

NLN Testing Policies and Procedures for Institutions

Effective January 1, 2018

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

Completing the Order Form:

Please be sure to include the following:

- ✚ Signature, email address, and title of the authorized representative
- ✚ Method of payment. The NLN accepts authorized purchase orders, Visa, MasterCard, American Express, and Discover
- ✚ Exact number of CBT test administrations needed per test

New customers or customers with no prior NLN payment history must pre-pay orders in full for 12 months unless the exams are 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. You will receive an email order confirmation once payment has been submitted. If you notice any discrepancy in your order, immediately contact the NLN Customer Support Center for assistance.

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

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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; then, 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 and Workshop Cancellation Policy

In the event that the NLN has contracted with a facilitator prior to the cancellation, the institution is responsible for the full honorarium payment to the facilitator, travel expenses incurred, 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.

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TESTING ENVIRONMENT AND ADMINISTRATION

All secured 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 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 questions about test administration or if you encounter technical difficulties.

Calculator Use

Though the use of calculators is permitted by NLN during the The Nursing Pre-Admission Exam and NACE Exam Series, it is the SON's discretion to allow calculator use.

Expiration of Inventory

All exam inventories will expire 12 months from the date of the order 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.

Score Reports

Accuracy of the scores is verified through quality control procedures 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 our first priority. Scores are 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.

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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 students whose scores change. Because tests are likely part of active applications for program admission, revised scores reported during the year the test was given are reported directly to nursing schools and students.

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 must contact NLN customer service at 800-732-8656 to retrieve score reports for exams taken prior to 2016. The NLN maintains report records for three years from the date of the exam. All assessment reports for exams taken after January 1, 2016 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. Complete and submit the Hand Score Request form found under the Resources tab in your account.

Retake Policy

Each institution is responsible for developing their institution's retake policy. The NLN recommends that students not be allowed to re-test for a period of three months or more. The NLN does not regulate the re-taking of exams and reports ALL scores attained by the examinee.

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