

# NATIONAL COLLEGE TESTING ASSOCIATION

## Testing Center Recertification Application/Appendix Checklist

This checklist is to aid one in reviewing, creating and editing Testing Center Recertification (TCC) application materials. As you go through the process, place a check mark in the box when it is complete. For incomplete areas that need work, highlight them and make notes on what you need to do to meet recertification standards.

**When turning in the required Appendices, label the actual documents using this format:**

APP # - Title - Site Name

Ex) APP 1 Mission/Purpose Statement NCTA University

Ex) APP 1 Mission/Purpose Statement Rev # NCTA University

**NOTE:** This form is purely an aid! It does not mean once your materials are submitted your Testing Center will be recertified; additional clarification may still be required.

### APPLICATION

- Review application to verify everything is filled out.
- MUST be typed, not handwritten.
- A brief description of what each position does must be filled out. It cannot say “see attached job description” on the application.
- All charts and questions must be completed appropriately.
- Make sure the application is signed and dated (can be an electronic signature).
- Application and all appendices must be submitted as PDF files and written in English language.

**Notes:**

### Appendix 1 Mission/Purpose Statement

- The Mission/Purpose Statement must include “... *adheres (or follows/subscribes) to the NCTA Professional Standards and Guidelines*” exactly.
- On page 3 of the application, list all locations where the Mission/Purpose Statement is posted/stated. The Mission/Purpose Statement must be displayed on the website and at least one other location.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 2A Floor Plan

- There must be a floor plan that has areas of the Testing Center labeled with room numbers. Must indicate where each of the following is located: check-in/out area, storage area for test materials, testing rooms, staff workstations and/or offices, lockers (if applicable), surveillance location in each room (if applicable), and entryways.
- Digital floor plan required. (Cannot be hand drawn)
- Clear seating diagram showing location of proctor and/or student workstations \*computer and/or paper\* workstations on floor plan for each testing room. Chair placement is NOT required.
- All information must be submitted in one PDF file.

**Notes:**

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### Appendix 2B Testing Center Photos

- Each photo must be clearly labeled – Testing Center Name, Room Number, view type (front or rear view), etc.
- Photos of all test rooms (front and back of each room), admin/check-in area, all staff offices, lockers, secure room/storage and a view of the video surveillance cameras.
- All photos must be submitted in one PDF file.

**Notes:**

### Appendix 3 Test Integrity

- A statement about the different proctoring methods used at the Testing Center (i.e. in-person and/or remote proctoring).
  - In-person proctoring: Must have information about administrators/proctors walking through the testing rooms periodically to monitor examinees and any electronic or computer surveillance. How often does staff perform walk through (in minutes)? How are students seated in the test room? Assigned, random or etc.?
  - Remote proctoring: Must have information about who administers and monitors examinees. What software or programs are used in this process? If remote occurs at the same time as in-person proctoring, how is this accomplished?
- Include procedure for candidate check-in, how candidate identification is checked, and what steps are taken if an impersonation violation is detected for both in-person and remote testing, if applicable.

In compliance with section I.C of the *NCTA Professional Standards and Guidelines* we verify:

- Undergraduate student workers only perform office tasks but do not administer exams, for their own protection as well as to preserve test integrity. (i.e. access to exams, proctoring exams, checking in/out candidates.)
- Our test center does not employ undergraduate student workers.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 4 Confidentiality Statement

- The Confidentiality Statement must have spaces for the employee and the supervisor to print name, sign and date.
- The form must include wording about protecting passwords and upholding privacy laws (*FERPA, GDPR, PIPEDA*).
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 5 Procedures Manual

- Applicant must submit a Procedures Manual that includes at least top 3 but can include any of the others listed:
  - Opening and Closing Procedures
  - Dress Code/Attire Requirements
  - Telephone Etiquette
  - Email Etiquette
  - Attendance/Sick/Vacation Protocols
  - Usage of office equipment – computers, copier, scanner, etc.
- All information must be submitted in one PDF file.

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**Notes:**

### Appendix 5B Training Manual/Materials

- Submit documents used to train staff on administering the exams offered at the testing center.
- Must include at least 3 pages of training materials. Should NOT contain any confidential login/password information. This should all be redacted or removed. Do not provide Vendor Procedure Manuals for this appendix.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 5C Training Checklist

- Training Checklist must have space for trainer and trainee to print name, sign and date. There must be lines for the trainer and trainee to initial next to every topic to ensure it has been covered.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 5D Training Procedures

- A brief description of how initial and ongoing staff training is conducted.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 5E Emergency Plan

- The Testing Center's emergency plan should include information about how to direct and protect examinees during an emergency and specifics on how to secure both paper/pencil and computer tests during an evacuation.
- Include information on the steps that occur after the emergency is over and able to proceed with testing.
- Plan should contain details on various emergencies that may occur at the testing center in your geographic area (minimum top 3 must be included):
  - Fire/Explosion
  - Active shooter
  - Pandemic measures
  - Earthquake
  - Hurricane
  - Tornado
  - Bomb
  - Hazardous materials
  - Medical emergency
- All information must be submitted in one PDF file.

**Notes:**

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### Appendix 6A Annual Reports

- Copies of an Annual Report (one for each of the last 3 years) which includes the following areas, all in one document:
  - Narrative
  - Testing Center achievements
  - Future goals
  - Total number of tests administered for each exam offered
  - Describe how survey data collected will provide improvement opportunities for your Testing Center.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 6B Examinee Satisfaction Survey and Data Collection

- Blank copy of actual examinee satisfaction survey used (Vendor surveys are not acceptable).
- A compiled summary of the previous year's survey data collected – no narrative is required.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 7 Contracts/Agreements

- Mark services provided by the Testing Center on the application in Section 7.
- Provide a statement on how your contract/agreement approval and review process takes place. Where are the agreements stored?
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 8A Position Descriptions

- Position descriptions for ALL staff (including students/auxiliary – if applicable) with both qualifications/requirements for applying and duties of the position. Human Resources PDs are preferred for staff (include any vacant positions).
- Ensure the position titles are consistent with what is listed on the application and in Appendix 9A/B.
- A brief description of what each position does must be filled out on the application. It cannot say "see attached job description" on the application.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 8B Performance Evaluation

- Description of procedure used for staff performance evaluations for all staff, students and/or auxiliary staff, if applicable.
- Provide a blank copy of the evaluation form(s) used.
- All information must be submitted in one PDF file.

**Notes:**

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## Testing Center Recertification Application/Appendix Checklist

### Appendix 9A Organizational Chart

- Organizational chart from Testing Center up through Head of Division.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 9B Testing Center Org Chart

- Organizational chart of Testing Center only.
- Chart must show all Testing Center positions (Including any vacant positions). Not required to list name of person in the position, just indicate how many in that position.
- All information must be submitted in one PDF file.

**Notes:**

### Appendix 10 Public Relations - Website

- Share how you promote your services
- Provide screenshots of your website showing information about the Testing Center:
  1. Location and contact information
  2. Operational hours
  3. Mission/Purpose Statement
  4. Type of exams offered
- Optional:
  1. Website also includes information about parking, ethical principles, Testing Center policies, and/or inclement weather procedures
  2. Website also includes any of the following logos (where applicable):
    - NCTA Certified Testing Center, NCTA NPN Participant, Regional/State Testing Association

**Notes:**