

## Poll Results: Influencing Exam Outcomes

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How many days must your candidates wait between exam attempts? [38 responses]



Do you limit the number of times a candidate may attempt an exam? If so, to how many? [35 responses]



## Does your state require mandatory training prior to exam eligibility? [37 responses]



## How else can we help improve exam preparedness and outcomes?

- If an operator is taught and trained around the whole NTK not just the exam or their plant they should be able to pass the exam. Too much focus on exam.
- Treat operators as professionals. You wouldn't let a firefighter test 10-15 times.
- Maximize number of test taking opportunities.
- Require more of the hiring managers to help their employees be prepared. For example, we have some utility managers who require operators to pass an in-house employer-made basic knowledge exam before they will send them to take the state certification exam.
- Rural Water circuit riders and technical assistance providers are a fantastic way to disseminate information about new NTKs and to help connect operators with the study materials they need.
- Reach out to Utility Managers and HR people, highlight the licensing process and how they can provide support to operators.
- Share exam resources online and letters.
- It starts with utility managers stressing importance not just for exam but to be a good operator.
- Emphasize study on their own by setting up study time & study groups.
- Analyze which states have the highest passing rates and look at their requirements to potentially be used as a model.
- Find best communication methods to inform operators how to study.

- Assure training providers are up to date on ALL changes in examination contents.
- Minimum time between retests.
- Exam prep by educators or trainers.
- Use the ABC summary to focus training efforts.
- Education requirements
  - Do not discount high school or level of education. Typically the higher levels of education are familiar with studying and comprehension.
  - Ascending education requirements
- Mandatory training requirements
  - Mandatory approved training prior to taking the exam.
  - Require training before allowed to retest.
  - Mandatory training, emph.
  - Mandatory training.
  - Mandatory training prior to test.
- Mandatory training prior to retesting
  - Require additional experience, training after failing.
  - Mandatory training after failing multiple times.
  - Require training after failure.
- Employer Incentives
  - Reimburse for passing rather than paying up front for employees.
  - Operator Advancement Policy – \$ -- use carrot, not stick.
  - Utilities offering wage incentives for obtaining certifications.

### **What post-exam survey questions do you suggest?**

- Have you had basic test taking training in your career?
- What method or approach do you take prior to testing?
- Did you cheat?
- How much experience in operating do you have?
- How long have been in your grade/certification before you tested for the higher grade?

- Do you feel like the questions fairly tested for the work you do as an operator?
- Did you complete training? Did they teach to the exam?
- How do you think you could have prepared better?
- How much math training did you take prior to the exam?
- Why are you testing for this level of certification/license?
- Did you take a class prior to the test?
- Prior to writing the exam, did you review the *ABC Need-to-Know Criteria* for your discipline?
- What subject areas of the exam did you have the most difficulty in?
- How long did it take for you to complete the exam?
- Do you think you passed?

