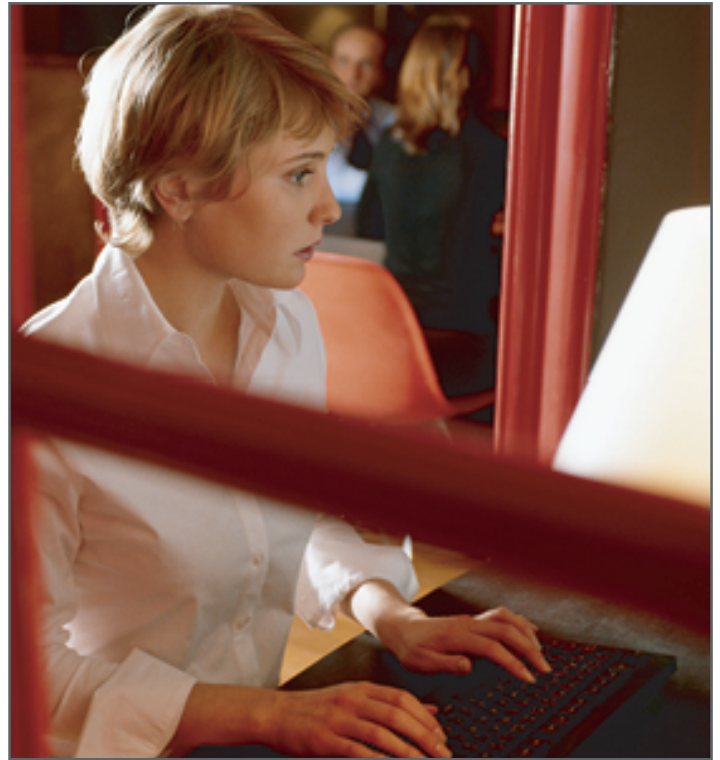


# CLIK

## Computer Literacy & Internet Knowledge Test

### Description

The Computer Literacy and Internet Knowledge Test (CLIK) is an assessment of basic computer skills. It measures a person's proficiency with using Internet browsers and common desktop applications such as email and word processing programs. It is a 10-minute test consisting of two 3-minute task-oriented simulations, followed by ten multiple choice questions. The CLIK is designed as a test of the kind of basic computer literacy that is required in many work environments, and it can be used for any position which requires basic computer literacy. The positions for which the CLIK is used most frequently include receptionists, customer service representatives, medical billers and medical assistants, and clerical and administrative personnel.



### Computer Literacy and Internet Knowledge Test (CLIK) - Score Report

The CLIK is an assessment of basic computer proficiency. It measures a person's ability to utilize Internet browsers and common desktop applications such as email and word processing programs. It is a 10-minute test consisting of two 3-minute task-oriented simulations followed by ten multiple choice questions.

Candidate Information		Results Summary	
Name:	Tom_joad	Raw score:	17
Position:	Customer Service	Ranking:	Proficient
Test date:	Mar 03, 2011		
Test Event ID:	CRJ49171-YWWP		

Proficiency Level	Count
Not Proficient	3
Proficient	14
Highly Proficient	3

Results: Simulation 1		
Question	Correct?	
Open a document	✓	
Minimize a window	✓	
Address an email (To, Cc, Subject)	✗	
Copy and paste	✗	
Send an email	✓	

Total time spent: 85 seconds

Results: Simulation 2		
Question	Correct?	
Maximize a window	✓	
Use the browser address bar	✓	
Create a new browser tab	✓	
Use the Favorites/Bookmarks menu	✓	
Perform simple Google search	✗	

Total time spent: 47 seconds

Results: Multiple Choice			
Question	Seconds Taken	Correct?	
To go to the previous web page in an Internet browser, you would click:	12	✓	
To move the browser window around the desktop, you would need to begin by clicking:	15	✓	
When filling out an online form, the Tab key usually moves the cursor from one field to the next.	8	✓	
Putting a file in the Recycle Bin permanently deletes it from your computer.	13	✓	
Which password is the most secure?	10	✓	
To restore the minimized window, you would click:	12	✓	
To bring up a contextual menu like the one below, you would:	6	✓	
Which of the following will NOT allow you to print a browser web page?	11	✓	
Which of the following is a common document format found on the internet?	9	✓	
To find text on a web page, you would press:	13	✓	

Total time spent: 111 seconds

### Score Reports

Each individual is given a raw score and a proficiency score. The raw score indicates how many questions (out of 20) the individual answered correctly; there is no deduction for incorrect answers. The raw scores are further categorized into three possible proficiency rankings, as follows:

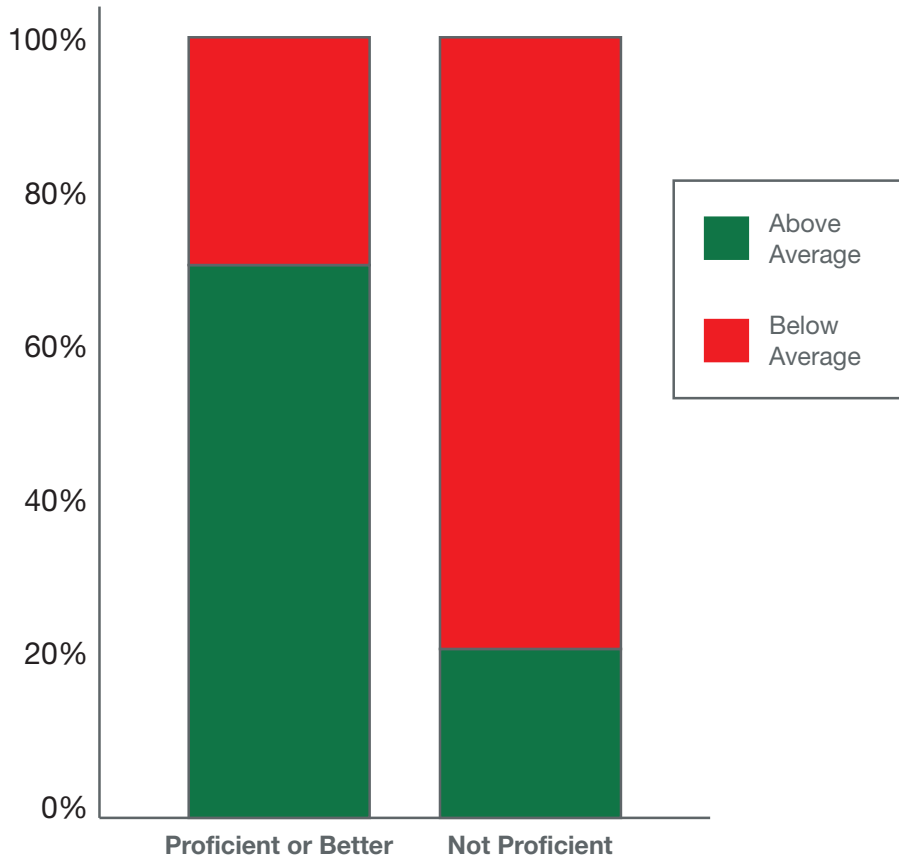
- 0-13: Not Proficient
- 14-17: Proficient
- 18-20: Highly Proficient

## Validity Information

*Criterion Validity:* The CLIK measures basic computer literacy, and as such has been shown to predict job readiness and in some cases overall job performance for a range of jobs for which basic computer skills are an essential job requirement. For example, for a sample of employees in clerical and administrative positions at a large employer, there was a strong correlation (0.50) between CLIK scores and job performance, as measured by supervisory ratings.



**Job Performance by CLIK Ranking**



## Standardization Sample

Norms for the CLIK were developed using a sample of 1,048 individuals. The sample was made up of working adults aged 18 and older. These individuals were applicants and incumbent employees from over 70 different companies. Positions in the sample included customer service representatives, medical billers, and clerical & administrative personnel.

The mean score for the standardization sample is 16.14, the median score is 16, and the standard deviation is 3.38.

## Reliability Information

The most common means of measuring the internal consistency or reliability of an assessment is Cronbach's alpha, a coefficient of reliability often referred to simply as the alpha coefficient. The alpha coefficient for the CLIK is 0.79, based on a sample of 1,048 test-takers.