

kayleigh langford

Position: Inside Sales Rep - IA

Test Date: Jun 22, 2017

Test Event ID: INS-0747-LTGE



Criteria Cognitive Aptitude Test

The CCAT measures cognitive aptitude, or general intelligence. This test provides an indication of a subject's ability to solve problems, digest and apply information, learn new skills, and think critically. Cognitive aptitude is one of the most accurate job predictors of job success for any position.

Results Summary

23

RAW SCORE

45

PERCENTILE

Results Details

kayleigh langford achieved an overall score of 23, which means kayleigh answered 23 questions correctly. This corresponds to a percentile rank of 45, meaning kayleigh scored better than 45% of the people who have taken this test. Below are details of how kayleigh performed in specific sub categories.



SPATIAL REASONING PERCENTILE

Ability to visualize, make spatial judgements, and problem solve; correlated to general intelligence.

47



VERBAL ABILITY PERCENTILE

Reasoning and comprehension of words, constructive thinking, and attention to detail.

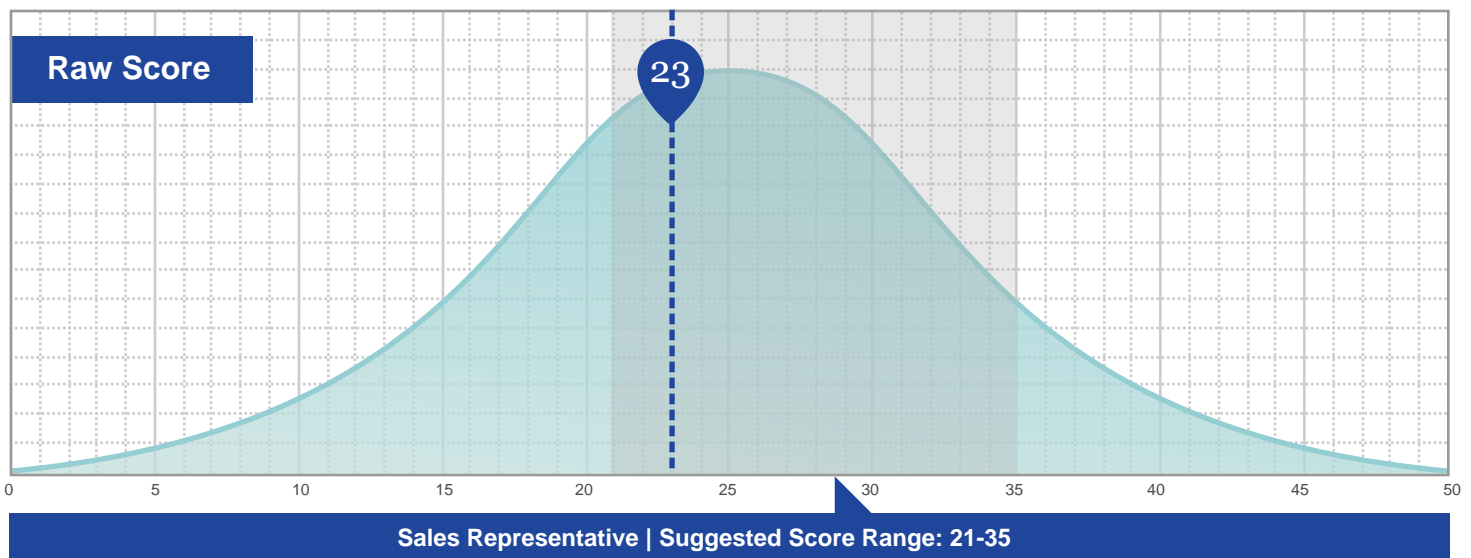
37



MATH & LOGIC PERCENTILE

Ability to reason using numbers and numerical concepts. Also measures logic and analytical thinking.

49



Selected Job Profile



Sales Representative

Suggested Range: 21-35



IN RANGE

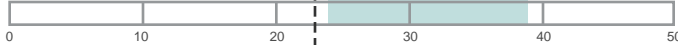
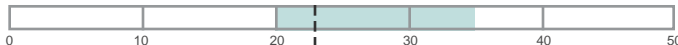


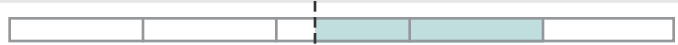
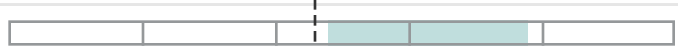
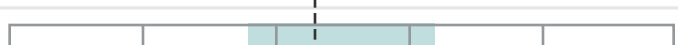
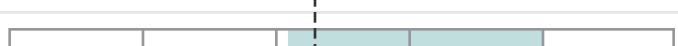

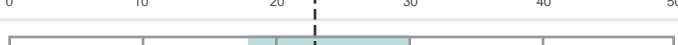


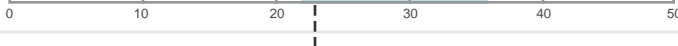
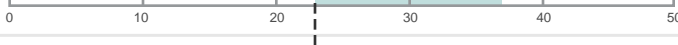
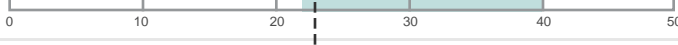
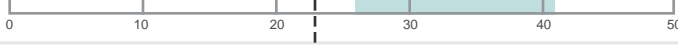
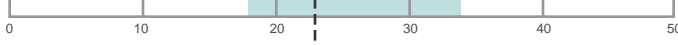

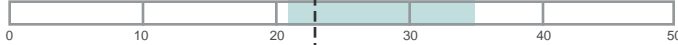
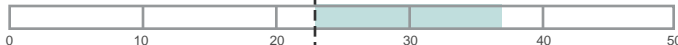


Suggested CCAT Score Ranges by Position

*Based on national norms compiled by Criteria Corp.

kayleigh langford | Score: 23

Position (Suggested Score Range)

In Range?

Accounting/Finance (Range: 24-39)		✗ BELOW
Administrative Assistant/Clerical (Range: 20-35)		✓ IN RANGE
Analyst (Range: 26-42)		✗ BELOW
Bookkeeper (Range: 20-35)		✓ IN RANGE
Computer Programmer/Software Engineer (Range: 23-40)		✓ IN RANGE
Controller (Range: 24-39)		✗ BELOW
Customer Service Representative (Range: 18-32)		✓ IN RANGE
Finance Manager (Range: 21-40)		✓ IN RANGE
Financial Analyst/Advisor (Range: 23-38)		✓ IN RANGE
Front Desk/Reception (Range: 18-30)		✓ IN RANGE
Lawyer/Attorney (Range: 29-42)		✗ BELOW
Loan Officer (Range: 22-36)		✓ IN RANGE
Network Administrator (Range: 23-37)		✓ IN RANGE
Operations Manager (Range: 22-40)		✓ IN RANGE
Product Manager (Range: 26-41)		✗ BELOW
Production Manager/Supervisor (Range: 18-34)		✓ IN RANGE
Project Manager (Range: 22-37)		✓ IN RANGE
Recruiter (Range: 21-35)		✓ IN RANGE
Sales Manager (Range: 23-37)		✓ IN RANGE
Sales Representative (Range: 21-35)		✓ IN RANGE
Senior Manager/VP (Range: 29-42)		✗ BELOW
Store Manager (Range: 20-37)		✓ IN RANGE

Employee Personality Profile

The EPP is a personality assessment that measures twelve traits. Scores for each trait are expressed as a percentile ranking, which reflects how a person scored on that trait relative to other test-takers. There are no "high" or "low" scores on the EPP; rather, people with certain traits tend to be a better fit for certain jobs. The EPP contains a series of job-specific benchmarks that assess how good a fit a person's personality is for a given position.

Results Summary

72%
SALES MATCH

Score Details



ACHIEVEMENT



ASSERTIVENESS



COMPETITIVENESS



CONSCIENTIOUSNESS



COOPERATIVENESS



EXTROVERSION



MANAGERIAL



MOTIVATION



OPENNESS



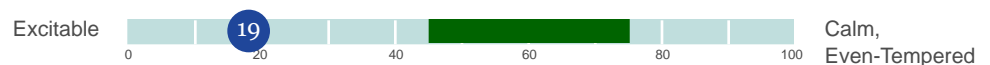
PATIENCE



SELF-CONFIDENCE



STRESS TOLERANCE



Score Explanation



ACHIEVEMENT

The Achievement (ACH) scale score reflects an individual's ability to follow through and complete tasks and to achieve specific goals. It is also related to the amount of interest that a person has in intellectual or conceptual work. The ACH score in the **46th percentile** for this person indicates his or her achievement level may be average, but he or she will probably perform at a higher level in areas of high interest. This person's achievement in academic areas is likely to be low or moderate but he or she may achieve at a higher level in subjects of particular interest to him or her. At work or in a career, performance may be at an average level, but he or she will follow through in work or career areas of high interest.



ASSERTIVENESS

The Assertiveness (AST) scale score provides a gauge of an individual's directness in expressing himself or herself and in dealing with others. This person's AST score in the **78th percentile** indicates an individual who is moderately assertive. He or she may be assertive in some situations and not in others.



COMPETITIVENESS

The Competitiveness (CMP) score reflects the need to win, to perform better than others, or to surpass standards of achievement or performance. This individual's CMP score in the **93rd percentile** suggests that he or she values competition.



CONSCIENTIOUSNESS

The Conscientiousness (CON) scale is an indicator of a person's tendencies with respect to being deliberate, self-disciplined, organized and dependable. This person's score in the **61st percentile** suggests he or she is reliable, hard-working, careful, and organized. Individuals with scores in this range tend to be goal-oriented, dependable and persistent in work settings.



COOPERATIVENESS

The Cooperativeness (COP) score indicates a person's level of comfort in working closely with others and in taking the lead from others. A low COP score does not necessarily indicate uncooperativeness, but may indicate independence or aggressiveness in dealing with others. This COP score in the **18th percentile** suggests that this person is likely to be strongly committed to his or her own views, and may take an independent, aggressive role in a work situation. This individual may sometimes be seen as overly aggressive in taking the lead in some work situations.



EXTROVERSION

The Extroversion (EXT) scale score indicates the degree to which a person sees himself or herself as socially outgoing. For this individual, the EXT score in the **50th percentile** indicates a person who is moderately extroverted. This person may be seen to be as extroverted and outgoing as the average person in business or social situations.



MANAGERIAL

The Managerial (MGT) score represents the degree to which a person's work strengths combine with his or her achievement, motivation, interpersonal strengths, and inner resources in a pattern similar to that of individuals in managerial and supervisory roles. This individual's MGT score in the **54th percentile** suggests that his or her general characteristics are not similar to those for individuals who are in a management or supervisory role. This person is not likely to be seen as having good potential for managerial roles.



MOTIVATION

The Motivation (MOT) scale score is intended to represent a person's inner drive, commitment to achieve, and the strength of inner emotions, needs, and values. This MOT score in the **78th percentile** indicates a person whose motivation or inner drive is relatively high for certain personally important goals and not for others.



OPENNESS

The Openness scale measures the extent to which an individual is imaginative and creative, as opposed to down to earth and conventional. The Openness score of **4th percentile** suggests this individual is usually concerned with practical issues rather than abstract concepts, and is detail-oriented. They tend to be viewed by others as conventional and traditional, will generally prefer familiarity over novelty or experimentation, and may be resistant to change.



PATIENCE

The Patience (PAT) scale indicates a person's ability to effectively cope with frustration encountered in completing tasks or in conflict-laden situations. This individual's PAT score in the **18th percentile** suggests that he or she is generally impatient. This person may react quickly or impatiently in some situations.



SELF-CONFIDENCE

The Self-Confidence (SCN) score is an indicator of the level of confidence and self-assurance an individual brings to his or her work. The SCN score in the **83rd percentile** suggests this person is, in general, self-confident and self-assured.



STRESS TOLERANCE

The Stress Tolerance scale measures the ways in which people respond to stress. The Stress Tolerance score of **19th percentile** suggests that this individual is self-aware and perceptive. On the other hand, individuals with low Stress Tolerance scores may respond poorly to environmental stress.

Position Benchmark

Percentage match for various jobs based on profiles compiled by Criteria Corp.

ACCOUNTING/
FINANCE
71%

On average, accountants tend to be considerably more introverted than the rest of the population, reflecting the fact that their jobs do not often involve a high degree of social stimulation. They also tend to have lower than average scores in Openness, reflecting their preference for the traditional and conventional over the experimental or creative. The benchmark for accountants is also characterized by lower than average Assertiveness scores and high scores in Conscientiousness.



ADMINISTRATIVE
ASSISTANT
46%

The Administrative Assistant benchmark includes high scores in Cooperativeness and Conscientiousness, both of which have been linked to high performance in these positions. High scorers in Cooperativeness tend to be accommodating and easy to manage, and high scorers in Conscientiousness tend to be organized, careful and reliable. Administrative Assistants also tend to have lower than average scores in Assertiveness.



ANALYST
49%

One of the most prominent traits in the Analyst benchmark profile is Openness, in which analysts as a group score almost one standard deviation higher than the rest of the population. This reflects their affinity for problem solving and their intellectual curiosity. They also tend to score highly in Achievement and in Conscientiousness, and on average have slightly higher than average scores in Assertiveness.



BANK TELLER
34%

The Bank Teller benchmark is characterized by high scores in Cooperativeness and Patience, which is typical for a customer service-oriented position. As a group, Bank Tellers also tend to have much lower than average scores in Assertiveness and Openness.



COLLECTIONS
86%

The Collections benchmark is very similar to the Sales benchmark, as Competitiveness, Assertiveness and Extraversion are all correlated with success in both sales and collections. High scores in Conscientiousness and Stability are also assets for collections agents.



CUSTOMER
SERVICE
35%

The Customer Service benchmark features high scores in Cooperativeness and Patience, both of which are important for ensuring positive customer experiences. High scorers in Conscientiousness tend to be reliable and careful, and those in Customer Service positions also tend to have lower than average Openness scores.



FRONT DESK/
RECEPTION
40%

The receptionist benchmark is similar to the Customer Service profile. High scores in Conscientiousness, Cooperativeness, and Patience are important in this position, and receptionists also tend to have lower to mid-range scores in Assertiveness.



MANAGER
73%

The most important score for managers is the Managerial trait, where high scorers tend to be a better fit for such roles. Higher scores in Competitiveness and Assertiveness are also characteristic of the Manager benchmark. On the other hand, low to medium scores in Cooperativeness are appropriate for people in managerial roles, because being too accommodating and empathetic can be a hindrance to effective and objective decision-making. As a group, managers also tend to have above average scores in Extraversion.



MEDICAL
ASSISTANT
40%

The Medical Assistant benchmark is similar to the Customer Service profile. High scores in Conscientiousness and Cooperativeness are an asset in patient-facing positions. High scores in Conscientiousness are an asset for Medical Assistants, as deliberate, careful, and detail-oriented people will be more likely to prosper in these positions. Below average scores in Openness are also typical.



PRODUCTION/
MANUFACTURING
54%

In manufacturing positions, Conscientiousness and Cooperativeness have been shown to positively correlate with performance. High scorers in Conscientiousness tend to be careful and dependable, and high scorers in Cooperativeness can be easier to manage. Production personnel typically have lower than average Openness scores as well.



PROGRAMMER/
DEVELOPER
65%

Programmers and software engineers tend to be significantly more introverted than the general population, reflecting the fact that their day-to-day jobs often do not involve extensive social interactions. As a group, programmers also have much higher than average scores in Openness, a function of their high degree of intellectual curiosity and their willingness to experiment. Programmers also typically are not high scorers in Assertiveness or Conscientiousness, and have lower than average scores in Stability.



SALES
72%

The sales benchmark features high scores in Competitiveness, Achievement and Extraversion. Each of these has been shown to correlate with success in sales roles. Salespeople tend to be more assertive than average, and commonly have lower than average Cooperativeness scores, as being too accommodating can be a liability in effective sales closing.



Validity and Response Style

The Validity and Response Style scales represent the individual's level of attention to the meaning of EPP statements (Inconsistent Responding) and tendency toward positive (Self-Enhancing) or negative (Self-Critical) self-presentation.

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The Inconsistent Responding (INC) score of 1 indicates that this person paid appropriate attention to the meaning of EPP statements when giving responses, and is not likely to have responded carelessly or in a completely random fashion.

This person obtained a Self-Enhancing score (ENH) in the 91st percentile. This style of self-presentation is somewhat more positive than that of most people. This is often a characteristic of job applicants or others trying to make a good impression in business, social, or other situations, or it may reflect an individual who is confident about identity, work habits, or capabilities. Others are likely to describe this person's self-regard as highly positive. In addition, the Self-Critical (CRT) score in the 21st percentile suggests that this individual may be less likely than most to make statements that are highly self-critical or reflect weaknesses. These scores and the Self-Confidence score in the 83rd percentile suggest a person who will confidently give the best possible self-presentation and leave others with a favorable impression.

Interview Question for Sales

ACHIEVEMENT

kayleigh scored below the range for Achievement. Questions to explore this include:

What important goals did you achieve at your previous job, or in the past year?

Tell me about your experience in defining long-range goals. Be specific and discuss how you set a particular goal, how you measured progress towards the goal, and how successful you were.

What was the latest project you've been involved with that really energized you?

COMPETITIVENESS

kayleigh scored in the range for Competitiveness. Questions to confirm this include:

How do you measure your own success in a job?

In the past, how have you measured your own performance against that of your peers?

ASSERTIVENESS

kayleigh scored in the range for Assertiveness. Questions to confirm this include:

Describe a time that you spoke out on an issue of importance to you, even though you knew it would not be well received (by co-workers).

Give an example of how you have had to be firm or uncompromising with someone in order to accomplish a work-related goal.

EXTROVERSION

kayleigh scored below the range for Extroversion. Questions to explore this include:

Talk about an example of when you had to be proactive and outgoing in order for a work project to be successful.

COOPERATIVENESS

kayleigh scored below the range for Cooperativeness. Questions to explore this include:

Please discuss an example of how you successfully confronted a (work) problem or situation that others had been unable to confront or resolve.

STRESS TOLERANCE

kayleigh scored below the range for Stress Tolerance. Questions to explore this include:

Talk about an example of how you performed well under extreme pressure.

Interview Question for Sales

Stress can be a natural part of many work environments; describe a situation where stress impacted you on the job, and how you handled it.

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

**HIGHLY
PROFICIENT**

OVERALL RATING

Overview



Candidate Responses

Correct? Simulation 1 (Total Time Taken: 87 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: 53 seconds)

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

Correct? Multiple Choice

Time Taken

- | | | |
|---|--|--------|
| ✓ | 1. To go to the previous web page in an internet browser, you would click: | 6 sec |
| ✓ | 2. To move the browser window around the desktop, you would need to begin by clicking: | 11 sec |
| ✓ | 3. When filling out an online form, the Tab key usually moves the cursor from one field to the next. | 6 sec |
| ✓ | 4. Putting a file in the Recycle Bin permanently deletes it from your computer. | 5 sec |
| ✓ | 5. Which password is the most secure? | 5 sec |
| ✗ | 6. To restore the minimized window, you would click: | 5 sec |
| ✓ | 7. To bring up a contextual menu like the one below, you would: | 6 sec |
| ✓ | 8. Which of the following will NOT allow you to print a browser web page? | 13 sec |
| ✓ | 9. Which of the following is a common document format found on the internet? | 9 sec |
| ✗ | 10. To find text on a web page, you would press: | 10 sec |