

## Multiple Choice Questions

Just as True/False and Agree/Disagree questions can help enhance the scope of your Teller's knowledge and retention during training, a well-designed multiple choice test is just as important. There's a lot of benefit to the learning process by using objective evaluations:

Let's review some of the objectives that well-designed multiple choice tests provide:

- They provide objective feedback to both the student and the Trainer.
- They give the student increased incentive to study and learn.
- They help to reinforce the retention of key concepts and ideas.
- They provide an assessment of teaching effectiveness and training techniques.

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1. Take time and review your multiple choice questions. Similar to True/False questions, there are ground rules that experienced test designers follow. Typically, multiple choice questions are *questions* with four or five *optional answers*.

### Example

Whose portrait is on the \$20 bill?

- Alexander Hamilton
- Benjamin Franklin
- George Washington
- Ulysses S. Grant

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2. Use most of the words in the questions, not in the options.

### Example

An electronic fund transfer can be initiated through a:

- Financial center
- Telephone
- Drive-up window
- Investment portfolio

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**NOT:**

An electronic fund transfer:

- Can be transacted through a financial center
  - Someone can call the bank on the telephone
  - A customer can drive up to a branch
  - Financial center clients can initiate a transfer from their investment portfolio
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**3.** The question should be clear and concise, but not overly revealing.

**Example**

How many quarters are wrapped in a roll?

- 100
- 50
- 40
- 25

**NOT:**

How many quarters make up a \$10.00 roll?

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**4.** Do the questions and options grammatically match?

**Example**

Our Premier account:

- Requires a \$100 deposit
- Offers overdraft protection
- Requires an existing account
- Is a money market product

**NOT:**

Our Debit Cards:

- Customer preferred
  - Have limited distribution
  - Same as cash
  - Available at no extra charge
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5. When possible, make sure your questions are positive.

**Example**

We exchange mutilated money when the customer presents what percentage of a bill:

- 45%
- 35%
- 50%
- 40%

**NOT:**

We don't accept mutilated money if the customer presents a bill less than:

- 45%
- 35%
- 50%
- 40%

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6. Are your questions giving the Teller clues as to which option is correct?

**Example**

Which regulation specifies action for "Suspicious Activity?"

**NOT:**

Which regulation discussed in class covers "Suspicious Activity?"

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7. Vary the length of your options so that there is not a pattern that gives clues as to the correct response.

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8. Do not use "All of the above" as an option, and use "None of the above" sparingly.

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9. Make sure you randomly position the correct answer.

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