

**PREVISOR**<sup>®</sup>  
TALENT MEASUREMENT

# Advanced Assessment Technologies

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# Advanced Assessment Technologies

- **Simulations**
- **Computer Adaptive Testing (CAT)**

# Simulations

- **Increase in development and use of simulations for range of jobs**
  - Admin-Clerical
  - Call Center
  - Professional
  - Supervisor/Manager
  - Sales
- **Provide realistic, face valid assessments of hard and soft skills**
- **Positive applicant reactions**
- **Predicts on-the-job performance**

Project Plan.docx - Microsoft Word

Home Insert Page Layout References Mailings Review View

Pages Tables Illustrations Links Header & Footer Text Symbols

**Project Plan:**

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**Project Name: ZX-432**

**Project Phases:**

- Research
- Development
- Quality Testing
- Beta Deployment

**Project Milestones:**

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Page: 1 of 8 Words: 1,024 100%

Modify the selected bulleted list by changing the bullet type to the black solid square bullet.

Company Party.xlsx - Microsoft Excel

Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles Cells Editing

A2 Tom's Tasty Tacos

	A	B	C	D	E
1	<b>Caterer</b>	<b>Per Plate Cost (1-50)</b>	<b>Totals (50 plates)</b>	<b>Per Plate Cost (51-100)</b>	<b>Totals (100 plates)</b>
2	Tom's Tasty Tacos	\$8.00	\$400.00	\$7.50	\$750.00
3	Tracy's Take-Out	\$9.00	\$450.00	\$8.00	\$800.00
4	Chocolate Chris Confections	\$10.50	\$525.00	\$10.00	\$1,050.00
5	Mike's Steak Warehouse	\$11.50	\$575.00	\$10.50	\$1,102.50
6	Darrin's Decadent Dish	\$12.00	\$600.00	\$10.50	\$1,050.00
7	Gladys' Gourmet Catering	\$11.00	\$550.00	\$10.75	\$1,072.50
8	Diangel's Heavenly Desserts	\$11.00	\$550.00	\$11.00	\$1,100.00
9	Freeman's Corporate Catering	\$12.00	\$600.00	\$11.00	\$1,100.00
10	Laura's Gourmet	\$12.50	\$625.00	\$11.75	\$1,172.50
11					
12					
13					

Budget Caterers Sheet1

Ready 100%

Lock the **Caterers** column so that it remains visible when scrolling through the rest of the worksheet.

Sound Controls

Replay Last Sound

Volume

QueueTek Agent Software

Answer Call



Transfer Call to Supervisor



Reliable Insurance

Access Wireless

Freedom Card

TravelNet

## Access Wireless

Search

Billing

Payments

Device Help

By Credit Card

By eCheck

Name on Card :

Bank Name :

Type :

Account Number :

Account Number :

Routing Number :

Expiration Date :

Example (Mo/Yr): 02/11

Amount :

Example: 8500.00

Amount :

Example: 8500.00

Submit Completed Form

QueueTek Agent Software

E-Mail

Policies

PREVISOR

Time Remaining:  
1h : 7m : 1s



Next

Question 3 of 8



Exit

POWERED BY  
PREVISOR

Problem Solving: Question 8 of 20

8. You've been scheduling more meetings each month for the past several months. In fact, you have scheduled 7, 10, 14, and 19 meetings in March, April, May, and June respectively. If this trend continues, how many meetings will you have scheduled in July?

- 21
- 24
- 25
- 27
- 28

Skip

Continue

Time Remaining:

0m : 30s

## Inbox

From	Received	Subject
Larry Meyer	7/30/2009 12:30 PM	Changes
Jamie Lopez	7/30/2009 12:30 PM	Be aware:
David Casey	7/30/2009 12:30 PM	Let it be known!
Vincent Roca	7/30/2009 12:30 PM	I'm happy to announce

To: Pat Sanders

From: Vincent Roca

Subject: I'm happy to announce

It is my pleasure to inform you all that Kecia Woods has been promoted to manager of employee technical support. Be sure to congratulate her when you see her.

## Step 1: Scenario

You received the following email from Kendra:

To: Alex Robertson

From: Kendra Jones

Sent: 1/11/2009 11:41am

Subject: Today

We've reached the end of the line with your employee Heather. She's been showing a poor attitude, coming in late, and missing

Watch the following video and choose the most and least effective course of action from the options below.



## Step 2: Choose

I have reached a decision that I'm not particularly excited about, but I do think I've been fair and that this is the right thing to do. I've decided to let you go. Today will be your last day.

I want you to know how awful I feel about this, and how if it were up to me, we wouldn't be having this conversation right now. I am supposed to let you go today.

Well, you've really done it now. Your behavior out there was unacceptable and you've left me no other choice in the matter but to fire you. I need you to pack up your things.

Heather, the reason I called you in here is because I have to let you go. Today will be your last day.

Most Effective

Least Effective



Next



View Instructions

View Organization Chart

 **Inbox**

From	Received	Subject
Human Resources	1/11/2009 3:00pm	Excellence Awards - Remind
Human Resources	1/11/2009 2:44pm	Time from Other Departmen

To: All Managers  
 From: Human Resources  
 Subject: Excellence Awards - Reminder!  
 Received: 1/11/2009 3:00pm

Please turn in your nominations for this quarter's Excellence Awards by this afternoon. Remember - you can nominate up to two of your team members. Thanks!

**Voicemail**

From	Received
Missy Smith	1/11/2009 4:15pm
Karen Dodson	1/11/2009 2:32pm

**What is the first action you should take based on this information?**

Help Missy with access to the customer management system

Talk to Carl, the District Manager

Work on nominations for the Excellence awards

Call Karen and find out more information about her voicemail

Review

Continue

View Instructions

View Organization Chart

Voicemail

You have a visitor:

Carl Wong, District Manager

1/11/2009 4:05 PM

Watch the video to the right, then click the button below to continue.



Continue

## Step 1: Scenario

The customer has asked you for a specific shade of lipstick that you no longer carry. You know that another store 15 miles away has not yet sold out of that shade. The customer is getting married tomorrow and is running out of time. She is reluctant to try a different shade.

Watch the video and choose the most effective and least effective course of action.



## Step 2: Choose

Suggest that if she takes home another shade you have in mind and does not like it, she can return it for a full refund.

Ask her if she is willing to travel to another store to get the exact color she desires; then offer to call another store to verify that they have the one she wants.

Suggest she could take home more than one shade. If one of the shades does not work out, she will then have a back-up.

Empathize with her situation and tell her you wish there was something you could do but you cannot control the decisions companies make to phase out certain shades.

Most Effective

Least Effective



Next

# Computer Adaptive Testing (CAT)

- **What is CAT?**
- **Why is CAT better?**
- **Where is CAT used?**
- **Where can I find out more about CAT?**

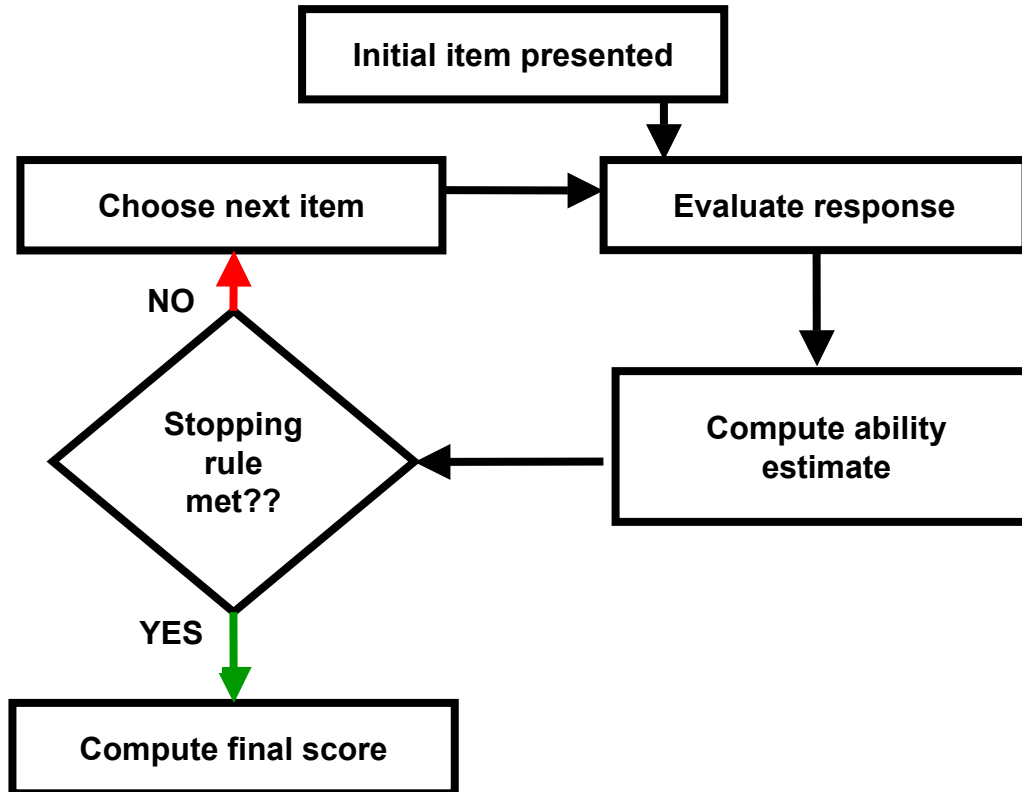
# What is CAT?



# Computer Adaptive Testing (CAT)

- **CAT is a method of test administration that tailors (adapts) the testing process to the candidate's ability in the subject being tested**
- **If a candidate answers a question correctly, the next question he/she receives will be more difficult**
- **If a candidate answers a question incorrectly, the next question will be easier**
- **This process continues until one of two things occur:**
  - **The candidate reaches the maximum number of items allowed, or**
  - **The CAT engine reaches a point where it has enough "information" (based on the candidate's responses) to produce a score**

# CAT Flow



# Why is CAT better?

- **Increased Accuracy**
  - Score is more accurate and reliable as compared to traditional (static) tests
- **Decreased Testing Time**
  - “Zeros in” on test-taker’s ability level more quickly
- **Enhanced Test Security**
  - Use of large item pools enables secure unproctored testing
  - Enables on-site confirmation/verification of unproctored test results
- **Expedited Test Updates**
  - Items can be added/removed from item pools



# Where is CAT used?

- **Types of tests:**
  - **Hard skills, Personality, Cognitive Ability**
- **Industries**
  - **Government (Federal, State, Local)**
  - **Healthcare**
  - **Information Technology (IT)**
  - **Telecommunications**
  - **Financial Services**
  - **Others...**
- **Regions**
  - **Global**

# Where can I find out more about CAT?

- **International Association of Computer Adaptive Testing (IACAT)**
  - [www.iacat.org](http://www.iacat.org) (*coming soon*)
- **Computer Adaptive Testing in an Employment Context** (*white paper*)
  - [www.previsor.com/pdf/WPCAT.pdf](http://www.previsor.com/pdf/WPCAT.pdf)
- **The Next Evolution of Computer Adaptive Testing**
  - May issue of *Talent Management* magazine
  - [www.previsor.com/pdf/The\\_Next\\_Evolution\\_of\\_Computer\\_Adaptive\\_Testing.pdf](http://www.previsor.com/pdf/The_Next_Evolution_of_Computer_Adaptive_Testing.pdf)



**Thank you!**