

CritiCall TEST DESCRIPTIONS



Category 1 - Data Entry Tests Modules

Data Entry Multi-Tasking

Measures: The ability to read written data (e.g., name, telephone number, license plate sequence) and accurately enter that data using a keyboard.

Task:

- Test takers enter data from on-screen information into blank data fields located in a separate portion of the screen.
- Multi-tasking is also measured using a decision-making task where the test taker is asked to make a selection as to which of four types of agencies (Police, Fire, EMS, Utility) should be dispatched in response to “emergency response” messages that will appear on the screen during the test.
- For the purposes of this test, test takers should use only the four decision rules provided in the test instructions when responding to the “emergency message” items.

Data Entry Multi-Tasking (Audio)

Measures: The ability to hear audible data (e.g., name, telephone number, license plate sequence) and accurately enter that data using a keyboard.

Task:

- Instead of entering data from on-screen information, test takers enter information they audibly hear 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 latter portion of the test, information is provided out of order, to simulate the possibility of a caller providing information in a fragmented manner.
- Multi-tasking is also measured using a decision-making task, as described above.

Category 2 - Non-Data Entry Test Modules

Call Summarization 2 Multi-Tasking (Audio)

Measures: The ability to hear, comprehend, and utilize audible information while accurately entering that information using a keyboard.

Task:

- Test takers listen to a simulated telephone call and enter detailed information into a computer.
- Test takers must then respond to a series of multiple-choice questions about the information they heard by using the information entered into a computer and/or their memory.
- Multi-tasking is also measured using a decision-making task, as described above.
- This test’s score reflects a combination of the accuracy of the data entered and the responses to both the multi-tasking and multiple-choice items.

Memory Recall Numeric (Audio)

Measures: The ability to hear data, memorize it, and then use a keyboard to accurately enter the data.

Task:

- 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.

Map Reading

Measures: The ability to use maps for determining routes and locations. No previous map-reading training is required for success.

Task:

- Test takers are given a series of scenarios that measure their ability to choose the most direct route while obeying all traffic rules.
- Test takers will also need to provide 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.

Task:

- During this section of the test, candidates read a written passage, and then choose the best response related 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.
- This section also contains passages based on test contained in IFSTA's (International Fire Service Training Association, Inc.) nationally recognized training documents.