

# test center

by People Systems

## Systems Analyst/ Network Administrator Assessment Report

Candidate: XXXXXXXXXXXX  
Username: XXXXXXXXXXXX  
Date: XXXXXXXXXXXX

Sample Report

The following pages represent a report based on the results of a psychological assessment. The profile presented below summarizes key results in each area compared against general population norms (indicated by the descriptors Low, Below Average, Average, Above Average, and High) and with norms for high performers in the type of job for which the candidate is applying (indicated by the shaded areas). The candidate's score is indicated by the diamond symbol : ◆

|  | Low | Below Average | Average | Above Average | High |
|--|-----|---------------|---------|---------------|------|
| <b>Agreeableness</b>                     |     |               | ◆       |               |      |
| <b>Assertiveness</b>                     |     |               | ◆       |               |      |
| <b>Conscientiousness</b>                 |     |               | ◆       |               |      |
| <b>Customer Service / Responsiveness</b> |     |               |         | ◆             |      |
| <b>Detail Mindedness</b>                 |     |               | ◆       |               |      |
| <b>Emotional Stability / Resilience</b>  |     |               | ◆       |               |      |
| <b>Extroversion</b>                      |     | ◆             |         |               |      |
| <b>Integrity</b>                         |     |               | ◆       |               |      |
| <b>Intrinsic Motivation</b>              |     |               |         |               | ◆    |
| <b>Openness</b>                          |     |               | ◆       |               |      |
| <b>Orderliness</b>                       |     |               | ◆       |               |      |
| <b>Self-Confidence</b>                   |     |               |         | ◆             |      |
| <b>Teamwork</b>                          |     |               |         | ◆             |      |
| <b>Work Drive</b>                        |     |               |         | ◆             |      |
| <b>Overall Cognitive Aptitude</b>        |     |               |         |               | ◆    |

## Cognitive Aptitude Assessment

Compared to general adult norms using standardized tests which were validated for a wide range of positions, we estimate Kevin's overall level of general intellectual aptitude to be in the **80-89 percentile** range. His individual aptitude levels are:

|                    |           |
|--------------------|-----------|
| Abstract Reasoning | 80-89%ile |
| Numeric Reasoning  | 70-79%ile |
| Verbal Reasoning   | 80-89%ile |

Kevin has a high level of general cognitive aptitude. He can learn new information quickly, solve complex problems efficiently, and be able to handle a heavy information-processing load on this job.

### Explanation of Cognitive Aptitude Scores:

The aptitude scores in this section reflect percentile rankings -- not percent correct on the test. With percentiles, the average is the 50%ile. Half of the people score below this score and half score above it. As another example, if a person scores 80-89%ile on a specific test in this report, it means that they scored as well as or better than 80-89% of the norm group, but not as high as 11-20% of the norm group.

The **Overall Cognitive Aptitude** is an average of the separate aptitude sections given to this candidate.

The lower the Overall Cognitive Aptitude score, we predict that the candidate will have difficulty learning new information and making decisions. For example, if they are well experienced in their occupation, they may be able to continue to perform well practiced tasks adequately, but have difficulty learning new things. As such, they will need additional training time and more support from supervisors. People who produce lower Overall Cognitive Aptitude scores generally prefer tasks that call for specific responses rather than ones requiring insightful solutions. They are also slower in processing information and are often easily overwhelmed by complex problems, especially ones they have not dealt with before.

The higher the Overall Cognitive Aptitude score, the more we predict that the candidate will learn quickly, pick up a lot of new information on their own without needing to be trained, handle a large information load easily, make decisions in an efficient manner, and show a great deal of insight about how to solve new and complex problems.

## Personality Assessment

### Strengths:

- He tends to have smooth working relationships with most people on the job. Kevin is usually viewed as being courteous and agreeable, unless he has to work with someone who is very difficult and demanding.
- Kevin is assertive and influential when he needs to be. He is not easily intimidated by other people, but he also is not aggressive, pushy, or domineering.
- He is usually a person who keeps his word and does what he says he will do, when he says he will do it. However, Kevin also shows a fair amount of discretion in how he meets his commitments and when he does so.
- Kevin places substantial emphasis on customer satisfaction and retention in his work. He tries to anticipate and fulfill customer needs and demands courteously and without delay. As a manager, Kevin usually encourages customer responsiveness by the people who report to him.
- He can handle most ordinary types of job stressors and hassles. Kevin is moderately well-adjusted and able to manage his emotions fairly well in demanding situations.
- Kevin is usually introverted and able to work quietly on the tasks at hand. He has fairly well developed concentration and does not need extensive interaction with coworkers.
- Kevin strives for meaningfulness and personal gratification in his work. Cash prizes and bonuses have little or no motivational value for him, while challenges and variety motivate him a great deal.
- He is moderately open to change and new learning on the job. Kevin is also fairly comfortable with tried-and-true methods, but he is not one to change things about himself or his work just for the sake of trying something new.
- Kevin is moderately organized and systematic, in the way he approaches and completes job tasks.
- He is typically self-confident. Kevin has a fair amount of assurance in his own abilities. He will approach most tasks with assurance that he can handle problems that arise on his job.
- Kevin has a sound commitment to teamwork. He is willing to work with others in a cooperative, mutually supportive manner.
- Kevin has an above-average work drive. He will put considerable time and effort into meeting job demands, including working long hours as needed.



**Developmental Concerns:**

- He can occasionally come across to others as stubborn and argumentative. Kevin could be more consistently agreeable and amiable when interacting with other people on his job.
- Kevin could be more assertive and influential in some settings. He could be more willing to take charge of situations and confront problems head-on.
- Kevin may occasionally be unreliable in the way he performs his job. He may sometimes need to be reminded about the need to be more conscientious about doing things as expected.
- He is not as careful and thorough in checking his work as is needed for any job where details and accuracy are important. Kevin should be counseled on how to do proper quality checks to assure an acceptable outcome.
- He may lose his composure when confronted with heavy work pressure. Kevin may need to find ways to buffer such stress and increase his emotional resilience .
- He could communicate more frequently and effectively with other people . Kevin may need to be more outgoing, expressive, and ready to share information with other employees.
- Kevin's integrity is average. This is not an unacceptable score, but his supervisor will want to reinforce the importance of company rules, policies, and guidelines and to provide examples of how to handle ethically ambiguous situations along with consequences for improper behavior on the job.
- Kevin could be more willing to innovate and learn new approaches to his work. He could also be more open to improving his job-related knowledge, skills, and abilities.

## INTERVIEW QUESTIONS

After reviewing the assessment results for this candidate, you may want to conduct a structured interview to further explore and clarify some specific concerns. The interview questions listed below reflect areas of concern raised by the assessment results. You should keep asking questions until you have gained confidence in your assessment of the candidate. You can use some or all of these questions when interviewing the candidate. You will probably want to customize these questions to best fit your style and what you already know about the candidate as well as the job for which s/he is being considered. Most of these are behavioral description items which ask the candidate to describe specific behavior on the job. Some additional probes which you might want to use with individual questions are:

- \* When did this take place?
- \* What factors led up to it?
- \* What were the outcomes?
- \* What did others in the organization say about this?
- \* How often has this type of situation arisen?

### EMOTIONAL STABILITY/RESILIENCE

- Tell me about a time when you had to keep on working despite having some problem or concern weighing on your mind. [Probes: How long did it go on? How was it resolved? How often has this kind of thing happened in the last six months?]
- Stress is a natural part of most work environments these days. Describe a situation where some significant form of stress has impacted you on your job and how you dealt with it.
- Describe a situation where you learned to live with something stressful at work.

### EXTROVERSION

- Describe a situation when your ability to communicate made a difference in the outcome of a project, assignment, or task at work.
- Tell me how much time you would ideally like to spend each day in meetings and discussion groups on the type of job for which you are applying.
- All of us have different styles of interacting and communicating with other people. Describe a situation where your style did not mesh well with that of another employee. [Probe: How did your styles differ? What problems did this lead to? What adjustments did you make?]
- Give me an example of a presentation that you have made where the audience was not particularly interested in the topic. What did you do? What were the results?

### INTEGRITY

- What would you do if you discovered that a coworker had been taking home office supplies without permission and without telling anyone?
- Under what conditions would it be acceptable to ignore or bend a company rule or policy?

- Describe what you would do if your boss asked you to keep quiet about some data he or she was falsifying for the annual company report.
- Under what circumstances would it be OK to claim a sick day (even though you were not sick) to deal with a personal problem at home?

#### INTRINSIC MOTIVATION

- Tell me which factors define success for you in a job.
- Describe how your feelings of job satisfaction are affected by how much challenge and variety you have at work.
- Tell me what you would do if your job became repetitive and routine.
- Describe the kind of work that really motivates you.

#### ORDERLINESS

- All of us learn from our errors and mistakes. Tell me about the most recent error or mistake you learned from. [Probes: What was the error or mistake? What did you learn from it? What did you do to prevent it from happening again?]
- Tell me about a time when your organizational skills paid off and helped solve or prevent a problem at work.
- Sooner or later all employees have to make some trade-offs between working quickly and doing a sufficient quantity of work versus working precisely and doing work of the highest quality . Tell me about an occasion at work when you traded off quality for quantity or when time constraints forced you to compromise on thoroughness or attention to detail. [Probe: How did you feel about having to make such a trade-off?]
- Describe the most significant thing you have done to help yourself become better organized on your job.

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