



Conference Program

August 7-9, 2019
Sheraton New Orleans

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Tiburon Lockers

Agenda At-A-Glance

TUESDAY, AUGUST 6

1:00 PM 7:00 PM Registration
5:30 PM 8:30 PM Dinner Groups

WEDNESDAY, AUGUST 7

8:00 AM 5:00 PM Registration
NCTA Cares Project
8:00 AM 12:00 PM Sponsor Workshops
9:30 AM 10:30 AM Newcomers Orientation
10:00 AM 10:30 AM Coffee Break
1:00 PM 2:00 PM Proctor Games Round 1
1:00 PM 2:00 PM Concurrent Sessions 1
1:00 PM 3:15 PM Walk-in Room
2:15 PM 3:15 PM Concurrent Session 2
2:15 PM 3:15 PM Proctor Games Round 1
3:15 PM 3:45 PM Break
3:45 PM 5:15 PM Concurrent Sessions 3
5:30 PM 8:30 PM Dinner Groups

THURSDAY, August 8

8:00 AM 5:00 PM Registration
7:30 AM 8:30 AM Breakfast
8:30 AM 9:00 AM President's Welcome
9:00 AM 9:45 AM Keynote Presentation
10:00 AM 11:00 AM Concurrent Sessions 4
11:15 AM 12:15 PM Concurrent Session 5
12:15 PM 1:30 PM Luncheon / Business Meeting
1:30 PM 6:30 PM Exhibitors' Fair
1:45 PM 5:15 PM PI Labs
1:45 PM 2:45 PM Concurrent Sessions 6
3:00 PM 4:00 PM Concurrent Sessions 7
4:15 PM 5:15 PM Concurrent Session 8
5:15 PM 6:30 PM NCTA Reception w/Exhibitors (Welcome Reception)
5:15 PM 6:30 PM NCTA Poster Presentations
6:30 PM 10:30 PM NCTA 20th Anniversary Celebration

FRIDAY, AUGUST 9

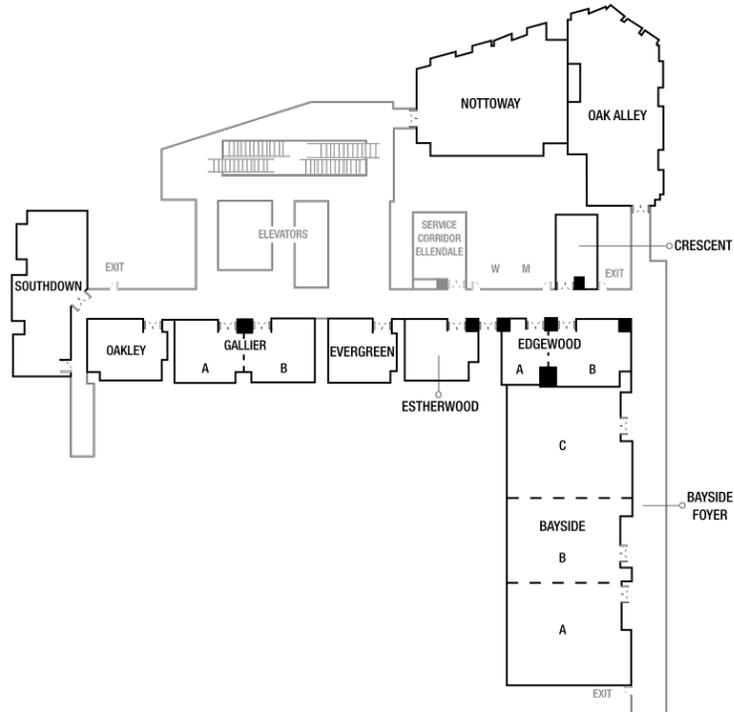
6:30 AM Yoga
8:00 AM 5:00 PM Registration
8:30 AM 9:45 AM Breakfast with Exhibitors
8:30 AM 12:00 PM Exhibitors Fair
8:30 AM 12:00 PM Proctor Games - Live Team Proctoring
9:00 AM 12:00 PM Resource Fair
10:00 AM 11:00 AM Concurrent Sessions 9
11:15 AM 12:15 PM Concurrent Sessions 10
12:15 PM 1:15 PM Lunch
1:30 PM 3:30 PM Add-on Sessions
6:00PM 9:00PM Baseball Game New Orleans vs Reno
6:00PM 9:00PM Dinner Groups

SATURDAY, AUGUST 10

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

Meeting Space Diagrams

FOURTH FLOOR



FIFTH FLOOR

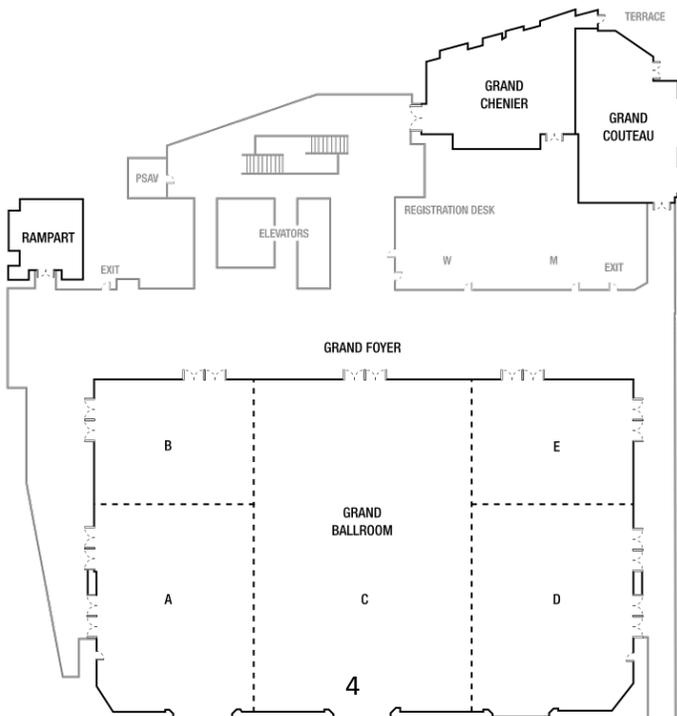
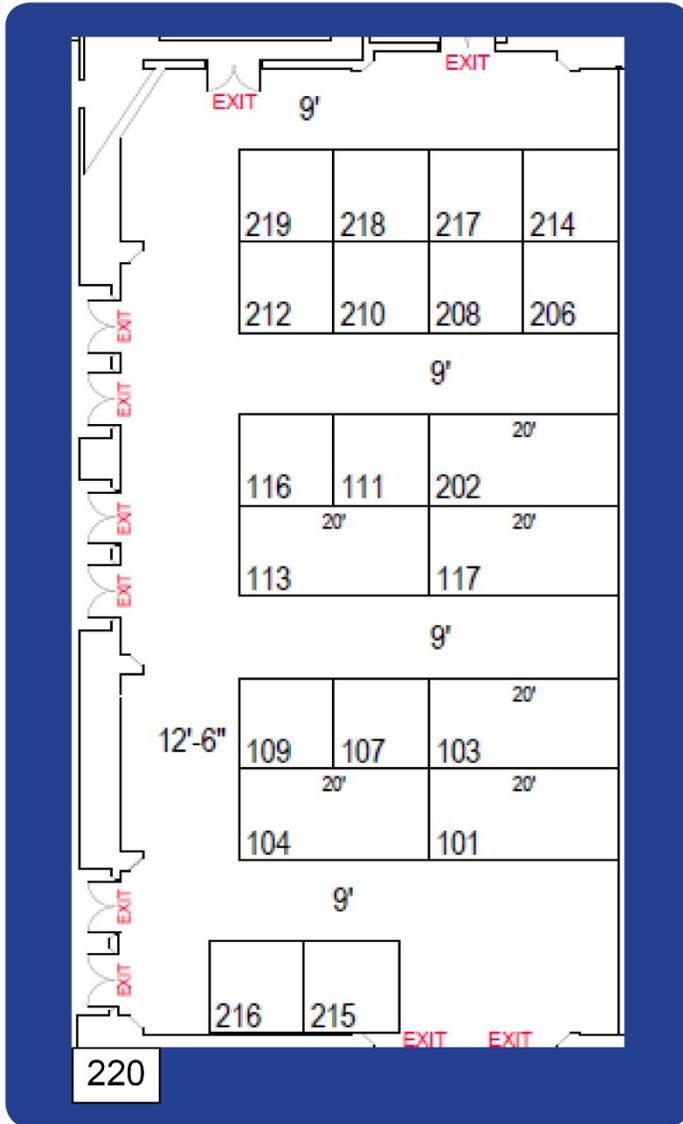


Exhibit Hall Diagram

GRAND BALLROOMS D/E



2019 NCTA Exhibitors

- | | |
|------------------|---------------------------------------|
| 101 (Double) | RegisterBlast |
| 103 (Double) | Akindi |
| 104 (Double) | ETS |
| 107 | McCann Association |
| 109 | McGraw-Hill Education |
| 111 | SmarterServices |
| 113/115 (Double) | Law School Admission Council |
| 116 | NOCTI Business Solutions |
| 117 (Double) | Scantron |
| 202 (Double) | Pearson VUE/Certiport/GED Testing |
| 206 | Proctor U |
| 208 | Paragon |
| 210 | SpeedyPrep |
| 212 | Manufacturing Skill Standards Council |
| 214 | Honorlock |
| 215 | College Board |
| 216 | Examity |
| 217 | Prolydian |
| 218 | ISO-Quality Testing, Inc. |
| 219 | Prometric |
| 220 | Tiburon Lockers |

Agenda

TUESDAY, AUGUST 6

1:00 PM - 7:00 PM

Registration

5:30 PM - 8:30 PM

Dinner Groups

WEDNESDAY, AUGUST 7

8:00 AM - 5:00 PM

Registration

8:00 AM - 10:00 AM

LSAC Sponsor Workshop: Live Digital LSAT Demo

Presenters: Faisel Alam

Brittany Hetherington

John Kluxen

Kim Pearson

Room: Grand Chenier

For LSAT supervisors. Come and see the operational version of the Digital LSAT! This session will cover the test day procedures to deliver this exciting new modality of the LSAT. Plus, time permitting, we will go over some best practices we learned from our July administration.

Scantron Sponsor Workshop: Approaching 2020 with New Strength and Gratitude!

Presenters: Scott Greene, Scantron

Julie Gill, Scantron

Katrina Simmons, Scantron

Stephanie Guthrie, Scantron

Dr. Jim Wollack, University of Wisconsin

Dr. Sonya Sedivy, University of Wisconsin

Room: Grand Ballroom B

2020 is a year many have looked forward to, made goals for, and made projections and predictions about for a number of years now ... and it is upon us!! With your partnership, we believe we're heading into our strongest year yet and we are very grateful to you for being a huge part of why we believe this. The Research Triangle Park, NC Scantron office (formerly Castle) just celebrated its first year as part of the Scantron Corporation. As NCTA is a vital part of our heartbeat, we want to spend some time with you in New Orleans to say, "thank you," for your long-term partnership and to give you updates related to the Scantron test site network, of which NCTA members play a crucial role. We will provide some of our own predictions and goals for 2020 that may be relevant to NCTA members and site partners. In addition, Jim Wollack and Sonya Sedivy of the University of Wisconsin will join us to provide updates on new developments with Tailwind Placement Exams. Please join us as we look forward to moving ahead with you into 2020.

8:00 AM - 9:00 AM

McGraw-Hill Sponsor Workshop: ALEKS PPL: A Seamless Implementation and World-Class Support

Presenters: Nhi Ramos

Matt Swinand

Room: Grand Ballroom A

If you use ALEKS PPL (“Placement, Preparation and Learning”) or have learned anything about it, you know that it represents a remarkable step forward for testing and accurate math placement. Equally important is the specialized support McGraw-Hill Education provides in the form of ALEKS ACS, Advanced Customer Solutions. This small team is dedicated to supporting Testing Directors, IT staff, and other partners concerned with technical integration. ACS has expert knowledge and experience with ALEKS and the varied complex ways it may be implemented, and is well-equipped to support even the most complex scenarios.

Support for placement programs requires a unique approach. It is more urgent: since placement often occurs according to strict timetables, solutions must be prompt and complete the first time. Also, placement tests have important consequences for the students who take them, so that support for placement must be personal, attuned to the particular situations of individual test-takers. In this session, you will meet a representative of the ALEKS ACS team and join a panel discussion of your peers, all implementing ALEKS PPL, as we discuss the importance of support and the ways in which ACS strives for continued improvement and excellence.

RegisterBlast Sponsor Workshop: Expanding Horizons: New Tools, Features, and RegisterBlast's Road Ahead

Presenters: Dwight Pittman

Room: Grand Couteau

Seating charts, community forums, and the addition of charts and graphs round out a growing list of RegisterBlast development updates this year. We want to show you what we've done and where we're headed in the next year. Get the scoop on our latest projects, join the conversation, and travel with us as we explore our expanding horizons.

9:00 AM - 10:00 AM

McCann Associates/Vantage Labs Sponsor Workshop: FSCJ Moving from a Paper Chase to a Digital Solution

Presenters: Dr. Judy Jones-Liptrot, Florida State College at Jacksonville-Deerwood Center

Chad Warren, McCann Associates

Room: Nottoway

Florida State College at Jacksonville offers the ENC0025 College Preparatory Writing Course that has an end-of-Course Assessment Policy requiring developmental writing students to complete a common writing assessment that counts as the final writing exam in the course. Students may be asked to write a narrative, example-based, or other type of paper along with taking a common, college-wide 40 item final grammar exam in a multiple-choice format. What initiated the project, Transforming the Assessment of Developmental Writing Through Adaptera™, is the complexity of having a paper process that required packing exams, transporting the packages to multiple test sites, having two different test platforms (One for the Essay and One for the Grammar Exam), and personally delivering completed exam packages to the scoring committee.

Adaptera has revolutionized the way FSCJ administers and scores both of these exams. The project focused upon transforming a paper process to an electronic process, thereby eliminating the need to pack exams for approximately 300 students. Further, it has eliminated the need to transport completed packages to a scoring committee for grading. The process has been streamlined to afford students the

ability to test on any campus, and their results are electronically scored without assigning a staff member to pack completed exams and to personally transport those exams to a specific location. The benefits are many. It has streamlined the process, allowed for more staff efficiency, provided more testing locations...anytime anywhere, provided one testing platform (essay and grammar are in the same platform), grades immediately (Grammar), grading can take place at many locations, and faculty can see student's progression individually or collectively. Although FSCJ is not using the Artificial Intelligence (AI) for automated scoring of essays, Adaptera does allow for essays to be in one platform ensuring easy accessibility for the rating process.

SmarterServices Sponsor Workshop: How to Get All A's on the Proctoring Game

Presenters: Sean Doty

Claire Skiba

Room: Grand Couteau

Testing center administrators and school officials are always searching for more efficient, effective ways to manage the various challenges of proctoring. Finding and evaluating new options that include academic integrity & student authentication are critical in that search. The world is changing quickly and with it comes many factors impacting the "proctoring game". Join us as we take a look at those factors and demonstrate how SmarterProctoring the complete proctoring system & SmarterID user authentication system, not only address these challenges, but do so in a cost-effective way that allows schools to pick and choose what option best suits their institution's goals & budget while also meeting the needs of their students.

- Growing number of proctoring companies & technologies on the market
- Recent cheating scandals both in testing, school work, and admissions at well-known, reputable institutions
- Challenges faced by test center administrators
- Budget cuts at institutions & financial strain on students
- Need for effective deterrent to cheating
- Faculty voice about preferred proctoring methods
- Regulatory bodies (accrediting agencies & federal financial aid) releasing new standards & regulations
- Rapidly changing technology
- Growth of the "getting paid to cheat" industry

9:30 AM - 10:30 AM

Newcomers Orientation

Presenter: Mark Ross, Miami Dade College

Room: Grand Ballroom A

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

10:00 AM
Coffee Break
Grand Foyer

10:30 AM – 11:30 AM

Prometric Sponsor Workshop: Future's So Bright, Gotta Wear DSST Shades

Presenter: Jason Fine

Room: Nottoway

Join us to learn more about Prometric's credit by exam program, DSST. It's unique history, how it helps service members, and how it is available for everyone. What better way to shrink college debt? Do your part. Get your shades.

10:30 AM - 12:00 PM

PearsonVUE Sponsor Workshop: Alignment of Research, Assessment, and Test Security to Improve Student Outcomes

Presenter: Debi Faucette, GED Testing Services

Room: Grand Ballroom A

GED Testing Service and Pearson forged a partnership in 2011 that transformed the GED(R) Test to meet the needs of millions of adults in need of a high school equivalency credential. The pathway to the new and improved opportunities for adults was a result of the combined efforts of GED Testing Service and Pearson VUE. The research, assessment, and test security efforts of both entities ensure client confidence in the delivery of the test and the quality of the knowledge measured. Join us to go "behind the curtain" to understand the partnership and more importantly, the benefits to our clients and adult learners who select the GED(R) Test.

College Board Sponsor Workshop: Updates: ACCUPLACER AND CLEP

Presenters: Gini Beran

Keith Henry

Kathie Montognese

Room: Grand Ballroom B

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.

ETS Sponsor Workshop – By Invitation Only

Room: Grand Chenier

11:00 AM - 12:00 PM

Akindi Sponsor Workshop: Introducing Akindi - A Bubble Sheet Grading System Designed For Higher Education

Presenter: Mahmoud Hashim

Room: Grand Couteau

This session is for anyone who finds themselves maintaining an old scanner with an outdated software and hopes to find a more efficient alternative.

Enter Akindi: Modern, easy to use, fast, and secure. Hear directly from Akindi's founder on why higher ed

institutions small and large have switched to Akindi - the leading modern alternative to Scantron.

In this session, you will learn how Akindi's platform helps you maintain control and offer flexible scanning options through our self serve or managed deployments. We will show you how Akindi alleviates your team of support hours handling errors and instructor requests. More importantly, we'll discuss how the software, our pricing structure and training and support are designed to ensure we're aligned with your success. You won't be invoiced until we've helped you address all your transition risks.

We'll also have a special offer for those attending the session to get started trying out Akindi!

CONCURRENT SESSIONS

1:00 PM - 2:00 PM

1A: Subscores: Buyer Beware

Room: Nottoway

Track: Tests

Presenters: Sonya Sedivy, University of Wisconsin-Madison
James Wollack, University of Wisconsin-Madison

Testing programs routinely make decisions (e.g. placement, pass/fail, etc.) on the basis of composite scaled scores; however, test users frequently express an interest in receiving diagnostic subscores to better identify examinees' relative strengths and weaknesses. Unfortunately, what test publishers seldom disclose is that subscores do not provide the information that end users believe they do, and overwhelmingly, the only information subscores can add is mis-information. What additional information, if any, can subscores provide? When is it appropriate to report subscores? Join us as we discuss critical issues related to subscores.

1B: Proctoring from a Distance

Room: Grand Ballroom A

Track: Test Center Management

Presenters: Tabatha Phillips, Western Kentucky University
April Imhoff, SIU Carbondale
Chris Dayley, Utah State University
Anthony Elliott, Western Kentucky University
Shannon Fairholm, University of South Dakota

Distance Learning programs and their popularity among higher education students have grown exponentially over the last decade requiring higher education institutions and testing companies to carefully and innovatively create solutions for academic testing. The purpose of this presentation will be to showcase four Distance Learning testing operations, their varied solutions, and discuss NCTA services available for distance learning members. Planned discussion themes include: common distance learning testing issues, remote proctoring approval processes for local, remote, military, and international students, virtual remote proctoring services, ADA accommodations at a distance, and the use of the NCTA Consortium of College Testing Centers (CCTC) network. In addition, the group would like to discuss the forward movement of the NCTA Distance Learning Special Interest Group (SIG) and making it operational by 2020. While our intended audience includes test centers that currently provide a piece of the distance learning exam service, we encourage the attendance of anyone who is considering adding these services to their office responsibilities.

1C: The NCTA Ambassador Program: What's it all about?**Room:** Grand Chenier**Track:** NCTA**Presenter:** Mark Ross, Miami Dade College

The NCTA Ambassador Program was reorganized in 2017 as an internal network for testing professionals beyond the conference platform. Testing veterans are paired with new testing professionals to allow for more direct sharing of information and the establishment of more in-depth relationships. Please join me to learn more about the program and how you could help or be helped.

1D: Great Expectations!**Room:** Grand Ballroom B**Track:** Test Center Management**Presenters:** Scott Greene, Scantron

Julie Gill, Scantron

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

Heather London, University of Arkansas

Katrina Simmons, Scantron

What are the expectations of today's testing candidates? What are candidates thinking as they arrive to take a test at your center? What happens when those expectations are not met? Presenters will discuss how to create a testing environment and experience that will meet many of the candidates' expectations as well as continue to meet the security and standard requirements for high-stakes testing. Presenters will go over steps to take with candidates who are dissatisfied and share tools to diffuse conflicts at the testing center. Additionally, presenters will identify the multitude of expectations placed on the testing center from various stakeholders (i.e., campus, vendors, candidates, staff) and discuss strategies to balance these demands.

1E: All Things GED: What You Know and What You WANT to Know About GED**Room:** Grand Couteau**Track:** Tests**Presenters:** Debi Faucette, GED Testing Services

Bob Lang, Indiana State University

Innovations and improvements are part of the 2014 GED Program landscape. They are integral to maintain a high quality of service to our test administrator and test-taker clients. Participate in this facilitated discussion to refresh what you know about the GED program, learn what's on the horizon, and have your questions answered for what you WANT to know about the GED program.

WALK-IN ROOMS**1:00 PM – 3:15 PM****Getting Started with Certification/Recertification****Room:** Oak Alley**Track:** Test Center Certification**Presenter:** Diane Patterson, Three Rivers College

This session provides the fundamentals necessary for preparing you for certification or re-certification. This session presents a thorough explanation of the application process. If you are interested in certification or are about to recertify and have questions, this is the place to ask them. Unclear about our requirements and document formatting? We encourage you to attend this session as we will share examples of documents with you for clarification.

Set the Standard with an NCTA Grant**Room:** Oak Alley**Track:** NCTA Grants**Presenters:** Wendy Shirey, Bellevue University
Erik Arroyo, University of Pittsburgh
Catherine Hultman, University of Mississippi
Ne'Shaun Jones, University of Texas at Dallas
Kim McCrackin, Oklahoma State University - Tulsa
Bill Thelen, Central Washington University
Robert 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.

Starting a State/Regional Organization**Room:** Oak Alley**Track:** State Organizations**Presenters:** Alex Martinez, Texas A&M International University

If you have questions about starting a state or regional testing group, or need information for your existing group, we can help. Stop by and discuss your mission and vision with people who have been involved in the start-up process.

Get Published in the NCTA eJournal**Room:** Oak Alley**Track:** NCTA**Presenter:** Sara Rieder Bennett, University of Akron

The *Journal of the National College Testing Association (JNCTA)* is a peer-reviewed online journal focused on trends, practices, research, policies, and activities related to examination development and administration. Join the Editor of *JNCTA* to discuss your ideas, resources to assist in submitting a manuscript, and the publication process.

2:15 PM – 3:15 PM**2A: Let's Talk – All For One****Room:** Grand Chenier**Track:** Accessibility**Presenters:** Lindsay Jansen, University of Kentucky
Diana Bidulescu, University of Houston Clear Lake

Let's talk accommodations and get creative! This session will cover not just one, but two important topics. First participants will be coached on how to meet a variety of testing accommodations - and oh my we know there are A LOT! Testing centers both big and small often struggle with how to meet the needs of test takers, and we all wonder are we doing it right? Let's put our heads together and through this interactive session learn, grow, and take away information and suggestions on how to meet testing accommodations. Whether you are a big or small testing center, meeting exam accommodations is a must; and we all want to make sure that we offer the best testing environment possible. How do we know that we are creating and maintaining the best possible? Let's do it together!

In the spirit of doing it together the second portion of this session will address that supporting accessibility is not a one department only job. At University of Houston Clear Lake the Testing Center works closely with Disability Services and IT to accommodate students various testing needs. No space? No problem! During Finals week the Center is open exclusively for students with disability, and the two departments work very closely together to ensure a seamless, no-stress process. Tech needs? We got IT! Join this session to learn tips and tricks that made this possible.

2B: All Jazzed Up Over Prior Learning Assessments

Room: Nottoway

Track: Tests

Presenters: Lynn Brown, Bossier Parish Community College

Anne Gielczyk, Nocti Business Solutions

Catherine Feeney, Manufacturing Skill Standards Council

Today's busy students are eager to achieve their post-secondary education goals--whatever type of degree or certification they plan to earn--as quickly and as inexpensively as possible. Most students know about CLEP tests, and many colleges accept CLEP scores, but there are other options available to help students earn credit through Prior Learning Assessments (PLA). Please come and learn more about PLA options that are available at Bossier Parish Community College (BPCC) and the companies that provide these assessments. Nocti Business Solutions (NBS) and the Manufacturing Skill Standards Council (MSSC) provide excellent PLA and other assessment options. Academic courses at BPCC utilize NBS and MSSC assessments to help students earn credit for what they already know as well as earn portable credentials. Representatives from NBS and MSSC will provide an overview of their companies, explain more about their PLA and other assessment options, and tell you the steps necessary to add these excellent revenue-generating assessment companies to your testing center. We hope you will join us.

2C: Physical Needs of an Accessible Testing Center

Room: Grand Couteau

Track: Accessibility

Presenters: Katie Shifflett, Baltimore City Community College

Denise Lindsley, Kalamazoo Valley Comm College

Victoria Colleli, College of Central Florida

Michelle Porter, International Code Council

Track: Accessibility

Are you getting a new Testing Center space? Is your center up for a remodel? Have you noticed students with physical disabilities experience challenges when using your space? Then this is the session for you! The NCTA special interest group, Universal Access in Testing, will share their ideas and points to consider for creating and maintaining a physically accessible center that is welcoming to all.

2D: Tricks of Training: Learning Best Practices for Training New Employees

Room: Grand Ballroom A

Track: Personnel

Presenter: Stephanie Soto, Nova Southeastern University

Training new employees to learn in the nuances of proctoring an exam at your Testing Center may seem daunting, but with a training plan in place this process can be a breeze. In this interactive session, we will be discussing a dynamic hands-on method of learning called training within industry, or TWI, as a means to prepare your staff to be equipped proctors. The TWI approach to job instruction is a detailed guide that can be used with a staff of any size. We will also go over how to provide continuous support for new trainees by developing a comprehensive manual and using the just in time approach to learning. This session will include a couple activities so bring a pencil and be prepared to discover the tricks of training.

2E: Hiring and Training for Employee Retention

Room: Grand Ballroom B

Track: Personnel

Presenters: Elizabeth Wulbrecht, Anne Arundel Community College

Kaitlynn Crane, Weber State University

Colbie Hymas, Weber State University

David Ehrenreich, Anne Arundel Community College

Track: Personnel

I love staff turnover! Said no Test Center Administrator ever. Retaining amazing proctors starts in the hiring process and continues into their first days and weeks with the training they receive. As a large Test Center, Anne Arundel Community College, has many opportunities to hire proctors. Over the last three years, they have worked to fine tune their process and interview questions. Come learn about their current process, how they aligned interview questions with their values, and their general lessons on how to hire for greatness! And what do you do once you hire greatness? You train them of course with innovative programs like Weber State University's Mentoring Program! The WSU Testing Center Mentoring Program was originally proposed as a way to provide supplemental training and support for new Testing Proctors. As the program has grown it has assisted their department in increasing employee retention, developing a more versatile and knowledgeable staff, providing more accurate employee evaluations, and promoting staff camaraderie. Looking for resources? Need some new interview questions? Want to peek at training materials? We've got some to share!

3:15 PM - 3:45 PM

Break

Grand Foyer

3:45 PM – 5:15 PM

3A: 2019 Cheating Scandal - What We Know, What We've Learned, and What it Means for the Testing Industry

Room: Grand Ballroom A

Track: Test Center Management

Presenters: Sally Carter, Moderator, Southeast Missouri State University

Sara Rieder Bennett, University of Akron

Faisal Alam, Law School Admissions Council

Jarret Dyer, College of DuPage

Five months ago, news of a well-orchestrated, high profile, and extremely profitable college admission scandal made headline news for weeks. Major universities and testing companies found themselves in an undesirable situation. Across the country, recruiting and admissions' departments, athletics programs, and donors have undergone intense scrutiny. Where are we now? What long term impacts have been made to the testing industry? Representatives from NCTA, accommodated testing services, and exam companies will address what we know happened, what we have learned, and what this scandal means for the future of testing.

3B: Implementing Multiple Factors into Placement Policies

Room: Nottoway

Track: Security

Presenters: Kathie Montognese, College Board

Silvio Rodrigues, Miami Dade College

Mark Ross, Miami Dade College

Phil Davis, Broward College

The ACCUPLACER program recommends and allows for the use of multiple factors when making placement decisions. Over reliance on any single criteria to make high stakes decisions is not recommended as it is not a consistent method. A best practice for placing students is to use academic

and nonacademic multiple factors along with ACCUPLACER test scores. This session will explore how to incorporate multiple factors into your placement policy and will demonstrate the NEW Composite Tool which will help institutions place additional factors on the same scoring scale. This session also will highlight how Miami Dade College and Broward College developed a Local Test as a means of measuring additional academic skills to improve course placements.

3C: Let's Talk CLEP: Updates, Data, Security

Room: Grand Chenier

Track: Tests

Presenters: Rita Garcia, College Board

Gini Beran, College Board

Cindy Takacs, Educational Testing Service

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 including the release of CLEP's Spanish with Writing exam. There will be time for dialogue into testing scenarios as well as an opportunity for Q & A.

3D: How Augmenting Your Physical Test Center with Remote Proctoring Services Can Solve Common Challenges in Higher Ed

Room: Grand Ballroom B

Track: Tests

Presenters: Ali Cicerchi, Franklin University

Lisa Clark, University of Northwestern Ohio

Christina Geter, Franklin University

Ashley Norris, ProctorU

This session will provide two in-depth use cases of how University of Northern Ohio and Franklin University built a unique, holistic infrastructure to support students and faculty and meet accreditation needs by partnering testing center and remote proctoring services. Historically, remote proctoring services were considered in direct competition with a university's physical testing centers. You'll hear how UNOH and Franklin were able to address this hesitation from their own administrators by highlighting the value-added benefits. This kind of implementation allows for standardized assessment support services across the institution, a streamlined process for academic integrity policies and procedures, an expansion in staff headcount, and ultimately an increase in revenue. The session will also discuss how data collected from the remote proctoring solution (ProctorU) elevates the capabilities of the testing center to support Colleges and degree programs. By working together, a remote proctoring company adds value to the testing center and helps support a university's mission. Session attendees will walk away with innovative ideas to solve real problems faced by hundreds of institutions.

5:30 PM - 6:30 PM
Dinner Groups

THURSDAY, AUGUST 8

8:00 AM - 5:00 PM
Registration

7:30 AM - 8:30 AM
Breakfast
Grand Ballrooms A/B/C

8:30 AM - 9:00 AM
President's Welcome

9:00 AM - 9:45 AM

Keynote Presentation: Dr. Tricia Bertram Gallant, Ph.D.
How the Testing Industry Can Create Cultures of Integrity

The culture or environment in which students live, work and study is one of the most powerful determinants of decision-making and acting. And, we know that in cultures of integrity, people are more likely to be honest, respectful, responsible, fair and trustworthy. So, it is important for the testing industry to ask what role they can play in creating cultures of integrity, not only within their own four walls but also within the larger institution. This keynote will introduce key strategies the testing industry can implement to become valuable campus partners in making cheating the exception and integrity the norm.

CONCURRENT SESSIONS

10:00 AM - 11:00 AM

4A: Follow-up Session with Keynote Speaker: What's the Point? Leveraging Cheating as a Teachable Moment

Room: Grand Chenier

Track: Security

Presenter: Tricia Bertram Gallant, Ph.D.

The testing industry has a critical role to play in protecting the integrity of the diplomas and degrees conferred by colleges and universities. So, they must do what they can to prevent cheating. However, students (aka human beings) will still cheat. So, it's important for testing center staff to understand the valuable role they can play in leveraging that cheating moment as a teachable moment. In this breakout session, participants will be actively engaged to experiment with ways of doing just that – whether within their testing center while a violation of integrity is occurring or after a student has been caught for cheating.

4B: Perceptions of Online Proctoring

Room: Nottoway

Track: Online Proctoring

Presenter: Dr. Katherine Kollar-Valovage, Bloomsburg University of Pennsylvania

In November 2018, NCTA members had the opportunity to participate in doctoral research regarding Test Administrators' Perceptions of Benefits, Challenges, and the Future of Online Proctoring in Test Administration. This session shares the findings from the survey, recommendations for practice, and potential areas for future research. Come join in the conversation about where NCTA members see this emerging technology today and what our peers believe is the future of this emerging technology.

4C: Conflict: It's a Good Thing**Room:** Bayside B/C**Track:** Personnel**Presenters:** Colbie Hymas, Weber State University
Kaitlynn Crane, Weber State University

This presentation is meant to explain why conflict, something people commonly associate as a bad thing, is actually healthy and constructive if handled properly. The presentation will cover common forms of conflict that we see at our testing centers between various individuals including: co-workers, faculty and staff, students, and the community. The presentation will give some examples of what could happen if the conflict is avoided or ignored, as well as give suggestions on how to resolve conflict in a healthy manner to avoid fractured relationships, and an awkward work environment. Moreover, the presentation will explain how we as professional can take conflict and turn it into creativity, which will therefore, produce innovation and healthy growth. There will be a lot of audience interaction during this presentation at various times to allow others to give examples and solutions that they have found to be effective at their testing centers.

11:15 AM - 12:15 PM**5A: Strengthening the Testing Ecosystem****Room:** Bayside A**Track:** Personnel/Security**Presenters:** Rachel Schoenig, Cornerstone Strategies
Faisal Alam, Law School Admissions Council
Ray Nicosia, Educational Testing Service
Camille Thompson, College Board

A strong testing ecosystem helps to improve the security of testing and ensure valid test results. Several efforts are currently underway to help strengthen the testing ecosystem, especially with regard to the relationship between test sponsors and proctors. This session will discuss some of the efforts underway to enhance that relationship, including training tools and standards development. It will also seek input from attendees as to how to further strengthen the relationship between test sponsors and proctors. This is your chance to hear and to be heard, so bring your questions and suggestions, and be prepared for a fun and engaging session!

5B: HiSET Test Administration - Best Practices, Updates, & Resources**Room:** Grand Chenier**Track:** Tests**Presenters:** Jonna McDonough, Educational Testing Service HiSET
Adriana Wells, Educational Testing Service
Erick Baldwin
Alejandro Martinez, Texas A&M International University

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. In this session, our diverse panel will share their insights in administering the HiSET® exam, including operational considerations, best practices, and updates to the assessment. We'll conclude our session with time for Q&A.

5C: Supporting Students**Room:** Bayside B/C**Track:** Personnel**Presenter:** Brook Koltun, Pikes Peak Community College

This session will present how one community college developed a hybrid position, Testing & Entrance Advising Specialist, to respond to an institutional need to increase at-risk student support, prevent over testing of already test fatigued students, and increase student matriculation by breaking down enrollment

barriers. Through a discussion of the position development, characteristics of the ideal team members, implementation process, assessment of effectiveness, and future vision, attendees will learn how a hybrid position can positively impact students on their campus. Session attendees will also have the tools to develop a similar position that is responsive to their institution's strategic goals. The Testing & Entrance Advising Specialist position was awarded the 2018 NCTA Program Innovation Award.

5D: Continue Asking Psychometricians

Room: Grand Couteau

Track: Tests

Presenters: Jim Wollack, University of Wisconsin-Madison
Sonya Sedivy, University of Wisconsin-Madison

What's an even better way to get your testing theory questions answered than asking a psychometrician? Try asking two psychometricians. Fresh off its engrossing and wildly popular debut at last year's conference, "Ask a Psychometrician" is back and better than ever. As we know too well, examinees, students, parents, professors, and administrators will occasionally challenge us to provide testing-related information beyond the nuts and bolts of test administration. Fortunately, this session provides participants with an opportunity to get all their questions answered about the World of Testing beyond test administration by two psychometricians and testing office employees at the University of Wisconsin-Madison. Examples of topics open for discussion include adaptive testing, test fairness, test development, retest policies, test assembly, validity/reliability, standard setting, test security, multiple measures, norm- vs. criterion-referenced testing, grading and scoring practices, equating, scaling/linking, and just for fun, modeling data and conducting simulation studies. The unique aspect of this session is that there will be no formal presentation. This session will function entirely as a Q&A, you bring the questions, we bring the answers. That means that even if you were at last year's session, this year's session figures to be entirely new, as the content of the session is dictated by the questions you ask.

5E: Bringing Servant Leadership Practices to Your Team

Room: Nottoway

Track: Personnel

Presenter: Chelsea James, Pima Community College District

What are the qualities and benefits of servant leadership and why should you build a team based on servant leadership principles? As opposed to the traditional top-down pyramid of authority that is typical in many workplaces, servant leadership is a philosophy and practice that seeks to create an environment of shared power. A servant leader is concerned with the well-being of all individuals and focuses on developing employees to their highest potential. As a result, employees are more likely to feel valued, empowered and satisfied which strengthens teams, promotes loyalty and enhances productivity. In this session we will look at data on why servant leadership is effective, what characteristics and values servant leaders bring and some strategies that you can employ with your team, whether you supervise or not.

12:15 PM - 1:30 PM
Luncheon
Grand Ballrooms A/B/C

1:30 PM - 6:30 PM
Exhibitors' Fair
Grand Ballrooms D/E

1:45 PM - 5:15 PM

PI Labs

Room: Bayside Foyer/Oak Alley

One location – Seven great proctoring resources! Stop by the PI lab and discover the many different resources available to you for the training and retention of your proctors. Browse the materials on your own, answer the PI Lab Questions, and get registered for door prizes. Facilitators will be available to help answer your questions.

CONCURRENT SESSIONS

1:45 PM - 2:45 PM

6A: Creating Your Mindfulness Game Plan

Room: Nottoway

Track: Personnel

Presenter: Rachel Leveillee, University of Rhode Island

Simple, brief mindfulness activities can help you to be more focused and productive - and, less stressed! A growing body of research shows how deep the benefits of mindfulness are on both the body and mind. Now there is movement in higher education to use more mindfulness in the classroom and the feedback from students and faculty is that minimal efforts can reap big rewards. How can we incorporate mindfulness into testing centers? How can we use these techniques to support the communities we serve and invite more equanimity for ourselves? Come to this session to experience mindfulness activities, brainstorm how you can use them in your testing center, and create a plan for incorporating mindful practices into your everyday life.

6B: Prior Learning Policy: Is it making or breaking your enrollment?

Room: Grand Chenier

Track: Tests

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

With the rapid decline in enrollments institutions are constantly seeking ways to boost their enrollments. Could something as simple as what exams we choose to accept for credit be deterring students from attending our institutions? This workshop will ask attendees to closely consider their policies for accepting and articulating credit attained through prior learning assessments. We will also examine the roles that testing professionals play in creating policy, articulating credit, and marketing such programs to potential students in the hopes of boosting enrollment. Lastly, we will discuss additional stakeholders and how, if necessary to involve them in the drive to increase enrollment.

6C: Automating Registration for Placement Exams: How We Moved from Paper to Online

Registration

Room: Grand Couteau

Track: Automated Registration

Presenter: Patti Laird, Shippensburg University

Shippensburg University adopted Slate as its admissions portal system, and the Testing Center began using it in Fall 2018, replacing a system in which we mailed placement testing information to students and scheduled them manually. Slate allows us to create a "checklist" item to "register for and complete placement testing" on the records of incoming students who need placement testing (which they must complete), allows students to register for any available seat using an online registration system, sends students email and text reminders, allows staff to mark whether students actually attend the session, and sends appropriate follow-up communications to students (based on whether they attended or not). Using Slate to automate the process has saved the university money and staff time and has enabled us to quickly run reports on which students still need placement testing. This presentation will show the entire process from both the student and university side.

6D: Proctored vs. Unproctored: The Effects of Remote Proctoring on Student Placement Assessments

Room: Bayside B/C

Track: Tests

Presenters: Rachel Hample, Temple University
Julie Martin, Temple University

Many institutions use unproctored placement assessments to place incoming students into college level courses. At Temple University, incoming students take unproctored math assessments to determine their math course placement. In 2018, Temple University conducted a research study tracking two groups of students taking the math assessment. One group took the math test in a remote proctored setting and the second took the test using Temple's standard, unproctored placement assessment administration. In addition to understanding the implementation of a remote proctoring service, the goal of the study was to answer the following: Is there a significant difference in placement level as a function of proctored vs. unproctored testing? Is there a significant difference in student performance in math courses as a function of proctored vs. unproctored testing? Join us as we discuss research about the effects of remote proctoring on student placement assessments and share our experience with implementing this method of administration.

6E: From a Paper Chase to a Digital Solution: Transforming the Assessment of Developmental Writing through Adaptera

Room: Bayside A

Track: Tests

Presenters: Chad Warner, McCann Associates
Dr. Judy Jones-Liptrot, Florida State College at Jacksonville

Florida State College at Jacksonville offers the ENC0025 College Preparatory Writing Course that has an end-of-Course Assessment Policy requiring developmental writing students to complete a common writing assessment that counts as the final writing exam in the course. Students may be asked to write a narrative, example-based, or other type of paper along with taking a common, 40 item final grammar exam in a multiple-choice format. What initiated the project, Transforming the Assessment of Developmental Writing Through Adaptera is the complexity of having a paper process that required packing exams, transporting the packages to multiple test sites, having two different test platforms (One for the Essay and One for the Grammar Exam), and personally delivering completed exam packages to the scoring committee. Adaptera has revolutionized the way FSCJ administers and scores both of these exams. The project focused on transforming a paper process to an electronic process, thereby eliminating the need to pack exams for approximately 300 students. Further, it has eliminated the need to transport completed packages to a scoring committee for grading. The process has been streamlined to afford students the ability to test on any campus, and their results are electronically scored without assigning a staff member to pack completed exams and to personally transport those exams to a specific location. The benefits are many. It has streamlined the process, allowed for more staff efficiency, provided more testing locations, provided one testing platform (essay and grammar are in the same platform), grades immediately (Grammar), grading can take place at many locations, and faculty can see student's progression individually or collectively. Although FSCJ is not using the Artificial Intelligence (AI) for automated scoring of essays, Adaptera does allow for essays to be in one platform ensuring easy accessibility for the rating process.

3:00 PM - 4:00 PM

7A: Everything You Want to Know about the Digital LSAT (and didn't even know to ask)

Room: Grand Couteau

Track: Tests

Presenters: Faisel Alam, Law School Admissions Council

Brittany Hetherington, Law School Admissions Council

Kimberly Pearson, Law School Admissions Council

Do you remember when Coca-Cola decided to reformulate their highly successful product and create the New Coke? Have you wondered what makes one wake one up morning and decide to change from tried and true to take a gamble on something completely different? For LSAC, it wasn't just one morning, but we decided to completely change what was a successful and solid assessment. This session will discuss the road that led LSAC to finally leave paper and pencils behind and go forward with a tablet-based test. This session will also talk about the important role our test center supervisors played in helping craft the user interface and evolve the final product. We will also discuss how the Digital LSAT set the stage to separate the writing sample and create a standalone product called LSAT Writing. Finally, attendees will have to opportunity to view and work with the Digital LSAT interface and see why we are not worried about creating an LSAT Classic.

CANCELLED

~~7B: Increasing Opportunities and Revenue through Skills Certifications~~

~~Presenter: Steve Saladin, University of Idaho~~

~~Track: Tests~~

~~Certification of skills continues to be a growing field as employers increasingly look for verification of skills, not just a degree. Working with faculty and academic units to identify areas in which their students develop skills and then finding ways to certify those skills allows students to become more competitive in the job market. With the right negotiations and planning, provide a valuable service to student at a reduced cost and increase revenue for the center. This can be particularly impact if you are a small testing center with limited resources and opportunities. Learn about two recent collaborations between academic units and the Testing Center at the University of Idaho and how this has allowed us to grow our budget and increase salaries.~~

7C: Building Test Center Staff

Room: Bayside B/C

Track: Test Center Management

Presenters: Allyson Porter, Midlands Technical College

Derrah Cassidy, Midlands Technical College

Learn how to create a culture that motivates and retains Testing Center team members, builds and develops team effectiveness, and prepares individuals for leadership roles by using management strategy that incorporates an emphasis on different generational characteristics and preferences. This engaging, interactive session will include current work trends and corresponding data, brief self assessments, information on management and leadership generational frameworks, and workplace practices that have proven beneficial in creating a cohesive working environment. The principles covered in this session can also be applied to any group setting or to individual interactions to enhance understanding of generational perspectives and communication effectiveness.

7D: The Self-Supporting Test Center

Room: Grand Chenier

Track: Test Center Management

Presenter: Leah Chavez, University of Arizona

The Self-Supporting Testing Center. (Two-Part)Part 1 - This presentation will outline how the Program Director of The University of Arizona's Testing Office conducted an Environmental Scan in the state of

Arizona. This environmental scan led to the Testing Office's expansion to a larger site. Part 2 - An overview will be provided on the services offered at The Testing Office and how the office exists on campus without any designated general funds from The University of Arizona.

7E: Academic Integrity on Campus - Education, Prevention, and Response

Room: Nottoway

Track: Academic Integrity

Presenters: Sara Rieder Bennett, University of Akron

Jim Wollack, University of Wisconsin–Madison

Jarret Dyer, College of DuPage

Testing staff can position ourselves as experts and advocates on our campuses to educate, prevent, and respond to integrity concerns. During this workshop, we will define cheating and integrity, explore prevalence and risk of threats to test integrity, factors that increase risk of misconduct, prevention in both classroom and secure test environments, and detection and responding to misconduct. Taxonomy and types of misconduct will be presented, along with resources that guide development of policies and procedures in testing. Finally, presenters will identify how we can be campus experts on integrity, advocate for policies regarding educating and preventing violations, and guide discussion of case examples.

4:15 PM - 5:15 PM

8A: A Holistic Academic Testing Management Solution

Room: Grand Chenier

Track: Test Center Management

Presenters: Judy Davidoff, Broward College

Phillip Davis, Broward College

Does your testing center proctor tests for academic purposes at your institution? Do you ever wish there was a better way to manage tests from faculty? Do you wish you could provide data quickly and accurately? In this presentation, you will learn how Broward College is utilizing several key modules in RegisterBlast to manage academic testing in multiple testing centers. At Broward College, academic testing, such as make-up, accommodated, and blended course testing, is being managed through RegisterBlast. Students are tracked quickly and accurately utilizing this holistic RegisterBlast process.

8B: Test Center as Part of the Learning Commons: Reimagining the Test Center for the Future

Room: Bayside B/C

Track: Test Center Management

Presenters: Ruby Burchett, Harford Community College

Teresa Stephens, Harford Community College

Learn the journey of a Test Center in fortifying its role in the Learning Commons vision and in accentuating its vital role in student learning lifecycle. The presenters will share steps on reimagining its Test Center in time for its relocation to a new space, processes done in rethinking of its procedures and practices with a new space, and challenges that were overcome during the journey. Audience will be invited for discussions of their own Test Center evolution experiences.

8C: Generating Additional Revenue for Your Testing Center

Room: Nottoway

Track: Test Center Management

Presenters: Sean Doty, SmarterServices, LLC

Claire Skiba, SmarterServices, LLC

Linda Schwinghammer, San Juan College

How can your testing center generate additional revenue by providing proctoring services for students of other institutions? SmarterProctoring is the industry's only multi-modal proctoring process management

system and informs students about your center's availability. Students can see a variety of proctoring options including testing centers, proctoring professionals and virtual proctoring services. Through LMS integration, SmarterProctoring knows the location of the student and displays the location of testing centers on a map for the student to see. Your testing center is able to set its own rate and availability can be managed through integration with RegisterBlast.

8D: Modernizing the Test-Taking Strategies Handout

Room: Grand Couteau

Track: Test Center Management

Presenter: Stephanie Soto, Nova Southeastern University

Most Testing Centers offer a handout with universal test strategies and tips, but not many students are picking it up. This session will provide ideas to expand that piece of paper into visual and engaging content for the students on your campus. We will be looking at appropriate ways to engage in social media, learning short activities perfect for a first-year seminar course, and going through great resources to include at your front desk or on your test center website. During this session you will not only see what has been created for Nova Southeastern University, but you will also be given the resources to create your own personalized concepts for sharing popular test-taking tactics.

5:15 PM - 6:30 PM

NCTA Reception w/Exhibitors (Welcome Reception)

Heavy Hors D'oeuvres, Live Entertainment, and Door Prizes

Grand Ballrooms D/E

NCTA Poster Presentations

Missed a session? Want to speak with a presenter? Many speakers have agreed to participate in a poster presentation where you can get your questions answered.

Grand Foyer

6:30 PM

NCTA 20th Anniversary Celebration

Live Music, Dancing, and Dessert

Grand Ballrooms D/E

FRIDAY, AUGUST 9

6:30 AM - 7:30 AM

Yoga

Room: Gallier A/B

Instructor: Rachel Leveillee, University of Rhode Island

Traveling can introduce a host of issues for the body as our regular routines are disrupted. This gentle, all-levels yoga class will invite balance and renewal to counteract the effects of travel, long hours of sitting, and maybe even some late-night New Orleans fun. We'll stretch, breathe, and work out all the kinks! All are welcome, including those who are brand new to yoga and those working with injury. Wear clothes you are comfortable moving in and consider bringing: an extra layer and/or socks, water bottle, and towel or yoga mat.

8:00 AM - 3:00 PM

Registration (closed during lunch)

8:30 AM - 9:45 AM

Breakfast with Exhibitors

Grand Ballrooms D/E

8:30 AM - 12:00 PM

Exhibitors Fair

Grand Ballrooms D/E

Proctor Games - Live Team Proctoring

Oak Alley

9:00 AM - 12:00 PM

Resource Fair

Grand Foyer

CONCURRENT SESSIONS

10:00 AM - 11:00 AM

9A: The More Things Change: A Look Back and A Look Ahead

Room: Bayside B/C

Track: Security

Presenters: Rachel Schoenig, Cornerstone Strategies
Ray Nicosia, Educational Testing Service

The more things change, the more they stay the same, or so the saying goes. But is it true? Our industry is certainly changing, and new technology and cheating tools have changed the face of testing and test security. So where are we headed as an industry? How will online proctoring, AI, and blended testing impact our industry and exam security? How will other technology changes impact test security and proctoring? Is there anything to be learned by looking to our history to help draw lessons for the future? Join testing experts as they discuss these topics and provide an instructive and engaging look into the future.

9B: No Voodoo Necessary: Tips, Tricks, & Strategies for Managing Branch Testing Centers

Room: Grand Chenier

Track: Test Center Management

Presenters: Ryan Mays, Owens Community College
Heidi Hartley, Central Ohio Technical College/The Ohio State University
Jennifer Hammitt, Owens Community College

"Laissez les bon temps rouler" as we tackle the challenges associated with managing testing center operations on more than one campus. How do we ensure consistent candidate experiences at each of our unique centers, while maintaining standards of communication, record keeping, and test security? How does staffing and staff training impact this lofty goal, and what methods of organization have worked well for our campus communities? Join our "krewes" as we share and discuss ways that we have worked to standardize operations at our various branches, and the tools utilized to get us there. Be prepared to share your own ideas and success stories, as we hope to leave you with a "lagniappe" of useful information!

9C: Covering your Testing Centers Assets

Room: Bayside A

Track: Security

Presenter: Margaret Landsparger, Michigan Technological University

As we hear more and more about cheating in the testing world and students buying exam data, how are you covering your Testing Center's assets to ensure integrity, accountability, and security in your testing environment. Come listen to how the Michigan Tech Testing Center is covering our assets through work policies and procedures, exam handling (physical security, transportation, and access control), and monitoring exam candidates while still maintaining a supportive testing environment. I will share our procedures, documentation and lessons learned. The NCTA offers certification of your testing center, but until you have reached that goal, and even after, don't let your assets come into question.

9D: You're Safe With Me: Securing Tester Data At All Times

Room: Nottoway

Track: Security

Presenter: Diana Bidulescu, University of Houston Clear Lake

Testing Centers have access to a lot of sensitive data. We receive it from testers, plug it into our systems, and send it out to the originating institution. At University of Houston Clear Lake, we developed simple processes to aid us in maintaining data security, which can be easily replicated by institutions of all sizes. Join this session to learn how to create reliable physical and electronic data handling processes for your

institution. From policy to procedures, we will discuss options and their implications on maintaining constant and consistent data security. We will also focus on the data security and privacy legislation that governs such data handling, and how to ensure that our systems and staff are compliant at all times.

9E: The 10 Amigos - Multiple Colleges Finding Consensus Under One District

Room: Grand Couteau

Track: Test Center Management

Presenters: Linda Bridwell, Scottsdale Community College
Debi Moser, Phoenix College
Diana Pino, Rio Salado College
Bethany Moncivaiz, Chandler-Gilbert Community College

Testing offices touch a variety of departments within a college. How many times have we had to balance the differing opinions and needs of these departments? Now try steering through those same opinions and desires coming from 10 different colleges. In addition, with the advent of Multiple Measures, the primary focus on placement measures has turned away from testing; these are the challenges that the colleges that make up the Maricopa County Community College District have been navigating for the past year. How did it start, how did we proceed, where are we now, and what do we see on the horizon? How does Testing stay relevant when much of our focus has changed? Find out how we collaborate, find consensus and support each other as we move forward with this new initiative.

11:15 AM - 12:15 PM

10A: Getting to There From Here: Planning a Positive and Smooth Transition

Room: Bayside A

Track: Test Center Management

Presenters: Kimberly Bright, University of Arkansas-Little Rock
Americo Stellato, Honorlock

Switching remote online proctoring systems can be frustrating to testing office staff, IT Services, Faculty and Students. Preparing the way for the transition can ease the challenges faced when making a major change by: 1) Getting buy-in from Testing Services staff. Give the staff a demo. 2) Coordinating with IT Services to ensure that the new proposed system will integrate well with existing online platforms. 3) Demos for faculty that allow for thoughtful questions and answers and express their opinions. 4) Pilot for faculty and students to play with new system. 5) Training, training, training. 6) Open communication between company and faculty. 7) Excellent support from remote proctoring company. All the above help make the transition smooth and beneficial to all involved. Change can be difficult for all of us, but following these steps helps to ensure minimal mishaps.

10B: Instead of Teamwork, Work on the Team

Room: Grand Couteau

Track: Test Center Management

Presenter: Stephen Morphet, Weber State University

Teamwork can be seen simply as understanding the policies at your testing center, but there are other aspects that are widely missed, such as not only how you explain your policies, but body language, tone of voice, and even when to provide help to proctors who are new and to those who you've worked with for a while. Many existing variables of teamwork go unnoticed except for the end result, instead we need to remember about the process. We all don't need to work on teamwork, but we need to work on the team. The following categories of job knowledge, dress and appearance, customer service, promptness and proctoring, just to name a few, all take a hit without teamwork.

10C: Serving Non-Traditional Students

Room: Nottoway

Track: Personnel

Presenters: Chris Dayley, Utah State University
Lavonda Gonzales, Utah State University Uintah Basin
Lindsey Smith, Utah State University Orem
Ryan Egan, Utah State University Salt Lake

Non-Traditional students are an important part of many of our campuses. Although non-traditional students are taking the same classes and earning the same degrees as traditional students, their life situation is often very different. This means that they have different needs than traditional students. Non-traditional students can include, but are not limited to, older students, students who work, students with children, etc. In order to provide the best possible service for our students, testing center administrators should consider the unique needs of non-traditional students. Utah State University (USU) is comprised of several campuses throughout Utah. These campuses range from a large residential campus to regional campuses that serve as educational hubs for non-traditional learners in urban and rural areas. This presentation will include several testing center administrators from different USU campuses sharing strategies for meeting the needs of non-traditional learners. Attendees of this session will come away with a better understanding of who non-traditional students are, what their needs are, and how they can effectively accommodate their needs at our centers.

10D: Tying It All Together: A Look at the Management of Assessment Centers

Room: Grand Chenier

Track: Test Center Management

Presenters: Stephen Nickell, Florida State College-Jacksonville
Greg Miller, East Carolina University

With all the moving parts of an assessment center, one can easily feel inundated with keeping up on the latest advances in center management, test security, and software to help maintain a professional and secure testing site. Join us for a comprehensive look at managing an assessment center using some of the latest practices and software in assessment. In Part I, the session will explore the management of the testing environment, with a focus on ECU's use of the CrossTec System. The presentation will include an in-depth look at why and how students cheat during testing administrations, followed by using effective deterrents, such as the check-in process, camera usage, biometrics, and testing room management software. Each topic will provide an analysis of how the measures can be used to combat dishonesty and keep the security of exams safeguarded. In Part II, the session will review the technology and day-to-day operations of an assessment center. The topics will include Cqueue Check-In Systems for tracking traffic data, NetSupport for test monitoring, video advising for delivering consistent test policies and procedures, SmarterProctoring for campus-based faculty testing, RegisterBlast for scheduling community exams, a mobile testing lab for expanding operations, and Microsoft Excel for sorting, tabulating, and presenting data for administrative purposes. Each instance will have examples of its implementation and will include an opportunity for questions and answers.

10E: The Psychology of Cheating

Room: Bayside B/C

Track: Test Center Management

Presenter: Naora Ben-Dov, Dov Educational Services

What is cheating? And, why does everyone cheat? There are myriad of psychological reasons we all participate in this very human activity and why we justify the behavior to ourselves and others. To understand is to take a step necessary to prevent exam cheating and possibly adjust security procedures. Come explore the fascinating world of psychology as it relates to exam behavior.

12:15 PM - 1:15 PM
Lunch
Grand Ballroom A/B/C

AD-ON SESSIONS

1:30 PM - 3:30 PM

Certification/Recertification Evaluator Training

Room: Grand Chenier

Track: Test Center Certification

Presenter: Diane Patterson, Three Rivers College

Has your testing center been certified? Do you have a desire to help others reach this prestigious distinction? If you said yes to both of these questions, this session is for you. During this session, we will discuss the requirements for becoming a TCC evaluator, the evaluation process, and work through a case together. With the growth of the program, new volunteers serving as evaluators are necessary to keep the program viable. If you would like to help assist in this endeavor, please send an email to tabatha.phillips@wku.edu to pre-register for this session as seats will be limited and a waitlist will be created for an online training after the conference for additional individuals interested in serving.

If a Picture is Worth a Thousand Words, then THIS is Nearly Priceless!

Room: Bayside B/C

Track: Personnel

Presenters: Rachel Schoenig, Cornerstone Strategies

Ray Nicosia, Educational Testing Services

Camille Thompson, College Board

Jarret Dyer, College of DuPage

Testing manuals are important for, among other things, aligning proctor and test sponsor expectations around test security, check-in procedures, and prohibited behavior. No matter how descriptive a manual is, however, it is difficult to succinctly and effectively describe what it looks like when an examinee attempts to engage in prohibited behavior. That difficulty is what prompted NCTA to collaborate with some of the leading voices in testing in developing a video series that demonstrates examinee actions and body positions when engaging in prohibited behavior. The short, targeted videos produced by the collaborators have been translated into multiple languages and shared across the globe to augment proctor training and enhance test security. Join some of the collaborators as they share key threats, show the videos, and discuss their use and effectiveness. Learn how you can implement these videos to improve training and security at your center, and help shape the next installment of videos by providing input into future topics. If a picture is worth a thousand words, these videos are nearly priceless when it comes to effective training and exam security!

CAS Self Assessment

Room: Bayside A

Track: Test Center Management

Presenter: Kristen Vickery, Anne Arundel Community College

Physical Needs of an Accessible Testing Center, Part 2

Room: Grand Couteau

Presenter: Michelle Murphey Porter, CAE, International Code Council

Couldn't get enough from the first part of this presentation? Join the Universal Access in Testing Special Interest Group for a recap of the session on accessibility in your testing center. After the presentation, you'll join groups of testing centers similar to yours and moderated by SIG members who can help you solve specific issues in your center. This will be a hands-on session, so bring your toughest challenges and we'll work to solve them.

6:00 PM – 9:00 PM
Baseball Game New Orleans vs Reno
Dinner Groups

SATURDAY, AUGUST 10

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



2020 Annual Conference
August 26-28
Marriott Wardman Park Hotel
Washington DC