

## Dear ServiceFirst Customer

**We at Assessio hope you are satisfied with ServiceFirst as an instrument to facilitate decisions in your recruitment process. To further increase accuracy in selection, we have now recalculated the norms for ServiceFirst and have scheduled an upgrade of the web system. A total of no less than 38 000 people have completed ServiceFirst in the last three years, and it is these results that are the foundation of the new norms.**

The benefits of this update are several;

- Each respondent is compared to an even larger group of people who performed the ServiceFirst assessment in the same language.
- The group the respondent is compared with represents actual applicants for services.

For you as a user we ask you to consider and take into account the following when administrating your existing projects:

- The ServiceFirst scores (the T-score) has on average increased by 3 T-scores compared to the standardization implemented in 2001. The implication of this is that candidates that have already been tested in ongoing projects (that has not ended prior to system updates), should be counted down by 3 T-scores. This would mean that a person, who has 50 points in ServiceFirst "previous" standards, should receive 47 points when compared to individuals taking ServiceFirst with the new norms.
- The standard error of measurement in ServiceFirst is 4,36 T-scores with a 68 % confidence interval. The standard error of measurement is an estimate of error to use in interpreting an individual's test score.
- To help make the interpretation of the results easier in ServiceFirst and to be able to compare it with other assessments from Assessio, e.g. Predicting Job Performance, PJP; Measuring Integrity, MINT; and Matrigma, we now introduce C-score even for Service First. The C-score ranges from 0 and 10; it has a mean of 5 and a standard deviation of 2 C-scores. The standard error of measurement in the C-score is estimated to 1 C-score with 68 % confidence interval.
- EasyCruit users will be updated with this system together with the new norms.
- The web manual and other documentation is also available for download at: [www.assessio.se/support/servicefirst](http://www.assessio.se/support/servicefirst) (available from February 9th 2010)

Along with the new norms, we are launching a new and modern interface plus several new features, including:

- Statistics where you can see the OA / TA's monthly consumption of the test. (Available only to the organization administrator)
- % rate of the number of responses for each project
- Alternative solutions to send test invitations to Respondents, which provide solutions to the growing
- Spam filter issues
- Start Test locally functionality
- Send Test Reminders to one or multiple Respondents
- English and Swedish default Test invitation and reminder text
- Delete one or multiple Respondents functionality
- Restore Deleted Respondent functionality
- Respondent Search functionality
- Export to Excel

If you have questions, please do not hesitate to contact Tracey Renehan;  
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**Best regards**

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