

## **CritiCall® Test Scoring**

Once testing is completed for the position, either the Assistant Director or the Training Officer reviews the scores. Applicants must make a minimum score, which is posted below in order to move to the next level of the hiring process.

Below you will see a list of minimum acceptable scores set forth by Whitfield County E-911.

### **Whitfield County E-911 Acceptable Minimal CritiCall® Scores**

*(Based on CritiCall® Validation Report SEM1 July 12, 2004)*

#### **Overall Non-Data Entry Tests**

74%

#### **Overall Data Entry Tests**

3915 KPH (Keystrokes Per Hour)

<b>No.</b>	<b>Test Name</b>	<b>Cut Off</b>
1.	Call Summarization 1	76%
2.	Call Summarization 2 MT	74%
3.	Character Comparison	82%
4.	Cross Referencing	73%
5.	Cross Referencing (Audio)	71%
6.	Data Entry	4691 KPH
7.	Data Entry (Audio)	3139 KPH
8.	Decision Making	70%
9.	Memory Recall	79%
10.	Prioritization	70%
11.	Spelling	71%

All applicants' tests will be graded by the minimum scores listed above. If the applicant does not meet these scores they will no longer be considered for the current open Telecommunicator position.

If the applicant does not make the minimum score the applicant, must re-apply and re-test when the next job is posted.

CritiCall test scores will be archived for a period of at least 2 years.

If the applicant does not show up for testing, and did not call ahead to cancel or re-schedule the applicant will not be considered for the position.