

Level C

Reading

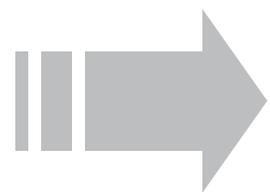
# **GOALS**

Sample Items

**2018**

**CASAS**





TURN THE PAGE

## DIRECTIONS

1. Mark your answers on the answer sheet. Use a number 2 pencil only.
  2. Please do **not** write in the test booklet.
  3. Try to answer every question. Choose the **one** best answer. If you want to change an answer, be sure to erase the first mark completely.
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## PRACTICE



### Employee Computer and Internet Policy

1 All StarTech employees have a computer Internet connection to use for company  
2 business. The company also has a liberal policy of giving employees up to 30  
3 minutes of personal Internet use each day. However, communications on  
4 company computers belong to Star Tech. The company can look at all messages  
5 and documents on its computers and other company technology.

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## PRACTICE 1

In line 2, which word means the same as the underlined word liberal in this announcement?

- A. generous
- B. radical
- C. traditional
- D. widespread

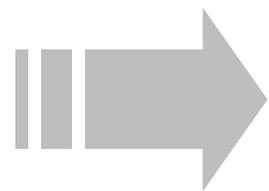
## PRACTICE 2

Which statement best summarizes this announcement?

- A. The company requires a more straightforward computer-use policy.
- B. Too many employees have violated proper computer-use standards.
- C. The company plans to prohibit sending and receiving personal e-mail.
- D. The company monitors employee personal computer use time.







**TURN THE PAGE  
TO BEGIN THE TEST**



# Life is good when you cook with Quick Chef!

## Delivery Information

First Name  Last Name

Address Line 1

City  State  Zip

Ingredients are chosen seasonally and wrapped with care. They are kept in a refrigerated container so food is fresh even if you are away when it arrives.

You may skip anytime on or before the “Change By” date shown in account settings. By clicking “Place Order,” you agree to purchase deliveries on a weekly basis payable with your designated payment method until you cancel. You can terminate your order at any time by contacting Customer Support via phone or through your My Accounts page online. Any orders terminated after processing will incur a \$25 cancelation fee. Loyalty discounts will remain unchanged. For more information, see our Terms of Use and FAQs.

**Place Order**

## Order Summary

**EMAIL**  
martinez27@email.com

**PHONE NUMBER**  
726-555-2917

**PLAN**  
2-person, 3 recipes per week (each serves 2)

**DIETARY PREFERENCES:**  
You will receive a mix of poultry, pork, and seafood recipes. All orders come with reasonably priced organic vegetables and grains.

**WEEKLY DELIVERY DAY:**  
Enter zip code to see available delivery days.

<b>Recurring Weekly Total</b>	
Weekly Cost	<b>\$59.97</b>
First-time Discount	<b>\$30.00</b>
Shipping	<b>FREE</b>
<b>Total</b>	<b>\$29.97</b>

- 
1. Which information is not included in the order form?
    - A. number of servings to be delivered
    - B. resources for customer questions
    - C. guidelines for ending deliveries
    - D. options for ordering dessert
  
  2. According to the order form, a customer who goes on vacation can \_\_\_\_\_.
    - A. offer the order to their neighbor
    - B. refund the delivery at a later time
    - C. skip a delivery by a certain date
    - D. not make changes to their order
  
  3. Which statement would the Quick Chef Company *most likely* agree with?
    - A. Discounts do little to keep customers coming back.
    - B. Anyone can cook delicious meals with a little assistance.
    - C. Customers should be encouraged to follow vegetarian diets.
    - D. Healthy foods are not affordable for most people these days.



By Emily Kemboi

1 Today's employers are looking to hire workers who have the ability to solve problems. In order to compete for good paying jobs, you will need to know how to find solutions for the issues that occur every day in a modern company. But is this a skill at which you excel? If not, here are some tips that will help you become a first-rate problem solver.

2 When you try to solve a problem at work, your first step should be to state the problem as precisely as possible. For example, "Managers are making errors in reporting employee absences to the personnel department." Next, you need to evaluate the problem rationally and calmly. What are the effects of the problem on the company? What are some possible causes of the problem? Put your thoughts in writing; the physical act of writing helps the mind to evaluate many things more clearly.

3 After you have described the problem thoroughly, read what you have written, and begin to write down some potential solutions. In the early stages of generating solutions, list each idea that comes to mind. Your goal is to consider basic as well as innovative fixes for the problem. Every idea is worth contemplating, and sometimes an unlikely solution is the one that works.

4 After you have listed all your ideas, write down the pros and cons of each potential solution. This will help you separate those that might work from those that are less likely to be helpful. Do not simply choose to use the first solution you think will work. There may be better solutions available. Carefully evaluate all the "finalists," and then choose the solution that you believe will work best.



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4. In paragraph 3, which word is the closest in meaning to the underlined word potential?

- A. contrary
- B. possible
- C. unavailable
- D. unlikely

5. Which paragraph does not provide specific steps to solve problems?

- A. paragraph 1
- B. paragraph 2
- C. paragraph 3
- D. paragraph 4

6. Which action does the writer suggest?

- A. Use the first workable idea you have.
- B. Focus on finding the fastest solution.
- C. Ask an employee to check your ideas.
- D. Consider pros and cons of solutions.

7. According to the writer, what is the first step in solving a problem?

- A. evaluating the problem rationally
- B. making a list of pros and cons
- C. listing all potential solutions
- D. stating the problem clearly



Quick Cash Helps You Earn Extra \$\$!  
[www.quickcash.com](http://www.quickcash.com)

### Need a great way to earn extra money? Try Mystery Shopping!

1 Mystery shopping is a method of evaluating customer service. Stores employ  
2 mystery shoppers, sometimes referred to as secret shoppers, as a way to  
3 assess their employees. A mystery shopper is someone unknown to employees  
4 undergoing evaluation. They may dress, act, and speak like average customers,  
5 except in reality they are actually assessing the store's performance. The  
6 idea is to zero in on the ability of employees to respond to a variety of situations  
7 calmly and professionally. The mystery shopper may create potentially high  
8 stress situations for employees such as returning purchases without a receipt,  
9 asking questions about competitors' products, or making trivial complaints, and  
10 then demanding to talk to the manager. After a visit, mystery shoppers report  
11 to the employer on their experiences and the employees' conduct.

12 The report may include such topics as—

- 13 • the number of employees visible upon entering the store
- 14 • how quickly an employee greets the mystery shopper
- 15 • the clothing and general appearance of employees
- 16 • the overall professionalism and courtesy of the employees
- 17 • how engaged employees are with their jobs
- 18 • how knowledgeable employees are about the store's products and policies
- 19 • the cleanliness of the business

20 Mystery shopping is a part-time job. This makes mystery shopping a great  
21 way to earn extra money. Moreover, an added benefit for mystery shoppers  
22 is that they often are allowed to keep the merchandise they "shopped" for. If  
23 you like to shop, this is definitely the job for you!

8. The writer's main purpose in creating this advertisement is to \_\_\_\_\_.

- A. answer criticism of mystery shopping
- B. explain what a mystery shopper does
- C. make shoppers aware of potential problems
- D. investigate the need for mystery shopping

9. Which statement is correct about mystery shoppers?

- A. They should avoid interacting with employees.
- B. They must hide their identity from employees.
- C. They cannot keep products they purchase.
- D. They may be offered full-time positions.

10. In line 21, the underlined word moreover indicates that the writer plans to \_\_\_\_\_.

- A. summarize each idea presented
- B. rephrase ideas previously stated
- C. refuse to consider other options
- D. expand on a point being discussed

11. According to the advertisement, the final task of a mystery shopping assignment is to \_\_\_\_\_.

- A. ask the store's competitors questions
- B. return purchases without a receipt
- C. report on the mystery shopping event
- D. explain the results to shoppers

## Technology at School

[NEWS](#)[FEATURE](#)[SPORTS](#)[BLOGS](#)[OPINION](#)[EDITORIAL](#)

To the Editor:

I applaud the recent decision by our school board to ban mobile devices from schools. Our society is plagued by an epidemic of teens and children spending too much time on their phones and tablets watching videos and playing games. Eliminating these personal mobile devices on school grounds is important to safeguard the well-being of our youth.

Recent research studies have shown that heavy use of mobile devices can have significant effects on brain function. Our youth are too often glued to their screens, even during class time. Their use is not only disruptive during classes, but also hampers the ability for all students to learn. If children continue to use mobile devices in these ways, their ability to think critically and engage with their surroundings in a healthy way will be compromised. Therefore, I strongly approve of the school board's bold recent action.

Sincerely,  
Rosina Smith

To the Editor:

I am a psychologist at Scovil University, and I believe that the school board's recent decision to ban personal mobile devices from the schools is misguided. Many of those in favor of this ban argue that using mobile devices causes a decline in brain functioning. While excessive use can exacerbate learning difficulties, these arguments overlook the changing educational landscape of our schools.

Proponents of a technology ban continually cite the fact that children spend 30 percent of their waking hours using mobile devices. However, interpreting this as solely negative is misleading because this number includes instruction in school that uses these devices. If children cannot bring or use these types of devices at school, then they may fall behind their peers at other learning institutions. In the end, this could do more harm than good.

Best regards,  
Dr. Gregory Castillo

12. Rosina Smith supports her claims by \_\_\_\_\_.

- A. giving her opinion
- B. referring to research
- C. quoting famous psychologists
- D. describing personal experiences

13. In paragraph 1, Rosina Smith uses the words plagued and epidemic to \_\_\_\_\_.

- A. give a sense of widespread urgency to the issue
- B. stress that mobile devices have restricted use
- C. show mobile devices cause diseases in children
- D. liken the use of mobile devices to other addictions

14. The *most likely* reason Dr. Castillo mentions his occupation is to imply that he \_\_\_\_\_.

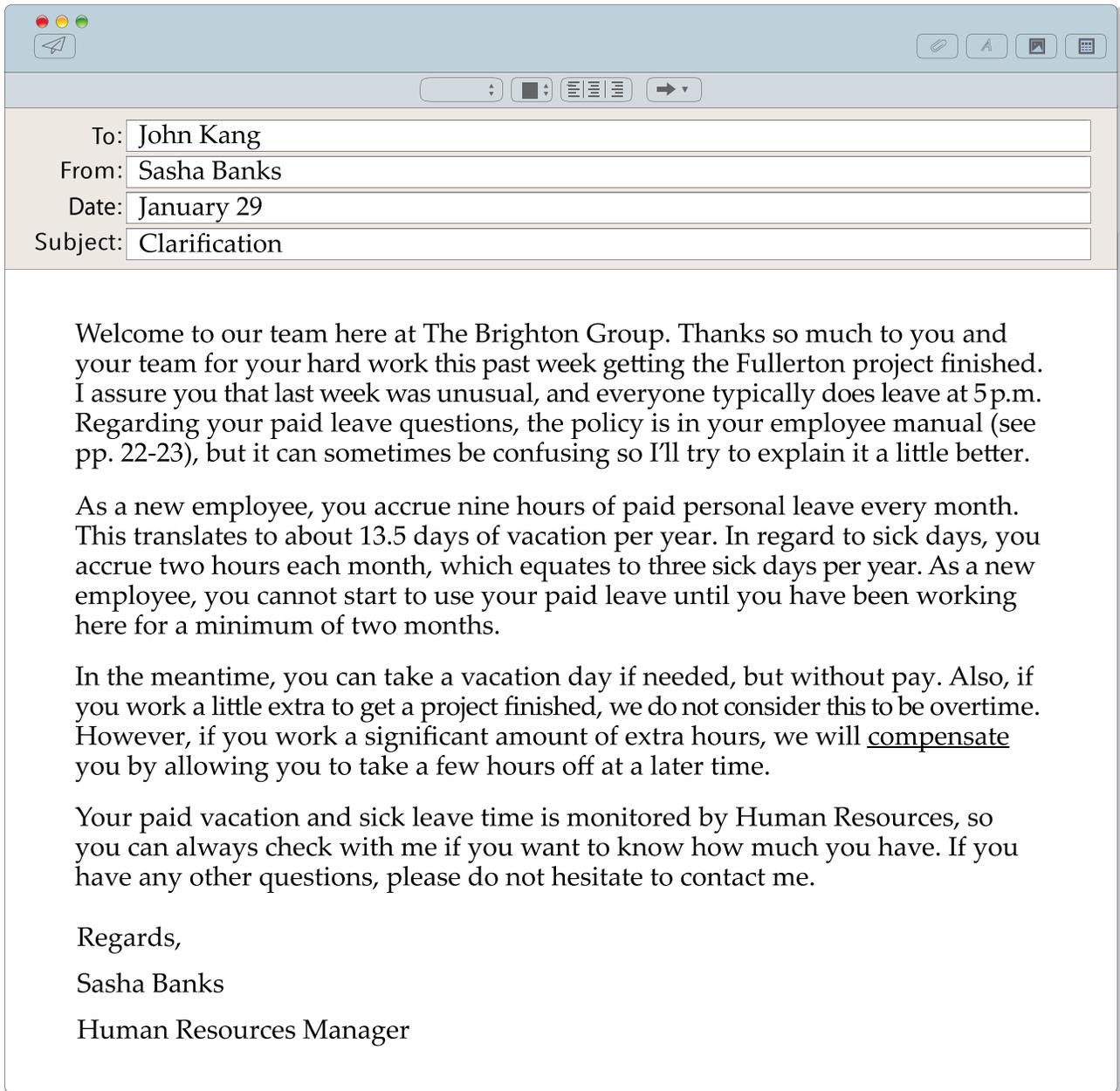
- A. extensively uses mobile devices at the university
- B. understands mobile devices more than most people do
- C. should have been consulted about the mobile device ban
- D. is qualified to judge the effects of using mobile devices

15. Dr. Castillo bases his argument on the fact that \_\_\_\_\_.

- A. institutions do not have much access to mobile devices
- B. schools do not have the power to regulate mobile devices
- C. several reports show the dangers of overusing mobile devices
- D. people misunderstand the ways youth use mobile devices

16. Dr. Castillo's main point is that \_\_\_\_\_.

- A. mobile devices are causing attention issues in youth
- B. banning mobile devices will hurt student learning
- C. there is no evidence that mobile devices are harmful
- D. schools should avoid using mobile devices in class



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17. The main purpose of the e-mail is to \_\_\_\_\_.
- A. give an overview of the paid leave policy
  - B. explain why John should take paid leave
  - C. outline changes to the paid leave policy
  - D. welcome John to the Brighton Group
18. In paragraph 3, which word *best* matches the meaning of compensate?
- A. allow
  - B. correct
  - C. limit
  - D. repay
19. A new employee \_\_\_\_\_.
- A. accrues two hours of vacation leave each month
  - B. may take additional vacation days without pay
  - C. receives overtime pay for all work done after 5 p.m.
  - D. can use vacation days immediately after they are accrued

**CASAS Reading GOALS – Sample Test Items**

**Answer Keys**

**Level C**

- Prac. 1. A
- Prac. 2. D
- 1. D
- 2. C
- 3. B
- 4. B
- 5. A
- 6. D
- 7. D
- 8. B
- 9. B
- 10. D
- 11. C
- 12. B
- 13. A
- 14. D
- 15. D
- 16. B
- 17. A
- 18. D
- 19. B