

PTC News and Notes

Fall 2019

Table of Contents

President's Corner	1
LOOKING TO THE FUTURE: PTC Partners with Prometric	1
Event Calendar	2
How to Overcome Test Anxiety	3
WORD PLAY: Pre-Test Items	4
Client Milestones	5
PTC News	5
PTC Employee Spotlight	6

President's Corner



This fall is an exciting time for PTC, as we announce our partnership with Prometric to deliver tests at their global network of computer-based centers. We are confident that this move will improve the testing experience for your organization and your candidates. In November, I will be presenting at the 2019 ICE Exchange conference in San Diego. Please stop by the PTC booth and say hello if you're there!

-Vicki Gremelsbacker, President

LOOKING TO THE FUTURE: PTC Partners with Prometric for Computer-Based Testing

BY VICKI GREMELSBACKER

At PTC, we believe that our history of providing dedicated and informed customer service to both our clients and our candidates has always been a critical pillar of our success. The satisfaction of every client and every candidate is what matters most. In keeping with this high standard, I am excited to announce PTC's new partnership with Prometric to provide computer-based testing to your candidates.



Prometric is a well-established and trusted provider of technology-enabled testing and assessment solutions and has the largest footprint of standardized test centers in the

U.S. In addition, they offer testing facilities in more than 85 countries.

With Prometric's reputation for reliability and professionalism, we are confident that your candidates will have a great testing experience - from the time they schedule their examination appointments right through the completion of their computer-based examinations. Prometric offers industry-leading test center services, including:

- ✓ Geographically diverse test centers in North America, allowing 92% of candidates to test within 50 miles of their home
- ✓ A growing roster of international test centers in 83 countries outside of North America
- ✓ State-of-the-art testing engine security and user-friendly testing platform

- ✓ Easy-to-use online secure scheduling system for 24/7 candidate scheduling
- ✓ A full complement of special accommodation services, including online self-scheduling for certain needs
- ✓ Online maps and easy-to-follow directions to locate test centers
- ✓ Professional and standardized test center experiences, regardless of center size or location
- ✓ Multiple test center staff members at each test location to ensure that candidate needs are met
- ✓ Cutting-edge on-site security measures to safeguard your exam content and minimize cheating risk

Over the next several months, we will be working closely with you, your candidates, and Prometric to ensure a smooth transition. In the meantime, we invite you to explore Prometric's website at www.prometric.com.



We are looking forward to this new chapter in our combined success. Please reach out to your program manager if you have any questions.

EVENT CALENDAR



2019 ICE Exchange

Monday, November 18 - Thursday, November 21, 2019
Hilton San Diego Bayfront
San Diego, CA

Visit Us in **Booth #212**, pick up a FREE Tablet/Phone Stand, and Enter to Win a 3-Month Membership in Cheryl's Gourmet "Cookie of the Month Club"!



And don't miss PTC's President, Vicki Gremelsbacker, as she leads a roundtable discussion with Kathryn Hansen, Executive Director of the Board of Behavioral Sleep Medicine.

The Art of Collaboration for a Positive Outcome: The Credentialing Organization's Perspective

Date: Wednesday, November 20th, 2019

Time: 9:00 AM - 9:45 AM

Session Description:

Soliciting proposals for test design, development, and administration of a professional credentialing exam requires a strategy to analyze and assess each proposal to qualify the experience and services for administration of services from the certification organization. The challenge to compare the respective proposals created the need to develop a matrix of indicators to objectively evaluate the strengths and limitations of each proposal.

Preparing a Request for Proposals (RFP) can be a very daunting task. Whether a credentialing organization is launching a new examination program or a staff or volunteer member has been charged with soliciting proposals and doesn't know where to begin, this presentation will guide you through business strategies to maximize your efforts.

nearly impossible to squeeze time in for a cup of tea or for quick exercise, but anything that can be used/viewed as an outlet when it comes to averting the mind from test material will be extremely beneficial to the test taker. Eating a lot of nutritious foods, staying hydrated, getting in solid hours of sleep and trying to meditate to quiet the mind are self-care strategies that can help prevent test anxiety.



Test takers should try everything in their power before test day to be in a healthy frame of mind. Practicing affirmations upon waking up each day such as “I am intelligent and well prepared” can work as a confidence booster. Confidence is very important while preparing for an exam. Aim to replace negative thought patterns with confident and positive thought patterns. When finding oneself in self-doubt, turn

the thought pattern around, take a deep breath, and find reassurance in all the effort made to prepare for the exam.

Test anxiety can eat away at sleep, self-esteem, and overall healthy preparation for an exam if it isn’t addressed. Practicing self-care, accepting the possibility of failure, and designing study plans by using the spacing effect can be extremely beneficial strategies for those who are about to take an exam and will allow test takers to practice healthy preparation before an exam rather than falling into scattered and disorganized study patterns. Following these simple steps will result in a positive experience on test day.

Share these suggestions with your candidates to help them have a positive experience.

Cited:

Vlach, H. A., & Sandhofer, C. M. (2012). Distributing learning over time: the spacing effect in children's acquisition and generalization of science concepts. Retrieved from

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3399982/>

https://cpancapa.org/pdf/Webinar-Handout_Fear_of_Failure.pdf

WORD PLAY: Pre-Test Items

Pre-test items, also referred to as pilot items, are questions that do not count toward a candidate’s exam score. **Pre-test items** can either be embedded on an existing exam or administrated as a separate pilot test. When **pre-test items** are embedded in a live exam, candidates are typically informed ahead of time of how many **pre-test items** will appear on the exam and that the **pre-test items** will not affect their overall score. However, the **pre-test items** are randomly distributed throughout the exam and candidates are not told which items are the **pre-test items** in order to ensure that candidates answer the **pre-test items** in the same way that they answer the operational items.



The main reason for using **pre-test items** is to collect item statistics (i.e., difficulty & discrimination) for both item performance evaluation and exam pre-equating purposes. **Pre-test items** that do not perform well (e.g., with extreme p values or low r values) should be edited or discarded. It is important to continually incorporate **pre-test items** to ensure a large item pool of well-functioning, proven items with known statistics.

CLIENT MILESTONES



PTC values the relationships it forms with its clients, many of which have been part of the PTC family for decades, and we are glad to have assisted these certification organizations to grow and thrive.

10-Year Anniversary

Association for Strategic Planning (ASP)



What Our Clients Say...

"WOW! I am SO impressed with and excited about this MSNICB Recertification System! What a time saver this will be for all involved. It is just what we talked about wanting/needng 5-8 or more years ago. At that time, it seemed like such a big project to undertake that the prospect of it ever coming to fruition was slim to none! Way to go gang!"

- Cindy Phair, MSNICB Exam Chair

MULTIPLE SCLEROSIS NURSES INTERNATIONAL CERTIFICATION BOARD (MSNICB)



PTC NEWS

Dr. Weiyi Cheng Published in ICE's [Credentiaing Insights](#)



Credentiaing Insights, the online journal for the Institute for Credentialing Excellence (ICE), recently featured an article by PTC psychometrician, Dr. Weiyi Cheng. The article, [Validation: An Ongoing Process of Accumulating Evidence about a Test](#), explores the critical role that validation plays in a psychometrically sound assessment. As Dr. Cheng points out, "validation is an ongoing process that requires a joint effort of test developers and test users to accumulate, interpret, and integrate various sources of conceptual and empirical evidence to support intended test score interpretations".

The full article is available on the [Credentiaing Insights](#) blog.

PTC Attends CLEAR Learning Conference



In support of PTC's goal to keep its clients up to date on the current and future trends in certification and licensure, Vicki Gremelsbacker recently attended the Council on Licensure, Enforcement and Regulation (CLEAR) Annual Educational Conference in Minneapolis, MN. Vicki joined more than 600 members of the regulatory community from across North America, Europe, Africa, Australia and New Zealand to attend educational sessions, network with peers, and explore the latest offerings from the CLEAR exhibitors.

The CLEAR conference is developed by and for members of the regulatory community and focuses on four key topic areas:

- ✓ Compliance and Discipline
- ✓ Testing and Examinations
- ✓ Entry to Practice and Beyond
- ✓ Administration, Legislation and Policy



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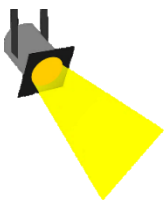
PTC Welcomed Summer Intern, Kerry Alvarez



The PTC staff was joined by Kerry Alvarez who worked as an intern this past summer. Before beginning her senior year at The College of New Jersey, Kerry spent several months working with a variety of departments at PTC, exploring possible career options and enjoying corporate life in the middle of New York City. She entered and edited items into item banks, proofread and edited test questions, and helped get certificates in the mail ahead of schedule. In addition, Kerry brought her generational expertise to PTC's internal Social Media Planning Committee.

Asked about the experience, Kerry said that "interning at PTC was an experience I will carry with me for a lifetime. I have learned so many skills that I will bring to use wherever my career takes me."

PTC EMPLOYEE SPOTLIGHT



Marlene Dunham, Program Manager

Marlene provides item and exam development leadership to a variety of PTC clients. Prior to PTC, she managed all aspects of test development and test administration services for a variety of credentialing organizations while working at Professional Examination Service/ProExam and PSI. Marlene advised clients on strategic planning and best practices to support accreditation standards, as well as providing consulting services to assessment credentialing programs. In addition, Marlene developed educational assessments at the College Board. Outside of PTC, Marlene is active in programs for Art and Healing, Meditation, Philosophy, and historic preservation.

Marlene earned an M.B.A. from Arizona State University and an M.A. in clinical psychology from New York University. A native Californian who enjoys the beach, she lived in the southwestern desert before discovering her hamlet home next to the Hudson River in New Jersey. When not engrossed in a mystery novel or walking along the river, Marlene enjoys weekends and adventures with family, friends, and furry canine and feline personalities.



ASK THE EXPERTS!

Interested in what's happening across the certification industry? Want to share your organization's experiences? Curious about the latest trends in exam development and administration? Wondering what a specific term means?

Let our experts help! Submit your article ideas and questions – and we'll provide the answers in future newsletters. Email: ptcnynews@ptcnyc.com