

A top-down view of a wooden desk. In the upper right, a white keyboard is partially visible. To its left is a small black pot containing a green plant. Below the keyboard are two black paper clips. In the lower right, there is a black spiral-bound notebook with a white page, and a black pen with silver accents. A white plate is partially visible on the far right edge.

Certification Program Update

Dawn Gibas, PhD, CPSS
Director of Certifications

2024 Exams

Exam Window

- Total exams: 694 registered.
- ICCA Exams: 337 registered – 314 sat for exams.
- Michele sent out Local Board results last week.

January–February

Exam Window

- Mexico
- Section testing

July–August

March–April

Exam Window

- Registration is open
- Testing Window is March 27 - April 8

Mix of Proctor Services



71.1%*



28.9%*

Jan/Feb only Tri-State/ICCA and Specialties
Coming Mar/Apr add AR-LA-MS, AP, IA
MN, MO, NC, NE, PP, ON, TX, WI, WR

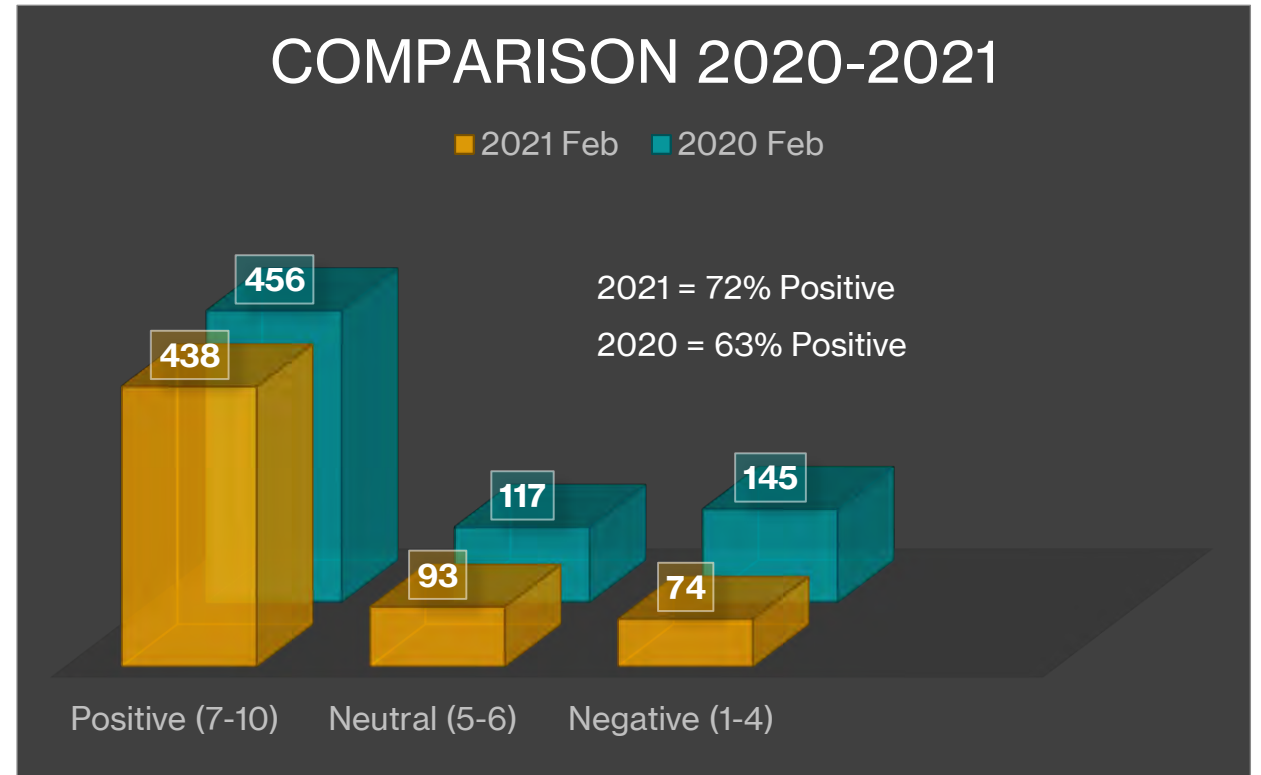
*Self-reported from post exam survey

How important is the convenience of taking your exam(s) at your home or office at a time of your choice within the exam window?

2024 Survey

Answer Choice	Percent
A Great Deal	49.2
A Lot	25.7
A Moderate Amount	15.5
A Little	5.9
None at All	3.7

Top 2 categories = 74.9%



Did you read the Certification Programs Examinee Handbook?

Answer Choices	2024 Percentage	2021 Percentage
Yes	66.3%	73%
No	7.5%	5%
Partially	19.8%	20%
What Handbook?	6.4%	2%

Examinee Comments:

- Indicated they hadn't read...
- Proctors speak with accents.
- Phone logistics (MonitorEDU)
- Most had no comment or said that it provided what was needed.

How would you rate your exam scheduling and check in experiences?

2024 Answer Choices	Scheduling Percentage	Check In Percentage
Very Satisfied	47.6	27.3
Satisfied	48.1	47.6
Neutral	2.7	10.7
Dissatisfied	1.6	10.2
Very Dissatisfied	0	4.3

Choices (1-10)	2021/2020 Scheduling		2021/2020 Check In	
Positive (7-10)	90	84	53	47
Neutral (5-6)	8	11	23	21
Negative (1-4)	2	5	24	32

Top 2 Scheduling = 95.7
 Top 2 Check In = 74.9

How would you rate your testing experience once the exam began?

2024 Answer Choices	Percentage
Very Satisfied	33.2
Satisfied	49.2
Neutral	15.0
Dissatisfied	0.5
Very Dissatisfied	2.1

Top 2 choices = 82.4%

Choices (1-10)	2021 Percentage	2020 Percentage
Positive (7-10)	79	68
Neutral (5-6)	11	16
Negative (1-4)	10	16

How would you rate your proctor?

2024 Answer Choices	Percentage
Very Satisfied	35.8
Satisfied	38.5
Neutral	12.3
Dissatisfied	9.1
Very Dissatisfied	4.3

Top 2 choices = 74.3%

Choices (1-10)	2021 Percentage	2020 Percentage
Positive (7-10)	61	59
Neutral (5-6)	17	17
Negative (1-4)	22	24

Generalized Comments from Examinees

Examiy proctors accents/didn't like being called on talking out loud, etc.

Want scores/answers/know exactly what was missed

Want paper/pencil exams back

Didn't like the MonitorEDU use of the phone camera

Study materials lacking

Various comments on things that were in the Handbook, but they didn't read about them, so commented that they were missing.



Comments

- Security
 - Videos
 - Letters went out
- March/April additional Boards are moving to MonitorEDU
- MonitorEDU will provide Spanish speaking proctors with bilingual Spanish/English exams

Other Announcements

- Hotel contract for FL meeting is signed. More information coming soon!
- Staff changes
- In the Know next week.
- Lacey Edwardson – Marketing Committee

