



## **The SkillCheck Audio Data Entry Tests**

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# The SkillCheck Professional Audio Data Entry Test

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## SkillCheck TestCenter with Audio Data Entry Tests Selected

The *SkillCheck Professional Audio Data Entry Test* allows you to evaluate data entry speed and accuracy when transcribing information that is read aloud. You may have one or more different audio data entry tests on your SkillCheck system, including:

- Standard audio data entry tests that read names, addresses and other information aloud.
- A call-center simulation that reads data as though data was being collected over the phone in a conversational, call center environment.

Instructions for taking a SkillCheck Audio Data Entry test appear in this section of the SkillCheck documentation.

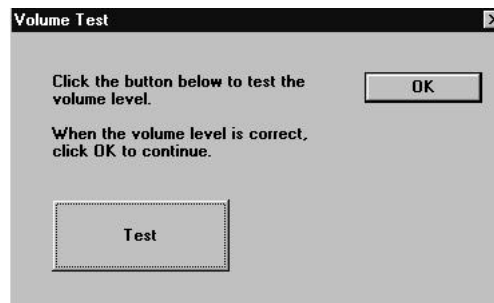
## System Requirements/Installing

In addition to the standard system requirements for SkillCheck (**Minimum Requirements:** IBM PC or compatible computer, 486-66 processor, 8 MB of RAM, running Windows 3.1, **Recommended:** Pentium, 16 MB or RAM running Windows 95/98), the SkillCheck Audio Data Entry test also requires:

- Audio capability (PC sound card and speakers)
- CD ROM (if running audio from CD) or 150 MB of extra hard disk space per audio test if audio files are to be stored on your computer's hard drive.

When you install any SkillCheck package that includes an audio component (such as the audio transcription/shorthand or audio data entry test), you will be given the option to install the audio files on the computer's hard disk, or to read audio files from the CD ROM when giving an audio test. Since audio files are very large (up to 150 MB for each audio data entry test), it is recommended that you run audio from the CD. If you chose to read audio from the CD, however, you must have the audio CD in your computer's CD ROM drive while running any SkillCheck audio test.

## Administering the Audio Data Entry Test



### Sound Check Screen.

If you have installed the SkillCheck Audio Data Entry test to read audio from the CD ROM, before starting an audio test, be sure the SkillCheck audio CD is in your computer's CD ROM drive.

SkillCheck Audio Data Entry tests can be run in sequence with any other SkillCheck tests, using the TestCenter as described in the TestCenter part of the SkillCheck documentation.

When you start an Audio Data Entry test, the first screen that appears is the Sound Check screen illustrated above. Click on the **Test** button to check the sound level of your system. You can continue to click on the **Test** button to check sound level, adjusting your computer's volume control until the text is being read at the right level. When the level is correct, click on the **OK** button to continue.

The next screen that appears provides instructions (both on screen and read aloud) on how to take the SkillCheck Audio Data Entry test. At this point, examinees have the option to:

- Click on the **Start Warm Up** button to begin a two-minute, ungraded warm-up exercise, allowing them to practice using the features of the Audio Data Entry test before they begin the graded part of the test. (It is highly recommended that any candidate take the warm-up exercise before taking the test.)
- Alternatively, examinees can click on the **Skip Warm Up** button to skip the practice exercise and go immediately to the graded test.

When examinees finish the warm up exercise (or if they skip the warm up), a screen appears that repeats instructions on how to take a Audio Data Entry test. These instructions are described in detail on the next page. When examinees are ready to take the test, they can click on the **Start Test** button to begin the test.

## Taking an Audio Data Entry Test

The screenshot shows a software window titled "Audio Data Entry - Call Center". At the top, it displays "Form # 1" and "Time Left: 09:49". Below this, it says "Type text of test in form below:". The form contains several input fields: "First Name:" with the text "Seth", "Last Name:" with "Cahill", "Address:" with "197 Commerce Avenue", "City:", "State:", and "ZIP:". Below these are "Fax:" (with a small box containing a hyphen) and "E-Mail:". Further down are three fields: "# of Cars:", "Primary Vehicle (C,S,W,T,O):", and "Foreign/Domestic (F/D):". At the bottom of the form are "Year:", "Plan to buy new? (Y/N):", and "How soon? (months)". A note at the bottom of the form area states: "NOTE: If the caller does NOT plan to buy a new car, enter a zero [0] in the last field." At the very bottom of the window, there are two function key labels: "F2: Repeat Audio" and "F3: Clarify Audio".

**Audio Data Entry Screen**

Both the warm-up exercise and the graded test ask examinees to enter data in the screen illustrated above. The screen simulates a call-center data-entry environment. As examinees type, they can move thorough the form by doing the following:

- Press **Tab** to move to the next field in the form.
- Hold **Shift** and press **Tab** to move to the previous field in the form.

As the cursor enters a field, the word or words (names, addresses, phone numbers, etc.) that the examinee should type in that field are read aloud. In a standard Audio Data Entry test, that information will be read exactly as it should be typed. In some call center-type Audio Data Entry tests, the information will be read as though a conversation is taking place over the telephone. It is up the examinee to determine from this audio conversation which information needs to be typed into the appropriate field.

When the cursor is in a field, the examinee can control the audio by doing the following:

- Press **F2** to hear the audio read again.
- Press **F3** to have the audio clarified.

For standard audio data entry tests, the clarify button simply spells the word or words to be typed aloud. For call center-style audio data entry tests, the **Repeat** and **Clarify** keys may read different audio files that

simulate telephone conversations. For example, **Repeat** may continue a phone conversation in which the person handling the call asks the information to be repeated. **Clarify** will carry on the conversation asking the caller to spell out the requested information.

Examinees can repeat or clarify information as many times as they like. However, they should keep in mind that any time taken to repeat or clarify information will impact their overall typing speed. Also, the test reports on how many times an examinee has requested that data be repeated or clarified. (See page 5 for information on the score report.)

When entering data into fields, examinees should keep in mind the following:

- Words such as “Road,” “Apartment,” and similar terms are not abbreviated to “Rd.,” “Apt.,” etc. unless such abbreviations are specifically spoken when the information is read aloud.
- Examinees can use the **Backspace** key, the **Delete** key and the arrow keys when entering text to fix errors.
- The warm-up exercise and the graded test can be exited at any time by holding down the **Control** and **Shift** keys and pressing **F4**.

During the test, a timer appears in the top right corner of the screen indicating the amount of time the candidate has left. The warm-up exercise is two minutes in length. The graded part of the Audio Data Entry test is five minutes in length.

When taking an Audio Data Entry test, examinees should continue typing until the message “Time Expired” appears at the top of the screen. At this point, examinees should stop typing. After a few moments, a screen will appear indicating that the test is complete. Examinees should click **OK**.

- If other tests were selected in the SkillCheck *TestCenter* after the Audio Data Entry test, the next test in the sequence will begin.
- If the Audio Data Entry test is the last test selected for the examinee, the *Contact Test Administrator* screen appears. At this point, examinees should contact the Test Administrator who can retrieve scores by providing a password. (If no password dialog box is on the screen, press **F2**.)
- If the password dialog box appears, type in the password and then click **OK**. If the password has been entered correctly, the test results for the examinee will appear on screen, print, or both. (Passwords for your SkillCheck system should be included with your SkillCheck package. See the *Test Administrator* documentation for instructions on changing passwords. See the *TestCenter* documentation for instructions on setting the test score display and print options.)

An illustration and description of reports created at the end of a Audio Data Entry Test appear on page 5.

## Audio Data Entry Test Scoring

A score report is generated for each test taken by an examinee. The report can be viewed on screen or printed. (See the *TestCenter* documentation for information on viewing and printing test scores.) The illustration below shows a sample score report generated at the end of a data entry test.

|  |  |
|--|--|
| Document: Audio Data Entry                                       | Registration information, including name, ID number for the examinee, and the test taken, appears at the top of each score report. |
| Name: Andy Sacks   |  |
| ID: 999999999  |  |
| Date: 02/02/1999 Time: 11:12:46                                  |  |
| Test Duration: 5:02 minute(s)                                    |  |
| Gross Data Entry Speed: 6536 keystrokes/hour (21.8 words/minute) |  |
| Number of Errors: 4  |  |
| Adjusted Errors per Hour (x3): 142.6                             |  |
| Net Data Entry Speed: 6393 keystrokes/hour (21.3 words/minute)   |  |
| Number of Repeats: 2   |  |
| Number of Spellings/Clarifications: 12                           |  |
| Errors per Category:   |  |
| Missing Words: 0   |  |
| Extra Words: 0   |  |
| Joined Words: 0  |  |
| Split Words: 0   |  |
| Misspelled Words: 4  |  |
| Symbols Used to Mark Errors:                                     |  |
| "- " : Missing Word  |  |
| "+ " : Extra Word  |  |
| "* " : Joined Word   |  |
| # " : Split Word   |  |
| "^ " : Misspelled Word   |  |
| Text Typed by User:  |  |
| -----  |  |
| Form #1  |  |
| First Name: LISA•  | The detailed results test will show what the examinee typed with an errors clearly marked.   |
| M.I.: L•   |  |
| Last Name: OSBORN•<br>^^^^^                                      |  |
| Address: 83•INMAN•STREET•  |  |
| City: BRIGHTON   |  |

## Explanation of Score Report Details

The *SkillCheck Professional Audio Data Entry Test* reports a variety of scoring details, including:

| Report Detail                              | Explanation  |
|--|--|
| <b>Test Duration</b>                       | The time it took for the examinee to take the test. <b>Note:</b> Since the test does not end until an examinee completes entering a word or number, test duration may be greater than the original setting by one or two seconds (5:01, for five minutes, one second, for example).  |
| <b>Gross Data Entry Speed</b>              | The total number of keystrokes entered by the examinee divided by the number of minutes it took to complete the test. (Data entry speed is usually measured in keystrokes per hour, although words per minute is also listed.)   |
| <b>Number of Errors</b>                    | The number of errors the examinee made during an audio data entry test.  |
| <b>Adjusted Errors per Hour (x3)</b>       | The number of errors per minute the examinee made during the test multiplied by an error multiplier (normally 3). Page 7 explains how the <i>Audio Data Entry Test</i> uses the error multiplier to calculate net data entry speed.  |
| <b>Net Data Entry Speed</b>                | Gross data entry speed minus the number of errors multiplied by the error multiplier. The net data entry speed is the most accurate measurement of an examinee's data entry speed over time because this value takes into account the examinee's data entry speed and the time it takes to make corrections. Page 7 explains how net data entry speed is calculated. |
| <b>Number of Repeats</b>                   | The number of times the examinee pressed the F2 key during the course of the test to have audio information repeated.  |
| <b>Number of Spellings/ Clarifications</b> | The number of times the examinee pressed the F3 key during the course of the test to have audio information spelled out or otherwise clarified.  |
| <b>Missing Words</b>                       | Data strings (text or numbers) the examinee left out when taking the test. Each omitted word or number is counted as a single error.   |
| <b>Extra Words</b>                         | Data strings (text or numbers) the examinee added when taking the test. Each added word or number is counted as a single error.  |
| <b>Joined Words</b>                        | Data strings (text or numbers) entered correctly but with the space between the strings ("words") missing are counted as a single error.   |
| <b>Split Words</b>                         | Data strings (text or numbers) entered correctly but with an extra space within the strings ("words") is counted as a single error.  |
| <b>Misspelled Words</b>                    | Data strings (text or numbers) entered incorrectly—this includes misspelled words and words with incorrect capitalization (for example, "oNe" instead of "one"). Incorrect spacing is also counted as a misspelling. For example, if you place two spaces between data (text or numbers), this is counted as a misspelling for the first data string ("word").       |

## Data Entry Test Net Score Calculation

To understand how the error multiplier affects net data entry speed, assume it takes one second to enter a data string (number or text) incorrectly (for example, entering “STEET” instead of “STREET”). In a data entry environment, it usually takes another second to delete the incorrect string (using the **Delete** or **Backspace** key) and a third second to type the string correctly. In order to take these factors into account when calculating net keystroke speed, the *Audio Data Entry Test* multiplies the errors per minute by three.

When calculating net data entry speed, the following formula is used:

**(Gross Data Entry Speed) – ([Number of Errors] x [Adjustment Factor converting Number of Errors to Keystrokes per Hour]) = Net Data Entry Speed**

**Example:**

[Add example.]

## Detailed Report Text Symbols

If the **Detailed Report** option has been enabled, the text entered by the examinee appears on the report. The following symbols appearing below the text indicate where and what type of mistakes were made:

|         |  |
|---------|--|
| -----   | Missing Words  |
| +++++++ | Extra Words  |
| *****   | Joined Words   |
| #####   | Split Words  |
| ^^^^^^^ | Misspelled Words   |
| •       | Spaces appearing before and after words and numbers are marked with a dot. If too many or too few spaces have led to a misspelled “word” error, you can check the number of spaces before and after data strings on the detailed report. |