CritiCall

Pre-Employment Test: Computer and other related Skill/Ability Requirements

The CritiCall pre-employment test measures underlying skills and abilities a person needs to possess <u>prior</u> to any training they might receive once hired. Because it measures skills and abilities needed prior to training, a test taker does <u>not</u> need to possess any specialized dispatcher/calltaker knowledge or training to be able to read, understand, or answer the test items. However, there are some very basic, computer-related skills that a test taker <u>must</u> possess in order to properly demonstrate the other abilities measured during the test.

During the pre-employment test, a qualified applicant should be able to:

- Accurately move a mouse pointer or cursor to specific locations on the computer screen.

- Press down and release a left-mouse button once each time required.

  - To use the mouse during the test, position the mouse-pointer/cursor to the desired screen location, and then press down and release the left mouse button <u>once</u>. During the test, this will be referred to as "clicking" the mouse. Throughout the test you should use only single clicks of the left mouse button.

> For example, during the test you may be required to move and place the mouse pointer over one of the four symbols/icons shown in the box to the right (indicating Police, Fire, EMS, or Utility Company) and left-click once to express your choice.

Emergency
Use Mouse to select correct agency
Police   Fire   EMS   Utility
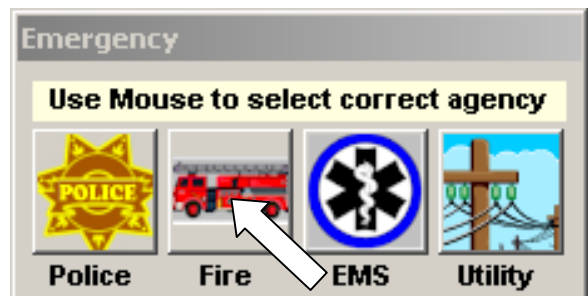
- Use the keys on a keyboard (including all of the letter and number keys, plus the **Tab**, **Shift**, **Enter** and up/down arrow [▼▲] keys) to enter information or navigate around the screen. (Note that the side-to-side arrow keys [◄—►] will <u>not</u> work during the CritiCall test.).

> When you press the **Tab** or ▼ key, the cursor will move to the right if there is a field adjacent to the right, or down (or down left) if there is no field adjacent to the right. The **Shift + Tab** keys or ▲ key move the cursor in the opposite pattern.

Last Name   First Name
Telephone   Address
City   Zip
Vehicle Identification Number
License Plate   Driver's License

- You can also move to a specific field by pressing the letter key that is underlined for that field (such as **L** in **Last Name**) while simultaneously pressing down the **Alt** key. In other words, in the example above if you press down on **C** and the **Alt** key at the same time, your cursor will move directly to the **City** field.
- In addition to using the arrow keys or the keystroke-combinations described above, you can also move from field to field using your computer's mouse.

- Follow the instructions provided in writing and/or verbally during the test. Practice test items/questions are offered before each section of the test to help you determine if you are following the instructions correctly. Scores from the practice items are <u>not</u> included in your final test score. You are <u>not</u> required to take the practice items and you will be given an opportunity to bypass them during the test if you wish.

- Listen to and use verbal/spoken information provided over a headset. You frequently must enter the information you hear into a computer using a standard keyboard. You will be able to reasonably control the volume of the information heard in the headset you will be provided during the test.

- Choose a multiple-choice response by clicking your mouse over the small box to the left of your choice or by pressing the **A**, **B**, **C**, or **D** key on the keyboard.

A "check mark" indicates your choice during multiple-choice questions. In this example, the check mark next to alternative **B** ("Green") was placed by either moving the pointer over the small box to the left of the letter **B** and clicking once, or by entering the letter **B** on the keyboard. You can change your response as many times as you wish before you move on to the next test item by either clicking on a different box or by entering a different letter.

The color of the sports car in front of the house where the man was seen grabbing his chest and falling over was:

☐ **A** Yellow

☑ **B** Green

☐ **C** Orange

☐ **D** Blue

- Use "scroll bars" that appear on the right side of some documents or lists on the computer screen so that you can view those parts of the list or document that might be hidden from view.

Place the mouse pointer over the up or down scroll bar arrows and hold down the left mouse button to move the document or list up or down

Scroll Bar

57 Silver	929-7730
34 Gold	929-3307
01 Main	432-7670
01 Mine	878-8145
09 Minor	978-1745
32 Howe	978-1754
	707-3321
	733-5773
	825-5765
	872-8829
	872-9928
	893-3982
2 Howe	899-2248
08 Third	737-1114
37 Arden	632-2330
76 Watt	632-3220
54 Euclid	356-8765
20 Akron	

Other Skills and Abilities That <u>May</u> be Measured During the Test

The following is a list of <u>some</u> of the other abilities that <u>may</u> be measured during the test. Please note, however, that <u>not all agencies use the test to measure every ability</u> listed below.

During the test you <u>may</u> be asked to demonstrate your ability to…

- Follow rules and directions.

- Make decisions quickly and accurately based on rules you are provided.

- Enter data or information (such as names, telephone numbers, license plate sequences, etc.) into a computer using a keyboard.

- Hear, comprehend, summarize, and/or answer questions about information told verbally in short story form.

- Use written information provided on lists (such as an alphabetically-sequenced telephone book).

- Recognize if bits of information, such as addresses or names, are similar or different.

- Quickly learn and later recognize information that is shown in writing, such as descriptions (e.g., red car, blue boat, green shirt).

- Perform basic arithmetic (such as addition, subtraction, percentages) without a calculator or other tools.

- Hear and remember pieces of information, such as telephone numbers or license plate numbers, for a short period of time.

- Evaluate information provided in order to prioritize or categorize incidents.

- Evaluate information and identify the most correct solution based upon that information.

- Determine routes and/or locations using very basic maps. (No prior map-reading training required.)

- Correctly spell commonly-used words that might delay badly-needed assistance if misspelled.

- Communicate using sentences or phrases that clearly express the intended meaning.

- Read and comprehend written passages.