

NLN Testing Policies and Procedures for Institutions Effective January 1, 2017

Ordering Secure Exams

NLN secure exams are available for purchase by state board approved schools of nursing. These exams are not available for sale to individuals or non-approved institutions. To order exams, please complete and fax the appropriate order form to 202-888-3104, email to orders@nlm.org, or contact NLN Customer Service at 800-732-8656.

WHEN TO PLACE YOUR ORDER:

Please order your exams **five to ten business days prior to the exam date.** This will ensure that we are able to process your request, add the inventory to your account, provide training to your institution, and allow enough time for students to register for the exam prior to the start of the exam. (Please allow three to five days for student registration.)

COMPLETING THE ORDER FORM:

Please be sure to include the following:

-  Signature and title of the authorized representative
-  Method of payment. The NLN accepts authorized purchase order number, Visa, MasterCard, American Express, Discover, institutional checks, and money orders. (No personal checks)
-  Exact number of CBT test administrations needed per test.
-  Email address for order confirmations.
-  New customers or customers with no payment history will be required to pre-pay orders in full for 12 months unless the exams are being provided as student paid exams in the NLN Testing Portal.

Be sure all information is complete before submitting the order form– incomplete forms may cause delays.

The NLN will not accept student-direct pay orders for Live Reviews.

An order confirmation will be sent via email. If you notice any discrepancy in your order, immediately contact the NLN Customer Support Center for assistance.

Additional orders will not be placed with a balance due of 31+ days.

RETURN / CANCELLATION POLICY

If an error has been made by the NLN, test products may be returned for full refund within **10 days** from the date the order was received. Neither a credit nor refund will be issued after the 10th day.

If the discrepancy is on the part of the customer, a credit request for test products must be received within **10 days** from the order date, and the customer will be refunded 75 percent of the original order. If only a portion of the original order needs to be returned, the customer will be refunded 75 percent of the returned portion of the order.

LIVE REVIEW CANCELLATION POLICY

In the event that the NLN has contracted with a facilitator prior to the cancellation, the SON will still be responsible for the full honorarium payment to the facilitator, travel expenses incurred (airline ticket, pre-paid hotel, etc.), and a \$500 cancellation fee for expenses incurred including in the report analyses for customization, handbook printing, and shipping. The maximum number of participants per review is 40. Schools may purchase concurrent reviews (max 40 participants each) to accommodate larger classes.

TESTING ENVIRONMENT AND ADMINISTRATION

All secure exams must be administered in a proctored environment unless otherwise directed. A breach of a secure exam could result in the invalidation of exam scores for individual students or for all the students taking the exam. In addition, if a school does not adhere to the NLN Test policies and procedures, it will not be allowed to offer NLN Exams in subsequent years and may be held liable for financial damages incurred by the NLN.

Contact the NLN Customer Service Center if you have any questions about test administration, or if you encounter technical difficulties.

Calculator Use

The Nursing Pre-Admission Exam and NACE Exam Series have been normed with the use of calculators being permitted. It is at the SON's discretion to allow calculator use, though calculators are no longer prohibited by the NLN.

Expiration of Inventory

All exam inventories will expire 12 months from the date of the order for the product or at the time an exam is retired by the NLN, which may be less than 12 months. Please check with the NLN Customer Service Center with any questions. Note: A new order will no longer reactivate expired inventory.

Score Reports

Accuracy of the scores is verified through the use of quality control procedures that are followed through every stage of the test scoring process. There are established procedures for the quality control of the scores that are reported to examinees and institutions. A sample of item responses are randomly selected and independently processed at key points in the scoring and reporting operations. Although the NLN is committed to reporting scores in a timely manner, score accuracy is the first priority and scores will not be released until the quality control process is complete and the accuracy of the scores has been verified. The NLN routinely follows extensive review and quality control procedures to detect and avoid flawed questions and scoring errors.

However, occasionally an error may be detected after scores have been reported. In the event of such an error, the program recalculates the scores and reports revised scores for those students whose scores change. Revised scores reported during the year the test was given are reported directly to nursing schools, as well as to students, because such scores are likely to be part of active applications for admission.

Additional reports are available for purchase by examinees. To order, complete the Duplicate Score Report Order Form, available under the resource tab in your NLN user account. Note: Scores are kept electronically by the NLN for three years from the test date.

Beginning January 1, 2016, institutions and examinees will need to contact customer service at 800-732-8656 to retrieve score reports for exams taken prior to 2016. The NLN will maintain these report records for three years from the date of the exam. All assessment reports for exams taken in the new system will remain available in the school or student account for one year.

Rescoring Services

The NLN offers a rescoring service on exams for \$50.00. To order, send a written request and payment (credit card, money order, or certified check) to: National League for Nursing 1840 Innovation Drive Suite 106, Carbondale, IL 62903.

RETAKE POLICY

The NLN recommends that students not be allowed to re-test for a period of three months or more. However, it is up to the institution to set the re-test policy. The NLN does not regulate the re-taking of an exam and will report ALL scores attained by the examinee.

All NLN Tests are copyright-protected. No portion of any test may be reproduced without the permission of the NLN.

FAIR TESTING AND ETHICS STATEMENT

We believe most examinees manage themselves with integrity and are disturbed when they observe others cheating. Examinees are expected to maintain the highest standards of conduct. Using or attempting to use unauthorized assistance, material or study aids during an examination, including but not limited to:

1. Launching a secure exam outside of the proctored testing site.
2. Copying from others.
3. Providing or receiving information about all or part of an exam, including answers (e.g., telling someone or publishing what was on your exam or being told this information)
4. Having or using a "cheat sheet" (i.e., a piece of paper with answers, formulas, information or notes) that is not specifically authorized.
5. Having or using a communication device such as a cell phone, pager, PDA or electronic translator to send or obtain unauthorized information.
6. Taking an exam for another student, or permitting someone else to take a test for you.
7. Asking another individual to give you improper assistance, including offering money or other benefits.
8. Asking for or accepting money or any other benefit in return for giving another individual improper assistance.
9. Altering an assessment report and resubmitting it.
10. Gaining or providing unauthorized access to examination materials.

Note: Simply having possession during an exam of any prohibited or unauthorized information or device, whether or not it is actually used, is an act of dishonesty and will be dealt with as such.