Score Report Guide

Computer Literacy and Internet Knowledge Test (CLIK)

Criteria

Computer Literacy and Internet Knowledge Test (CLIK)

- **The Computer Literacy and Internet Knowledge Test** or **CLIK**, is an assessment of basic computer skills. It measures a candidate's proficiency with using internet browsers and common desktop applications such as email, chat and word processing programs.

- This test is best used for any position that requires basic computer literacy, including receptionists, customer service representatives, and data entry clerks.

- The test provides one of three possible results: **Highly Proficient**, **Proficient**, and **Not Proficient**.

- The CLIK is a 13-minute test consisting of three 2 to 3-minute task-oriented simulations, followed by 10 multiple-choice questions.

Vince Sample
Position: Sample Test Portfolio
Test Date: June 5, 2023
Test Event ID: ABC-D1Fg-2H3I-jklmN | Test Ver: 2.0

Criteria Score Report

SKILLS TEST

Computer Literacy & Internet Knowledge Test

The CLIK is an assessment of basic computer proficiency. It measures a person's ability to use Internet browsers and common desktop applications such as email and word processing programs.

Results Summary

Proficient

Overall Rating

Overview

Low Proficiency | Proficient | High Proficiency
19

Candidate Responses

Correct?	Simulation 1 (Total Time Taken: 11 seconds)
✗	Open a document
✗	Minimize a window
✗	Address an email (To, Cc, Subject)
✗	Copy and paste
✓	Send an email

Correct?	Simulation 2 (Total Time Taken: 32 seconds)
✗	Maximize a window
✓	Use the browser address bar
✓	Create a new browser tab
✓	Use the Favorites/Bookmarks menu
✓	Perform simple Bing search

Correct?	Simulation 3 (Total Time Taken: 24 seconds)
✓	Open a chat notification
✓	Locate and paste a URL into a chat window
✓	Use the 'copy' button on the website interface
✓	Locate a contact in a chat application
✓	Paste text content into a chat window

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Criteria

Candidate Information and Results Summary

1. The top of the first page of every **CLIK** score report displays the candidate's information, including the candidate's name, position applied for, the date the candidate took the assessment, and the Test Event ID.

2. In the results summary, the CLIK provides each candidate with a proficiency score. These scores range from **Highly Proficient**, **Proficient**, and **Not Proficient**.

3. The Test Event ID is given to candidates at the beginning of their assessment and is used if they encounter any issues during the test. They simply return to www.oda1.com, enter their Event ID, and then they can continue their assessment from where they left off.
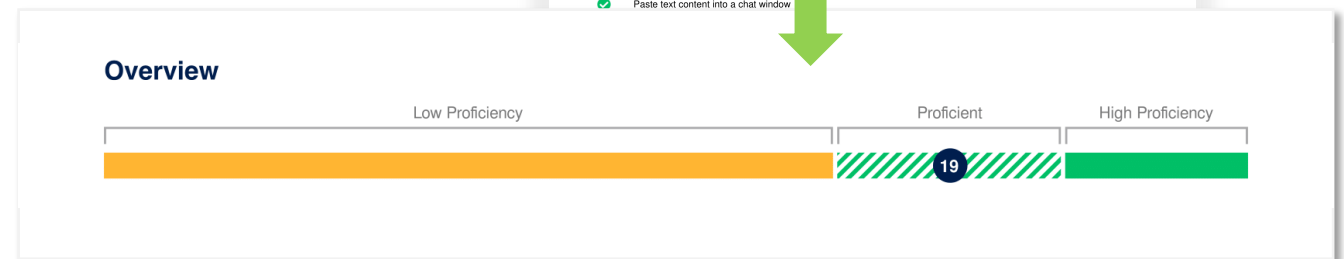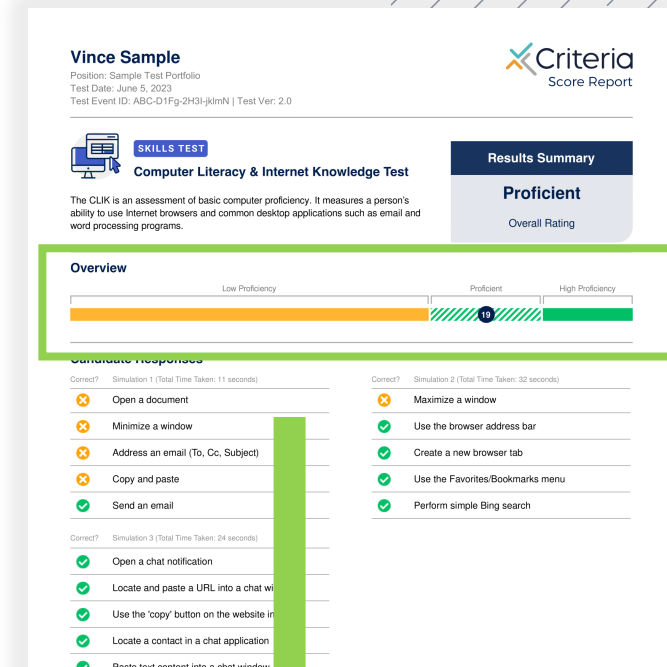
Proficiency Bar

The score report provides an Overview bar that shows exactly how many questions the candidate answered correctly and where that places them on the range of proficiency.

A score of 1-16 will place the candidate in the **Not Proficient** range.

A score of 17-21 will place the candidate in the **Proficient** range.

A score of 22-25 will place the candidate in the **Highly Proficient** range.

The candidate in this example answered 19 questions correctly, placing them in the **Proficient** range.

Candidate Responses

There are two computer simulations on the CLIK followed by a multiple-choice section. The Candidate Responses section lists each question and specifies whether or not the applicant completed the task or answered the question correctly.

All of the simulations take place on a virtual desktop.

1. In **Simulation 1**, the candidate requires the composes a basic email using Outlook.

2. In **Simulation 2**, the candidate performs a web browser search and submits a form.

3. In **Simulation 3**, the candidate uses a chat application to send information to others.

Low Proficiency Proficient High Proficiency

Candidate Responses

1 Correct? Simulation 1 (Total Time Taken: 11 seconds)

✗	Open a document
✗	Minimize a window
✗	Address an email (To, Cc, Subject)
✗	Copy and paste
✓	Send an email

2 Correct? Simulation 2 (Total Time Taken: 32 seconds)

✗	Maximize a window
✓	Use the browser address bar
✓	Create a new browser tab
✓	Use the Favorites/Bookmarks menu
✓	Perform simple Bing search

3 Correct? Simulation 3 (Total Time Taken: 24 seconds)

✓	Open a chat notification
✓	Locate and paste a URL into a chat window
✓	Use the 'copy' button on the website interface
✓	Locate a contact in a chat application
✓	Paste text content into a chat window

Criteria

Candidate Responses, continued

1. In the multiple-choice section, candidates respond to 10 questions that assess basic computer knowledge and includes questions around cybersecurity, calendaring and advanced emailing.

   The results explanation shows which multiple-choice questions they answered correctly and how long it took them to complete each question.

Candidate Responses (continued)

Correct?	Multiple Choice	Time Taken
✓	1. To go to the previous web page in an internet browser, you would click:	5 sec
✓	2. To move the browser window around the desktop, you would need to begin by clicking:	5 sec
✓	3. Which of the following would be LEAST helpful in identifying whether an email is a phishing attempt?	5 sec
✗	4. Putting a file in the Recycle Bin permanently deletes it from your computer.	5 sec
✓	5. Which password is the most secure?	4 sec
✓	6. Review the following shared calendars. When would be an appropriate time to schedule a 1 hour meeting	2 sec
✓	7. To bring up a pop-up menu like the one below you would...	2 sec
✓	8. Which of the following will NOT allow you to print a browser web page?	2 sec
✓	9. Sam has received the below email. Sam would like to reply only to Paul (the original sender). Sam also	2 sec
✓	10. To find text on a web page, you would press:	1 sec

For Further Information

If you have any questions or would like more detailed information regarding a particular score report, please contact your Customer Success Manager. Their contact information is available in the lower left corner of your account in Criteria's platform, but you can also reach out to the general support line at (877) 909-8378, or support@criteriacorp.com.

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