The new phishing security training program adopted at North Carolina A&T, KnowBe4, has shown promising results in improving participants’ knowledge of phishing. Results of a pre and post survey show that not only did participants’ average accuracy in identifying phishing increase, but so did the average confidence in their answers.

Problem Statement and Goals

As more and more cyber criminals rely on social engineering techniques, it is imperative that organizations are utilizing efficient training programs. North Carolina A&T State University (A&T) has recently begun adopting a new security training program known as KnowBe4. In order to determine the effectiveness of this training program we are examining to what extent a person’s personality affects the training, and to what extent the training affects the ability to determine if something is phishing or not.

Approach

Participants were asked to complete a survey before starting and after finishing the KnowBe4 training. These surveys covered topics on phishing knowledge, personality traits, perceived risk, behavioral response, and computer skills.

Personality questions were based on the DISC (Dominant, Influence, Steadiness, Conscientiousness) assessment as it is commonly used in hiring processes.

Results

- Consc. had the highest accuracy before training and Influ. after
- Dom. had the highest confidence before and after training
- User accuracy and confidence increased after the training
- Preliminary results point towards the effectiveness of the KnowBe4 training
- Data collection and analysis will continue as more participants complete surveys

<table>
<thead>
<tr>
<th>Pre-Test Value</th>
<th>Post-Test Value</th>
<th>Increase</th>
<th>p-value</th>
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<tbody>
<tr>
<td>Accuracy</td>
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<td>67.677%</td>
<td>6.811%</td>
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<tr>
<td>Confidence</td>
<td>3.271</td>
<td>3.641</td>
<td>0.37</td>
</tr>
</tbody>
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