

NATIONAL COLLEGE TESTING ASSOCIATION

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Test Center Certification Sample Application

Purpose: NCTA has developed a process to evaluate and recognize the functions performed by college and university test centers. Going through the multi-level certification evaluation is a way to identify areas or functions which are adequate, those that need attention or development, and those that are exemplary within a test center. Please be sure all certification requirements are completed and documented on this form before your application is submitted. Test centers that meet all established criteria will earn NCTA certification. This is a voluntary process for post-secondary test centers with NCTA members, but it does not certify specific individuals.

The certification process will help a test center improve and enhance the assessment experience of the institution's students and other test-takers, as well as contribute to the professional development of the testing staff. NCTA will publicly recognize college and university test centers which earn the distinction of being certified. This is a multi-phase process, and it takes time to get through all the steps.

Institution: _____

Name of the Test Center (or the office that houses the test center):

Complete Address: _____

Contact Person: _____

Phone Number: _____

Email Address: _____

Fax Number: _____

To the best of my knowledge, I am supplying information that is accurate.

Signature: _____ Date: _____

Typed name denotes signature and agreement

How long have you been a member of NCTA? _____

Have you officially subscribed to the NCTA Professional Standards and Guidelines on the NCTA website? _____

For each area of this application, provide additional information/explanation in the Appendix for that section along with the requested material.

PART I

1. Mission Statement

Does your test center have a written mission statement consistent with NCTA Standards and Guidelines that includes a statement that the test Center adheres to the NCTA Professional Standards and Guidelines? Yes No

List all the locations or media where the Mission Statement appears:

Appendix 1: Please include a copy of the test center Mission Statement.

2. Physical Facilities

Room #, Name or Location	Room Size (sq ft)	# Seats (P&P)	# Seats (CBT)	Monitor Size (dimensions)	Desk Top (width & length, in inches)

Privacy panel between stations Yes No
 If no, distance between stations: side to side _____ front to back _____

Chairs: Are there circumstances where your work station or seating would be uncomfortable for examinees? Yes No

If so, what have you done to address these situations?
 Please describe: _____

	Yes	No
Are these rooms dedicated to testing while testing is taking place?	_____	_____

Are these rooms appropriate for standardized testing, i.e.

Free from distracting noise?	_____	_____
Adequately lit?	_____	_____
Temperature controlled?	_____	_____
Free of any testing aids (maps, charts, etc.)?	_____	_____

Are these testing rooms neat and professional (clear of clutter)? _____

Are these rooms secured for testing, i.e.

Access controlled by testing staff?	_____	_____
Non test-takers prevented from entering the test room?	_____	_____
Proctor(s) regularly monitoring testing by being in the room?	_____	_____
Observing through the window?	_____	_____
Video/audio monitoring/recording?	_____	_____

Are candidate's private belongings stored outside of test room?

In locked cabinets/lockers?	_____	_____
In other locked storage?	_____	_____

Please describe: _____

	Yes	No
Are tests stored in a secure location when not in use?	_____	_____

Please describe: _____

	Yes	No
Are facilities (testing rooms, reception, bathrooms, etc.) ADA accessible?	_____	_____

If no, please explain how ADA accommodations are handled on your campus.

Have you attached/included:

	Yes	No
A simple floor plan or sketch of the layout of the test center?	_____	_____
An approximate dimension of each room?	_____	_____
Is each room/area clearly labeled?	_____	_____
Are doors, windows, proctor stations and test station shown?	_____	_____
Photos of:		
All administration areas (check in, proctor stations, etc.)?	_____	_____
Each testing room with front and back views of each room?	_____	_____
Is each photo clearly labeled?	_____	_____

Appendix 2: Please provide documents listed above and any additional information you feel would be useful.

3. Test Integrity

	Yes	No
Are test containers checked for tampering upon arrival?	_____	_____
Are contents of containers verified within 24 hours?	_____	_____
Are test materials placed in secure storage until test date?	_____	_____
Is access to secure storage limited to authorized test center personnel?	_____	_____
Are test materials verified on test day before testing?	_____	_____
Are all candidates positively identified according to test client guidelines?	_____	_____
Are workstations arranged so candidates cannot see other station monitors?	_____	_____
Is the test room visually monitored at all times?	_____	_____
Is the return of all test materials verified before examinees are dismissed?	_____	_____
Are test materials returned or securely stored soon after testing?	_____	_____

Appendix 3: Please state how proctoring is done at your test center.

4. Confidentiality for Examinees and Staff

	Yes	No
Do all staff members receive FERPA or other training on confidentiality?	_____	_____
Do all employees sign a test center confidentiality agreement that includes wording about protecting passwords, tests (no sharing/copying), etc.?	_____	_____
Is information processed in a manner that ensures confidentiality?	_____	_____
Is confidential information given out over the phone?	_____	_____
Is identification established before confidential information is released?	_____	_____
Are candidates processed one at a time to ensure confidentiality?	_____	_____
Are all employees familiar with what information is confidential?	_____	_____

Appendix 4: Please include a sample of the test center’s Confidentiality Statement.

5. Staff Training and Procedures

	Yes	No
Do all employees receive training when beginning work?	_____	_____
Are there training documents for each position?	_____	_____
Are there procedures to verify that all aspects of each position are covered during training? Have you developed a training checklist?	_____	_____
Do the trainer and trainee sign and verify that the training is complete?	_____	_____
Are there regular/training review sessions for all staff?	_____	_____
Is training given when new procedures/issues come up?	_____	_____
Do you have a Procedures Manual that includes office-specific instructions for the day-to-day functioning of the center (opening/closing tasks, etc.)?	_____	_____
Do you have an Emergency Plan document for your test center? The EP should specify what test center staff do when the center is evacuated – include all procedures necessary to protect examinees, staff, and all types of tests.	_____	_____

Appendix 5: Please attach sample pages of training materials, procedures manual, and emergency plan (3-5 pgs. for each). Also, include a copy of your Training Checklist. In the Appendix, briefly describe how training is conducted at your center.

6. Program Evaluation

	Yes	No
Is there an annual report for the test center?	_____	_____
Does the test center conduct examinee satisfaction surveys regularly?	_____	_____
Are reports shared with supervisors/other offices?	_____	_____
Are copies of all reports kept on file?	_____	_____

Appendix 6: Please include the most recent copy of each of these reports and a brief summary of the data collected from the examinee satisfaction surveys.

7. List all contract agreements in place.

	Yes	No
Is there a designated individual responsible for reviewing contracts? Name and Title: _____	_____	_____
Is there a designated individual responsible for signing all contracts? Name and Title: _____	_____	_____
Is there a designated individual responsible for renewing all annual site agreements? Name and Title: _____	_____	_____
Is there a designated individual who monitors agreements to be sure all terms and specifications are met? Name and Title: _____	_____	_____
Are all signed contracts/agreements stored in designated locations? Name of office/department: _____	_____	_____

Appendix 7: Please make any comments about these items (optional).

8. Test Center Staff

Who is responsible for the overall direction and supervision of the test center (name & title)?

In the table below, list all the positions in the test center, including the individual named above and student workers, their responsibilities, and the title of the person to whom each reports.

Position	Number in Position	Responsibilities	Supervisor's Title

Does your center use student workers? Yes No

Many centers use auxiliary staff members who assist with test administrations (e.g., supervisors and proctors for SAT or ACT). Yes No

Does your center use this type of auxiliary staff? _____

If yes, who is responsible for auxiliary staff? _____

Who is responsible for their recruitment/selection? _____

Who is responsible for their training? _____

Who is responsible for their supervision? _____

Appendix 8: Please include position descriptions for all test center staff, including student workers, and add a list of additional positions in the appendix if more space is required. Please provide a brief description of how you conduct performance evaluations.

9. Test Center Services and Reporting Structure

Mark the services provided by the test center below:

- Admissions testing - undergrad, grad, or professional school (ACT, LSAT, GRE, etc.)
- Career Assessment
- Credit by Exam (CLEP, DSST, department exams, etc.)
- Certification or professional licensure testing
- Computer/Internet Based Testing
- Contract or employment testing (external)
- Department or undergraduate program exit exams
- Distance learning testing
- Learning Disability and/or ADHD assessment
- Placement testing
- Proctored classroom or make-up testing
- Psychological assessment
- Scanning/scoring services
- Testing with accommodations
- Other testing and assessment services provided (list below):

Appendix 9: Please add any comments you wish about these services. Also, submit an organizational structure within which the testing program resides (chart and/or text). Show the chain of command from the test center through the head of your division in the institution.

10. Public Relations

Describe the public relations, advertising, and communications that are used to promote your test center.

Method	Description
Flyer/Brochure	
Website(s) and/or social networks; list your test center URL.	
Campus Newspaper articles/ads	
Signs/flyers posted at various locations on campus	
Local newspaper articles/ads	
Campus Resource Guide	
Faculty/Staff print or electronic newsletter	

Other methods not listed above:

Appendix 10: Please include a copy of your general test center brochure/flyer which lists all the services at your test center.

PART II

Are the following required documents included with this application?	Yes	No
Appendix 1: Copy of your Mission Statement	_____	_____
Appendix 2: Floorplan and Photos of the test center (make sure all areas are clearly labeled and include front & back views of each test room)	_____	_____
Appendix 3: Comments on Test Integrity (state how proctoring is done at your test center)	_____	_____
Appendix 4: Copy of test center Confidentiality Statement	_____	_____
Appendix 5: Sample pages of the following (3-5 pgs. for each item):		
Written materials used for training (incl. Training Checklist)	_____	_____
Procedures Manual – include office-specific procedures	_____	_____
Emergency Plan – what test center staff need to do to protect examinees, staff, & all tests when the center must be evacuated	_____	_____
Brief description of your training process/steps	_____	_____
Appendix 6: Program Evaluations/Annual Reports	_____	_____
Copy of an Annual Report	_____	_____
Copy of Examinee Satisfaction Survey and summary of results collected	_____	_____
Appendix 7: Comments on Agreements between your test center and various test companies and other clients (optional)	_____	_____
Appendix 8: Staff Position Descriptions, including student workers	_____	_____
Brief description of procedures for performance evaluation	_____	_____
Appendix 9: Organizational Charts(s) of your Division	_____	_____
Comments on Services provided (optional)	_____	_____
Appendix 10: Test Center brochure/flyer (general descriptive brochure)	_____	_____

Please send the individual Appendices as attachments labeled Appendix 1, Appendix 2, etc. The application and attachments will need to be sent in several email messages.