



Administrator Guide

to

Administering NLN Assessment

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NLN Assessment Services Contact Information

Welcome to the Assessment Services Division of the National League for Nursing (NLN). It is our intention to support you through the process of administering NLN assessments through this guide. Should you have any questions, please reach out so that we can assist you in serving your nursing education students.

NLN Assessment Services General Customer Service

Hours: Monday – Friday from 8am to 5pm

Phone: 1-800-732-8656 ext. 2

Email: custhelp@nlm.org

NLN Account Managers

Jesse Ramos

Phone: 316-854-7642

Email: jramos@nlm.org

Todd Weers

Phone: 816-332-1074

Email: tweers@nlm.org

QuestionMark Technical Support (QuestionMark is a testing platform)

Chat: Click [here](#)

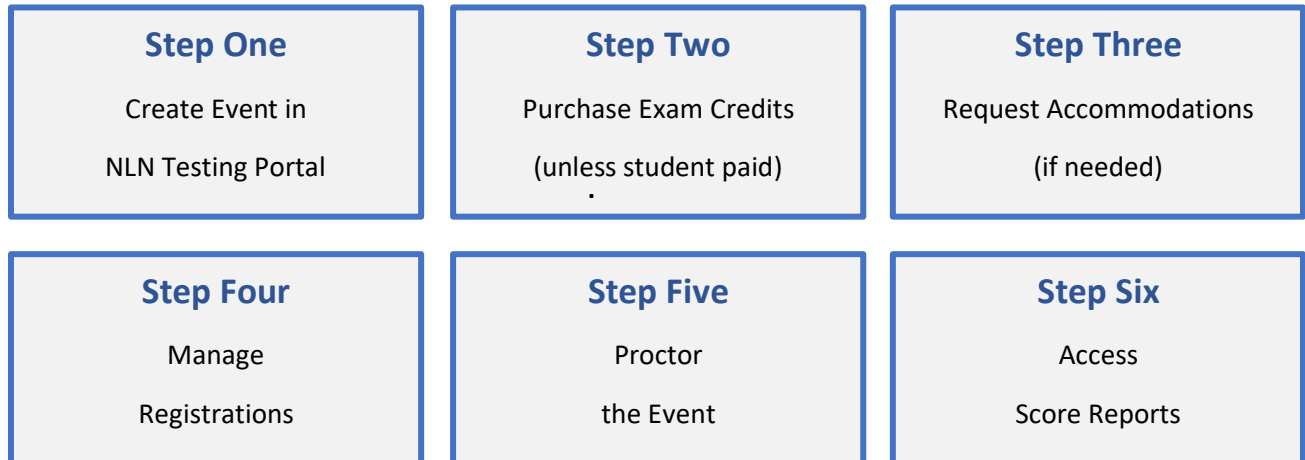
Hours: Mon - Fri 8am - 5pm Eastern

Phone: 1-877-341-3168

Email: servicesupport@questionmark.com

High-level Procedure for Administering NLN Assessments Onsite

Below you will find the high-level process for administering NLN assessments at your institution. This guide provides step-by-step, detailed instructions in the pages that follow.



Creating Your Event in the NLN Testing Portal

Onsite Student Paid

- Log into www.nlntest.org
- Go to the Sites tab and choose the location where you want to hold the event.
- Click the Add Exam Event tab.
- Title your event.
- Select the exam that you want to administer.
- In the Registration Field, use the drop-down menu and choose Exam Event.
- Enter your Exam Date and Time.
- Mark "Use Site Location".
- Add any instructions you want to share (i.e., arrive 15 minutes early, no food or drink).
- Mark Candidate May Self-Register.
- Mark Enable Paid Exam Registration.
- Use the drop-down menu to select School Paid. You must enter the NLN price for the exam. No refunds or overages will be refunded.
- Click Save (this will take you to the Settings page).

Important: Mark the Enable box above capacity. If you do not click Enable, your exam information will remain closed, and students will not be allowed to register.

- Enter the Capacity for the event.
- Schedule the Date and Time that you want students to be able to begin registering and the date and time you want registration to end.
- If you send out reminders, mark the Send Reminder box, enter the date, and time you want the reminders to go out. Enter your email message under the "template".
- Skip the Additional Setting box.
- Click Save Settings

Creating Your Event in the NLN Testing Portal

Onsite Institution Paid

- Log into www.nlntest.org.
- Go to the sites tab and choose the location where you want to hold the event.
- Click the Add Exam Event tab.
- Title your event.
- Select the Exam you want to give (if you do not see it, contact customer help)
- In the Registration Field, use the drop-down menu and choose Exam Event.
- Enter your Exam Date and Time.
- Mark use site location.
- Add any Instructions you want to share (Arrive 15 min early, no food or drink, etc.).
- Mark Candidate may self-register.
- Mark Enable paid exam registration.
- Using the drop-down menu select - Student Paid.

YOU MUST ENTER THE NLN PRICE FOR THE EXAM - NO REFUNDS OR OVERAGES WILL BE REFUNDED.

- Click Save (this will take you to the Settings page).
- Please make sure that you mark the ENABLE box above capacity, otherwise, your exam information will remain closed, and students will not be allowed to register.
- Enter your Capacity for the event.
- Schedule the date and time you want students to be able to begin registering and the date and time you want registration to end.
- If you send out reminders - mark the Send Reminder box, enter the date, and time you want the reminders to go out. Then, enter your email message under the template.
- Skip the Additional Settings box.
- Save Settings.

Purchasing Onsite Exam Credits (*unless student paid*)

1. Log into www.nlntest.org.
 - Under **Frequently Used Links**, click on **On-Site with Credit Card** or **On-Site with Purchase Order**.
 - Fill out the appropriate form:
 - [On-Site with Credit Card](#)
 - [On-Site with Purchase Order](#)
 - NLN Customer Experience will load inventory into your account once the order is received.

Inventory Terms

- **Estimated Credits Required:** *total capacity of your events.*
- **Redeemed Credits:** *exams that have been delivered/taken.*
- **Available Credits:** *the difference between Accumulated and Redeemed credits.*

Managing Registrations

Removing a Student from an Event

1. Edit the event and go to **Manage Registrations > Registrations**.
2. Use the **Delete** action next to any student to remove them.
3. When asked to confirm, click **Delete**.

Add a Student to an Event

1. Edit the event and go to **Manage Registrations – Add User**.
2. Search for existing student accounts registered with your exam site and check the box to select.
3. Set State: **Complete**.
4. Set Assessment.
5. Click **Save Registration**.

Proctoring Your NLN Onsite Event

Student Responsibilities

1. When students arrive, check their government-issued photo ID.
2. Ask them to sign into their NLN Account at www.nlntest.org.
3. Ask them to navigate to the “My Assessments” tab.

*If students have registered properly, this is where they will find their exam. On the right-hand side of the screen, they will see the word **Launch**. When they click this, it will prompt them to enter a **six-digit code**. They will need to stop here until the Proctor shares the code.*

Faculty Proctor Instructions

1. Log into www.nlntest.org.
2. Go to the **Onsite Testing Account**.
3. Choose the **Events tab** and select the **Event Name** – a list of registrants will appear.
4. From the proctor device screen, check in each student and select **Open Proctor Controls**.
5. Familiarize yourself with the controls:
 - **Find Participant:** if you are only testing one student, leave this as-is. If you are testing multiple students, slide the control to all. *This feature is important when making a change that will affect all participants (i.e., pausing for a fire drill). If you need to add special accommodations to just one of your students, slide the control to single and click on the participant's name, add the time, and switch it back to “all”.*
 - **CODE ####:** this is where you will locate your launch code when you are ready to begin.
 - **II:** Two solid black lines together is the pause button.
 - **Arrow with the Clock:** this is where you add time for ADA Accommodations and/or restart the exam after a pause.
 - **Solid black box:** STOP / cannot be resumed.
 - When you are ready to begin, click on the first name in your list and then click the code box. A six-digit code should appear. This code is good for 15 minutes, and if you have the Find Participant button set to ALL, it will work for everyone.

If someone comes in after the original code has expired:

1. Check them in.
2. Go to Proctor Control.
3. Switch to Single.
4. Click on their name and then Code Box and a new code will generate for their use.

If your code does not generate, please contact Technical Support: (877) 341-3168.

Accessing PAX Score Reports

There are two types of PAX Score Reports:

Participant Report: Reports on a single students' PAX results

Subject Report: Reports on a set of PAX results across multiple students within a date range

Both reports combine all three sections into a single report that offers a composite score as well as the RN & PN percentiles.

How to Pull a Participant Report:

1. Under Event Reports, go to NLN Administrator Reports.
2. Select Participant Report.
3. Select Site.
4. Select a Candidate from the list.
5. Select which result you would like to see.
6. Click Run Report.
7. To download, click PDF Export.

How to Pull a Subject Report:

1. Under the Events Reports, go to NLN Administrator Reports.
2. Select the Subjects Report.
3. Select Site.
4. Input a start and end date.
5. Click Select Results.
6. From a list of candidates, check the box for those you wish to include.
7. Click Run Report.
8. To download, click PDF Export.

If you do not see your student in the report, keep in mind the following:

- They may have forgotten to list your institution. Please have them fill out this form to add your institution to their account: [Duplicate Score Report Request Form](#)
- They may have used all lowercase letters when creating their account and their name is at the bottom of your list.

Accessing Non-PAX Score Reports

Navigate to the *Reports Tab* and select *Classic Reports*

There are three types of reports available:

1. Coaching Report

- Best for analyzing a single result for a single participant.
- Provides topic performance.
- Requires either a single exam or student username.
- DO NOT USE FOR PAX RESULTS

2. Transcript Report

- Provides a list of all exam results for a single student over time.
- Requires student username.

3. Score List Report (analytic report)

- Provides a list of multiple student results for a single exam.
- Includes exam score, topic scores, and item scores.
- Like the Results by Event report, this also includes online proctored exams.
- NOT FOR USE WITH PAX

If you do not see a student's results, they may not have chosen your institution when creating their account. We are unable to add an institution to a score report after an exam has been completed. If a student needs to add a school to their account, please direct them to contact studenthelp@nlm.org.

ADA Accommodations Procedures for Institutions

Remote Testing

Once your institution has established that a student qualifies for ADA accommodations, please follow these steps:

1. Student purchases the exam from the NLN Testing Portal (www.nlntest.org).
2. School Administrator completes and submits the [NLN Exam Accommodations Request Form](#) on behalf of the student. Allow up to 5 business days for review and processing.
3. If approved by the NLN Assessment Services Division, additional time is added to the student's assessment, and the student and administrator will receive an email.

Onsite Testing

Once you have established that a student qualifies for ADA accommodations, the onsite proctor will follow these steps:

Adding Onsite ADA Accommodations to PAX Assessments

PAX exams are the only NLN exam that require you to enter additional time per section.

- Check in the student to the event.
- Navigate to Proctor Tools.
- Click on the student's name.
- Click on the arrow and clock icon to add 20 minutes (for the first section only).
- When the student has completed the verbal section, move the slide over to "single", click on the student's name and pause their exam.
- Navigate back to the arrow and clock to add another 20 minutes. Restart the exam.
- Repeat for the third section and then the student will submit their exam when finished.

Adding Onsite Accommodations to non-PAX Assessments

- Once the student has been checked into the event, navigate to Proctor Tools.
- Move the participant slide to SINGLE.
- Click on the student's name.
- Click on the arrow and clock icon to add additional minutes. The student is now able to take the exam.

Screen Readers

Proctorio supports the use of a screen reader. However, one is not built in as part of the exam tools. Students with a supported screen reader (listed below) set this up outside of the Questionmark testing platform.

Jaws, VoiceOver, NDVA, ChromeVox, or any other ARIA-label compatible screen reader.