



Conducting Tests and Overcoming Issues

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RELATIONS COMMISSION**

Promoting Equal Opportunity



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- 1. “Tests” are not “tests” for testers.**
- 2. Contacts by testers are SOLELY TO ELICIT INFORMATION!!**

Note this includes the appearance of “inaccessibility”

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3. “Tester” must be only an objective information gather.
 4. Tests in which “tester” has a subjective interest in the outcome suggests a “conflict of interest”.
 5. Teams may travel together but not discuss outcome of their contacts with each other.
 6. Debriefing should not occur in the presence of the second tester.
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Conducting Tests and Overcoming Issues



7. Expressing judgmental opinions should not occur at any time during the testing at any phase.
 8. REHEARSE, REHEARSE and then REHEARSE AGAIN our testing profile (see attachment).
 9. The one exception to change is where the Control Tester deviates from the profile on the initial contact. Testing supervisors should usually scrub that test with few exceptions.
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10. As suggested in the testing manual, a real applicant can and usually does carry ads, notepads and even electronic devices for making notes.
 11. If phone #s are exchanged it should be agency #s not personal or cell phone #s of testers.
 12. Being “nervous” or “flustered” is not out of character for an applicant so it is not for a tester.
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13. Asking a second time for information and taking notes are normal.
 14. The key to a good contact is observation. Seeing and remembering are key.
 15. Take into account context. A test at a small unit in a rural area where a visit once a week would be normal, a ten minute gap may not be advisable. By contrast a large development it would be normal.
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16. If for any reason you are asked if you are a tester you should act puzzled and ask, “what do you mean?”
 17. Control tester must not create any appearance they are taking the unit. Hence they need an exit line suggesting they have “2 more places to see” or that they need to “run it by “whomever”.
 18. The test subject tester also needs an exit line if they are offered the unit.
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