

Prices effective June 27, 2018

WHAT TO ORDER

Select booklets that correspond to the topics listed on your announcement under "Subject of Examination" or "Scope of Examination." Our booklets usually match the names of test topics they cover, but sometimes a book will cover topics with different names. If you need help with this process, visit

<http://csealarningcenter.org/help/booklets.cfm>

If you don't have your exam announcement, check with your hiring authority. If your test has a current announcement, you might find it at our links page

<http://csealarningcenter.org/links.cfm>

HOW TO ORDER

Fill out the order form by entering in the box to the right the desired quantity of each item you'd like to order, along with the total number of items ordered. Then enter the contact and exam information requested, and send this form with full payment, including any shipping fee due for your order.

If your test is very soon, please consider using our **Online Store**—we can accept credit and debit cards there, and orders usually ship the same day or the next business day when placed at

<http://csealarningcenter.org/booklets/catalog>

It is free for CSEA members to access our books at www.cseany.org.

Step 1: Open the CSEA web page at <http://www.cseany.org>.

Step 2: Activate your account by clicking the link marked "Not Registered?" on the left-hand side, under the CSEA logo. If you've registered previously but forgotten your password, click on "Forgot your password?"

Step 3: Follow the instructions given to you by the server. Be sure to set a security question and answer at the end of the process, as requested by the server, in case you forget your password. Please note that you can look up your CSEA ID using the red link in the upper right portion of the page and that if you do not verify your email address by opening your email account and clicking the link the website will send you, you won't be able to access the books.

Step 4: Mouse over the "For Members" link on the left near the top of the page, then click "Civil Service Test Prep and Job Info," then the link marked "Test Preparation Booklets."

Members who need help with this procedure should call 800-342-4146 (ask for Kim Blair), or dial Kim Blair directly at 518-257-1343.

QTY	ITEM	CSEA Members
___	ITTS Improving Your Test Taking Skills	5.50
___	1. Fundamentals of Accounting and Bookkeeping	5.50
___	2. Math Refresher	5.50
___	3. Tabular Reasoning	5.50
___	4. Understanding and Interpreting Written Material	5.50
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___	6. Supervision	5.50
___	7. Inventory Control	5.50
___	8. Custodial Series Higher Level	5.50
___	9. Concepts and Principles of Normalization for Mentally Retarded/Developmentally Disabled Individuals. Therapeutic Approaches Used with Mentally Retarded/Developmentally Disabled Individuals	5.50
___	10. Principles and Practices in the Treatment of Mentally Ill/Emotionally Disturbed Individuals/ Problems of Mentally Ill/Emotionally Disturbed Individuals	5.50
___	11. How to Take an Oral Exam	5.50
___	13. Educating and Interacting with the Public	5.50
___	14. Verbal Analysis/Evaluating Conclusions in the Light of Known Facts	5.50
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___	16. Contemporary Government and Social Problems	5.50
___	17. Preparing Written Material	5.50
___	18. Administrative Supervision/Supervision II	5.50
___	19. Coding and Decoding	5.50
___	20. Alphabetizing/Name and Number Checking	5.50
___	21. Interviewing/Investigative Techniques	5.50
___	22. Memory for Facts and Information/The Ability to Apply Stated Laws, Rules and Regulations	5.50
___	23. Office Practices/Keyboarding Practices	5.50
___	24. Work Scheduling	5.50
___	25. Flowcharting/Computer Work Scheduling	5.50
___	26. Office Record Keeping	5.50

EXAM SERIES

___	1. Secretarial and Typing Series	5.50
___	2. Secretary 1 and 2	11.00
___	3. Social Welfare Examiner Series	5.50
___	4. Caseworker Series	5.50

VIDEOS

___	DVD – Making the Mark, Tips and Strategies for Civil Service Test Takers (67-minutes) & 57-page workbook. (seven topics, four not in VHS)	11.00
___	Total number of items ordered	

ORDER INFORMATION

Name: _____

Street Address: _____

City _____ State _____ Zip: _____

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Daytime Phone Number: (_____) _____ Cell #, if different (_____) _____
Please include your area code.

CSEA ID # _____ CSEA Local: _____

Name of Civil Service Test _____ State Exam Local Government Exam

Total number of items ordered _____ Total shipping due (view chart below) _____

Total Amount Enclosed: _____ Date: _____

CONTACT US

Phone (518) 782-4427
Toll free (866) 478-5548
Email address workinst@cseainc.org
Fax (518) 782-4429

SHIPPING RATES

1-11 items	no charge
12+ items	\$12.00

PAYMENT INSTRUCTIONS

Please mail your completed order form and your **check or money order** made payable to CSEA WORK Institute to:

CSEA WORK Institute
1 Lear Jet Lane, Suite 5
Latham, NY 12110

If you'd like to pay with credit or debit card, please use our **Online Store:** <http://csealarningcenter.org/booklets/catalog>

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A Message from CSEA President

Mary E. Sullivan

Some people just seem to have the natural ability to do well on civil service tests. Others find tests difficult and intimidating. Whether or not you're a born test taker, preparation with CSEA's Civil Service Test Preparation Booklets can help improve your score.

CSEA is constantly seeking to provide new benefits to its members. Now Civil Service Test Preparation Booklets are available free, online, exclusively for CSEA members and their families.

So... boost your test scores and broaden your career opportunities by using CSEA's test Preparation Booklets.

And, good luck on your next examination.

In solidarity,

Mary E. Sullivan

Test Preparation Booklets...

CSEA's test preparation booklets contain sample questions in a variety of areas which have been the subject of previous exams. Individuals who have practiced with sample questions before exams report improved performance and confidence when taking the tests. The booklets are designed for practice purposes and there is no guarantee that the actual test questions will be similar to the practice questions.

ITTS Improving Your Test Taking Skills This booklet offers general test-taking tips as well as reading comprehension exercises. Sample questions and detailed explanations are provided.

1. Fundamentals of Accounting and Bookkeeping This book offers a primer on accounting terms, the accounting equation, debits and credits, the general ledger, the chart of accounts, normal balances and internal controls in addition to sample questions with detailed answers and explanations. **NEW in 2014**

2. Math Refresher Basic math concepts: fractions, decimals, percentages and ratios, as well as sample questions including word problems with detailed answers and explanations.

3. Tabular Reasoning This booklet will test your ability to understand and interpret tabular material. A self-study guide with detailed explanations of the answers is included.

4. Understanding and Interpreting Written Material This booklet contains reading comprehension questions and exercises which test your ability to interpret information. For example, a written passage is provided from which to draw conclusions and recall information.

5. Grammar, Usage, Punctuation and Spelling This booklet provides questions and detailed answers on English grammar, usage, standard punctuation and spelling.

6. Supervision In this booklet, general tips for answering supervisory questions are reinforced with questions and detailed answers on the general principles of supervision. The book also includes tips for answering training questions and a short section of training questions. **Revised 2015**

7. Inventory Control This book offers practice exercises in monitoring and replenishing supply levels for a workplace unit.

8. Custodial Series Higher Level This book covers five topics that appear on most upper-level custodial exams: the ability to read and follow written instructions, building cleaning, building operations and maintenance, supervision and training, and operation and routine maintenance of heating, ventilating and air conditioning systems. We have included additional sections on two topics (green cleaning and safety) deemed likely to be included on future examinations. **NEW in 2015**

9. Concepts and Principles of Normalization for Mentally Retarded/Developmentally Disabled Individuals. Therapeutic Approaches Used with Mentally Retarded/Developmentally Disabled Individuals This booklet was designed to assist CSEA members taking the "Developmental Assistant Trainee" examination. Questions and detailed answers relating to normalization techniques are presented. They include the philosophy of normalization, habilitative techniques, types and levels of developmental disabilities, therapeutic interventions, situational problem solving.

10. Principles and Practices in the Treatment of Mentally Ill/Emotionally Disturbed Individuals/ Problems of Mentally Ill/Emotionally Disturbed Individuals This booklet, designed for the "Mental Health Therapy Assistant" examination, contains information, corresponding questions and detailed explanations on topics such as the characteristics of psychiatric disorders, the needs of special groups, psychotropic drugs, the assessment and evaluation of patients, and treatment plans and their functions.

11. How to Take an Oral Exam Information on the oral examinations process is presented, including what to expect, criteria by which grading is determined, how to prepare, and how to deal with anxiety. Mock oral questions and sample answers are also included.

13. Educating and Interacting with the Public This booklet offers points to remember when answering questions dealing with making presentations, leading meetings, or responding to phone calls, letters, and requests for information, as well as sample test questions dealing with these topics.

14. Verbal Analysis/Evaluating Conclusions in the Light of Known Facts This booklet offers further testing of reading comprehension and tests the ability to apply the rules of logic to questions whose answers are based on information from a given passage. In the second section, a conclusion drawn from a written passage must be evaluated to determine its validity.

15. Understanding and Interpreting Tabular Material II/Quantitative Analysis This booklet offers questions which provide known information in the form of charts with captions and ask the test-taker to interpret the given information and/or solve for unknowns.

16. Contemporary Government and Social Problems Questions and detailed answers are presented on a range of current issues that concern our society, New York State government, its agencies, and its workforce.

17. Preparing Written Material Exercises in this book test the ability to organize paragraphs and present written material clearly, concisely, and logically. Answers and detailed explanations are provided.

18. Administrative Supervision/Supervision II Tips on answering supervisory questions are outlined in this booklet. It also presents questions which test the ability to handle conflicts between subordinates, to resolve dilemmas relating to office policies, and to provide general office supervision. Detailed explanations of the answers are also included.

19. Coding and Decoding This booklet provides practice in reading, interpreting and applying codes to given situations in the form of questions based on a variety of tables.

20. Alphabetizing/Name and Number Checking Exercises testing the ability to organize names in alphabetical order and in comparing data entries to identify changes between similar groups of information are provided in this booklet.

21. Interviewing/Investigative Techniques Questions and detailed answers on procedures for conduct of interviews are provided in this booklet.

22. Memory for Facts and Information/The Ability to Apply Stated Laws, Rules and Regulations To test the ability to remember key facts and details, two stories are provided with related questions testing reading comprehension and the ability to recall detailed information. A second section tests the ability to comprehend and apply various laws or regulations to a situation.

23. Office Practices/Keyboarding Practices Exercises covering tabulation, spacing, word division, capitalization and punctuation, numerical data entry, and proofreading are provided in this booklet, along with a list of words commonly misspelled in office settings and questions dealing with proper office procedures for a supervisory secretary.

24. Scheduling This book offers exercises in scheduling work hours and vacations for staff of different job and seniority levels.

25. Flowcharting/Computer Work Scheduling Explanations of flowchart terminology and general program logic are provided. Also included are exercises on scheduling computer work.

26. Office Record Keeping This booklet includes questions which evaluate your ability to perform common office record keeping tasks including: organization or collation of data from several sources, scheduling, maintaining a record system using running balances, completion of tables using totals, subtotals, averages and percentages.

EXAM SERIES

1. Secretarial and Typing Series Tips on answering supervisory exam questions are provided as well as questions and answers covering supervision, secretarial and typing practices, spelling, punctuation and capitalization and word usage.

2. Secretary 1 and 2 Covers all topics on the NYS Secretary 1 and 2 exam: Understanding and Interpreting Written Material, Preparing Written Material, Grammar, Usage, Punctuation and Editing, Office Record Keeping, and Office Practices. Each section contains practice questions with detailed answers and explanations.

3. Social Welfare Examiner Series Topics covered in this book include supervision and administration relating to the social welfare examiner field, interviewing, and understanding social and human relations problems. Tips on answering supervisory exam questions are also included.

4. Caseworker Series Tips on answering supervisory exam questions are provided in this booklet, as well as a review of the principles and practices of social casework, interviewing clients, and supervision relating to the case worker field.

Videos

"Making the Mark: Tips and Strategies for Civil Service Test Takers" [DVD] This 67-minute DVD production and its 57-page companion workbook has sections on general test-taking strategies and the following subject areas: Understanding and Interpreting Written Material, Basic Math, Office Record Keeping, Understanding and Interpreting Tabular Material, Preparing Written Material, Alphabetizing and Name and Number Checking, and Scheduling.