

iTEP Benchmarking Guide



iTEP Benchmarking Project Guide

An iTEP benchmarking project gives your business the tools to evaluate and perfect your hiring, staff promotions, and special assignments. By using our test and a bit of scientific method, you'll be able to see the strengths and weaknesses of your staff members' English abilities. Our staff will be available throughout the process, which is outlined below. When taken step by step, conducting a benchmarking project is easy and is a great way to optimize your staffing needs with regard to English ability.

Let's get started.

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I. Project Overview

During your benchmarking project, you will select a group of employees, administer an iTEP exam to them, and analyze the data in order to calibrate the various English ability levels at your company with an external measurement tool.

II. Choosing Employees for your Project

Choosing an appropriate employee sample for your benchmark study is crucial. A group of 20-30 employees is more than sufficient to conduct a meaningful benchmark study. The employees should ideally be chosen at random to avoid selection bias, which can affect the results. The spread of employees should also be multi-disciplinary, representing the various positions in the company.

If you are unable to use random selection to choose your employees, the use of incentives is recommended to recruit employee participants. This also helps prevent bias since employees who would volunteer for the study without a reward may be of higher ability or hold other unique characteristics associated with higher or lower achievement than the other employees. Incentives can be given in many forms, such as entry in a contest to win a gift card.

III. Administering the iTEP Exams

1. A 30-minute phone training session will take place prior to administering the exams. The person who will be analyzing the employees' data after the test should be on the call, as well as the test center administrator.
2. The administrator should check that each computer meets technical specifications by navigating to www.besitep.com/examintro in a web browser. The system will automatically check the computer for you.
3. Direct test takers to www.besitep.com/HOSPITALITY and follow the directions on the screen. They will need to input the test ID and password when directed. Test ID's and passwords will be provided to your company prior to the benchmark project.
4. After the exams are completed, the Listening results will be available immediately, and Speaking will take up to 5 business days to be graded.

IV. Accessing Test-Taker Data

BES makes it easy for you and your team to access the scores and other data from the test. The scores for each section, as well as scores for sub-skills, and the speaking samples from the employees are all available online. Instructions on how to export the data so that you can most effectively analyze it are in Appendix 2.

However, for your convenience, BES will email the test data in a spreadsheet. The above step is made

available for you in case you would like to access the data directly.

V. Analyzing Test-Taker Data

Now that your employees have been tested and you have their data, you've arrived at the heart of the benchmark study—seeing what you can learn.

Our score report provides a separate score for each section of the test, as well as scores for sub-skills within the sections. This helps determine if your employees' English ability is progressing evenly.

VII. Appendices

Appendix 1 iTEP Technical Requirements

In order to administer the Internet-based iTEP exam successfully, your system's Internet connectivity, hardware, and software must conform to the following minimum specifications:

Internet

- Broadband Internet connection:

Download speed – 750 kbps minimum
Upload speed – 250 kbps minimum

NOTE: To see if your computer meets the Technical Requirements, go to: <http://besitep.com/examintro>

Hardware

- Operating System: Windows XP or newer or Mac OS X
- CPU: 700 MHz Pentium II-class processor or newer
- Memory: 512 MB
- Video – Monitor and standard VGA card, capable of 800 x 600 resolution or greater, and able to display a minimum of 256 colors (16 bit color or better is recommended).
- Sound Card – 16-bit sound card
- **Headset and microphone**, keyboard, mouse
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Software

- Adobe Flash Player version 8.0 or higher
Verify your Flash installation here: <http://www.adobe.com/products/flash/about/>
Download Flash Player here: <http://www.adobe.com/go/getflash/>
- Sun Java version 1.5 or higher and Internet Explorer Java Plug-in support
Verify your Java installation here: <http://www.java.com/en/download/help/testvm.xml>
Download Java here: <http://www.java.com/en/download/manual.jsp>

Any of the following browsers:

- Microsoft Internet Explorer browser version 7 or higher (PC ONLY)
Download IE here: <http://www.microsoft.com/windows/products/winfamily/ie/>
- Google Chrome browser (no specific version needed) (PC ONLY)
Download Chrome here: <https://www.google.com/intl/en/chrome/browser/>
- Mozilla Firefox browser (no specific version needed) (PC or Mac Compatible)
Download Firefox here: <http://www.mozilla.org/en-US/firefox/new/>
- Safari browser version 5.1.9 (Mac ONLY)
Run the App Store, select Updates, double check your version with the updated version

Appendix 2

Below are step by step instructions for exporting score data from an iTEP exam:

1. Log in to the admin panel at <http://www.besitep.com/login.php> (you will be given your login data when you do the training call).
2. Go to the "View Graded Tests" page.
3. Click the checkboxes in the "View Grade and Profile" for all the employees you want to export data for.
4. Click on the words "View Grade and Profile."
5. Towards the center on the page (just below View/Print Score Report/Certificate) you will see a button that says "Download Scores." A message will come up saying "Your CSV has been created." **Right click** on the word "here" in the sentence "Download your file here".
6. Select "Save link as."
7. Enter the file name you wish to save the data under.
8. For "Save as type" select "Microsoft Excel Comma Separated Values File."
9. Open the file and you will be able to arrange the data in whatever way is easiest for you to view.