



*From a #2 pencil to a touch screen tablet:
Nationwide Testing's journey from paper
and pencil to online assessment services*

July 23, 2013

NATIONWIDE TESTING

- Designing the proctored mode
- Automating existing P&P assessments
- Building network for test delivery
- Workforce training
- Demo of USA Hire Proctored



About Nationwide Testing (NWT)



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- Our mission: to provide cost-effective test administration and assessment support services
- Since 1976 NWT has provided test administration services to more than 40 million individuals
- Nationwide network of over 500 Test Administrators



NWT Customers



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Designing the Proctored Mode: The Opportunity

- The Hiring Reform Initiative of 2010 provided OPM with a state of the art testing platform and 12 assessments
- Originally known as USAJobsAssess, but now rebranded as



USA HireSM

Online Assessment By Government, For Government



USA HireSM

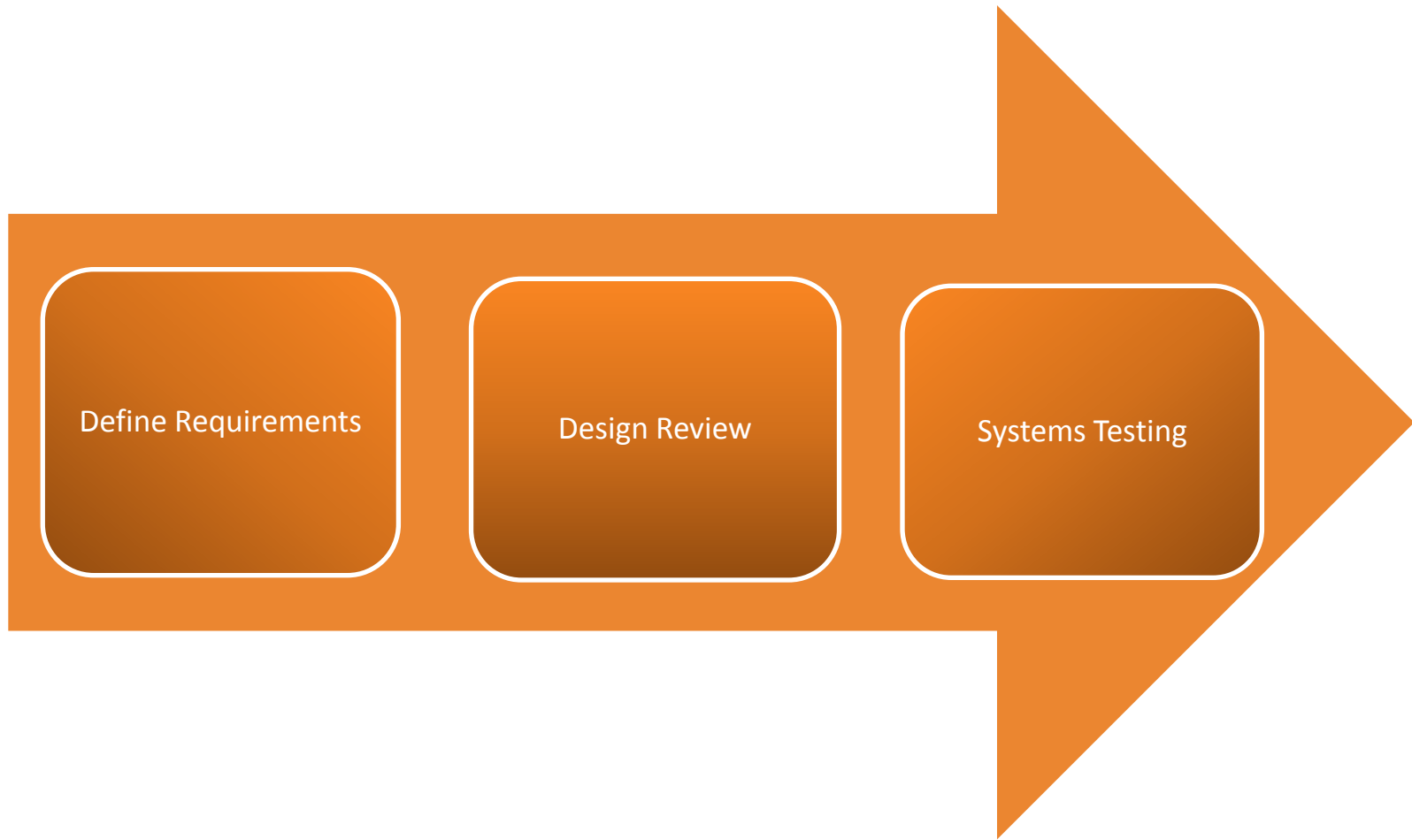
Proctored

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Designing the Proctored Mode



Designing the Proctored Mode: Defining Requirements

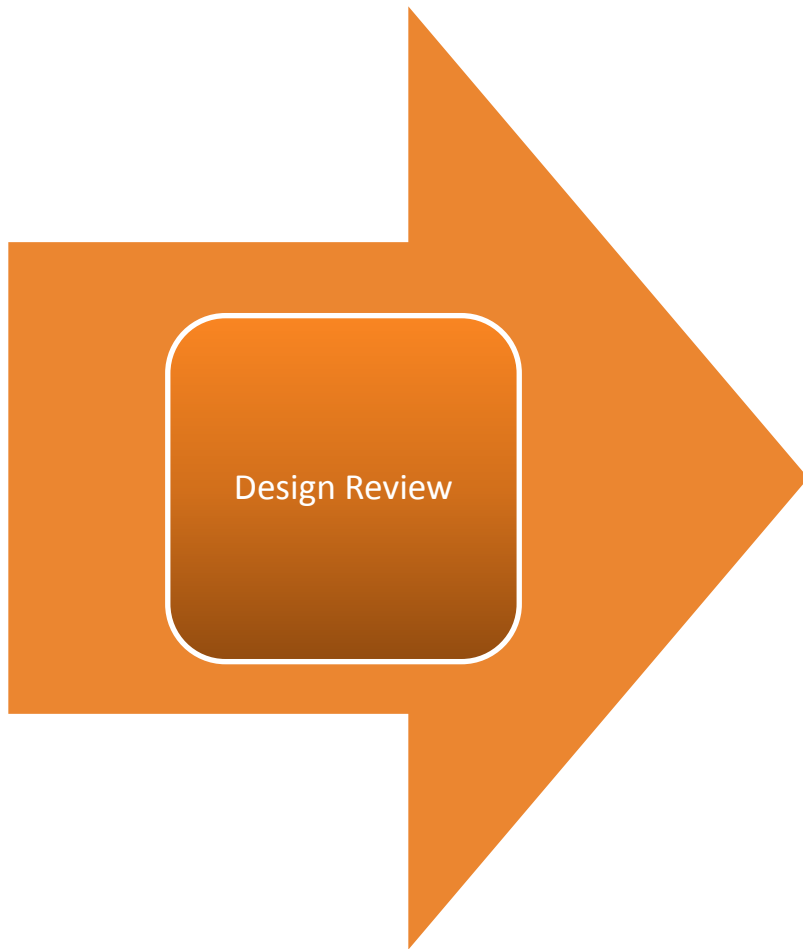


Define Requirements

- Envision today but also tomorrow
- Invite all stakeholders to participate
- Determine “must have” vs. “nice to have”



Designing the Proctored Mode: Design Review



- Maintain stakeholder participation
- Be prepared for changes from your original plan



Designing the Proctored Mode: System Testing



System Testing

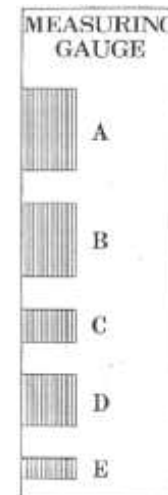
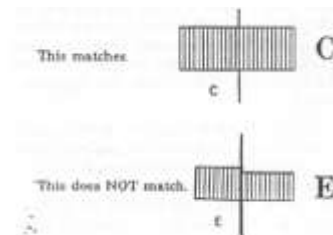
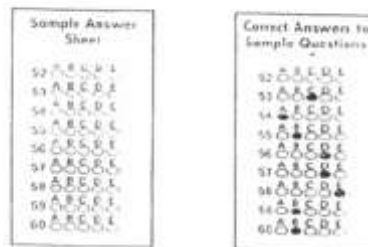
- Develop a plan for testing
- More eyes = more opportunity to identify mistakes



Automating Existing P&P Assessments

- Conversion from P&P to online can be a simple process depending on the competencies measured and item types
- Though not always...

Mark these questions on the sample answer sheet below.
53. C 58. E 59. B 57. D 55. B 54. A 56. D 60. B



Developing a Network of E-testing Facilities

- Developed a site requirements document to help identify appropriate facilities
- Focus on low or no cost
- Ensure quality control by doing physical inspections



Developing a Network of E-testing Facilities



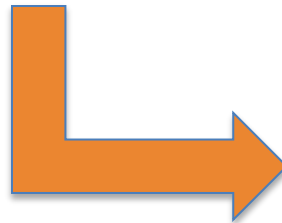
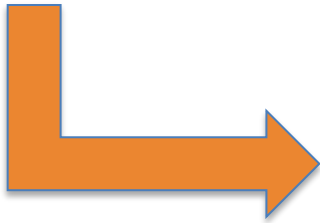
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Developing a Network of E-testing Facilities: Mobile Testing

- Bricks and mortar facilities may not always be located in areas where there is a need to test – what to do?
- Developed a mobile testing solution using iPads



Developing a Network of E-testing Facilities: Mobile Testing



Workforce Training: Challenges

- Migration from P&P to online delivery required Test Administrator network to learn new processes
- Disparate network spread across 7 time zones
- Gain competency with the new online testing platform



Workforce Training: Solution

- Online training delivered via OPM's LMS
- Creation of a user guide
- Included learning modules, knowledge checks and test
- Vendor developed “hands on” practice site which simulates live system



- TA Console Link
- Candidate Console Link



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