

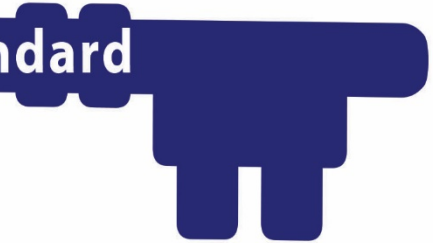


National College Testing Association

NCTA

Setting the Standard

2017 Cincinnati, Ohio



PROGRAM BOOK



Thank You to our Sponsors!

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Agenda-At-A-Glance

Tuesday, September 12

1:00 pm – 7:00 pm Registration

Wednesday, September 13

8:00 am – 5:00 pm Registration
8:00 am – 1:00 pm Sponsor Workshops
1:00 pm – 2:00 pm Concurrent Sessions 1
2:15 pm – 3:15 pm Concurrent Sessions 2
3:15 pm – 3:45 pm Popcorn/Ice Cream Break & Ambassador Connections
3:45 pm – 4:45 pm Concurrent Sessions 3
5:00 pm – 6:00 pm Concurrent Sessions 4
6:00 pm – 7:00 pm President's Volunteer Reception
Dinner Groups: sign up at the hospitality table!

Thursday, September 14

7:30 am – 8:30 am Breakfast
8:00 am – 5:00 pm Registration (closed during lunch)
8:30 am – 9:00 am President's Welcome & Announcements
9:00 am – 10:00 am Keynote Speaker
10:15 am – 11:45 am Concurrent Sessions 5
11:45 am – 1:30 pm Lunch
12:30 am - 1:30 pm NCTA Resource Fair
1:00 pm – 6:30 pm Exhibitors' Fair
1:30 pm – 2:30 pm Concurrent Sessions 6
2:45 pm – 3:45 pm Concurrent Sessions 7
4:00 pm – 5:00 pm Concurrent Sessions 8
5:15 pm – 6:30 pm NCTA Welcome Reception w/Exhibitors
Dinner Groups: sign up at the hospitality table!

Friday, September 15

8:00 am – 5:00 pm Registration (closed during lunch)
8:30 am – 12:00 pm Exhibitors Fair
8:30 am – 9:45 am Breakfast w/ Exhibitors
10:00 am – 11:00 am Concurrent Sessions 9
11:15 am – 12:15 pm Concurrent Sessions 10
12:15 pm – 2:00 pm NCTA Business Meeting & 2018 Conference Promotion Luncheon

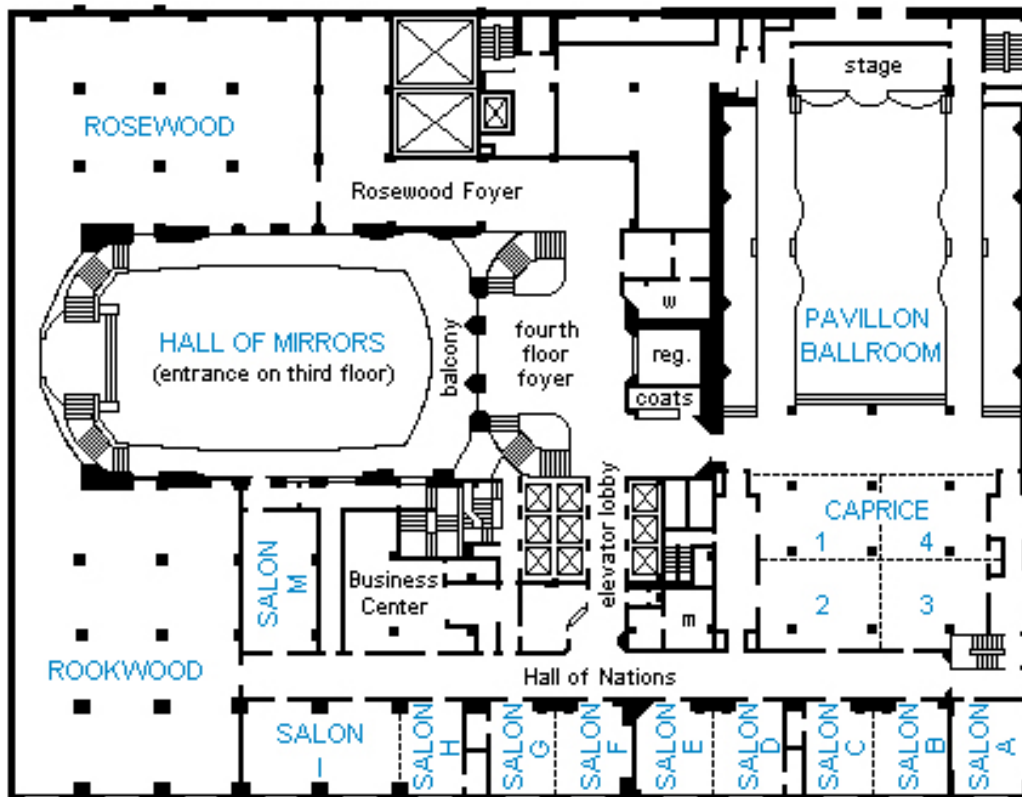
2:15 pm – 3:15 pm Concurrent Sessions 11
3:30 pm – 4:30 pm Concurrent Sessions 12

Saturday, September 16

9:00 am – 5:00 pm Governing Council Meeting (guests welcome)

FLOOR PLAN

HILTON CINCINNATI NETHERLAND PLAZA - FOURTH FLOOR



Continental is on the Mezzanine Level

Rue Reolon is on the Street Level

TUESDAY, SEPTEMBER 12

1:00 PM - 7:00 PM

**ROOM: Pavilion Foyer
Registration**

4:00 PM - 6:00 PM

**ROOM: Salon HI
Ohio College Testing Association Board Meeting**

WEDNESDAY, SEPTEMBER 13

8:00 AM - 5:00 PM

**ROOM: Pavilion Foyer
Registration**

8:30 AM - 9:30 AM

**ROOM: Rosewood
Sponsor Workshop: ETS**

Our workshop is by Invitation Only for our Test Administrators that deliver ETS test in their current testing environment. The information pertains to ETS testing programs, updates, changes and new information. "

**ROOM: Caprice 1234
Sponsor Workshop: SmarterServices
The New & Improved SmarterProctoring**

Sean Doty, Engagement Manager & Jason Fill, CTO/Lead Software Engineer
Out with the old and in with new...don't miss our special session to see the new rebuild and release of the new and improved features in SmarterProctoring. Sean Doty, Engagement Manager and Jason Fill, CTO (product architect), will be highlighting some benefits of our proctoring management system. The new design is user-friendly and intuitive, seamlessly integrates with the LMS, and continues to organize and manage all proctoring tasks viewable on a convenient dashboard.

9:45 AM - 11:15 AM

**ROOM: Rosewood
Sponsor Workshop: RegisterBlast**

RegisterBlast is excited to release our new Accommodations module. This product is designed to be an end-to-end solution for disability services departments to enroll and track students throughout their time at a school. It is fully integrated with our core scheduling functionality. Students' needs for extra time, special equipment or locations, breaks, etc. are accounted for without requiring testing staff to individually interact with the accommodated students. Sign-up instructions: Email dwight@registerblast.com if you plan to attend the workshop.

ROOM: Caprice 1234

Sponsor Workshop: LSAC

What's New in Newtown— Join us for a panel discussion for our LSAT supervisors. We'll be chatting about our research project—the Digital LSAT, the Test Administration Info Center, and recent changes and improvements at LSAC. Please RSVP by sending an email to LCherkassky@LSAC.org.

10:00 AM - 10:30 AM

ROOM: Rookwood

Sponsor Mini-Workshop: McGraw Hill/ALEKS (virtual conference)

Proctoring Best Practices for ALEKS PPL

Presenter: Sam Hussey, Placement Consultant, ALEKS Corporation

ALEKS Corporation, part of McGraw-Hill Education, has a vision for transforming education by providing the most advanced technology and the highest quality content available in the context of compelling educational experiences. At ALEKS Corporation, our mission is to assist educators and learners in dramatically improving learning outcomes through the delivery of artificially intelligent learning and assessment that continually adapts to the unique needs of each student. ALEKS precisely and comprehensively assesses each student's knowledge, and delivers targeted instruction on the individual topics that each student is most ready to learn. ALEKS has been used by millions of students in more than 100 academic subjects ranging from elementary school mathematics to Precalculus at thousands of schools and other educational institutions throughout the world.

10:45 AM - 11:15 AM

ROOM: Rookwood

Sponsor Mini-Workshop: Castle Worldwide (virtual conference)

Jim Wollack and Sonya Sedivy, of the University of Wisconsin, are presenting on Tailwind Placement Exams, which combines over 40 years of placement testing experience from the University of Wisconsin System with the unparalleled test delivery engine and customer service of Castle Worldwide. At Tailwind, our unique combination of applying rigorous psychometrics to exams that are developed for faculty, by faculty allows us to provide campuses with high quality assessments that are valuable to the placement process. With a comprehensive, 3-in-1 mathematics exam, a combined Reading and Writing exam, and exams in three foreign languages, Tailwind Placement Exams offer a complete placement package for colleges and universities. Come learn more about the Tailwind advantage.

11:30 AM - 12:30 PM

ROOM: Rookwood

Sponsor Workshop: Castle Worldwide (virtual conference)

A Behind-the-Scenes Look into the Technology Driving the Testing Industry

This will be a unique opportunity to hear directly from Castle's Chief Technology Officer, Bryan Reel, regarding the existing and future landscape of the technology that facilitates the testing industry. Bryan's experience building highly secure systems with the Department of Defense prior to arriving at Castle 7 years ago has guided his team in their approach to building and enhancing Castle's technology platform. We hope you enjoy this behind-the-scenes look at the test delivery infrastructure within the testing industry and what drives Bryan's team to be a preferred technology partner. Come and learn why Castle's single-platform technology system provides testing organizations with a considerably greater level of reliability and system up-time.

ROOM: Rosewood

Sponsor Workshop: Pearson VUE/Certifport/GED Initiatives Enhancements for Test Administrators

GED Testing Service's commitment to provide a quality testing experience to adult learners is successful because it is aligned with our commitment to partner with test administrators and adult educators. In this session, we will review results from a recent survey by our GED Testing Service Technology Operations Team and as well as key tips for test-taking. In addition we will review changes to our GED Analytics data tool that allows for a wider audience to access this valuable tool as well as our new Class Proficiency Report and a review our GED Manager system. Participants will interact with recently developed tools and resources to support their work to guide the adult learner to a successful outcome and have greater access to aggregate data specific to your program.

11:45 AM - 12:15 PM

ROOM: Caprice1234

Sponsor Workshop: Proctor U

Cheating in the Digital Age: How Higher Education Can Protect Itself from New Forms of Academic Dishonesty

This presentation will examine the what and why of academic dishonesty, technology's role in cheating and prevention, and how to protect institutional integrity.

1:00 PM - 2:00 PM

ROOM: Rookwood

1A. The (Lost) Art of Communication

Presenters: Naora Ben-Dov, Dov Educational Services (CA); Amystique Y. H. Church, Delaware State University (DE)

If people are our greatest resource in business and in work, then communication is our most critical asset---the essential component driving our human needs, wants and demands. As administrators, we coordinate testing activities with proctors who in turn schedule clients seeking credential-based testing opportunities. These same clients engage with teachers, faculty members, and administrators. Add vendors and companies as well as managers, subordinates, and colleagues to the mix and you have a hectic world where upward, downward and lateral exchanges are facilitated at the speed of light.

No matter how distinct or different our roles, communication through social media and emails brings us even closer together. However, at a moment's notice, our utopia could be shattered by vague instructions, an incomplete text or email, an ill-advised response to message transforming our world of efficiency, productivity and mutual respect into a place of hostility, ineffectiveness, and ambiguity. Our capacity to inform, direct, lead and inspire could decline in an instant. People are speaking but are we listening? Are we really communicating?

If it can happen to us, then what about the rest of the world? Join us as we explore the power of engagement as we learn and develop The Art of Communication.

Conference Track: Professional Development

ROOM: Rue Reolon

1B. Newcomer Orientation

Presenter: Tammy Roach, University of Louisville (KY); Jamila Maxie, University of Houston Clear Lake (TX)

Newcomer Orientation welcomes those new to NCTA or the testing community. We will provide knowledge about the organization, as well as, provide an opportunity to meet others within NCTA and ways to become connected.

Conference Track: Orientation

ROOM: Rosewood

1C. E-books, E-notes, E-frustration for Testing Offices

Presenter: Kimberly Bright, University of Arkansas at Little Rock (AR)

More and more of our testers have grown up in a world of nothing but e-books. They use them for notes, study, etc. If a professor allows books and notes for testing, how do we accommodate this with our restrictions on what materials can be taken into the testing lab? This presentation was prompted by an email I sent out a few days ago and this topic was suggested for the upcoming conference. It is meant to be a springboard for discussion.

Conference Track: Test Security

ROOM: Salon HI

1D. Credit Where Credit is Due: How CLEP and Prior Learning Increase Student Success

Presenter: Kent Seaver, North Lake College (TX)

This presentation will encourage audience participation by examining data compiled from North Lake College's (NLC) Prior Learning (PLA) study. That data will consist of the numbers of PLA students that were part of the study, their overall scores, as well as a GPA comparison between them and other students. A compare/contrast style of delivery will be used to show how various student cohort use PLA exams (including CLEP) to achieve college credit during and before enrollment. This success creates a stronger sense of individual success, and this success leads to higher retention rates and overall persistence in the college.

For first generation students, students from the military, homeschooled students, as well as students who have the aptitude for prior learning, CLEP and other Credit By Exam mechanisms are advantageous for both two and four year colleges. CLEP candidates on average earn a half grade point higher in the subsequent course than do non-PLA students. By accurately placing prepared and motivated students, prior learning creates a more dynamic classroom experience and increases retention. On top of that, PLA makes it easier for students to afford tuition and fees.

From a pedagogical perspective, various writings dealing with prior learning have focused on "baskets" of knowledge that students bring to college. What is in one student's "basket" can be different from another student. The contents of the basket will influence what will engage the student, as well as how the student approaches their academic career. From a cognitive standpoint, when artifacts such as CLEP, and other prior learning tools are introduced, it is important to know "What is this and why is it important to us?" Every student who engages in these assessments accesses prior knowledge regardless of skill level, and the same can be said for the audience viewing this presentation. While there will be slides with information, that information can be decimated to create individual models of prior learning aimed at student and institutional success.

Conference Track: Prior Learning Assessment

ROOM: Caprice1234

1E. Improving and Streamlining Proctor Training Through National Proctor Certification
Presenters: Jim Wollack, University of Wisconsin-Madison (WI); Rachel Hample, Temple University (PA); Jarret Dyer, College of DuPage (IL)

Thoroughly trained proctors are critical to maintaining test standardization and protecting exam security. Currently, every testing program develops its own training and proctors are required to separately become certified for each unique test they administer. While it is necessary for proctors to gain familiarity with certain aspects of each program prior to administering the test, many of the core elements and underlying principles are identical across programs. However, because programs currently have no way of ensuring that proctors possess the requisite knowledge, they have no choice but to develop their own extensive training materials, and proctors have no choice but to undergo lengthy certification and re-certification processes for each program.

NCTA has recently begun working on a proctor certification process that aims to ensure that certified individuals are well versed in industry best practices for test administration, test security principles and strategies, and approaches to best manage the nuances of interpersonal dynamics in highly stressful testing environments. Come learn about the value of certification (to proctors, test centers, and testing programs) and NCTA's vision for how test certification might help shape the testing landscape. We will discuss our work to date on this project, including what a certified proctor might be expected to know, and discuss next steps. We will also recap what we learned from others in the industry during our presentation (in early September) at the Conference on Test Security. We will conclude with an open forum for participants to ask questions and share their thoughts about the concept of proctor certification, how to get involved in the project, and how to best build support within the testing industry.

Conference Track: Proctoring

2:15 PM - 3:15 PM

ROOM: Rookwood

2A. Testing Centers and OCR: Gaining a Better Understanding of the Issues in Providing Testing Accommodations

Presenters: Tim O'Connor, University of Wisconsin-Madison (WI); David Espinoza, University of Oregon (OR); Katie Shifflett, The Community College of Baltimore County (MD)

Many NCTA testing centers have become part of the support network on their campuses for students with disabilities. The provision of non-standard testing accommodations through our testing centers requires testing professionals to provide access and facilities that respond to a range of circumstances. Training for testing professionals in this area can be spotty or inconsistent. Using scenarios derived from complaint resolutions issued by the Office of Civil Rights (OCR) this session will present examples that highlight issues relevant to testing centers and their staffs. The session will attempt to provide participants with a better sense of the types of complaints that have resulted in an OCR investigation and how OCR frames the issues. The intent of the session is to be interactive. The presenters will offer participants an opportunity to gain insight into how to improve their professional practice, how to better communicate with students and disability services professionals on their campus, and gain a better understanding of the types of issues students raise.

Conference Track: Accessibility in Testing

ROOM: Rosewood

2B. What Do We Really Know About Cheating?

Presenters: Rachel Schoenig, Cornerstone Strategies, LLC; Camille Thompson, ACT

Surveys and cheating studies are helping us better understand cheaters, the impact of cheating on others, and how we can better address it. The Workforce Skills Division recently conducted a survey of employers, employees, credential issuers and test publishers concerning cheating and credential authentication. Join presenters to review survey results as well as other studies that help us better understand the cheating landscape. What do employers and employees really think about security? How important is it to them? What do they think are the negative consequences of cheating and forged credentials? How good are credential issuers and test publishers at predicting the perspectives of employer and employees? What can we do with the information we learn to better address cheating? With survey data from individuals across the globe and studies across the testing spectrum, the answers to these questions may just surprise you!

Conference Track: Test Security

ROOM: Continental

2C. Using Student Workers in Your Testing Center

Presenters: Chris Dayley, Utah State University (UT), Tabatha Phillips, Western Kentucky University (KY), Ryan Messenger, Monroe Community College (NY), Sara Rieder Bennett, University of Akron (OH), Eric Jensen, Utah State University (UT)

Frequently our testing centers get busy and staff can feel stretched too thin. Meager testing center budgets often do not allow for the hiring of a new staff member when the need arises. Student workers can be a great way to boost your testing center staff inexpensively and effectively. This presentation will be a panel discussion including testing center professionals from four different institutions, with varying operations, discussing the ways in which they have utilized student workers to run some of the basic functions of the testing center. The panel members reflect a wide variety of ways in which student workers can be used ranging from a very limited capacity all the way up to student workers performing most of the tasks of a professional proctor. The panel will also discuss the benefits and disadvantages of hiring student employees along with how to keep exam information secure and maintain a professional environment. Those who attend this session will come away with ideas about how to use student workers in their offices to alleviate some of the burdens of staffing a testing center.

Conference Track: Test Center Management and Staff Training

ROOM: Salon FG

2D. HiSET Test Administration Best Practices

Presenters: Jonna McDonough, Educational Testing Service (ETS), Sally Carter, Southeast Missouri State University (MO)

The HiSET exam is an affordable, more accessible high school equivalency test. Now the fastest-growing exam on the market, it has been adopted in over 27 states and territories. This session will provide a program overview as well as some of the best practices for HiSET test administration. Presenters will highlight the advantages of computer-based testing and discuss the ease of converting from paper-based to computer-based testing. Participants will also learn about the HiSET informational website, free instructional materials and have an opportunity to speak with ETS Directors working on HiSET.

Conference Track: High School Equivalency Testing

ROOM: Salon DE

2E. Scheduling Exams Shouldn't Be So Hard! Learn How RegisterBlast Can Solve Your Scheduling Wows!

Presenters: Marc Webb, Broward College (FL); Dwight Pittman, RegisterBlast

Have you heard from your NCTA colleagues about their online appointment system and need to know what questions to ask to make a choice for your institution? Are you struggling to keep up with the myriad of testing related responsibilities that your institution continues to heap on? Do you need help making the most of your limited staffing? Do you want your test candidates to have the ability to pay online before taking their test? Or are you simply looking for an organized way to track your testing business?

If you answered yes to any of these, this session will show you how RegisterBlast is being used at various institutions including Miami Dade College to deal with these very issues. You will learn about real scenarios and solutions that can help you to make the best decision for your institution. You will also learn about the latest enhancement to RegisterBlast as well as what is on the horizon. This session is designed for the novice and seasoned testing professionals alike who have an interest in online appointment Systems for testing.

Conference Track: Testing Technology

3:15 PM - 3:45 PM

ROOM: Pavilion

Popcorn and Ice Cream Break

ROOM: Rosewood

Ambassador's Meet and Greet

3:45 PM - 4:45 PM

ROOM: Rookwood

3A. A Crash Course in Cheating on Tests

Presenters: Jim Wollack, University of Wisconsin-Madison (WI); Rachel Schoenig, Cornerstone Strategies, LLC

Cheating is a problem that has plagued the testing industry for centuries. Test administrators are all too familiar with the ways examinees cheat and strategies to prevent and detect cheating on exam day; however, efforts to combat cheating extend well beyond the day of the exam.

This session gives a comprehensive overview of cheating, including describing the context for cheating, examining a variety of strategies to prevent, deter, and impede cheating (during test administration and beyond), discussing numerous statistical and non-statistical approaches to detect cheating, and deciding how to address cheating, including investigating and determining consequences.

Conference Track: Test Security

ROOM: Salon FG

3B. Master Your Branching Profiles

Presenters: Gini Beran, The College Board; Susan Schmitz, Hennepin Technical College (MN)

Crafting efficient Branching Profiles is an art, and, when mastered, can reduce the over testing of your students and improve your bottom line financially. The ACCUPLACER platform allows for robust customization based on your institution's needs. This session will begin with the basics of branching profile set up to include the use of test settings, background questions, test scores and the use of different tests. A current testing director and Post-Secondary counselor will focus on placement testing and branching profiles for student success.

Conference Track: Placement Testing

ROOM: Rosewood

3C. The Next Phase of Higher Education Assessment

Presenter: Seth Deming, Brigham Young University (ID)

The current method of assessment in Higher Education has been relatively unchanged for hundreds of years, though the minds today are far different than they used to be. Why do we then make the assumption that we can assess the same way as we used to and the results be reliable? We will review empirical evidence that suggests there is a better way to gauge the competencies of our students, help them to learn more effectively, have greater learning gains and retention as well as the challenges in changing such a deeply rooted exam centric culture within Higher Education.

Conference Track: Assessment Design and Psychometrics

ROOM: Salon HI

3D. Selecting An Affordable and Accessible Online Proctoring Solution

Presenters: Paula Doughman, University of Cincinnati (OH); Paul Foster, University of Cincinnati (OH); Dave Rathbun, University of Cincinnati (OH)

Come join as a cross-divisional team from the University of Cincinnati (UC) presents an overview of their selection process for a single online proctoring service (Examity) that supports all fully online programs at the institution. Approximately 5,700 students at UC are enrolled in a fully online program. Members of UC's Testing Services, Center for Excellence in eLearning, and Accessibility program partnered with faculty to evaluate the leading test integrity solutions in the marketplace. This robust evaluation considered data security, accessibility, funding, faculty and student training, etc. During this session, we will share an overview of the process, selection criteria, solutions explored, and lessons learned.

Conference Track: Proctoring

ROOM: Salon DE

3E. POD 1: E-Books

POD's are a format designed to foster collaboration and networking opportunities around a central theme of interest to NCTA members. Please come and join your NCTA colleagues in an open conversation and information sharing session about the designated topic.

5:00 PM - 6:00 PM

ROOM: Rookwood

4A. Developing your Test Center Business Plan

Presenter: Rachel Hample, Temple University (PA); John Starr, Temple University (PA)

Temple University's testing unit created a business plan outlining the development of their test center. Since completing the plan, the test center has seen tremendous growth and interest in testing services, and has accomplished many of the goals outlined in the plan, including increasing testing services and revenue as well as developing collaborative relationships with other departments at the University. Drawing upon Temple University's successful implementation of their test center business plan, this workshop-style session will discuss the uses of a business plan, how developing one can benefit your test center, and walk you through the steps to creating your own!

Conference Track: Test Center Management and Staff Training

ROOM: Salon FG

4B. What Do You Mean I Am Not College Ready?

Presenters: Sue Schmitz, Hennepin Technical College (MN); Kathie Montognese, The College Board

Since the 2006 reauthorization of the Perkin's act, the academic demands in technical education have become a new and often overlooked challenge. This session will focus on the evolution of CTE and the integration of academic content and its effect on initial student placement into CTE programs of study. We will discuss initial course placement challenges and how to address the negative 'not ready' message students may receive after placement testing by adopting a supportive advising model. Specific strategies for developing a placement program designed to meet the academic and technical demands of CTE will be discussed. Participants will leave understanding the importance of a quality placement program, positive advising model, and tools to evaluate their institution's program.

Conference Track: Placement Testing

ROOM: Salon HI

4C. Making Testing Services a Priority on Your Campus

Presenter: Arrayon Farlough, Pulaski Technical College (AR)

Do you feel as if the testing center is the forgotten student service on your campus? How can you stand out, be heard, and get funding?! This session will provide best practices in Testing to garner the positive attention of your administration and hopefully assist your staff and testing center to become one of the "go to" places for information on your campus.

Conference Track: Prior Learning Assessment

6:00 PM 7:00 PM

ROOM: Pavilion

President's Volunteer Reception (Invitation Only)

THURSDAY, SEPT 14

8:00 AM - 5:00 PM

ROOM: Pavilion Foyer

Registration (closed during lunch)

7:30 AM - 8:30 AM

**ROOM: Pavilion/Caprice
Breakfast**

8:30 AM - 9:00 AM

**ROOM: Pavilion/Caprice
President's Welcome**

9:00 AM - 10:00 AM

ROOM: Pavilion/Caprice

Keynote Presentation: Meghan Grace, *Generation Z Goes to College*

In our classrooms and testing centers, Generation Z students have replaced Millennials on college campuses. Far more than just hyper-versions of their Millennial predecessors, this new generation will bring a new set of characteristics, perspectives, motivations, and concerns with them as they enter and navigate college. The way we work with Generation Z students must be reflective of their unique generational identity. This session breaks down what we know about Generation Z and presents considerations to develop strategies to best work with Generation Z students on the college campus.

10:15 AM - 11:45 AM

ROOM: Rookwood

5A. Five Things You Need to Know About Placement Testing

Presenters: Sonya Sedivy, University of Wisconsin-Madison (WI); Jim Wollack, University of Wisconsin-Madison (WI)

Have you ever had questions about placement testing, but were unsure whom to ask? Have your colleagues come to you with questions such as:

- What should our placement testing retest policy be?
- How should we set cutscores for placement?
- Why doesn't this English placement test have a writing component?

If so, then join us for a session focused on increasing the general understanding about a range of topics that are critical to the world of placement testing, including validity, subscores, retesting, proctoring, standardized writing tests, cutscores, and fairness. Offered as a series of "Top 5" lists, the presenters will discuss their top five things you need to know about placement testing as it relates to each of these overarching topics. Emphasis will be placed upon why the top five things are important and how they may manifest within an actual placement testing program. Come get answers to these questions and more!

10:15 AM - 11:45 AM

ROOM: Salon HI

5B. Generation Z Town Hall: Continuing the Conversation with Our Keynote Speaker

Presenter: Meghan Grace

ROOM: Rue Reolon

5C. Setting the Standards of Professional Development with the Help of an NCTA Grant

Presenters: Wendy Shirey, Bellevue University (NE); Erik Arroyo, University of Pittsburg (PA); Lea Brown, Florida Gulf Coast University (FL); Gail Faith, University of Louisville (KY); Kim McCrackin, Oklahoma State University-Tulsa (OK); Bill Thelen, Central Washington University (WA)

Applying for an NCTA Grant to help you set the standard of professional development within your Test Center or organization? We will take you through the Grant Application process, give you examples of applications that have been accepted and rejected...and clarify the reasons for each. If you have a special project and want to know if it fits the standards, we urge you to come by to listen, learn, and ask questions. Then you will be able to set the standard with the help of an approval-ready NCTA Grant application.

Conference Track: Certification, Grants, and Standards

ROOM: Rosewood

5D. On-Boarding & Beyond: Creating Testing Professionals through Training and Engagement

Presenters: Jason Woltja, Columbus State Community College (OH); Maurice Anderson, Columbus State Community College (OH)

Training shouldn't end after the on-boarding process. Your training plan is a critical piece of the NCTA Test Center Certification process, and for a good reason. Setting the standards early and enforcing integrity in your new hires is important. This session will review the planning, implementation, documentation and follow-up steps for training as required for certification, but then we will take it the next level. Learn how we can transform an individual from "just employees" to "testing professionals." Come and discover how to engage and support your staff so that they grow into more professional, courteous and knowledgeable testing team members.

ROOM: Continental

Sponsor Workshop: The College Board

Ready, Set, Go: Planning a Successful Transition to Next-Generation ACCUPLACER

Successful transition is 99% preparation and planning. Plan your next-generation transition: define stakeholders, responsibilities, resources, constraints and assumptions affecting your institution. Information will include system-wide and individual institution implementations. This session will help you define stakeholders, responsibilities and resources available to the project, constraints and assumptions affecting the project with in your system or at your institution.

11:45 AM 1:30 PM

ROOM: Pavilion/Caprice

Luncheon

12:30 PM - 1:30 PM

**ROOM: Upper Balcony Hall of Mirrors
Resource Fair**

1:00 PM - 6:30 PM

**ROOM: Hall of Mirrors
Exhibitors' Fair**

1:30 PM - 2:30 PM

ROOM: Rookwood

6A. Learning Through Crisis: One School's Crisis Response and Lessons Learned

Presenters: Cindy Davis, Ohio State University (OH); Mike Stumpf, Ohio State University (OH)

In November 2016, an active aggressor attack occurred at The Ohio State University which led to the immediate evacuation of the testing center and a lock-down of the campus. This presentation will focus on our responses to the events of the day. We will cover both what we did, as well as what we should have done. The lessons learned have resulted in new and improved measures for disaster preparedness that will apply to your campus and testing center as well.

Conference Track: Test Center Management and Staff Training

ROOM: Rosewood

6B. Statistical Detection of Cheating: Where Do I Start?

Presenter: Chad Kinart, Assessment Systems

How can statistical detection of test fraud be better directed? This presentation will begin by outlining various types of analysis into a functional framework. We will then provide some real examples by applying these to real data sets.

In the first section, we will start by identifying the common hypotheses to be tested, including: examinee copying, brain dump makers, brain dump takers, proctor/teacher involvement, low motivation, and compromised locations. Next, we will match up the analyses to the hypotheses. This will assist in explaining how collusion indices are designed to shine a light on cheating. We will also provide deeper explanations on the specific analyses.

In the second section, we will apply this framework to the analysis of real data sets. This will show how the framework can be useful in directing data forensics work rather than aimlessly poking around. It will also demonstrate usage of the statistical analyses, facilitating learning of the approaches as well as driving discussions of practical issues faced by attendees.

Conference Track: Test Security

ROOM: Salon HI

6C. Innovative Practices in Marketing CLEP and Other PLA Options

Presenters: Marc Webb, Broward College (FL); Silvio Rodriguez, Miami Dade College (FL)

With the continuous changes in education and institutions, it is important to assure that frontline faculty and staff are aware of prior learning assessment (PLA) options to properly advise students. This requires a streamlined and consistent process to disseminate comprehensive information informing faculty, staff, and students of the various PLA options. At Miami Dade College, the Testing and Assessment Services Area has implemented numerous CLEP

initiatives including an innovative marketing plan to help improve overall student retention and completion. This session will discuss the various methods and strategies employed by a large state college to market CLEP and other PLA options.

Conference Track: Prior Learning Assessment

ROOM: Salon FG

6D. Connecting the Dots: Improving the GED® Test-taker Experience

Presenters: Scott Salesses, GED® Testing Service; Debi Faucette, GED® Testing Service

GED® Test Administrators share the culminating activity of the test-takers' journey to success through the delivery of the GED® Test. This session will provide an update of the national data, student outcomes, and crucial feedback from GED® Test Administrators and adult educators that drive the decisions to develop new programs that enhance the student journey and provide valuable tools to administrators and educators. The programs and tools we will focus on in this session are our new GEDPrep Connect™ tool, our employer partnership called GEDWorks® and our career navigation tool PathSource. These innovative programs help connect the dots for a successful test-taker experience from inquiring, to preparing, and successfully passing the GED® test.

Conference Track: High School Equivalency Testing

ROOM: Salon DE

6D. POD 2 Campus Security

Campus Safety-Active Shooter Emergency Training

POD's are a format designed to foster collaboration and networking opportunities around a central theme of interest to NCTA members. Please come and join your NCTA colleagues in an open conversation and information sharing session about the designated topic.

2:45 PM - 3:45 PM

ROOM: Rookwood

7A. Sticky, Stinky Situations

Presenters: Rachel Schoenig, Cornerstone Strategies, LLC; Faisel Alam, Law School Admissions Council; Ray Nicosia, ETS; Camille Thompson, ACT

Sometimes standardized testing is anything but standard. Situations arise that require proctors to be prepared to address a whole host of unusual or disruptive behavior. What if candidates want to bring guns in the testing room, an examinee has strong body odor, or test takers are sampling illegal drugs? What do you do with disruptive cheaters, angry parents, inappropriate clothing, and unusual exemption requests? How do testing organizations seek to address these issues and how can testing professionals bEST prepare their staff to handle these anything-but-standard situations? Join us for a candid and informative discussion on sticky, stinky situations!

Conference Track: Test Security

ROOM: Rosewood

7B. Session on Campus Security (University of Cincinnati Police Department)

Join us for a modified version of the University of Cincinnati's active shooter training, "Run, Hide, Fight! Lt. Hoffman, from the University of Cincinnati Police Department will present a modified version of UC's "Run, Hide, Fight!" training that can be adapted for your campus and testing center. This training will include practical information on handling emergency situations including active shooters, de-escalation strategies, and mindsets/philosophies on self-defense.

4:00 PM - 5:00 PM

ROOM: Rookwood

8A. Remote Proctoring: Methods, Challenges, and Partnership Opportunities

Presenter: Rory McCorkle, PSI

While a number of presentations have been given on remote proctoring, few have covered the breadth of options that exist in the remote proctoring market, while also noting which present opportunities or challenges for independent test centers. This presentation will discuss the various remote proctoring methodologies that exist, and their strengths and weakness in security and the candidate experience. In addition, the presenter will discuss how colleges and universities can leverage these methods, and how they either present challenges to or create potential partnerships between remote proctoring vendors and test center organizations. Examples of these partnerships will be provided as well. The goal of the presentation is to increase awareness as the world of remote proctoring has evolved, while having an open discussion about the concerns this can create for college/university test centers.

Conference Track: Proctoring

ROOM: Salon HI

8B. If You Tweet It, They Will Come!

Presenters: Sharon Broere, North Carolina State University (NC); Whitney Hicks, North Carolina State University (NC); Kara Marschalk, North Carolina State University (NC)

Word of mouth is no longer a sufficient way to let people know where you stand. Millions rely on social media and other electronic communication means to reach the public. This session will explore how DELTA Testing Services at NC State University is taking on the task of communicating with this new generation of social media experts while simultaneously maintaining a grassroots footing. We will also discuss resources that we found effective in reaching all of our customers with helpful hints, policy updates and marketing materials. By the end of the session, participants will feel that they can replicate our success and avoid our pitfalls in their own testing centers.

Conference Track: Test Center Management and Staff Training

ROOM: Salon FG

8C. E-Accessibility Basics: Creating a Universal, Accessible Online Testing Environment

Presenters: Heidi Pettyjohn, University of Cincinnati (OH); Paula Doughman, University of Cincinnati (OH); Paul Foster, University of Cincinnati (OH)

In recent years, post-secondary institutions across the country were contacted by the Office of Civil Rights about the accessibility of their online environments for persons with disabilities. Learn how the University of Cincinnati has committed to "eAccessibility" by creating a cross-functional team of more than 70 faculty and staff dedicated to the creation and sustainment of an accessible, inclusive university online environment, and hear how those changes impact the work of delivering tests both in a test center environment, and through online proctoring.

Conference Track: Accessibility in Testing

ROOM: Rosewood

8D. Emotional Intelligence and the Workplace

Presenters: Aaron Krassner, Bucks County Community College (PA); Traci Taylor, Temple University (PA)

Have you ever had to work with someone that is very experienced, highly intelligent, has a terrific analytical mind and great ideas, but is still difficult to get along with? How about the test candidate with high anxiety who does not wish to follow policy or has decided that it is your

Proctors fault their ID has expired? While many people have advanced degrees and high levels of academic intelligence, some struggle with the concept of emotional intelligence.

Emotional intelligence has to do with a person's ability to recognize, understand, and manage his or her own emotions and the emotions of others. Emotions can help us solve problems and guide our relationships, both at work and in life! If you want to increase your odds for success at work and in life, you do not want to miss this session!

Conference Track: Professional Development

ROOM: Continental

Sponsor Workshop: Prometric

5:15 PM - 6:30 PM

ROOM: Hall of Mirrors

NCTA Welcome Reception w/Exhibitors

FRIDAY, SEPTEMBER 15

8:00 AM - 5:00 PM

ROOM: Pavilion Foyer

Registration (closed during lunch)

8:30 AM - 9:45 AM

ROOM: Hall of Mirrors

Breakfast with Exhibitors Hall of Mirrors

8:30 AM - 12:00 PM

ROOM: Hall of Mirrors

Exhibitors Fair

10:00 AM - 11:00 AM

ROOM: Salon DE

9A. Using the Credentialing Security Framework

***Presenters:* Rachel Schoenig, Cornerstone Strategies, LLC; Jarret Dyer, College of DuPage (IL)**

If you deliver credentialing exams, this presentation is for you! The Security and Privacy Committee for ATP's Workforce Skills Division recently proposed a Credentialing Security Framework to help provide greater information to all stakeholders in the credentialing space. With the rapid growth of the credentialing market – by some estimates more than 800% since 1960 – credential earners and users are losing trust in workforce credentials. But credentials have a great deal to offer individuals, employers, and our communities, and can be an important part of economic growth. The Credentialing Security Framework is one of several efforts intended to bring more transparency to assessment-based credentials and help restore trust in workforce credentials. Be prepared for discussions with your colleagues and test takers! Join

the presenters to discuss the Framework and how it can be used to increase the awareness of test security within NCTA and across the testing ecosystem.

Conference Track: Test Security

ROOM: Salon HI

9B. 5 Reasons to Certify Your Test Center Personnel

Presenters: Silvio Rodriguez, Miami Dade College (FL); Marc Webb, Miami Dade College (FL); Pam Kirby, McCann Testing

This interactive, round-table discussion explores the benefits of certifying your test center personnel. Presenters will share with the group the evolution of the Florida developed TAPC program, "Testing and Assessment Personnel Certification", the implementation road map, and the benefits of credentialing your test center personnel. Learn, engage, and explore:

1. TAPC: The evolution from concept to reality.
2. Benefits: Are your test center personnel proficient in areas such as FERPA compliance, Ethics, Security, State Policies and Procedures, Proctoring Protocols, Customer Service, Technology and Office Skills? What other benefits are inherent with TAPC?
3. Road map: TAPC Levels, from the basics through to the experts. Hear about the program vision and the importance of various levels of certification.
4. Delivery and Credentialing: Easy to use tools to deliver the TAPC program online and certify staff immediately.

Join us for what we promise to be a fun-filled, informative session centered on the importance of certifying test center personal.

Conference Track: Test Center Management and Staff Training

ROOM: Rosewood

9C. Setting High Standards for Test Center Certification!

Presenters: Michelle Teasley-Parks, Columbus State Community College (OH)

As we are celebrating 10 years of Test Center Certification we are also streamlining our processes. Starting this next year many schools will be recertifying along with new schools seeking certification. Let us share our knowledge in helping you to set high standards for your center. Join us in this session as we showcase several components for test center certification: the actual certification process updates, material creation and enhancement suggestions, discussions for those who are thinking about certifying, centers that will be coming up for recertification and for those who just want to know more about becoming a certified test center.

Just want to be in the know about center certification or your school is approaching recertification, come learn first-hand how to submit the best test center certification application!

Conference Track: Certification, Grants, and Standards

ROOM: Rue Reolon

9D. Using Graduate Assistants as Test Proctors

Presenters: Pranab Kaushik, McNeese State University (LA); Andrea Burton, McNeese State University (LA)

Using graduate students as proctors has big advantages but also can cause big complications. Students benefit from reduced tuition and waived fees. The university testing office benefits from cheap, abundant labor. The real challenges are the constant turnover and restrictions of student working hours. McNeese State University has developed a program to screen, select, and train Graduate Assistants to transform them into an elite team with one of the most sought after Graduate Assistant positions on campus. This session will explore the process from advertising to exit interviews, and all the training and staff development in between. Samples of

job advertisements, training manuals, staff development activities, and shift schedules will be provided.

Conference Track: Proctoring

ROOM: Rookwood

9E. Leadership: The (sometimes) Overlooked Job Requirement

Presenter: Tremain Williams, Texas A&M University - San Antonio (TX)

If we are tasked with supervising any type of employees, we have the power and duty of leadership. There are multiple type of leadership styles; each has been proven to be more effective than other in particular arenas. Contrary to the we follow instructions that we follow when proctoring exams, there are exceptions to this rules.

In what way do you lead? How is it working for you and your team? During this session, participants will learn about some of the many types of leadership styles. This workshop style session will allow the participants to learn what leadership style may suit them best based on both their personality and office environment.

Conference Track: Professional Development

11:15 AM - 12:15 PM

ROOM: Rosewood

10A. How Student Beliefs and Test Settings Impact Decisions to Cheat

Presenters: Jarret Dyer, College of DuPage (IL); Steve Saladin, University of Idaho (ID); Heidi Pettyjohn, University of Cincinnati (OH)

Many testing professionals are finding themselves in the middle of a debate on college campuses regarding the security of take home tests, both for placement purposes and in the classroom. At NCTA 2016 in Seattle, the presenters shared preliminary findings to a nationwide study comparing student beliefs and behaviors of academic dishonesty. This presentation will continue the conversation and present the full findings of the study, as well as discuss future research and possible implications of the findings on college campuses.

Conference Track: Test Security

ROOM: Rookwood

10B. Interdepartmental Testing Collaboration

Presenter: Mark Ross, College of Central Florida (FL)

This presentation will be a skeletal guide to bringing the different departments of testing together - (Access Services, Testing, Counseling, E-Learning, Career) the blueprint is just a model that can be used at any institution. The need for testing and the methods of delivering testing services has expanded and changed dramatically during the past few years to help meet the needs of students in traditional classroom settings, e-learners, students with special needs, and students seeking industry specific certifications. Consequently, many educational institutions are re-evaluating their delivery systems and seeking ways of bringing together institutional departments who have not historically worked together in the past, but now see a need to collaborate because of expanding testing demands and the possible financial resources it may create. This presentation will provide operational guidelines on how to bring this about in your institution regardless of your respective organizational structure.

Conference Track: Test Center Management and Staff Training

ROOM: Salon HI

10C. Improving Accessibility for Students in Your Test Center

Presenters: Elizabeth Wulbrecht, Anne Arundel Community College (MD); David Ehrenrieck, Anne Arundel Community College (MD)

In this session, we will discuss several changes we have made in our testing center to improve accessibility for students. This includes partnering with RegisterBlast, upgrading ADA hardware, and software. We have partnered with RegisterBlast to build a scheduling system that allows our students to schedule for exams that require accommodations. With concerns for students that may have difficulty in mobility, transportation, and privacy we see this as an important service. We will discuss the process in building our system, implementation, and new procedures for students and staff. In addition to scheduling, our students are now able to take advantage of several ADA hardware and software upgrades we have implemented. Such as, tablets, text-to-speech software and much more. In our demonstration, we will show how we use these upgrades to help students.

ROOM: Salon FG

10D. How to Get Published in the Journal of the NCTA: Tips from the Editor, a Reviewer and an Author

Presenters: Cindy James, Thompson Rivers University (CAN); Jim Wollack, University of Wisconsin-Madison (WI); Sara Rieder Bennett, The University of Akron (OH)

The Journal of the National College Testing Association (JNCTA) is a professional, peer-reviewed publication which focuses on the trends, practices, research, programs, policies, and activities related to examination development and administration. In this session, the editor, a reviewer and an author will share their advice on how to prepare, submit, revise and publish a manuscript in the JNCTA. Participants will be given an insider's view of the publishing process from start to finish, including discussions about selecting pertinent topics, following the submission guidelines in order to avoid errors that make the submission process more complicated (or annoying), and responding appropriately to editorial feedback. Presenters will also discuss ways to become involved with JNCTA as reviewers of incoming manuscripts. The session will include ample time for presenters to respond to questions from participants.

Conference Track: Professional Development

12:15 PM - 2:15 PM

ROOM: Pavilion/Caprice

NCTA Business Meeting & Conference Promotion Luncheon

2:15 PM - 3:15 PM

ROOM: Salon HI

11A. Are You Ready to Move Your Center - Now!?

Presenter: Bill Thelen, Central Washington University (WA)

You've been requesting new space for years, but are you truly ready when your school offers you new space? Drawing on the experience of Central Washington University, we'll explore the positives and negatives of a last minute move to a space that is not quite perfect. We'll discuss planning, renovation, working with testing vendors and how to get non-testing people to understand your needs and requirements.

Conference Track: Test Center Management and Staff Training

ROOM: Rosewood

11B. Multiple Measures - Steps and Missteps

Presenter: Kristen Vickery, Anne Arundel Community College (MD)

With single tool placement decisions being called into question, this presentation provides insight into the process of developing multiple measures within a single institution vs. an entire state system. This presentation will cover stakeholders involved, timeline for development, concurrent changes in curriculum and cut scores, integration of the program pathways, partnering with the LEA, triumphs and missteps. There will be helpful information for any testing office whose institution is engaging, or considering, this work.

Conference Track: Placement Testing

ROOM: Rookwood

11C. Going the Distance

Presenters: Tabatha Phillips, Western Kentucky University (KY); William Anthony Elliott, Western Kentucky University (KY); April Imhoff, Southern Illinois University Carbondale; (IL) Chris Dayley, Utah State University (UT)

Due to the rapid growth of Distance Learning programs and its popularity among higher education students, an organized solution for distance learning exams is paramount. Coordination of these exams requires careful organization and time management. The purpose of this presentation will be to showcase three Distance Learning testing operations and their varied solutions through a panel discussion. Planned discussion themes include: the importance of communication, the consequences of failed communication, and best practices for creating a seamless testing process. We hope to identify common trouble areas in the coordination of these exams and encourage communication between testing professionals for the purpose of ensuring smooth test delivery and administration. While our intended audience includes test centers that currently provide a piece of the distance learning exam service, we encourage the attendance of anyone who is considering adding these services to their office responsibilities.

Conference Track: Distance Learning

ROOM: Salon FG

11D. Computer-Based Event Testing: Building a New Academic Network of Sites

Presenter: Steve Barkley, Paradigm Testing

Traditional computer lab based test sites meet many academic and commercial testing needs. However, academic institutions have more to offer. This presentation focuses on Computer-based Event Testing using underutilized auditorium and classroom space, mobile devices, on-site proctors and centralized scheduling, to offer a new secure testing solution alternative to traditional brick-and-mortar solution- addressing large volume testing on fixed test dates, while introducing new revenue streams.

Conference Track: Testing Technology

ROOM: Salon DE

11E. POD3 I Wish Someone Had Told Me!

POD's are a format designed to foster collaboration and networking opportunities around a central theme of interest to NCTA members. Please come and join your NCTA colleagues in an open conversation and information sharing session about the designated topic.

3:30 PM - 4:30 PM

ROOM: Rosewood

12A. Performance Testing: Opportunities for Skill Measurement and Test Center Challenges

Presenter: Rory McCorkle, PSI Services

Performance testing is an increasing trend within certification and skills assessment, used to challenge candidates to complete set tasks within a live application. For example, it can be used to demonstrate proficiency in software, hardware, systems, and other digital skills. While this mode of testing provides incredible advantages regarding the confidence in the successful candidate to complete these tasks in a work or educational environment, it also presents challenges in its delivery due to requiring broader web based access and, in some cases, specialized software. This presentation will walk through current trends in performance testing, provide a case study of an assessment being used to assess digital skills in a common office application suite, and discuss the challenges of delivering these examinations in a test center environment. This presentation will also explain some of the technologies being used to set up such skills testing, such as Desktop as a Service and virtual machines, with the result being increased access to performance-based testing and consistent candidate experiences.

Conference Track: Testing Technology

3:30 PM - 4:30 PM

ROOM: Rookwood

12B. ACCUPLACER 101: Eliminating Barriers in Your Placement Program

Presenters: Marc Webb, Broward College (FL); Silvio Rodriguez, Miami Dade College (FL)

Whether you are a new or seasoned ACCUPLACER user, this session will provide you with information and practices used at Miami Dade College and other institutions across the nation. Learn about practical features ACCUPLACER offers that will aid you in meeting the various assessment demands your institution puts on your Testing Center. Whether it is reporting features, group testing, high school outreach or dual enrollment testing, complex branching profiles, multiple measures, diagnostic assessments, local tests, and beyond, it will be discussed in this session. If any of these features are important for you to meet the myriad needs of your center, campus, and/or institution, this session is for you! The presenters will use a live ACCUPLACER site to demonstrate the many features available as well as address questions from the audience to demonstrate functionality. This session will offer practical institution based examples that will help to make your life easier!

Conference Track: Placement Testing

ROOM: Salon FG

12C. Expect the Unexpected: Managing the Unmanageable 2017

Presenter: Rebecca Whitaker, University of Central Missouri (MO); Ashley King, University of Central Missouri (MO)

Insects or pests terrorizing your examinees? Biohazardous waste on your test material? Did someone spill lemonade in the seat? The possibilities are limitless when it comes to unexpected disruptions and irregularities. This workshop will provide you with some necessary tips and tricks to maintain normalcy during chaos. Equipped with preventative methods to induce a cohesive and standardized testing environment, you will leave with confidence and the ability to safeguard test integrity while maintaining your sanity in an otherwise stressful environment. This session addresses helpful guidelines for test day preparation, execution and situational management. Ultimately allowing you to become the superhero of the day - cape not included!

ROOM: Salon DE

12D. Trending Topics in CLEP

Presenters: Rita Garcia, The College Board; Cynthia Takacs, (ETS) Educational Testing Services; Robert Raimond, (ETS) Educational Testing Services

This session will address trending topics in CLEP testing including updates to the Unify platform, improvements to the CLEP website and study resources, a review of how to maintain and update user accounts in eLearning, and an interactive discussion about CLEP's operational processes, technical communications and training materials.

Conference Track: Prior Learning Assessment

ROOM: Continental

Sponsor Workshop: McGraw Hill

Improving Course Success and Retention through Math Placement

Presenters: Sam Hussey, Patti Arneson

A math placement program can have far reaching effects on both students and the institution. Students may be placed in courses for which they may not be prepared, or enroll in courses beneath their ability and delay their time to graduation. Join us as we explore ALEKS Placement, Preparation and Learning (ALEKS PPL). Designed in partnership with institutions across the country, ALEKS PPL is a math placement program that combines an assessment, which places students in the appropriate course from basic math to calculus I, with six months of access to a personalized learning path. Our session will explore the research behind ALEKS, math placement best practices and real results from institutions just like yours. Please register here: <https://goo.gl/forms/m9mfjs0RaiBQe7j2>

SATURDAY, SEPT 16

9:00 AM - 5:00 PM

ROOM: Salon BC

Governing Council Meeting (guests welcome)