“Getting and Keeping the Boat on Higher Ground”

NCTA Conference - St. Pete Florida
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Presenters:
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[Virtual Presentation]
Things We Require for Certification

• Mission Statement
• Adequate Facilities
• Test Integrity
• Confidentiality Statement
• Staff Training
• Program Evaluation

• Signed Contracts Information
• Testing Manager
• Testing Center Staff
• Services
• Public Relations
Selected Standards for Certification

• The following standards are drawn from the NCTA Professional Standards and Guidelines posted on the NCTA web site.

• The “Action” for each Standard represents how that Standard is to be demonstrated within the Certification Application.
Certification Standards

**Mission Statement**

**GOAL:**
Develop a mission statement consistent with NCTA standards

**Adequate Facilities**

**GOAL:**
Maintain adequate facilities suitable to the requirements of the testing program.
Certification Standards

**Test Integrity**

**GOAL:** Protect the integrity of the test.

**Confidentiality Statement**

**GOAL:** Protect the confidentiality & privacy of examinees and staff.
Certification Standards

**Staff Training**

**GOAL:**
Develop appropriate guidelines for test operations and staff training.

**Program Evaluation**

**GOAL:**
Evaluate the testing program in an on-going, systematic, and comprehensive manner.
Contracts

GOAL:
Maintain agreements with test providers.

Testing Manager

GOAL:
There is a manager responsible for the appropriate administration of testing programs.
Certification Standards

**Testing Center Staff**

**GOAL:**
Staff have defined roles and receive instruction related to their responsibilities.

**Services**

**GOAL:**
The testing program will be represented at various levels within the organizational structure.
Certification Standards

Public Relations

GOAL:
Implement appropriate public relations activities on behalf of the test center.
And Now a Word from Certified Centers

Charity Chia, California State U. - Northridge

Leonor O’Relly, University of South Florida

Sue Willis & Roger Grimm, Tyler Junior College
California State U. - Northridge

Why Get Certified?

• The “value” of having an on-campus Testing Center

• Certification award letter sent to President, Provost, VPs, AVPs and Department Directors
  • Received congratulations letter from President on our achievement

• Institutions are looking for NCTA “certified” test centers
  • Tide has changed! Seen an increase in exams administered in our Testing Center since certified in May 2014!
California State U. - Northridge

Stay in the Boat!

• Stay connected and active in the NCTA list-serv
  • Don’t get knocked out of your boat . . . Stay afloat by reaching out to others

• View other certified testing center websites
  • Ride the wave!

• Keep certification fun
  • Sandcastles are meant to be built and rebuilt, keep your testing center evolving
Tyler Junior College

What’s your Motivation?

• What motivated us to become certified
• Gaining “Buy-In” from Colleagues/Administrators
• Words of Advice to those seeking certification
• Words of encouragement
• Services offered through TJC NCTA Certified Testing Services
University of South Florida

USF’s Dance Approach: How to make Certification FUN!

Dance Teams
University of South Florida

Dance Assignments

Meghan, Ruth & Leonor
- Job Descriptions/Performance Evals/Names of Dancers of Joy - in progress
- Organizational Chart - DOJ!
- Annual Report - in progress
- Public Relations (Ads, Web, Bookmark) - DOJ!
- Customer Survey - DOJ!
- Contract Procedures - DOJ!
- Confidentiality Form - DOJ!

Lucienne, Gor & Leonor
- Mission Statement - DOJ!
- Photos - DOJ!
- Test Integrity - DOJ!
- Staff Training/Center Procedures Manual - in progress
- Pre-Application Form - DOJ!
Open House Dance Party!
<table>
<thead>
<tr>
<th>Rank</th>
<th>Reason</th>
</tr>
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<tbody>
<tr>
<td>10.</td>
<td>Significant accomplishment for your center and college.</td>
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<tr>
<td>9.</td>
<td>Encourages the creation and implementation of guidelines not currently in use.</td>
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<tr>
<td>8.</td>
<td>Assures your center is operating under the highest standards available.</td>
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<tr>
<td>7.</td>
<td>Illustrates commitment to quality testing services.</td>
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<td>6.</td>
<td>Reassures outside vendors of your center’s high qualifications.</td>
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<td>5.</td>
<td>Demonstrates to others that all their procedures will be followed.</td>
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<td>4.</td>
<td>Enables thorough evaluation of your services, policies and procedures.</td>
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<tr>
<td>3.</td>
<td>Recognition and respect from colleagues for your hard work.</td>
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<tr>
<td>2.</td>
<td>National recognition may attract vendors – which could increase revenue.</td>
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<tr>
<td>1.</td>
<td>Personal satisfaction for a job well done.</td>
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RECERTIFICATION – “CATCH THE WAVE”

• A certified test center (TC) must recertify every 5 years.
• TC submits a Recertification Application 6 months before the 5-year mark.
• The application is reviewed by the Test Center Certification Committee.
• Updated information is requested from TC for items/procedures that have changed since original certification.
• Information submitted is evaluated by the Committee.
• When all information is complete and meets certification standards, the TC is approved for Recertification and notified.
• Announcement is made on the listserv.
• Award tag for TC plaque is mailed to TC.
Questions?
Test Center Certification Committee Members

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