

## AMP COMPUTER-BASED TESTING

Applied Measurement Professionals, Inc. (AMP) has partnered with the Association of Boards of Certification (ABC) to offer secure, high stakes computer-based testing (CBT) services. We are excited to be working with ABC to help state/provincial regulatory bodies and other certification agencies offer candidates the many advantages that accompany CBT, such as the flexibility to choose a testing time and location that best fits their schedules and immediate feedback in the form of instant score reports. CBT also provides online access to scheduling and results data and heightened security measures. The following pages offer an overview of the processes involved in offering CBT administration through AMP.

### SCHEDULING

The process for scheduling an examination appointment at an AMP Assessment Center is simple. Applicants may schedule a testing appointment in real time by visiting [www.goAMP.com](http://www.goAMP.com) or calling AMP's toll-free candidate support number. With either method, applicants will know immediately if they are scheduled for the preferred session time and location. Candidates who register online are accessing the same database forms as our own customer support staff. So it is truly "first-come, first-served" and the applicant isn't simply sending an e-mail and waiting on a response.

Applicants may be tested as soon as 2 days after contacting AMP to schedule an appointment (e.g., call Monday by 3:00 pm central time and test Wednesday morning). After an individual is scheduled for a testing appointment, the identification information is merged with a test form selected for that candidate and the file is prepared to be transmitted to the chosen test center at the appropriate time. AMP maintains an applicant data file that allows us to track which test form applicants have taken to ensure they do not receive the same form if retesting. AMP does not offer a refund policy; however, we do allow a candidate to reschedule an examination appointment one time without penalty with at least two-business days notice.

### TEST SITES

AMP Assessment Centers are available at least 5 days per week, with Saturdays available on a rotating basis, throughout the year at approximately 170 sites geographically distributed across the United States. AMP's 170 Assessment Centers serve 160 unique cities, with only major metropolitan areas such as New York, Los Angeles, Chicago, etc. hosting multiple locations to serve the population. With this approach to coverage, AMP has a test center within 2 hours of the top 175 metropolitan service areas.

AMP has chosen to build its CBT business in a controlled fashion; focused on access and quality. We currently have more than 80 clients testing 150,000 candidates per year. With a current total capacity of roughly 260,000, we have approximately 110,000 available testing appointments each year. Simply put, AMP candidates usually test when and where they want.

AMP strives to ensure that each candidate is provided with a high-quality testing experience. In that regard, we ask every CBT candidate to provide us feedback on their testing experience by voluntarily responding to 16 questions after the timed examination is terminated. These questions allow for feedback on test center location and comfort, proctor, testing software and overall testing environment. With over 1 million responses, the results indicate a 99% approval rating for overall testing experience. Also of interest is that:

- 99% found the on-screen instructions easy to follow
- 98% rated the supervisor and staff friendly
- 99% thought the software was easy to use
- 98% said the overall testing environment was excellent to adequate

Many AMP Assessment Centers are located within H&R Block tax offices, while others are in AMP leased facilities. Regardless of the test center model, **AMP owns and is in complete control over the testing environment**. Each center is equipped with sufficient computer stations to accommodate the indicated applicant volume, and is constantly monitored to ensure adequate coverage.

Sites are designed to meet AMP specifications for a professional image and an appropriate and secure testing environment. Sites comply with all federal, state and local laws regarding use of public buildings, ensure accessibility required under the Americans with Disabilities Act, and accommodate applicants with disabilities on an individual basis without additional cost to AMP, the Certification Board or the applicant. AMP does require that individuals with a disability provide advance written documentation of their condition.

## SECURITY

Security procedures are in place at all AMP Assessment Centers. Tests are delivered to the test sites shortly before the day of the exam using a state-of-the-art 128-bit encryption technique. In contrast to many testing companies, AMP examinations will not permanently reside on computers at the assessment centers. Every candidate will register with a trained Assessment Center Proctor and must present photo identification. Candidates will have a digital picture taken (included on the score report form) and have their fingerprint captured for identification purposes. Candidates will also be monitored throughout the administration by trained staff. In addition to the on-site staff, the area is continuously monitored by audio/video equipment. Verification of candidate identity and other security procedures related to the administration are strictly enforced. No written materials or personal belongings will be allowed within the testing area during the examination.



AMP also employs a revolutionary Assessment Center Network Command and Control System (ACN-CCS) to provide web-based, real-time feedback regarding over 100 assessment center conditions at all of our national assessment center locations. The ACN-CCS allows AMP staff to see the status and condition of all sites at a glance and locate detailed reports with the click of a mouse. The ACN-CCS also monitors online scheduling rates, examinee volume trends, examinee satisfaction levels and test site capacity and utilization. If a test site is consistently running at capacity or candidates have to wait more than a few days to schedule an examination at a particular location, AMP is alerted immediately, so we may address the issue.

In providing computer-based testing, AMP will ensure standardized testing conditions for all candidates and will monitor the results for examination performance and comments of candidates in order to provide evidence that the testing process is secure and fair at all times. To enhance security, LXR•TEST, AMP's proprietary software, will scramble the numbering of items within each form and the options within an individual item. Using this feature, the chances that candidates testing at the same

time and place will receive an identical examination in the same question sequence are extremely remote. This renders the simplest and oldest form of cheating; looking at another person's work, virtually impossible. If security measures do uncover a candidate cheating, the individual will be removed from the assessment center without receiving a score report and ABC and the Certification Board will be notified.

## TEST ADMINISTRATION

**No special skills are needed to take the examinations on computer.** Candidates arrive at the assessment center and, following verification of identification, receive an orientation to the computer-delivered testing environment. To initiate the testing session, candidates register their identification number (social security number or other unique ID number) against the computer file and take a short practice test to become familiar with the equipment, question layout and features of the program. When comfortable using the equipment (after being queried twice to be sure), they begin the actual test. While taking an examination, candidates record their response by typing a keystroke or clicking a mouse, and have the capability of paging through the test one item at a time. The system allows candidates to return to items and change their response if desired, or if they do not answer all items, the software will automatically return to the unanswered items with the click of a button. Further, a clock is always available on screen that shows the testing time remaining to the candidate, and the computer automatically terminates the test at the end of the prescribed time.

All assessment center proctors are trained by AMP and required to pass an Assessment Center Proctor certification examination. This examination was developed by AMP to ensure that all proctors understand the procedures and exhibit the decision making skills necessary to provide a standardized testing environment. The certification examination covers five major content areas, including general procedures, checking-in candidates, assisting and monitoring candidates during the testing process, post-examination protocol and troubleshooting. A copy of the AMP Assessment Center Proctor procedural manual is available for review upon request.



## SCORING AND REPORTING

AMP systems allow for score reports to be provided at the Assessment Center in a matter of moments after the completion of testing. The key to providing instant scoring is the use of statistically sound, tried items in every test form. If AMP and ABC determine that a program has sufficient statistics, candidates will receive a score report at the Assessment Center indicating whether they have passed or failed the examination, as well as diagnostic information (if requested) to provide feedback to failing candidates about performance on specific examination content areas. Score reports will include a digital color photograph of each candidate for security and identification purposes. Failing candidates will receive instructions on reapplying for future examinations.

AMP will enable secure 24/7 online access to examination administration data, allowing ABC and the Certification Board to access candidate data and test results as needed. The following standard reports are available with multiple query options, including date range, test program, test form and candidate status.

- Pass/Fail Absent Summary Report
- Pass/Fail Absent Roster (with and without content area scores)
- Candidates Scheduled to Test

AMP will also send an electronic file of candidate response strings to ABC monthly so that ABC may conduct their own statistical analyses of items and test forms.

## GETTING STARTED

Once your Certification Board and ABC have made the decision to move forward with CBT, AMP will work with you and ABC to ensure a smooth transition to CBT at AMP Assessment Centers. We will initiate a conference call to determine several operational considerations regarding application processing, eligibility determination, fee collection, data transfer, reporting requirements, etc. Collectively, we will develop appropriate text for the candidate information bulletin, score reports and on-screen examination pages. We will then coordinate with ABC for the delivery of the electronic test file(s), corresponding keys, content classifications and cuts scores. Once test files are transferred and converted to CBT format, experienced AMP staff will complete a full set of quality control procedures, including viewing each item in a test center setting and taking the examination at, above and below the cut score to ensure proper scoring. Once examination forms are finalized and operational decisions have been implemented, candidates may begin scheduling for testing at AMP Assessment Centers.