

## **Questions to Ask When Evaluating Proposals from Computer-Based Testing Vendors**

1. How many test sites are available?
2. In what cities are the sites located?
3. Are there any restrictions on the time slots that can be selected by candidates? Are time slots assigned on a consecutive basis (e.g., an afternoon testing appointment on a particular day will not be offered to candidates unless all the morning appointments for that day have already been reserved)?
4. Is the testing environment and related equipment (e.g., testing cubicles, computer monitors) standardized across all sites?
5. Can the question bank or examination forms be imported in their current form directly into the vendor's software or will additional work be needed to convert these files?
6. How much time is needed to get the examinations up and running once the questions are received from the certification program?
7. How often can the examinations be revised (or how many revisions be made) at no additional charge?
8. What procedures and software will be used to maintain examination security?
9. What type of training will proctors receive and what admission procedures will be used?
10. What type of technical assistance is available to examinees and proctors and what days and times is this assistance is available?
11. What backup and data saving procedures are in place to deal with power outages, server malfunctions, slow telecommunication lines, etc?