



Take a closer look at your True/False questions

All too often, tests are only used as a measurement or evaluation. Tests will become a better dynamic tool when they are used to help your Tellers understand how and what they learned.

Don't wait until the end of the day or a major section to provide tests, BUT...make them self-assessments! Let your Teller determine what he/she has learned. It:

- Increases retention of material
- Reiterates and reinforces important points
- Provides feedback on progress
- Gives objective evidence of achievement
- Encourages and motivates continuing effort

Regardless of whether you use tests as self-assessments or measurements, you should follow a few straightforward instructional design guidelines.

For example, if you use True/False questions, here is a checklist. Get out one of your tests and "grade yourself!"

1. Is your question short, direct, and clear? Yes or No

Example:

The portrait on a \$20 bill is Alexander Hamilton.

NOT

The off-center portrait on the new \$20 bill is Alexander Hamilton.

2. Does the question contain only one main thought? Yes or No

Example:

After entering a deposit, the slip must be validated on the back

NOT

After entering a deposit; the slip must be validated on the back then placed in the bin that will be sent to Proof.

3. Is the statement unquestionably True or False? Yes or No

Example:

The system we use for transactions is known as Easy Teller

NOT

While the Bank has both a Host and entry software, both can be considered our transaction system.

4. Do you use double negatives? Yes or No

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Example:

You should NOT enter an official check in the log without verifying the number.

NOT

As a Vault Teller, don't not include register tapes with verification forms.

In addition, there are variations on the standard True/False question. For example, you can use "Agree/Disagree."

Example:

In your vault, \$20s will be strapped totaling \$2,000.

Agree Disagree

Another interesting variation is having the Teller indicate True or False, then answer why.

Example:

When entering a driver's license number, the state abbreviation must be entered first.

True False

Why_____

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