and tell us when and how the files have been sent.

ISHK will edit the test and format it. We may be contacting you about questions on the content or confusing issues. Please respond as soon as possible on these matters.

You should keep the source material in case of future questions on content. If you want to reimburse ISHK for the cost of the book, you can do so by making a contribution through the usual channels to ISHK.

WHERE TO SEND COMPLETED TESTS

Email: For PC or MAC files, email: **shane455@aol.com**

Mail: *(Make sure you have backed up your files before sending disks.)*

Shane DeHaven

ISHK

P. O. Box 176

Los Altos, CA 94023

Telephone: 650-948-9428

For UPS: ISHK
334 State Street, #205
Los Altos, CA 94022

**POLICIES AND PROCEDURES
THE CONTINUING EDUCATION AT HOME PROGRAM
THE INSTITUTE FOR THE STUDY OF HUMAN KNOWLEDGE**

General Exam Process

A concise description of our exam procedures and regulations is listed on the first page of every catalogue. Registration information and an order blank are provided on the last page of the catalog.

Included with our exams are further instructions for completing and submitting the exam. An important requirement is that the psychologist keep a copy of the exam taken. This is for two reasons: firstly, because the original exam is kept by CE at Home and is not provided by us as a reference for the psychologist re-taking an exam. Secondly, the same exam may not be taken more than once for credit by the same individual. A record of the exam will help the psychologist to avoid an inadvertent re-take of an exam.

The passing requirement is 80%. The same exam may be taken again after feedback from staff on the exam results.

Those who order and take our exams should be sure to give ample time for mailing of material, grading and certification. Psychologists may choose from a variety of UPS shipping rates for book and exam packets, which range from overnight to the standard three to five business day rate. Grading takes two to three business days and certificates are mailed the day they are graded via US First Class Mail. Those in a hurry may fax their exams to us, and should they wish a faxed certificate, must notify us of this in writing on their exam. Exams received after 5 PM local time will be graded the next business day; we are not open on weekends or holidays.

Exams are graded and dated on the day they are received in the office in the form of fax or by mail. This is the date that will be used for the passing certificate. Exams which do not pass on first submission will be issued a certificate referencing the initial date, on the assumption that the re-submitted exam is passed within a reasonable period after the first attempt.

Questions and concerns will naturally occur in the order process, most of which can be answered as the occasion arises by our office staff. Particular concerns about the exams themselves, however, must be in writing. This procedure is outlined in Complaints About Exams, below.

Space for general comments on the exam, exam ratings and suggestions for other exam topics is provided as part of the exam packet.

Certification

The Institute for the Study of Human Knowledge (ISHK) is approved by the American Psychological Association (APA) to offer continuing education for psychologists through its CE at Home program. ISHK maintains responsibility for its programs.

Office staff are responsible at the time of ordering for informing customers whether or not their state has been approved by the APA to offer continuing education at home programs. A customer who finds that the APA has not approved continuing education in his or her state will receive a full refund, except in the case of Minnesota and California, exceptions which are described on the first page of the catalogue.

State Deadlines

Each state has a different deadline for the accreditation process. Customers must call their own state bureau to find out what it is, and organize themselves accordingly.

Shipment

In the case of late arrival of material at the recipient's address due to UPS or staff error, shipping will be refunded.

Incorrect Fulfillment

Should our staff provide the wrong exam, book or tape, we will replace it at our own expense and provide shipping and packing for the return of the material sent in error.

Duplicate Orders

A duplicate order requested in error will be refunded, minus the shipping cost.

Declined Payment of Credit Cards

Orders must be paid prior to shipment. If a credit card has been declined, customers will be informed by telephone, or if inaccessible by telephone, by mail.

Complaints About the Exams

- Customer concerns about exam questions must be written in a legible and comprehensible fashion.
- Where an error or anomaly is thought to exist, those writing their concerns should reference the title of the book and author, and cite the page numbers and paragraphs which back up their position.
- A question or questions for which valid concern has been expressed will be suspended from the exam for grading by staff until a member of the CE committee has had time to respond.
- A member of the CE committee will respond in writing within two weeks.

Contested Grades

- If staff have made an error in calculating an exam result, this will be changed. Please inform us of any such case.

- Where an exam result is contested due to the content of its questions, the process of written query and back-up information as described above must be followed.

Our Goal

We take very seriously the fact that the continued professional standing of psychologists is in our hands and we strive to provide the most rapid, accurate and convenient service possible to our continuing education customers. Every effort is made to contact customers immediately to rectify any problem or delay in the exam process, and our staff is qualified to answer detailed questions about the CE program, particular titles or to offer recommendations on request.

Choice of Material

We insure author compliance with the *Ethical Principles of Psychologists* when we are reviewing materials for possible inclusion as course material, when we are working with the materials to prepare tests, and on an on-going basis. We consider the author's attitude toward confidentiality, ethical conduct of research, ethical treatment of patients and general attitude toward professional and scientific ethics. Unethical behavior or attitudes in a book under consideration for course material are grounds for rejection.

Equal Access and Special Needs

All our continuing education programs are home-study, and we request no information regarding an individual's sexual orientation, gender, race, culture, age, national origin, socioeconomic status, religious background, or any basis proscribed by law.

In the case of a participant with special needs, we require a letter to accompany the order and detail the special assistance desired. We will make every effort to assist such an individual and encourage his or her participation in our program. We encourage the help of readers to facilitate the participation of blind learners.

Address

All issues concerning policies and procedures should be addressed to our address of record:

Institute for the Study of Human Knowledge
CE @ Home Program
P O Box 381069
Cambridge, MA 02238-1069

HOUSE STYLE FOR CE TESTS

1. Do not use automatic numbering in questions or answer keys.
2. The question and answer should form a sentence. Where the answer is the completion of the sentence, no capital at the beginning or period at the end are used.
3. Where the answer is a complete sentence, it is punctuated like a sentence, with a capital at the beginning and a period at the end.
4. In a string of items, no comma is used between the final and next to the last item.
5. In a negative question, the negation of the noun or verb is italicized. Titles are italicized. Terms are not.
6. The indentation of the second line of the question should be immediately below the first.
7. The indentation of the second line of the answer should be one character to the right of the first.

EXAMPLE OF FORMAT FOR TESTS & ANSW KEYS

TITLE OF WORK: *THE SEVEN SINS OF MEMORY* By Daniel L. Schacter

1. Of the seven sins of memory, transience
 - a. involves a breakdown at the interface between attention and memory
 - b. refers to a weakening or loss of memory over time
 - c. involves a thwarted search for information
 - d. is a "sin" of commission

2. Memories do *not* result from
 - a. images stored like snapshots waiting to be retrieved
 - b. extracting key elements from our experiences and storing them
 - c. reconstruction of our experiences
 - d. adding on of feelings and beliefs acquired after the experience

3. Who was the late nineteenth century German philosopher whose research on transience shaped the field for decades?
 - a. Freud
 - b. Fechner
 - c. Ebbinghaus
 - d. Janet

4. Transience involves a shift from
 - a. episodic to procedural memory
 - b. implicit to explicit memory
 - c. visual to auditory memory
 - d. reproductive to reconstructive memory

5. _____ involves the seeping of present knowledge and beliefs into our memory of past events.
 - a. Transience
 - b. Bias
 - c. Misattribution
 - d. Suggestibility

6. One region that shows increased activity when people make abstract/concrete judgements about words they later remember compared to those they forget is
 - a. the brain stem
 - b. the temporal lobe
 - c. the parahippocampal gyrus in the left cerebral hemisphere
 - d. the Broca gyri in the parietal lobe

7. Studies have shown that
 - a. the right hemisphere is primarily responsible for coding pictures
 - b. the left hemisphere is primarily responsible for coding melodies
 - c. the left hemisphere is primarily responsible for processing words
 - d. a and c

8. Which of the following is *false*?
- a. Episodic memory allows the acquisition and retrieval of general knowledge and facts.
 - b. Working memory holds onto small amounts of information for short periods of time.
 - c. both are correct
 - d. neither is correct
9. The main culprit in rapid transience is
- a. drops in dopamine levels
 - b. the temporal lobe
 - c. semantic memory
 - d. the phonological loop
10. To improve memory, Schachter advised the reader to use
- a. imagery mnemonics and to elaborate on what you know
 - b. Ginko biloba extract
 - c. phosphutidylserine
 - d. verbatim mnemonic strategies
11. Absent-mindedness involves all of the following *except*
- a. a weakening loss of meaning over time
 - b. a breakdown at the interface of attention and memory
 - c. assigning a meaning to the wrong source
 - d. a breakdown in semantic memory
12. Divided attention
- a. has a drastic effect on familiarity
 - b. has no effect on subsequent recollection
 - c. allows us to elaborate on particulars necessary for recollection
 - d. has a drastic effect on subsequent recollection
13. Dividing attention prevents the lower left frontal lobe from playing its normal role in elaborative encoding.
- a. True
 - b. False
14. Vulnerability to "change blindness" results from
- a. excessive activation of the left frontal lobe
 - b. encoding excessive amounts of detail
 - c. shallow encoding at a general level
 - d. lack of access to procedural memory
15. Prospective memory refers to
- a. remembering future prospects
 - b. remembering to do things in the future
 - c. remembering past events to inform present action
 - d. a problem of transience

EXAMPLE OF ANSWER KEY TO SEVEN SINS OF MEMORY

1. b, pp. 4-5
2. a, p. 9
3. c, p. 13
4. d, p. 16
5. b, p. 16
6. c, pp. 25-26
7. d, p. 27
8. a, pp. 27-28
9. d, p. 29
10. a, pp. 35-36
11. b, pp. 4-5, 42
12. d, p. 44
13. a, p. 47
14. c, p. 50
15. b, p. 51