



## Test Delivery

### *Setting the standard*

Not all test delivery providers, networks, and support services for secure internet-based testing are created equal. Scantron has many notable advantages in terms of the security and reliability of our exam delivery system, and the quality of our customer service.

We stand alone in the industry as the only full-service testing vendor that has developed a global network built on a single-platform technology system. This provides clients with a considerably greater level of reliability and system up-time. Our idea of full service offers ultimate flexibility regarding your options for where and how to test your candidates. You can use our extensive global network of sites with our proctors, or we can securely deliver exams to your locations using your proctors.

### ***The industry's only accredited proctor training program***

---

Committed to providing our clients and their candidates with the industry's best test proctoring, Scantron has once again completed an exhaustive but very worthwhile process to remain the only proctor training program in the industry to be accredited by the American National Standard Institute's Certificate Accreditation Program (ANSI-CAP). This exclusive certificate for our secure internet-based Testing (IBT) proctor training program has been designed to assess highly qualified proctors and ensure that they are effectively trained. The program targets all proctors who work specifically with Scantron sites and our IBT delivery system, PASS. These proctors come with considerable experience in test administration and have the knowledge and skills needed to perform as Scantron proctors while promoting testing in a safe, secure, and standardized fashion. The vision of the program is to continuously improve the practice of test site proctoring and to ensure that testing professionals are fully qualified to perform as Scantron IBT proctors.



### ***Customer service for Scantron's test delivery network***

---

Scantron's test delivery team is known throughout the industry for providing a level of support and service that exceeds the needs of even the most demanding programs and raises the standard for testing organizations.

Our test administration group tracks and monitors a variety of metrics that are actively used to gauge service levels. Ongoing data suggests that Scantron performs in ways that benefit you and your candidates most.

| Where   | Who   | How   |  |
|---|---|---|--|
|  <p>Scantron<br/>Test Centers</p>                    |  <p>Scantron Authorized Proctors</p> |  <p>Paper &amp; Pencil</p>            | <p>and/or</p>  <p>Secure Internet-based Testing</p> |
|  <p>Your Test<br/>Locations</p>                      |  <p>Your Proctors</p>                |  <p>Paper &amp; Pencil</p>            | <p>and/or</p>  <p>Secure Internet-based Testing</p> |
|  <p>Live Online<br/>Proctoring (LOP)/<br/>Remote</p> |  <p>Authorized Proctors</p>          |  <p>Secure Internet-based Testing</p> |  |

### Candidates were Satisfied or Very Satisfied

**97%**  
with the  
convenient scheduling

**98%**  
with the  
customer service

**97%**  
with the  
proctor

**95%**  
with the  
test site

#### More Key Indicators

- More than 96% of calls to the customer service line are answered by a representative within five rings.
- Less than 4% of inbound calls to the support line go to voicemail.
- On average, response time to an email inquiry from a candidate is less than 45 minutes.



**STRENGTHEN YOUR  
CREDENTIALING  
PROGRAM TODAY!**

For a free consultation to meet your organization's goals, call **919.572.6880** or visit **www.scantron.com** to learn more.

#### About Us

Scantron is a global provider of market-leading assessment, certification, licensure, and technology solutions. Through the development of competency-based testing, training, and high-stakes certification programs, our experts provide the tools to successfully launch and maintain a quality credentialing program.