



Conference Program

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Agenda At-A-Glance

Tuesday, September 4

1:00 PM - 7:00 PM Registration

Wednesday, September 5

8:00 AM - 5:00 PM Registration
8:00 AM - 1:00 PM Sponsor Workshops
10:00 AM Morning Coffee Break
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/IC Break
3:45 PM - 5:15 PM Concurrent Sessions 3
6:00 PM - 7:00 PM President's Volunteer Reception (by invitation)
Dinner Groups: Sign up at the hospitality table!

THURSDAY, SEPTEMBER 6

8:00 AM - 5:00 PM Registration (closed during lunch)
7:30 AM - 8:30 AM Breakfast
8:30 AM - 9:00 AM President's Welcome
9:00 AM - 10:00 AM Keynote Presentation
10:15 AM - 11:45 AM Concurrent Sessions 4
12:00 PM - 1:30 PM Luncheon
12:30 PM - 1:15 PM Resource Fair
1:00 PM - 6:30 PM Exhibitors' Fair
1:30 PM - 2:30 PM Concurrent Sessions 5
2:45 PM - 3:45 PM Concurrent Sessions 6
4:00 PM - 5:00 PM Concurrent Sessions 7
5:15 PM - 6:30 PM Welcome Reception w/Exhibitors
Dinner Groups: Sign up at the hospitality table!

FRIDAY, SEPTEMBER 7

8:00 AM - 5:00 PM Registration (closed during lunch)
8:30 AM - 9:45 AM Breakfast with Exhibitors
8:30 AM - 12:00 PM Exhibitors Fair
10:00 AM - 11:00 AM Concurrent Sessions 8
11:15 AM - 12:15 PM Concurrent Sessions 9
12:15 PM - 2:00 PM Lunch
2:15 PM - 3:15 PM Concurrent Sessions 10
3:30 PM - 4:30 PM Concurrent Session 11

SATURDAY, SEPTEMBER 8

9:00 AM - 5:00 PM Governing Council Meeting (guests welcome)

Meeting Space Diagram

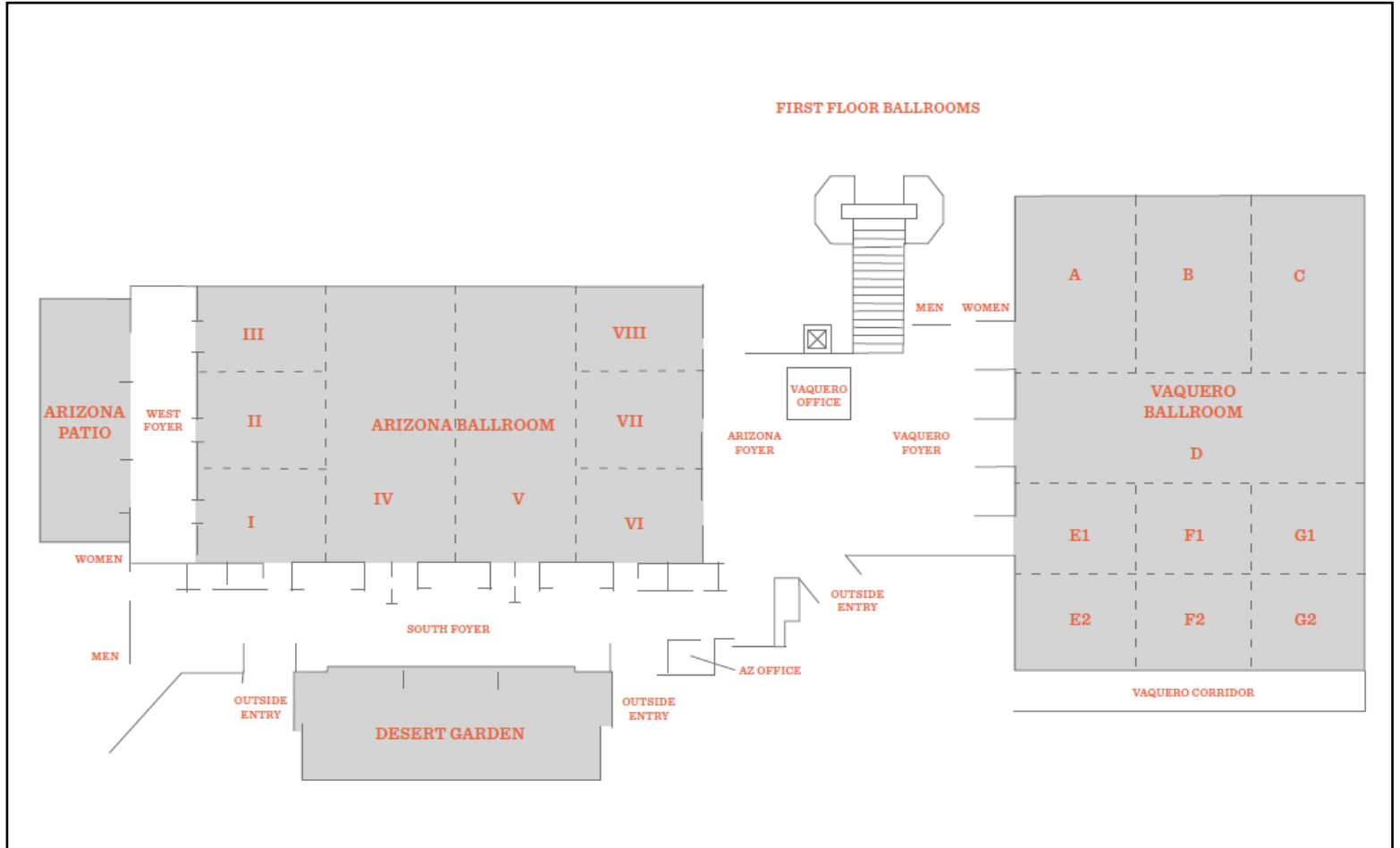
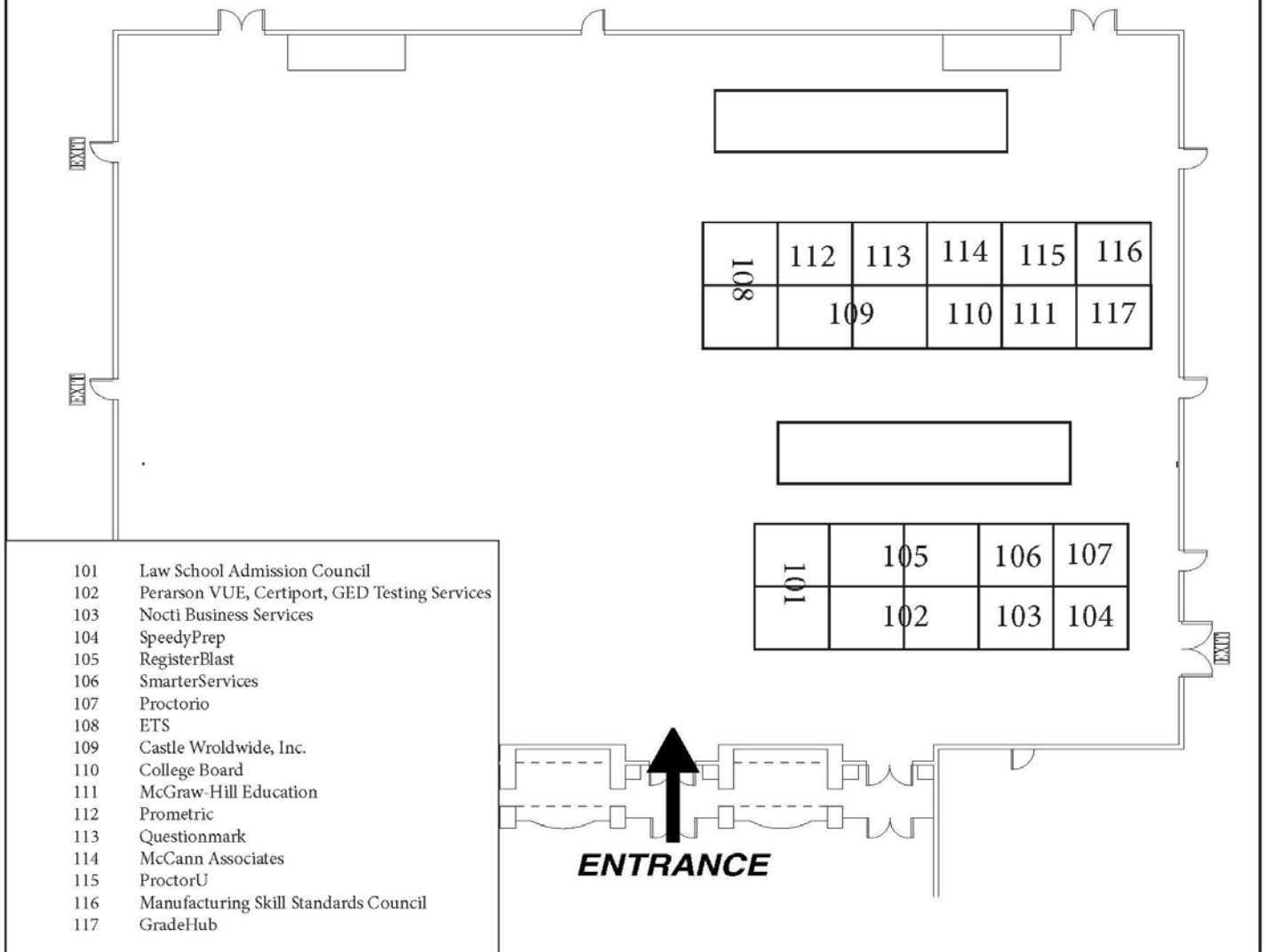


Exhibit Hall Vaquero Ballroom

National College Testing Association Annual Conference

September 6-7, 2018

Hyatt Regency Scottsdale @ Gainey Ranch - Vaquero Ballroom
Scottsdale, Arizona



Agenda

TUESDAY, SEPTEMBER 4

1:00 PM - 7:00 PM

Registration

Terrace CT Lobby

WEDNESDAY, SEPTEMBER 5

8:00 AM - 5:00 PM

Registration

Vaquero Foyer

8:00 AM - 9:30 AM

Session Title: ETS

Room: Arizona IV

GradeHub - A Smarter Way to Grade Answer Sheets (Virtual Conference)

Presenter: Mark Espinola, GradeHub

Room: Arizona VI, VII, VIII

"How do you grade tests? Do your instructors still use scantrons? Hear from GradeHub's founder and former division president of Scantron, and learn about a smarter way to grade answer sheets. Seamlessly integrated, GradeHub allows instructors to create, print, grade, and analyze multiple-choice tests taken on GradeHub—Answer Sheets all within a learning management system. Classes, rosters, exams, and grades are all automatically synchronized to eliminate errors, save time, streamline administration, improve security, and promote timely feedback to instructors and students. GradeHub scores answer sheets on a cloud-based “hub” from PDF files. That means a testing center can centrally upload answer sheets using any scanner with no forms to buy. And, teachers can analyze scored data, make corrections, and view reports in a web browser from anywhere, at any time.

McGraw Hill - The Importance of a Proven and Reliable Placement Program

Room: Arizona V

Presenters: Colleen Suljic, ALEKS

Dr. Arash Karami, ALEKS

In this session, the presenters will discuss the importance and benefits of a reliable testing program, developed with a National Science Foundation Research grant, which is simple to implement, supported with a dedicated technical support team and offers nationally researched cut scores. The ALEKS research team will then present aggregate data representing over 800k students, which suggests best practices in placing students in the area of mathematics resulting in an increase in student success and graduation rates. The presenters will also share data regarding proctored and un-proctored exams, and the impact on placement.

8:00 AM – 9:00 AM

Prometric - Breaking the Norm: Non-Traditional Assessments

Room: Arizona II, III

The testing industry is constantly changing, thus, what is seen as “the norm” in testing continues to change as well. New innovations are not only changing the landscape, but also allowing candidates to turn to alternative, non-traditional ways to test.

Join Prometric to discuss how we’re breaking the norm and take a deeper look at our newest non-traditional innovation: our remote proctoring solution, ProProctor.

9:30 AM - 10:30 AM

RegisterBlast (Virtual Conference)

Room: Arizona VI, VII, VIII

9:30 AM - 11:00 AM

College Board - Program Updates from ACCUPLACER and CLEP

Room: Arizona IV

The College Board is a mission-driven not-for-profit organization that connects students to college success and opportunity. Each year, the College Board helps more than seven million students prepare for a successful transition to college through programs and services in college readiness and college success. Discover how the College Board’s ACCUPLACER and CLEP programs can be utilized to increase student retention, promote degree completion and foster student success. This informational session will provide a high-level overview of new features and highlight those most important to testing professionals.

10:30 AM - 12:30 PM

PearsonVUE - The GED Test After 5 Years: What’s on the Horizon?

Room: Arizona V

Please join Pearson VUE, Certiport and GED Testing Services for these topics:

10:30 am - The GED Test After 5 Years: What’s on the Horizon?

The current GED(R) Test edition has been in operation for almost five years. Although the test itself isn't changing, there will be some format modifications and improvements implemented in 2019 to be shared in this session. In addition, the score report is poised for enhancements to improve usability for students and teachers. Join us as we take stock of the value-added components of the GED Test's ACE(R) College Ready Recommendations and other research.

11:30 am - Certiport is dedicated to helping people excel and succeed through certification. We will discuss how tailored learning, practice tests, and industry certifications from institutions such as Microsoft, Adobe, Autodesk, Intuit, and EC-Council can be effectively implemented to successfully empower students and job seekers with the skills required for a life-long career. Our digital literacy assessments and certifications can support initiatives to ensure that all students – both traditional and re-entry – can effectively use the tools available to learners and workers in a digital world. Our globally recognized credentials are aimed at enhancing individual productivity, marketability, and value.

11:00 AM - 12:00 PM

Castle Worldwide, Inc. - Castle's Expanding Landscape

Room: Arizona VI, VII, VIII

Castle's landscape has taken on a dramatic and positive change as we have joined the Scantron Corporation. Scantron, a global provider of market-leading assessment and technology solutions, completed its acquisition of Castle Worldwide, an accomplished full-service licensure and certification testing company on June 19, 2018. This acquisition unites unparalleled assessment expertise, industry-leading customer service, exceptional assessment delivery and candidate management software and support, and a global presence in delivering all facets of licensure and certification testing programs for certifying bodies worldwide. During this workshop, we will discuss what this acquisition means for NCTA, test sites, proctors, and test candidates. We will provide updates regarding our technology and what is on the horizon if you are already a test site in our network. The workshop will also give you an opportunity to learn more about Scantron and Castle and how you can partner with us by becoming a test site within our network or tapping into the variety of our available services and solutions.

12:00 PM - 1:00 PM

On the Horizon with Tailwind Placement Exams (Virtual Conference)

Room: Arizona VI, VII, VIII

Presenters: James Wollack, Ph.D., University of Wisconsin
Sonya Sedivy, University of Wisconsin

Come learn about some exciting new advancements that the Tailwind placement testing program has to offer! Tailwind placement exams combine 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. This year, Tailwind is rolling out a new multistage adaptive mathematics exam designed for efficiency while maintaining accurate placement for students at all ability levels. This one test provides a unique solution which allows for placement into a range of courses from developmental level math to introductory calculus. In addition to describing the new math exam, the presenters will also discuss the benefits of the Combined Writing and Reading exam, and give an overview of the three World Language placement exams which are all part of Tailwind's comprehensive placement testing solution.

12:00 PM - 1:00 PM

Law School Admission Council - 2019 in 2018 – An LSAC Update - Invitation Only

Room: Arizona II, III

Join LSAC staff in an relaxed and informal town hall discussion on what's in store for your favorite law school admissions test in the coming year. We will answer questions about the Digital LSAT™, our Test Administration Info Center, and some of our recent initiatives like GPS, Scanning Bins, or any other things that come to mind. Please RSVP by sending an email to BHetherington@LSAC.org.

**10:30 AM
Morning Coffee Break
Vaquero Foyer**

1:00 PM - 2:00 PM

Session 1A: Understanding Best Practices in Test Accommodations and Accessibility

Room: Arizona VI, VII, VIII

Track: Accessibility

Presenters: Timothy O'Connor, University of Wisconsin-Madison

As testing centers, we all want to be sure we are providing the best experience we can for our customers/students. As the demand grows for providing test accommodations for candidates with disabilities, how do we know we are creating and maintaining the best environment that we are capable of providing? This presentation will help testing centers ensure they are offering and delivering the best practices in test accommodations and accessibility. Some of the areas covered will include: understanding appropriate and reasonable accommodations and how to ensure these are being provided, understanding universal design and why accessibility helps everyone using your testing center and the importance of working together with all entities involved in providing test accommodations. Some valuable tips such as maintaining appropriate etiquette with people with disabilities and ensuring that your test center is as accessible as possible will be discussed in some detail. This presentation will be especially helpful to those new to providing test accommodations or to those who just want a refresher on accessibility.

Session 1B: Newcomer Orientation

Room: Arizona I

Presenters: Nancy Guidry-Hall, Florida State University
Victoria Colleli, College of Central Florida

Newcomer Orientation provides an overview of NCTA organization, benefits, services, and opportunities for newer members.

Session 1C: Creating Your Ideal Test Center

Room: Arizona V

Track: Test Center Management

Presenters: Diane Patterson, Three Rivers College
Sharon Broere, North Carolina State University
Kimberlie Goodfellow, South Dakota State University
Julie Williams, Texas A&M University - San Antonio
Katherine Kollar, Bloomsberg University of Pennsylvania

Have you ever asked yourself what your ideal testing center would be like? Do questions run through your head "What will it take to meet my institution's needs? What has to happen to get a new center up and running? Where do I start? What do I need or want to do with my center?" Bring your questions, concerns, ideas and let us help you. This will be an interactive session where we can assist you with starting a new or improved testing center. Hear from veterans and newbies about their experiences. Let's talk!

Session 1D: The Yoga of Testing

Room: Arizona IV

Track: Personnel

Presenters: Rachel Leveillee, University of Rhode Island

"Have you ever noticed the wide-eyed look of a student when they hear ""no bathroom breaks"" or ""no drinks""? Have you seen test takers tighten up in the waiting area- their breath getting shallow and their posture changing? Have you watched terror wash over them when you say ""time to turn off phones and put them away""?

Common sense tells us these are all related to test anxiety or anxiety of being in a new place or generalized I-don't-know-how-to-live-without-my-phone anxiety. Yogic philosophy can tell us a bit more, though, about how these issues are related to the Koshas- the layers of the multidimensional self. Essentially, we are all made up of layers and when base level needs are not met, higher level functioning is difficult to access. When the needs of the corporal Annamaya Kosha, are not met ("can't go to the bathroom?!"), then the mental Manomaya Kosha is distracted and unfocused (How can i write this essay when I have to go to the bathroom?!). Come to this session to learn some basic ways you can address tester needs to ease anxieties and support them in doing optimally well.

Additionally, learn some basic breathing and movement techniques staff can use to keep balanced, grounded, and energized through the busy day.

This session is designed for beginners with no previous knowledge of yoga. Those with an existing practice will still benefit from attending and contributing to the discussion."

2:15 PM - 3:15 PM

Session 2A: How can a small test center survive and thrive?

Room: Arizona VI, VII, VIII

Track: Test Center Management

Presenters: Cindy James, Thompson Rivers University

If your center has limited space (e.g., less than 10 testing stations) and minimal staffing (e.g., 3 staff members, 2 of which are part-time), how do you provide professional testing services to more clients in a timely manner? In this session, the presenter will provide an overview of the various strategies she has employed in her small testing center to help it survive and thrive. Starting with a basic overview of her center and the services it provides, the presenter will move on to discuss a variety of topics. This will include a presentation of several simple and fairly inexpensive ways to enhance security; a demonstration of online registration and payment forms created locally to minimize cost and address the specific needs of the smaller test center; a discussion about creative solutions to maximize space and staffing, including the utilization of auxiliary staff and retirees; examples of how best to deploy the different modes of communication in order to maximize their impact; a discussion about the importance of data collection that will include examples of monthly and annual activity reports; insights into how to achieve a balance between the demands for testing services by students, programs, departments and the community at large; and last, but not least, how to generate ongoing revenue from all of these activities. Throughout the presentation, participants will be encouraged to share experiences from their own small testing centers. After the session, participants should walk away with multiple ideas for maximizing the benefits of a small center while minimizing the challenges.

Session 2B: NCTA Ambassador Program

Room: Arizona II, III

Track: NCTA

Presenters: Amystique Church, Ph.D., Delaware State University

Tabatha Phillips, Western Kentucky University

Rachel Hample, Temple University

Are you a new testing professional looking for guidance? Are you a seasoned testing professional looking to reinforce your own testing and leadership skills while serving others? The NCTA Ambassador Program is for you! The NCTA Ambassador Program is one way of building relationships between testing professionals while strengthening professional networks, providing professional

development, and equipping you with beneficial testing knowledge in a one-on-one setting. If this sounds like it is for you, come join us as we discuss:

- program completion requirements,
- Ambassador/participant activities and guidelines,
- the process for matching ambassadors with participants,
- Ambassador Program evaluation and monitoring,
- and recruit new participants.

Program service requirements

In addition, we will discuss the plans to honor those who have fulfilled the program service requirements as either an Ambassador or participant.

Session 2C: Remote Testing: What is it?

Room: Arizona V

Track: Test Center Management

Presenters: Silvio Rodriguez, Miami Dade College
Mark Ross, University of Central Florida

What is Remote Testing? A test that is administered in-person by a proctor at another institution, military base, or government educational facility or virtually via an approved technology supported third party such as ProctorU or B Virtual.

What population is being served? Remote testing provides a service for a variety of students. Such as those taking online classes who:

- o Live in another part of the state
- o Live in another state or outside of the US
- o Serve in the armed services
- o Live in a remote part of the country where an in-person testing center is not geographically close enough to use.

This session will be an open forum on Remote Testing topics, such as

- How Can Remote Testing be Proctored and Administered?
- Should Remote Testing be authorized in advance by a designated employee at the home institution?
- What should be included in Remote Testing policies?
- What institutions have exemplary Remote Testing processes?
- How can Remote Testing increase Test Center revenues?
- Should Remote Testing only be on the platform/account of the home institution?
- What types of Remote Testing are available?
- What should be included in a remote Placement Testing Policy?

Session 2D: Successfully Bringing Teachers and Students Together: GED® Outcomes and Innovations

Room: Arizona I

Track: Tests

Presenters: Debby Faucette, GED Testing Service

GED Testing Service's use of student outcome data drives the research and innovations for improved data management systems for test administrators and adult educators to better serve adult learners.

Learn how our commitment to review state- and national-level data connects the dots to bring students to teachers' classrooms through the GED Manager and GEDPrep Connect systems.

Session 2E: Unlocking More from Microsoft Office Products to Increase Test Center

Performance

Room: Arizona IV

Track: Test Center Management

Presenters: Katrina Simmons, Castle Worldwide

Theresa Beebe Novotny, Ed.D., Georgia Southern University

Kaitlyn M. Jones, MAEd, East Carolina University

Scott Greene, Castle Worldwide

As a Microsoft user, do you feel that, although the tools may be powerful, you're still running in 2nd gear? Do you use Microsoft Office (Excel, Word, or PowerPoint) regularly but want to be more proficient? Many of us are adequate users; however, unlocking more tips and tricks in Excel, Word, and PowerPoint can help you shift into the higher gears to help run your test center more efficiently and effectively. This session will provide everyday average users a few tips and tricks in Excel, Word, and PowerPoint to help you take another step forward in your proficiency. There are multiple ways to get from point A to point B, just as there are several ways to complete tasks in Microsoft Office. Learn about hidden features, functions, shortcuts, and more! Reduce the time it takes to complete repetitive tasks, which are unnecessary and tedious, while also decreasing your stress level. By the end of the session you'll have a few more tools in your Microsoft Office toolbox to help you set higher standards of performance in your testing center. You may walk away with ideas on how to create more dynamic training presentations, create more professional and user-friendly office manuals and documents, and use Excel in more powerful ways. In addition to the tools we provide, we will also take a look at resources you can easily (and many times for free) use to learn more on your own time if you want to go further. We'll have fun racing to cram in as many useful ideas as we can during this short period of time.

3:15 PM - 3:45 PM

Popcorn/IC Break

Vaquero Foyer

3:45 PM - 5:15 PM

Session 3A: The Value of Testing

Room: Arizona VI, VII, VIII

Track: Tests

Presenters: Rachel Schoenig, Cornerstone Strategies

Jarret Dyer, College of DuPage

James Wollack, Ph.D., University of Wisconsin

Media coverage of testing has been primarily negative in recent years, providing a national and sometimes international platform for individuals decrying the harmful effects of testing as well as those expressing outrage over cheating. The opt-out movement and pushback against maintenance-of-certification exams have similarly cast a negative light on testing. Unions and government representatives have sought to capitalize on these negative sentiments to modify public policy related to testing. In truth, however, testing serves incredibly important roles in our society. From public safety to education to the workforce, individuals every day and in meaningful ways are benefitted by standardized, secure assessments. How can the testing industry better share the value of testing? How do we broaden our lines of communication to understand concerns? How do we ensure that testing is secure and that examinees are competing on a level playing field? When testing works as

intended, it has a significant benefit to society. Join us to discuss how we can better share this message and help individuals appreciate the valuable role standardized, secure assessment plays in our lives.

Session 3B: Training an army, standardizing the troops!

Room: Arizona IV

Track: Test Center Management

Presenters: Elizabeth Wulbrecht, Anne Arundel Community College

David Ehrenreich, Anne Arundel Community College

Kristen Vickery, Anne Arundel Community College

This session will cover the steps that were taken to standardize our staff training and close communication gaps. We currently have a staff of 19 and at times it has been challenging to ensure all staff receives the same information in training. Within our institution's LMS system, Canvas, we have been able to develop a training course for the staff. This course offers training modules, knowledge checks, how to guides, important documents, and contact information. In addition to training, we have utilized other features of Canvas to improve communication on changes, updates, and upcoming initiatives. The Testing Center also adopted a web software package called NearPod to deliver interactive content to our staff during meetings. NearPod allows us to present scripted content and collect data. It also ensures that staff who are unable to attend meetings, can receive the same information remotely in real time or at a later point. NearPod can be used on various platforms and this allows us to have the ability to present in many different situations.

Session 3C: Eye Spy

Room: Arizona V

Track: Security

Presenters: Jennings DePriest, Prolydian, LLC

Proctors and test center administrators may think that they are in the examination business, but in reality, they are secret agents, tasked with the gargantuan tasks of spotting deception and foiling elaborate plots against exam integrity. So where do we start? Examinees with dubious intentions seem to innovate further and faster with each year that passes. It may feel like there is always a work around no matter how hard your center works to stay one step ahead. Fortunately, there is a better way. Humans have certain tics and preferences that can signal deception even when they think their plans are flawless. Though testing anxiety can throw off even the best human lie detectors, a little bit of vigilance goes a long way.

Jennings Lawton DePriest is an experienced military intelligence officer, educational consultant, and politico who has dedicated himself to improving the security of examinations. In this break out session he will cover; body language interpretation, identification red flags, cultural preferences, policies to harden your test center against cheaters, and the threat posed by social engineering. These lessons will be built around stories of cheaters caught at his client's test centers as well as a short "red team" activity session to help you think like your adversaries, the cheaters. While this session will be far too short to fully train you as a detector of human deception, it will certainly provide you with thought models and resources to help you develop the skills necessary to ensure the security of your exams in perpetuity.

Session 3D Distance Learning Testing Security, Cheating Trends, and Staff Training

Room: Arizona II, III

Track: Security

Presenters: Tabatha Phillips, Western Kentucky University

Lisa Epley, Western Kentucky University

Chris Dayley, Utah State University

Distance Education is a continuously growing industry. As the industry expands and technologies increase to provide these programs, the need increases to implement best practices and staff training to ensure exam security. The purpose of this presentation will be to showcase two Distance Learning operations and how each work to promote exam security locally and remotely. In the first part of the presentation, each institution will convey common testing infractions encountered during the tenure of each operation, the best practices implemented to reduce or eliminate the occurrence of these infractions, and the protocols in place for reporting incidents.

In the second part of the presentation, the presenters will cover a controversial topic spurred from the question: Is every infraction due to academic dishonesty/cheating behaviors conducted by the examinee or are some infractions due to the exam administration? Does proctor training and staff coaching play a role in the reduction of testing infractions? Each of our institutions believes training and coaching play pivotal roles in the proper administration of exams, the reduction of testing infractions, and the insurance of testing security. To support our conclusions, each institution will discuss the approximate percentage of testing incidents reported that were due to tester action versus proctor error and introduce you to the standardized training programs we have created within Blackboard and Canvas to promote the appropriate administration and detection of academic dishonesty/cheating behaviors.

Are you a Distance Learning testing administrator? Or does this topic peak your interest? If so, please join us for a passionate discussion about distance education testing infractions, exam security, and training.

Session 3E: Using an NCTA Grant to Set the Standard

Room: Arizona I

Track: NCTA

Presenters: Wendy Shirey, Bellevue University

Erik Arroyo, University of Pittsburgh

Lea Brown, Florida Gulf Coast University

Kim McCrackin, Oklahoma State University - Tulsa

Bill Thelen, Central Washington University

Roberto Voci, University of Oklahoma

Does your Test Center Team dream of having a professional development workshop? Maybe, conducting research is more your style – What about establishing a State Testing Organization? Whatever interests you - we will guide 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. The last half hour of this session will be in a workshop format with grant committee members available to work one-on-one with attendees. Then you will be able to set the standard with the help of an approval-ready NCTA Grant application.

6:00 PM - 7:00 PM

**President's Volunteer Reception
South Arizona Foyer/Desert Garden**

Dinner Groups - sign up at the hospitality table!

THURSDAY, SEPTEMBER 6

8:00 AM - 5:00 PM
Registration (closed during lunch)
Vaquero Foyer/Booths

7:30 AM - 8:30 AM
Breakfast
Vaquero Ballroom ABCD

8:30 AM - 9:00 AM
President's Welcome
Vaquero Ballroom ABCD

9:00 AM - 10:00 AM
Keynote Presentation: James Lang, Ph.D., Professor of English and the Director of the D'Amour Center for Teaching Excellence at Assumption College in Worcester, MA
Room: Vaquero Ballroom ABCD

Several decades' worth of research on cheating in education can help us understand both the motives and methods of for student academic dishonesty. The keynote lecture will provide an overview of the research on cheating in education from the last fifty years, consider what implications it has for testing contexts, and encourage audience members to consider possible solutions that arise from an analysis of that research.

10:15 AM - 11:45 AM

Session 4A: Navigating Institutional Change: Where does Testing fit in?

Room: Arizona VI, VII, VIII

Track: Test Center Management

Presenters: Arrayon Farlough-Rollins, University of Arkansas-Pulaski Technical College

When Pulaski Technical College, a public, 2-year institution joined the University of Arkansas System the entire campus community anxiously awaited changes and what this would mean for faculty, staff, and students. With accreditation on the horizon, new administration came in with new priorities, new goals, new plans, and new purpose for the institution. What ensued was a complete overhaul of the reporting structure of the institution and how the institution is run. If this were to occur on your campus, if the value of your center were called into question, how prepared would you be to provide the necessary evidence of the work you perform each day in your testing center? Based on your performance and that of your staff, could you present to administration a justification for your current reporting structure or your budget? Does your center have its own mission and strategic plan? Do these coincide with the mission and strategic plan of the institution where you work? This workshop will explore these and other questions designed to equip Testing Professionals to navigate and conquer the ever changing higher education environment in which we work and contribute to the overall success of the institution, all the while maintaining the integrity of testing and fostering student success.

Session 4B: Keynote Breakout**Room:** Arizona IV**Presenters:** James Lang

The conversation continues. Join Keynote Speaker James Lang as he discusses academic honesty in testing situations.

Session 4C: The Evolution of a Testing Center**Room:** Arizona V**Track:** Test Center Management**Presenters:** Gregory Miller, East Carolina University

Sherry Machacek, College of DuPage

Jarret Dyer, College of DuPage

Kaitlyn Jones, East Carolina University

In an era of tight operating budgets, relocating or constructing a testing facility can provide a number of opportunities and challenges for testing professionals. This presentation will walk participants through strategies dealing with construction, organizational changes, operational changes, management oversight, major IT involvement, and a vision for the future. Presenters will not only talk about their current tips and struggles, but they will also take a look back at their experiences with the realization that evolving a testing center never "really" ends. Join us as we revisit our past, discuss our present and imagine our future focusing on lessons learned and a mindset of embracing change.

Session 4D: POD 1 - Testing Students with Disabilities**Room:** Arizona II, III**12:00 PM - 1:30 PM****Luncheon****Vaquero Ballroom ABCD****12:30 PM - 1:15 PM****Resource Fair****South Arizona Foyer****1:00 PM - 6:30 PM****Exhibitors' Fair****Vaquero E1 E2 F1 F2 G1 G2****1:30 PM - 2:30 PM****Session 5A: Mastering the Art of Certification/Recertification in Only 60 Minutes****Room:** Arizona VI, VII, VIII**Track:** NCTA**Presenters:** Rosie Summerhays, Salt Lake Community College

Michelle Teasley-Parks, Columbus State Community College

We all receive the forewarning emails that certification windows are opening, and later the wonderful news that a new testing center has certified or recertified. However, what you do not see is the number of hours of hard work spent by the testing centers and NCTA staff to make it all happen. This is the new

take on how to evaluate the process in a fun and informative way. We will review the nuts & bolts of the certification application, but you will also get to review mock applications and learn what cuts the mustard and what does not. The process DOES NOT need to be mysterious, dark or uninviting. We will dissect the application and reveal the pitfalls of many that have come before you.

If you are up to the challenge to recertify or if you have been dreaming of becoming an NCTA Certified Testing Center—this is just what the doctor ordered. You will need to come prepared to have fun, in an environment where you will be on the front lines—reviewing and sharing ideas on how to improve the examples provided. You can then take the information with you and complete the big picture, CERTIFICATION or RECERTIFICATION! AND just like that, you will have saved yourself time and gray hairs mastering the rare skill of deciphering EXACTLY what you need to submit.

Session 5B: Falling Up: What is great about falling into a career in testing?

Room: Arizona IV

Track: Personnel

Presenters: Christopher Dayley, Utah State University
April Johnson, Blue Ridge Community and Technical College
Sam Galan, College of Western Idaho
Tracey Smith, Weber State University

Many of us in the college testing world never expected to find ourselves managing a testing center. Some of us were on a very different career path and then one day found ourselves reporting exam irregularities, negotiating with testing companies, and asking people to stuff their belongings into lockers. Although being a college testing director may not have been our intended careers, working in college testing can be a very fulfilling career. Previously acquired skills and expertise from other fields can be a great asset to testing center operations.

In this presentation, you will hear how four testing center directors found themselves in a career in college testing and how they used their experience to create innovative and thriving centers. They will discuss how their specialized backgrounds aided them in improving testing on their campus, and what they have done to create a satisfying and interesting career in testing. Attendees of this presentation will come away with ideas about how they can use their previous career expertise outside of testing to improve their current testing center operations, and ideas about how to foster a fulfilling career as a testing center administrator.

Session 5C: Exam Security: Making it Work!

Room: Arizona V

Track: Security

Presenters: Rachel Schoenig, Cornerstone Strategies
Camille Thompson, College Board
Faisal Alam, Law School Admissions Council
Ray Nicosia, ETS

Understanding the need for exam security and implementing the tools necessary to accomplish it are two different things. Just because the testing agreements and test center administrator manuals say something should or shouldn't happen doesn't mean it will. The truth is, rules alone don't cut it. It takes so much more to ensure a smooth and secure exam administration. So, what does go into being ready for exam day? How do we ensure that examinees are prepared for the intake and administration processes? What laws impact how exam security is implemented? What contracting and messaging needs to be in place before, during, and after testing to help promote security? What happens if things don't go as planned? Join seasoned professionals as they discuss these questions and more. You'll receive practical information and handouts designed to improve your test day readiness.

Session 5D: A Day in the Life of a Testing Professional**Room:** Arizona II, III**Track:** Test Center Management**Presenters:** Julie Eagan, University of Cincinnati-Clermont
Brandon Woo, University of Cincinnati-Clermont

As Testing Professionals, we all know that no one day is the same and we encounter bizarre and unusual scenarios on an almost daily basis. At the University of Cincinnati Clermont College (a 2-year regional campus) we have experienced too many to count. A student with MRSA arrives to take her accommodated test? Can a prisoner with shackles take a PearsonVue test at your center? Screeching in the roof due to construction? Student banging his head on a wall while completing a Placement Test? How quiet does a quiet room have to be? If an active shooter shows up, what do we do? We are ADA compliant on the inside only? Home-schooled student wants to take a GED and CLEP test at the same time?

This presentation will focus on numerous funny and unusual occurrences that we have dealt with and what we have learned along the way. We will cover both how we handled these situations and what we learned about how we should have handled them. Through humor, we hope to engage our audience while also providing specifics on lessons learned and relationships that have formed across campus as a result. Ideally, participants will walk away with helpful hints to take back to their Testing areas. We will also open up the discussion to learn about some of the scenarios at other institutions, how they were handled, and lessons learned from those experiences. Institution with the funniest scenario (by popular vote) will get a free UC Clermont gift!

2:45 PM - 3:45 PM**Session 6A: Navigating the NCTA Website****Room:** Arizona VI, VII, VIII**Track:** NCTA**Presenters:** Jody Atkins, NCTA
Sally Carter, Southeast Missouri State University

This session will be a tutorial on how members can effectively navigate the new NCTA website. The session will focus on how to login to update profile information, how to manage e-list subscriptions, how to edit CCTC information, how to view/print invoices, and even how to link/unlink members as part of an collegiate or corporate membership.

Session 6B: Wearing Many Hats - When Testing Isn't Your Only Job**Room:** Arizona IV**Track:** Test Center Management**Presenters:** Ryan Mays, Owens Community College

This session will help you build a toolkit of tips and tricks to manage the day-to-day challenges of wearing many hats. Monday through Friday I juggle testing center management, campus learning management system user support, accounts payable for several departments, and library bookkeeping/acquisitions. As an individual holding four positions rolled into one, I am eager to share some of the challenges I've faced and the solutions that I utilize to make daily life easier. Come prepared with your own ideas to share, as this will be as much a discussion as it is a presentation. Topics discussed will include time management, office/testing center design and arrangement, online organizational tools, daily workflow design, scheduling tools, and stress relief ideas. Don't hesitate to wear one of your own hats if you'd like!

Session 6C: Testing Collaboration on Campus**Room:** Arizona V**Track:** Test Center Management**Presenters:** Gini Beran, College Board
Rick Casey, Pasco-Hernando College
Deborah Hall, Edinboro University

The College Board's College-Level Examination Program (CLEP) provides students an opportunity to earn college credit at a fraction of the cost of a college course. CLEP can also provide opportunities that benefit both your test center and your institution. Discover how two "small" test centers (Pasco Hernando State College (FL) and Edinboro University (PA)) have each worked diligently to increase CLEP volume. Learn how to better identify and expand the pool of CLEP test takers, ways to collaborate across campus and the community, and promotional methods to highlight your testing center to a broad range of constituents. This interactive session will provide promising practices that you can replicate on your own campus.

Session 6D: T.E.M.P.S : Temporary Employees Make Proctoring Successful**Room:** Arizona II, III**Track:** Personnel**Presenters:** Whitney Hicks, North Carolina State University
Kara Marschalk, North Carolina State University

Are you in need of reliable employees to help manage the workflow at your testing center? Do you find it difficult to recruit and train new employees on the various procedures for your testing center? Do your employees often leave without notice? If you answered "yes" to any of the questions above, this is the perfect presentation for you. This presentation will focus on the recruitment, training, and retention of temporary employees, whether they be student workers or professional staff, in support of testing center operations. From advertising on various social media channels to using available learning management tools to teach temporary employees the step by step process for exam administration, NC State University will share their approach to these activities and hopefully inspire a dialogue in the testing community regarding how we all can leverage these employees to further academic integrity at our institutions. During the lively discussion, NC State University will also showcase our interview questions, training presentations and training materials which are housed on Moodle. By leveraging low cost, flexible access resources to train temporary employees, NCSU has been able to successfully organize, facilitate, and expedite the acquisition of the knowledge and skills necessary to be a productive testing administrator. Additionally, the presentation will engage participants regarding the retention strategies that we have found to be successful. By the end of the session, participants should have an understanding of the resources NCSU is using to train their temporary staff and how they can replicate the results in their own testing environments.

Session 6E: POD 2 - The Ethics of Test Preparation by Testing Personnel**Room:** Arizona I

4:00 PM - 5:00 PM

Session 7A: Manage the Transition and Thrive with Next-Generation ACCUPLACER

Room: Arizona VI, VII, VIII

Track: Tests

Presenters: Tammy Brewer, Cochise College
Kathie Montognese, The College Board
Sue Schmitz, Hennepin Technical College

Competing priorities, mounting responsibilities, and updates to testing practices have become the typical landscape for testing professionals, and with the impending transition to next-generation ACCUPLACER, we know your plate is full! This session will focus on how different ACCUPLACER users managed the transition to the next-generation tests. Hear from Cochise Community College as they provide updates to their year-long experience with the new tests and lessons learned from the transition process, as well as from Minnesota State Colleges and Universities, who is currently undertaking a system-wide transition process and pending implementation. Also, learn about the new tools and resources available from ACCUPLACER to help your institution have a successful transition and maintain a comprehensive placement program that focuses on student success.

Session 7B: Let's Talk CLEP: Security, Data, Updates.

Room: Arizona IV

Track: Security

Presenters: Gini Beran, College Board
Rita Garcia, College Board

Whether you're a novice or experienced test center, discover how to best prepare your test center for CLEP exam administration, how to prevent, identify and report infractions, learn the latest data on student performance for a variety of populations, and acquire information regarding CLEP's most recent updates. There will be time for dialogue into testing scenarios as well as an opportunity for Q & A.

Session 7C: Managing Multiples: A Look at How College Testing Offices Manage Multiple Centers Across Campuses

Room: Arizona V

Track: Test Center Management

Presenters: Rachel Hample, Temple University
Chris Dayley, Utah State University
Melissa Lawrence, Utah State University
Mark Ross, College of Central Florida

Many institutions operate multiple test centers across campuses, but how do administrators manage them? Please join us as we review stories and lessons learned from three schools across the country that are doing just that. In fall 2016, Temple University's testing unit began the process of generating a new testing center at one of Temple's satellite campuses. Once fully operational, the new test center exceeded the unit's expectations, received NCTA certification and surpassed revenue goals. However, this was not without challenges. Learn about how Temple expanded their footprint to develop a sustainable satellite testing center.

Utah State University has over 30 campuses and centers throughout the state of Utah, all of which have the ability to proctor exams. The testing operations at each of these campuses functions autonomously, but the system must maintain consistent testing policies and procedures. Learn about how USU testing administrators work together to create a cohesive and efficient system of testing centers.

College of Central Florida uses a well-established and vetted process to guide the consistency of testing services, policies, and procedures college-wide across 3 campuses and a student center. The College's ultimate goal is to serve students and community in a consistent and professional manner while maintaining a high level of customer service standards for both internal and external customers. Learn how CF accomplishes this goal across its multiple test centers sharing time tested strategies, processes, and best practices.

Session 7D: Building Certifications into Curriculum: A Case Study at College of DuPage

Room: Arizona I

Track: Test Center Management

Presenters: Jarret Dyer, College of DuPage
Gopal Krishnan, PearsonVue

Over the past seven years, the Specialized Testing Office at College of DuPage has looked for avenues to connect students and faculty with national credentials in the classroom. In recent years, we have seen a push to integrate several national certifications into a variety of curriculum. Join us as we look at the student and faculty benefits that have been shared, the process we have followed and the financial impact this has made to our testing center.

5:15 PM - 6:30 PM
NCTA Reception w/Exhibitors (Welcome Reception)
Vaquero E1 E2 F1 F2 G1 G2

Dinner Groups - sign up at the hospitality table!

FRIDAY, SEPTEMBER 7

8:00 AM - 5:00 PM
Registration (closed during lunch)
Vaquero Foyer/Booths

8:30 AM - 9:45 AM
Breakfast with Exhibitors
Vaquero E1 E2 F1 F2 G1 G2

8:30 AM - 12:00 PM
Exhibitors Fair
Vaquero E1 E2 F1 F2 G1 G2

10:00 AM - 11:00 AM

Session 8A: Going on Safari! Hunting for the Right Person for your Office

Room: Arizona VI, VII, VIII

Track: Personnel

Presenters: Kimberly Bright, University of Arkansas-Little Rock

Do you want to hire employees who can contribute to the smooth operation of your office while adding value to your culture and your team? Then this is the workshop for you.

Hiring a new employee for an office team can seem overwhelming. It takes a great deal of time, something most Directors of Testing don't have. In addition, the Director has to acknowledge that a good hire will add to the team and a bad hire can destroy a team and bring productivity to a standstill and, in most cases, the Director is responsible for the decision. The Director also knows that, if the wrong person is selected, it is very difficult, and can easily seem impossible, to remove someone.

Take the time to do a thorough step-by-step hiring process. The process has three key phases:

1. **Planning.** This includes current employees resignation and time restraints, reviewing job description to assess how current and whether or not it needs to be changed for new duties, selecting a hiring committee, and publicizing the open position (locally, statewide, regionally, and/or nationally).
2. **Recruitment--**includes application review, designing interview questions that draw out actions/responses you need in your office, reference checks, social media review, and interview process beginning with phone interviews and moving to face-to-face interviews.
3. **Selection--**includes review of applicants, final selection and contact with applicants at stages of the selection process (this is a professional courtesy that will allow you to keep a positive image long after the hiring process is over), scheduling a start date and welcoming the new employee on his/her first day. A welcoming/onboarding process builds a strong foundation on whether or not your new hire has a positive or negative feeling about your organization in the future. Stay in touch with your new employee from the time he/she accepts the job offer until his/her start date. Continue to build the relationship.

If you do this process effectively, you will have an excited, welcomed employee who will be a great addition to your team.

Session 8B: An Innovative New Approach to Recruitment , Placement , Retention and Success!

Room: Arizona IV

Track: Tests

Presenters: Don Pitchford, ACT Inc.

Arrayon Farlough-Rollins, University of Arkansas-Pulaski Technical College

It has been a few years since ACT sun-setted the COMPASS placement exam. Attend this insightful session to learn more about a new model, utilizing easy to implement low cost web-based tools, that can quickly enhance your dual credit outreach, placement and over all student success efforts. These solutions can assist with student success initiatives by quickly diagnosing both cognitive and non-cognitive impediments to success and providing the learning tools necessary for remediation and skill mastery. Come to this insightful session to learn how easily these tools can be implemented on your campus.

Session 8C: Disability Accommodations and Test Security

Room: Arizona V

Track: Accessibility

Presenters: Victoria Colleli, College of Central Florida

Timothy N O'Connor, University of Wisconsin-Madison

Michelle Porter, International Code Council

Many NCTA Testing Centers are responsible for providing testing services to students who are eligible for testing accommodations based on a documented disability. These accommodations can include the use of technology, testing in a reduced distraction environment, other adaptive equipment. It can be a challenge to testing offices to provide the necessary accommodations while ensuring exam security. This session will focus on the types of accommodations that come into question and how the student can be best serve without comprising the integrity of the exam and/or center.

Presented by the SIG-Universal Access in Testing leadership team.

Session 8D: HiSET Test Administration & Tips, Tools & Best Practices

Room: Arizona I

Track: Test Center Management

Presenters: Jonna McDonough , Educational Testing Service (ETS) HiSET

Linda Schwinghammer, San Juan College

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 28 states and territories. This session will provide a program overview as well as some of the best practices for HiSET test administration. Presenter 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 promotional materials and ETS Customer and Disability Services. There will be an opportunity to ask questions and speak with an ETS Director working on HiSET.

11:15 AM - 12:15 PM

Session 9B: Testing and Assessment Personnel Certification (TAP-C), The Journey Continues

Room: Arizona IV

Track: NCTA

Presenters: Mark Ross, College of Central Florida

Silvio Rodriguez, Miami Dade College

Chad Warner, McCann Associates

This insightful, interactive discussion will explore the benefits of certifying testing and assessment professionals. Presenters will share the evolution of the TAP-C in preparation for nationwide implementation.

Topics of Discussion:

- TAP-C: The Journey from conception to post-implementation
- Benefits to your testing centers: Ensuring that your testing and assessment professionals are practiced in the areas of
 - o FERPA compliance
 - o Ethics
 - o Assessment Security
 - o Policies and Procedures
 - o Proctoring Protocols
 - o Customer Support
 - o Technology and Office Skills
- Road map: Discussion of the multiple levels of the TAP-C and educational/experience requirements
- On-line delivery, scoring and reporting features of the TAP-C
- Summary and Review

Join is for what promises to be an informative, insightful discussion of the importance of the certification of your testing and assessment professionals.

Session 9C: Testing Beyond Administration: Ask a Psychometrician

Room: Arizona V

Track: Security

Presenters: James Wollack, Ph.D., University of Wisconsin - Madison

Sonya Sedivy, University of Wisconsin-Madison

As test administrators, our day-to-day responsibilities relate to one segment of the entire Testing World. However, questions from examinees, students, parents, professors, and administrators occasionally challenge us to provide testing-related information beyond the nuts and bolts of test administration. Examples of questions we might periodically encounter include: How does adaptive testing work? Are tests unfair to certain populations? How well do multiple-choice tests work? How many retests should students get? How do you know if a test is working? What's the difference between reliability and internal consistency? What's the difference between a norm-referenced and a criterion-referenced test? How do I interpret a particular scaled score? What can faculty do to reduce cheating while maintaining validity? Are multiple measures always better than single measures? Is grading on a curve a good idea?

This session provides participants with an opportunity to get their questions answered about the World of Testing beyond test administration. The session organizers, both psychometricians and testing office employees at the University of Wisconsin-Madison, will come prepared to discuss some of the

most common psychometric questions asked by test administrators, but the hope is that the entire session will be devoted to having Jim and Sonya provide information and opinions to questions raised by the audience relating to psychometric concepts, principles, and practices. Come with questions; leave with answers!

Session 9D: Not Just Another Testing Center: How the Exam Commons Model is Creating Transformational Change

Room: Arizona II, III

Track: Test Center Management

Presenters: Amy Zachek, University of Nebraska-Lincoln
Nick Barry, University of Nebraska-Lincoln

Two years ago, the University of Nebraska-Lincoln flipped the tables on academic online testing in higher education and created the Exam Commons, a new and transformational testing model. This environment evolved from several other de-centralized testing centers on campus, and was designed to be as user-friendly, technologically intuitive, and accessible as possible. Now that this center has been operational for two years, we would like to share with the NCTA community how the Exam Commons was implemented, its operational and technical details, and the lessons we've learned. This presentation will emphasize the collaborative and centralizing efforts that led to the creation of the Exam Commons, and it will show how this new model increases student flexibility and optimizes efficiencies while giving back precious hours for in-class instruction. In this way, this presentation will show how the Exam Commons has benefited students by providing consistent, accommodating, and accessible online testing experiences. Presenters will demonstrate the inner workings of the Exam Commons model from both a technological and operational standpoint, taking steps to show the faculty process for reserving testing space and setting up online exams. This session will also showcase the technical side of the Exam Commons, exploring the homegrown code that was developed for the reservation site and detailing the research-based algorithmic rules which determine student seating. Conclusions based on data reporting and analytics will be shared, and we will discuss lessons learned. Part of the session will seek feedback and questions from the audience regarding technological needs, operational procedures, and policy decisions.

Session 9E: POD 3 - Panel Q&A - ListServe Questions

Room: Arizona I

12:15 PM - 2:00 PM

Lunch

Vaquero ABCD

2:15 PM - 3:15 PM

Session 10A: NCTA Journal

Room: Arizona II, III

Track: NCTA

Presenters: Sara Rieder Bennett, University of Akron

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, editorial board members, and an author will share about the process of preparing, submitting, reviewing, and revising a manuscript in the JNCTA. The panel will provide advice on the process, including discussion of

resources and tips to help streamline the publishing process. Participant interaction and questions are encouraged as the panel guides discussion of potential topics for publication.

Session 10B: Legislation and Assessment: Incorporating Multiple Measures into our Assessment Process

Room: Arizona IV

Track: Tests

Presenters: Tirona Sinclair, Miracosta Community College District
Pamela Le Blanc, MiraCosta College

With recent California legislation AB705, the use of Multiple Measures, or a student's high school GPA and coursework has been mandated for all California Community Colleges. MiraCosta College began using Multiple Measures in conjunction with more traditional assessment methods in 2015. Join us as we go over the journey MiraCosta College has made from initial implementation towards compliance with AB705. Attendees will learn about our assessment practices, including use of self-reported HS GPA and coursework information, automated placement procedures through our application, as well as our Informed/Guided Self-Placement process for English.

Session 10C: Testing Websites for Generation Z

Room: Arizona V

Track: Test Center Management

Presenters: Arrayon Furlough-Rollins, University of Arkansas-Pulaski Technical College

Testing Websites for Generation Z: There are a list of things that we wish students knew before coming to test at our centers. Many of them are listed online but we cannot guarantee that the examinees will read all of the things that are listed or even that they will click on the parts of the website they need for testing. After last year's keynote on "Gen Z Going to College," we realized that reading a website for information is a thing of the past, and that our center needed to make some major changes to catch the eye of our incoming freshman class. With some additional research and long talks with the university webmasters and marketing department, we were able to decide on some changes to appeal to audiences with much shorter attention spans. We also had to venture outside of our biases and comfort zones to incorporate different graphics and web marketing strategies, while still staying under budget. When is the last time you looked at your website through the eyes of your students? Is your information easy to find and easy to read? Does your website need an overhaul, but you are not as tech savvy? This session will take you step by step on how one testing center learned to embrace the new culture of online information dissemination.

Session 10D: Designing and Implementing an Assessment Framework Across Student Services

Room: Arizona I

Track: NCTA

Presenters: Kristen Vickery, Anne-Arundel Community College

Over the past two-years NCTA has been working to create a testing Standard to use for self assessment through CAS. This presentation connects our work thus far in developing the standard with how self assessment can now be used within the testing office. For those testing offices familiar with self assessment, we will discuss how one institution created a culture of assessment and implemented an assessment framework across student services units grounded in CAS. Information will be provided on strategies, meeting planning, organization, materials, accreditation planning, and training. Information will also be provided on the train-the-trainer model implemented to insure deep institutional knowledge and needed succession planning. All of this while staying student focused.

3:30 PM - 4:30 PM

Session 11A: How To Expand Your Testing Center Financially

Room: Arizona VI, VII, VIII

Track: Test Center Management

Presenters: Roberto Voci, University of Oklahoma

In today's uncertain economic times, more and more pressure is being placed on test centers to generate revenue, often without any guidance. This session will look at ways on how to do that both externally and internally. At the University of Oklahoma, our testing revenue has increased 600% over the last few years and our seating capacity has increased from 11 to 50 seats in the last five years. While smaller than many universities, if we can do it, why can't you? This session will look at ways for you to put together a business plan for your testing center that will not only include working with academic testing companies such as Collegeboard, ACT, ETS, etc, but also with professional testing companies such as CASTLE, Kryterion, and ISO. You will be shown ways on how to generate revenue from internal programs at your own institution and through careful and strategic planning, you will turn your testing center into a money-making machine.

Session 11B: NOCTI Business Solutions and Manufacturing Skill Standards Council: Validating Job Skills through Assessment

Room: Arizona II, III

Track: Tests

Presenters: Lynn Brown, Bossier Parish Community College

Anne Gielczyk, Nocti Business Solutions

Catherine Feeney, Manufacturing Skills Standards Council

Leo Reddy, Manufacturing Skill Standards Council

Employers frequently need to recruit college graduates with more than good grades. They seek to hire and promote individuals who can prove they possess the specific job skills required by the employer. But how can skills be verified? Industry-based credentials and certification exams developed by professional associations using federally-endorsed and other industry standards are available in a wide variety of career fields ranging from culinary arts, medical assistant, electronics, construction, manufacturing, plumbing, heating and cooling, project management, and many others. Individuals can earn these stackable, portable, digital badges and credentials while they are enrolled in college or after they enter the workforce.

NOCTI/Nocti Business Solutions (NBS) and the Manufacturing Skill Standards Council (MSSC) are two organizations that provide industry-recognized, nationally portable, job assessment credentials as well as related services. In addition, NBS and the National College Credit Recommendation Service (NCCRS) have joined to offer college credits through prior learning assessments.

Bossier Parish Community College (BPCC) has been an Authorized Assessment Center for NBS and MSSC for many years. Each semester students enrolled in BPCC's Advanced Manufacturing classes have the opportunity to complete four MSSC Certified Production Technician (CPT) assessments. These MSSC CPT assessments, and hundreds of other assessments, are delivered through NBS's exam delivery system. In addition to NBS and MSSC providing outstanding assessment services for BPCC's students and Louisiana's workforce, NBS and MSSC also provides excellent sources of revenue for BPCC's Testing Center.

Please come and learn more about NBS and MSSC from company representatives including opportunities to become NBS and MSSC Authorized Assessment Centers. You will also learn more about NBS and MSSC at Bossier Parish Community College including the honor of recently being named MSSC Assessment Center of the Year.

Session 11C: Build It and They Will Come

Room: Arizona V

Track: Test Center Management

Presenters: Catherine Hultman, University of Mississippi
Callie Everett Anglin, University of Mississippi

The Distance Education Testing Lab (DETL) at the University of Mississippi experienced tremendous growth and faced the problem of how to utilize limited space and minimal staff while building a new testing facility. This growth took place over a period of four years starting in the Fall, 2013. During these four years, the number of proctored tests given increased by 354% while our testing space remained the same. One year before the new testing facility opened, it became clear that we had outgrown the new space. Therefore, we worked with the architects, University IT, the director of Outreach, and University Facilities Planning to come up with a proposal to expand our testing space during construction.

During this time of rapid growth, we frequently had to create and update testing policies and procedures. Typically, the need for these new or updated policies came to our attention due to situations that occurred in the testing lab. We worked with administration and online faculty to gather input and finalize testing lab policy and procedure. This collaboration included working with the academic dishonesty and student conduct committees.

Another problem that arose during this time was the procurement and management of additional proctoring staff during heavy testing times. We used a combination of methods that included use Rebel Reserves, the University temporary agency, hiring graduate assistants, and paying University staff overtime to proctor during the evening hours.

Finally, in order to pay for additional technology and staff for our new facility we created ways to utilize our testing space in order to collect revenue. Collaborating with a testing scheduler vendor allowed us to construct a payment structure for additional services and student fees.

Session 11D: It's Not a Challenge, It's an Opportunity

Room: Arizona IV

Track: Test Center Management

Presenters: Lori Patnaude, College of DuPage
Erica Reyes, Waubensee Community College
Sherry Machacek, College of DuPage

Community College testing centers can face unique challenges based on common institutional structures, open enrollment, community testing needs and a wide variety of academic and specialized test offerings. Come see how two Illinois community colleges, Waubensee Community College and College of DuPage have overcome some of these challenges through implementation of strategic testing processes. Has your testing center had to overcome a challenge in order to best serve your students? This session will be interactive and promote small-group idea sharing of best practices within community college testing centers. All are welcome to share in the presentation and provide like experiences within their testing centers.

Session 11E: POD 4 - Starting a State or Regional Testing Organization: Do's and Don't's

Room: Arizona I

SATURDAY, SEPTEMBER 8

9:00 AM - 5:00 PM

**Governing Council Meeting (guests welcome)
Executive Boardroom**