

Test Descriptions

CritiCall's

wide array of

tests provides a

comprehensive

inventory of a

candidate's skills

and abilities.

The software's

flexibility allows

customization

of your test

administration to

the specific skills

that you consider

most important

for your agency.

CRITICALL gives you the power to test actual skills and computer-related multi-tasking abilities so highly coveted in the dispatching field.

Vocal-oriented tests require that test takers respond vocally to tests and their responses are later scored by the test administrator. Audio tests require that test takers listen over a headset instead of reading.

DECISION MAKING

Measures: The ability to make decisions quickly and accurately and to correctly signal the response using a computer. Also measures long-term memory of formal decision rules.

During the test, emergency situations are presented to the test taker in an information window on the screen. The applicants must quickly respond by choosing the most appropriate agency using the rules they have learned as their guide. **1**

To simulate the multi-tasking environment of calltakers and dispatchers, similar decision-making scenarios automatically activated as other CritiCall test modules are being administered.

DECISION MAKING (VOCAL)

Measures: The ability to make decisions quickly and accurately and the ability to clearly verbalize the correct response. This introduces an additional dimension to decision making, as the test taker responds to emergency situations vocally. The responses are recorded and will later be assessed by the test administrator.

DATA ENTRY

Measures: The ability to read written data (*i.e.*, name, telephone number, license plate sequence) and accurately enter that data using a keyboard. Test takers enter data from on-screen information into blank data entry fields, located in a separate portion of the screen. Multi-tasking is also measured using a decision-making task.

DATA ENTRY (AUDIO)

Measures: The ability to hear audible data (*i.e.*, name, telephone number, license plate sequence) and accurately enter that data using a keyboard. Instead of entering data from on-screen information, test takers enter information they audibly receive into blank data entry fields. In the first part of the test, information is provided in linear order, to match the layout on the screen. In the second



portion, information is provided out of order, to simulate the possibility of a caller providing information in a fractured manner. Multi-tasking is also measured using a decision-making task.

CALL SUMMARIZATION 1 (AUDIO)

Measures: The ability to hear, comprehend, and summarize audible information. Test takers listen to a short story and enter notes about that story into a computer. They are then asked to summarize the story by answering multiple-choice questions. Multi-tasking is also measured using a decision-making task.

CALL SUMMARIZATION 2 (AUDIO)

Measures: The ability to hear comprehend and utilize audible information while accurately entering that information using a keyboard. Test takers listen to a simulated telephone call and enter detailed information into the computer. They must then respond to a series of multiple-choice questions about the information they heard to using the information entered into the computer and/or their memory. Multi-tasking is also measured using a decision-making task.

CROSS-REFERENCING

Measures: The ability to locate information, requested in writing, on a written list and to correctly and accurately respond using a keyboard. Test takers are presented with an address book containing names, telephone numbers, and addresses on the screen. Using the address book list, they must answer written questions by cross-referencing specific information and then entering the correct response into the space provided on the computer screen.

CROSS-REFERENCING (AUDIO)

Measures: The ability to locate information, requested audibly on a written list and to correctly and accurately respond using a keyboard. This test is similar to the cross-referencing test module, except that the questions are presented audibly over a headset.

CROSS-REFERENCING (AUDIO-VOCAL)

Measures: The ability to locate information, requested audibly on a written list and to correctly and accurately respond vocally. In this version of the cross-referencing test, test takers receive information audibly over a headset and are asked to respond verbally by stating the cross-referenced information into a microphone. A test administrator later assesses the recorded responses.

VOCALIZATION SUMMARY

Measures: The ability to hear and accurately vocalize data, separating relevant from irrelevant information. Test takers listen to a statement and are then asked to verbally repeat into the microphone a selected portion of the statement (*i.e.*, the address). A test administrator later assesses the recorded responses.

CHARACTER COMPARISON

Measures: The ability to compare and contrast written data. In this multiple-choice test, test takers are presented with a series of characters and text. They will then be asked to correctly identify the matching character sequence against a group of similarly phrased alternate characters.

MEMORY RECALL

Measures: The ability to learn and later recognize associated information. Test takers are shown several pairs of words on the computer screen that disappear after a short time. The test taker is then provided one of the paired words and asked to choose the word that it had been paired with (*e.g.*, red Dodge, yellow Ford).

MEMORY RECALL ALPHA/NUMERIC (AUDIO)

Measures: The ability to hear data, memorize it, and then use a keyboard to accurately enter the data. Test takers listen to a series of numbers and letters (to mimic serial numbers or license plate sequences), and are then asked to enter the information into the computer based on their memory of the information just provided.

MEMORY RECALL NUMERIC (AUDIO)

Measures: The ability to hear data, memorize it, and then use a keyboard to accurately enter the data. Test takers listen to a series of seven-digit telephone numbers and are then asked to enter the number from memory a few moments later.

PRIORITIZATION

Measures: The ability to evaluate and analyze information in order to prioritize or categorize incidents. Test takers are presented with multiple-choice questions that ask them to choose the priority status of a series of situations based on decision rules they are provided. **2**

MATHEMATICS

Measures: The ability to use basic arithmetic skills to calculate distances, amounts, and other job-related tasks.

PROBABILITY

Measures: The ability to use the frequency of supplied information to determine the most likely correct solution. Test takers are presented with multiple-choice scenarios, that come in the form of a series of addresses, telephone numbers and other information. The test taker is then asked to choose a response that has the greatest probability of representing the correct information.

MAP READING

Measures: The ability to use maps for determining routes and locations. No previous map-reading training is required for success. Test takers are given a series of scenarios that measure their ability to choose the most direct route while obeying all traffic rules. They will also need to provide directions and answer general questions about routes and directions on the maps shown on the computer screen.

READING COMPREHENSION

Measures: The ability to read and comprehend passages that are written at a job-related level. During this section of the test, candidates read a written passage and then choose the best response relating to that passage. The reading passages in this test module include text adapted from the standard operating procedures and training materials of police, fire, and ambulance communication centers from around the country. It also contains passages based on text contained in IFSTA's nationally recognized training documents.

The International Fire Service Training Association, Inc. (IFSTA) has allowed CritiCall to use selected passages from their copyrighted materials for several items in this test module.

SPELLING (AUDIO)

Measures: The test taker's ability to correctly spell words that sound similar, but are spelled differently and have different meanings depending on the context in which they are being used. These words, if misspelled, might communicate an incorrect meaning to the recipient which could delay assistance.

SENTENCE CLARITY

Measures: The ability to recognize clearly written passages. An applicant is presented with two written passages and must choose the passage that most clearly communicates the meaning.



Is there a test you need that's not included?

Don't forget that CritiCall's Test Writer feature will allow you to develop virtually any test, and in virtually any format.

CritiCall

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