



# Discussion

*Carl I. Greenberg, Ph.D.*

*Aon-ASI*




## ***Benefits of CBT***

- **Increases test fidelity**
- **Increases ease of administration and scoring**
- **Easy test analysis capabilities**






## ***What separates these assessments from most others?***

- **Not the simple extension of paper and pencil tests to a computer based delivery system**
- **Computer based medium is an integral part of the assessments**
- **Enhanced data base capabilities**



## ***Computer is used to enhance the assessment experience***

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- **BellSouth: It adds more fidelity to job simulation**
    - **Computer competency**
    - **True multitasking**
    - **Information retrieval**

# ***Computer is used to enhance the assessment experience***

- **Sears: It provides a wide range of realistic job aspects**
  - **Realistic job preview**
  - **Job application serves as a computer typing and competency test for self selection**
  - **Job simulation measures more than traditional situation judgment tests**
    - Ⓢ **Information retrieval**
    - Ⓢ **Keyboard accuracy**



# ***Computer is used to enhance the assessment experience***

- **REPeValuator: Provides a true web based solution for assessing customer service skills**
  - **More than situational judgment**
  - **Keyboard accuracy**
  - **Information retrieval**





## ***Hurdles to Overcome***

### **■ Access**


- Firewall
- Communication speed
- Availability of computers
- Availability of internet connections— not as common as you think



## ***Hurdles to Overcome***

### ■ **Applicant population**

- **Familiarity with computers— Increase test time**
- **Adverse impact issues**



## ***Hurdles to Overcome***

- **Test security**
  - Home testing???
  - Standardization of testing situation
  - Who is taking the test?
- **Potential solutions**
  - Alternate forms
    - ⑧ Long @ home, short @ office
  - Utilize alternative test sites with proctors
    - ⑧ High schools
    - ⑧ Community Colleges
    - ⑧ Libraries
    - ⑧ Private companies



# ***Consumer Guide***

- **What is the test really measuring?**
- **How well does it measure it?**
- **What is the computer really bringing to the equation?**
- **Is a CBT the best alternative?**