

Candidate: Betty Penske

Assessment: Basic Computer Troubleshooting (Help Desk Staff)

Completed: September 20, 2024 Prepared for: Susan Bookman

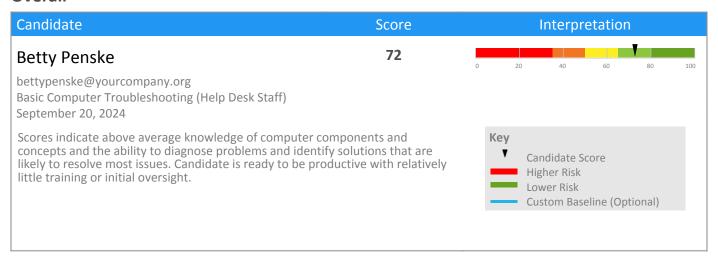
HR Avatar Data Collection Account

Test Results and Interview Guide

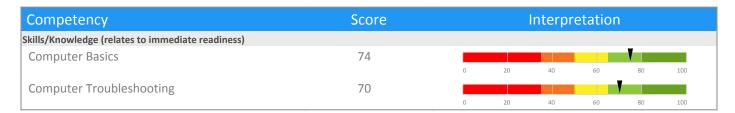
The Basic Computer Troubleshooting (Help Desk Staff) assessment measures key factors related to high performance and tenure in this job. Attribute types measured vary by test, but can include cognitive ability, skills, knowledge, personality characteristics, emotional intelligence, and past behavioral history. This report includes a one page summary, followed by detailed results with an embedded interview guide. Note that these results should always be used as a part of a balanced candidate selection process that includes independent evaluation steps, such as interviews and reference checks.



Overall



Competency Summary



Comparison

Percentile scores indicate how the candidate compares to other test-takers within various groups. The candidate scored equal to or better than the fraction of test-takers indicated by the percentile.

Test-Taker Group	Percentile	0	10	20	30	40	50	60	70	80	90	100
Global	72nd									i	i	
United States	60th								I I	I I		
HR Avatar Data	66th									!		



Detail

Candidate: Betty Penske, bettypenske@yourcompany.org
Assessment: Basic Computer Troubleshooting (Help Desk Staff)

Authorized: September 20, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz

Started: September 20, 2024, 12:04:54PM EST Completed: September 20, 2024, 12:04:54PM EST

Overall Score: 72

Knowledge and Skills Detail

This section contains a list of job-related knowledge areas and skills that have been evaluated. Low scores in these areas often indicate that additional learning may be required before top performance can be achieved.

Detail Interview Guide **Computer Basics** Score: 74 Why do you think you will be good at helping others solve their computer problems? Describe a time when you had a computer problem that was difficult to fix. Description: What did you do? This competency refers to knowledge of modern computer components and underlying concepts W necessary to perform efficient and successful diagnoses of issues and problems. 1 5 Candidate Candidate shows they Candidate shows Interpretation: immediately had followed the basic steps they followed the Candidate should achieve above average job of troubleshooting first someone else fix basic steps of performance in this area with little or no the problem for but resulted in letting troubleshooting training. them without someone else fix the first then went through great trying any problem for them. Scores indicate above average knowledge of troubleshooting on lengths to find a computer components and concepts. Should be their own. solution. able to successfully diagnose most computer problems. Periodical update and proficiencymaintenance training is recommended. How did you acquire your current knowledge of computers? How will you stay up-to-date in the future? 1 3 5 Not self-driven. Some interest in Clear interest and **Appears** learning. desire to learn. uniniterested in Self-driven learning increasing approach. knowledge.



customer issues without assistance.

Detail **Interview Guide** Computer Troubleshooting Give me an example of how you helped someone solve a computer or some Score: 70 other technical problem. What did you do to help them? 20 40 60 100 Description: 1 5 This competency covers the ability to understand Unrelated example. Provided some help that Clear example. symptoms, determine potential causes, and Did not really help solved the problem. Provided the select actions that have a high probability of solve the problem. solution based on solving typical or common computer problems. careful diagnosis. Interpretation: Candidate should achieve above average job performance in this area with little or no training. Scores indicate above average ability to diagnose symptoms and determine appropriate actions regarding typical or common computer issues. Candidate should be able to resolve most



Identity Confirmation Photos

The following photos of the candidate and any identification were uploaded during the assessment session.

Photo Analysis Results	
- Risk:	Medium risk of cheating based on image inconsistencies
- Percent match among processed faces	100%
- Total images processed	17
- Total images with valid faces	14 (82%)
- Total pairs of faces compared	13
- Pairs in which faces matched	13 (100%)









Pre/Post-Test Photo

ID Photo

In-Test Error Detected (No Face Detected)

In-Test Error Detected (No Face Detected)







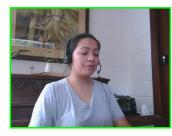


In-Test Error Detected (No Face Detected)

In-Test Photo

In-Test Photo

In-Test Photo





In-Test Photo

Pre/Post-Test Photo



Report Preparation Notes

- Hiring decisions should never be based on a single source of information. The most effective use of this assessment report is as a part of a multi-faceted program of candidate evaluation that includes resume review, interviews, and reference checks.
- Overall vs Percentiles Scores: The overall score reflects the success in the test, based on the mean (average) and standard deviation of the test scores. The percentile score reflects the percentage of test-takers who scored equal or below this overall score. We recommend you use the Overall Score as your primary evaluation criteria. However, percentile scores can often be useful in comparing specific candidates against one another and with a group, such as for test takers in a certain organization or within a certain account.
- Note that comparison information is calculated based on completed instances of this assessment at that time the
 assessment is scored. As additional instances are completed, the comparative data may change. You can always update a
 report to the current values by clicking on 'Recalculate Percentiles' within the online results viewing pages at
 www.hravatar.com.
- Most competency scores are norm-based, which means that they can be interpreted in terms of their distance from the
 average or mean score. For all scales, a score equal to the mean receives a score of 65 and scores above and below this
 value are set so that a score change of 15 equals one standard deviation.
- For linear competencies, higher is better across the entire scale. For these scales a score between 65 and 80 (light green) represents 0 to 1 standard deviation above the mean and a score above 80 (dark green) represents more than one standard deviation above the mean. Similarly, a score of 50 65 (yellow) represents 0 to 1 standard deviation below the mean, while a score of 35 50 (orange) equates to 1 to 2 standard deviations below the mean, and a score below 35 represents more than 2 standard deviations below the mean.
- Sim ID: 14110-1, Key: 0-0, Rpt: 68, Prd: 5121, Created: 2024-09-20 17:04 UTC
- UA: Mozilla/5.0 (Windows NT 6.3; Trident/7.0; Touch; rv:11.0) like Gecko



Score Calculation Detail

The following table provides a summary of how the overall score was calculated from the individual competency scores. Competency scores are calculated on a 0-100 scale by first calculating a Z statistic based on test-taker responses and then transforming the Z value to a scale with target mean and standard deviation. Certain competencies have a normal score distribution where it is best to be closest to the mean. For these competencies we modify the Z statistic by multiplying its absolute value by minus 1 for the overall score calculation. Next, to calculate the overall score, a weighted average of all modified competency Z statistics is computed and this weighted average is itself transformed to a Z statistic, which is then transformed to a score with the same target mean and standard deviation. Finally outlier scores are adjusted if they are below 0 or above 100.

Competency	Score	How applied to overall	Score Value Used	Weight (%)
Computer Basics	74.7161	Z-Statistic	0.6477	50.0000
Computer Troubleshooting	70.4213	Z-Statistic	0.3614	50.0000
Weighted Average of	0.5046			
Mean applied to Raw	0.0000			
Standard Deviation ap	1.0000			
Normalized Raw Scor	0.5046			
Mean:	65.0000			
Standard Deviation U	15.0000			
Final Overall Score:	72.5687			



Notes

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