hr avatar
Illuminating Talent

Candidate:	**Betty Penske**
Assessment:	Basic Computer Troubleshooting (For Users)
Completed:	September 1, 2024
Prepared for:	Susan Bookman
	HR Avatar Data Collection Account

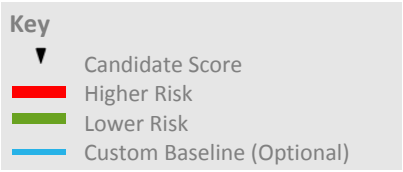
Test Results and Interview Guide

The Basic Computer Troubleshooting (For Users) 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

Candidate	Score	Interpretation
Betty Penske bettypenske@yourcompany.org Basic Computer Troubleshooting (For Users) September 1, 2024	83	

Scores indicate solid knowledge of computer components and concepts as well as strong ability to diagnose common problems and identify solutions that are likely to resolve most issues. Candidate is likely ready to be productive with little or no training or initial oversight.



Competency Summary

Competency	Score	Interpretation
Skills/Knowledge (relates to immediate readiness)		
Computer Basics	74	
Computer Troubleshooting	92	

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	83rd	
United States	69th	
HR Avatar Data	76th	

Detail

Candidate:	Betty Penske, bettypenske@yourcompany.org
Assessment:	Basic Computer Troubleshooting (For Users)
Authorized:	September 1, 2024, by Susan Bookman, HR Avatar Data Collection Account, sue.bookman@richardson.biz
Started:	August 31, 2024, 9:10:17PM EST
Completed:	August 31, 2024, 9:10:17PM EST
Overall Score:	83

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  *Description:* This competency refers to knowledge of modern computer components and underlying concepts necessary to perform efficient and successful diagnoses of issues and problems. *Interpretation:* Candidate should achieve above average job performance in this area with little or no training. Scores indicate above average knowledge of computer components and concepts. Should be able to successfully diagnose most computer problems. Periodical update and proficiency-maintenance training is recommended.	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. What did you do? 1 Candidate immediately had someone else fix the problem for them without trying any troubleshooting on their own. 2 3 Candidate shows they followed the basic steps of troubleshooting first but resulted in letting someone else fix the problem for them. 4 5 Candidate shows they followed the basic steps of troubleshooting first then went through great lengths to find a solution. How did you acquire your current knowledge of computers? How will you stay up-to-date in the future? 1 Not self-driven. Appears uninterested in increasing knowledge. 2 3 Some interest in learning. 4 5 Clear interest and desire to learn. Self-driven learning approach.

Detail

Computer Troubleshooting

Score: 92

Description:

This competency covers the ability to understand symptoms, determine potential causes, and select actions that have a high probability of solving typical or common computer problems.

Interpretation:

Candidate should achieve superior job performance in this area with little or no training.

Scores indicate significantly above average ability to diagnose symptoms and determine appropriate actions regarding typical or common computer issues. Candidate should be able to resolve virtually all customer issues without assistance.

Interview Guide

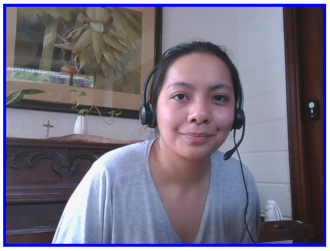
Give me an example of how you helped someone solve a computer or some other technical problem. What did you do to help them?

1	2	3	4	5
Unrelated example. Did not really help solve the problem.		Provided some help that solved the problem.		Clear example. Provided the solution based on careful diagnosis.

Identity Confirmation Photos

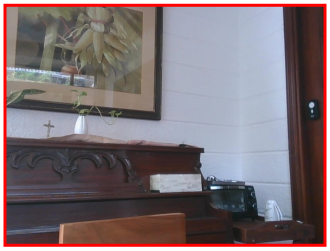
The following photos of the candidate and any identification were uploaded during the assessment session.

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



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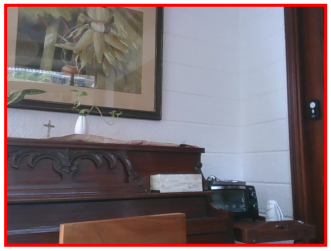

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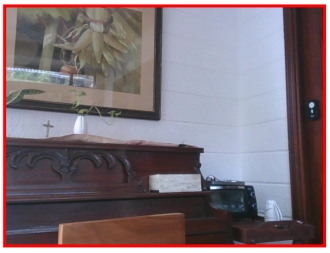

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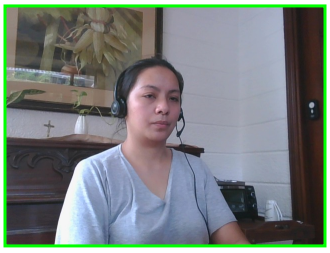

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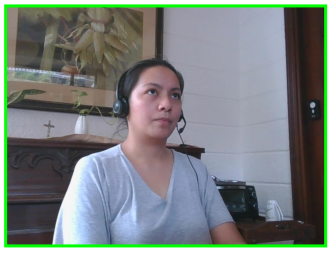

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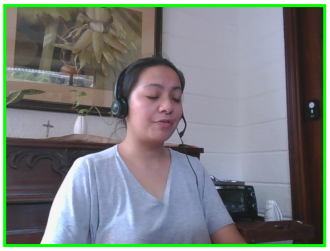

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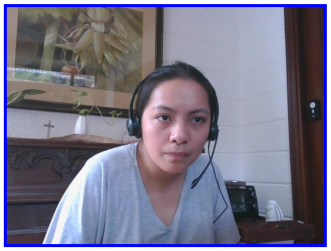

Pre/Post-Test Photo

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: 14162-1, Key: 0-0, Rpt: 68, Prd: 5176, Created: 2024-09-01 02:10 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	74.9928	Z-Statistic	0.6662	50.0000
Computer Troubleshooting	92.0071	Z-Statistic	1.8005	50.0000

Weighted Average of Competency Z-Scores:	1.2333
Mean applied to Raw Weighted Avg:	0.0000
Standard Deviation applied to Raw Weighted Avg:	1.0000
Normalized Raw Score:	1.2333
Mean:	65.0000
Standard Deviation Used:	15.0000
Final Overall Score:	83.5000

Notes

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