

# Case Study

## AMERICAN HEART ASSOCIATION Putting SkillCheck to the Test

When faced with screening new secretarial hires for office software skills, the American Heart Association (AHA) turned to SkillCheck Assessments from First Advantage for fast, effective, legally defensible tests that could be deployed over the Internet to AHA affiliate offices around the nation. In less than three months, First Advantage's Assessment Solutions Division (formerly Skillcheck), developed validated performance-based tests that could be delivered on line and completed by applicants in less than an hour, with results made immediately available to appropriate AHA decision makers. The Assessment Solutions team then created additional custom tests to accurately assess the needs of AHA employees for training in applications such as Microsoft Word, Excel, Access and PowerPoint.

Working closely with an AHA task force, the Assessment Solutions team implemented a preliminary benchmark study that determined baseline skills required for office-software proficiency within the organization. Then, from its vast databases of interactive test items, the team was able, within hours, to produce thirty-five question tests that AHA could use with confidence to qualify new hires and prospective trainees. Under the direction of Psychometrician Cliff Donath, Ph.D., a demographically diverse mix of 150 test takers was selected to participate in validating the AHA tests. The Assessment Solutions team then provided additional value with pre-test tutorials that made the tests very easy to administer and take in an unproctored environment.

AHA now distributes the SkillCheck skills tests securely over the Internet to its affiliate offices around the country. The organization uses online test management tools to process test scores efficiently and send them instantly to authorized AHA personnel. Today, the new testing system is helping AHA to make better hiring and training choices that are saving the organization considerable time, money and effort.

**“We needed a one-stop test for new office staff to help ensure that they could hit the ground running with applications like Word, Excel and Access. We also wanted fast, effective tests to assess the training needs of our current office staff. The Assessment Solutions team developed custom tests for us, validated them and put them on the Internet, enabling us to manage testing across all of our affiliate offices.”**

*Michael McCauley, Vice President,  
Human Resources,  
American Heart Association*

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about First Advantage  
Assessment Solutions,  
please visit  
[www.FADVAssessments.com](http://www.FADVAssessments.com)  
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hotline at 800.648.3166.**