

**ALWAYS
LEARNING**

**FLORIDA DEPARTMENT OF BUSINESS AND
PROFESSIONAL REGULATION
Bureau of Education and Testing
AND
PEARSON VUE**

Instructor Seminar

July 11, 2013

AGENDA

- Who is Pearson VUE
- Partnership between Pearson VUE and FLDBPR
- Update on Migration to New VTS Platform from Legacy Promissor System
- Update on April Service Slowdown
- Changes to Candidate Reservation Process
- Course Completion Certificate Guidelines
- 2013 Exam Pass/Fail Stats (Jan. 1 - June 30)
- Explanation of Examination Development and Administration Process
- Questions and Discussions

Pearson VUE Overview and Experience

“We have the global resources, capabilities, and commitment to ensure your success.”

The Pearson logo consists of the word "PEARSON" in a bold, blue, sans-serif font. Below the text is a yellow swoosh that starts under the 'P', goes under the 'A', and ends under the 'N'.The Pearson Education logo features the word "PEARSON" in white on a dark blue rectangular background, with the word "Education" in white on a lighter blue rectangular background below it.

- Over \$9 billion in annual sales
- World's largest education business
 - Publishing in 17 languages
- World's largest assessments and testing provider
 - Largest state regulatory and credentialing examination provider in the U.S.
 - U.S. owned-and-operated test center network
 - Full test development and psychometric services
 - Test delivery in 22 languages
- Operations in 60 countries
- Over 38,000 employees

Pearson VUE Florida Clients

- Florida Department of Education (in partnership w/ Evaluation Systems of Pearson)
- Florida Dept of Financial Services (Insurance)
- Florida Bail Bonds
- Florida Bureau of Fire Prevention
- Florida Bureau of Fire Standards and Training

New Contract

- Florida Department of Law Enforcement

Partnership with FLDBPR

- Relationship began in 1998
- Contract was recently renewed for an additional 3 years through March 2016
- Scope of services:
 - Call center reservations
 - Real-time on-line reservations
 - CBT examination delivery services
 - Fingerprinting services
 - Reporting services
 - Exam challenges



Update on Migration to New VTS Platform from Legacy Promissor System

- Migration started in December 2012
- All candidates from the legacy system have been migrated to the new system
- New enhancements
 - Easier real-time on-line reservation process
 - New online reporting system available to the DBPR staff
- Updates to the candidate experience:
 - E-mail address will be required of all DBPR candidates
 - Authorization notices to test are sent via e-mail to candidates
 - Examination appointment confirmation notices are sent via e-mail to candidates

Update on Migration to New VTS Platform from Legacy Promissor System (cont.)

- Issues following migration
 - Some legacy candidate records not immediately imported to new system.
 - Some candidates authorizations delayed
 - Some candidate exam results, while securely captured and retained in the PV database, were not being sent to the DBPR database.
 - Stricter data transfer rules (for security purposes) were implemented during migration, requiring updates by both DBPR and PV
 - Permitting discretionary or urgent updates to candidates' authorization status (e.g., additional retake opportunities) initially took more time to process.

Update on April Service Slowdown

- In late April, several scheduled system updates caused an unexpected degradation in database performance
- Issue primarily affected scheduling
- All Registration and Scheduling systems have been operating normally since April 26th
- Some sites were unable to test for several hours on Wednesday, April 24th; all sites were operational by COB
- Pearson Professional Center hours were extended to accommodate urgent situations

Changes to Candidate Reservation Process

- General requirements for an online or call center reservation
 - Social security number
 - Form of payment
 - Exam name
 - Verification of demographic data
 - School name – preferably school code
 - Date of completion
- New requirements for an online or call center reservation
 - Candidates must create a web account
 - Account is necessary in order for candidates to receive email notifications

Changes to Candidate Reservation Process (cont.)

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PEARSON VUE

FL DBPR Real Estate and Appraisers - Create a Web Account: Step 1

1 2 3
Sign Up or Sign In Profile Information Create Account

Sign Up or Sign In
All fields are required.
Enter information on this page in the Roman alphabet.

New users, please sign up for a web account.
You will need your FLREAPP ID to complete the sign up process.

First Name / Given Name:

Last Name / Surname / Family Name:

FLREAPP ID:
[What is this?](#)

What is this?
FLREAPP ID: Your FLREAPP ID is your 9 digit social security number.

[Close Window](#)

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Please note the 2010 AQB Appraiser exams will include questions based on the 2010-11 edition of ARELLO website

Changes to Candidate Reservation Process (cont.)

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FL DBPR Real Estate and Appraisers - Create a Web Account: Step 3

1 Sign Up or Sign In 2 Profile Information 3 Create Account

Create Account

All fields are required.
Enter information on this page in the Roman alphabet. (Alphanumeric)

Username
Your username must contain 6 or more characters.
Username:

Password
Password:
Password Strength: **TOD SHORT**
Confirm Password:

Your password must contain:

- 7 or more characters
- a combination of uppercase and lowercase letters
- numbers (0-9) or symbols (#, \$, %, etc.)

Your password cannot include your username.

Security Questions
Your security answers cannot contain your username or password.

Question:
Answer:

Question:
Answer:

Course Completion Certificate Guidelines

- Candidates must bring TWO (2) FORMS OF CURRENT SIGNATURE BEARING IDENTIFICATION.
 - One with a government issued photograph (driver's license, passport, or state ID)
 - Government issued photo identification must be current and unexpired
 - Second could be a current unexpired credit or debit card with a signature
- Candidates must also bring a copy of the certificate of course completion to the test center.
- Failure to provide this documentation may result in denied admission to the examination and forfeiture of the examination fee.

Course Completion Certificate Guidelines (cont.)

- School certificates are good for 2 years OR the candidate must provide an exemption
- Attorneys are not required to present a Course Completion Certificate for their Sales Associate license because they are exempt from pre-license education provided that they are in good standing with the Florida Bar. However, they are required to present their valid Florida Bar card.
- TAs will not accept transcripts in lieu of school certificates.
- If the candidate indicates they have sent their certificate to the state, the TAs will contact the PV program coordinator in Tallahassee who will contact DBPR/BET to verify that the information is on file.
- The candidate will not be seated for the exam until confirmation is received that the DBPR has the appropriate documentation.

2013 Exam Pass/Fail Stats (Jan. 1 - June 30)

| | |
|-----------------------------|--------|
| Number of Appointments: | 25,374 |
| Number No Shows: | 2,077 |
| Number Cancels: | 517 |
| Number Delivered: | 22,908 |
| Number of Graded Exams: | 22,893 |
| Number Currently Scheduled: | 0 |

| | | First Time Takers | | | | | Repeaters | | | | | Overall Statistics | | | | |
|------------------|----------------------------------------------------|--------------------|--------------|--------------|-----------|-----------|--------------------|--------------|--------------|-----------|-----------|--------------------|--------------|--------------|-----------|-----------|
| Exam Series Code | Exam Title | Total Graded Exams | Total Passed | Total Failed | Pass Rate | Fail Rate | Total Graded Exams | Total Passed | Total Failed | Pass Rate | Fail Rate | Total Graded Exams | Total Passed | Total Failed | Pass Rate | Fail Rate |
| 09-FL-A | FL Sales Associate | 9567 | 3885 | 5682 | 41% | 59% | 11308 | 3392 | 7916 | 30% | 70% | 20875 | 7277 | 13598 | 35% | 65% |
| 09-FL-C | FL Real Estate Broker | 839 | 459 | 380 | 55% | 45% | 781 | 311 | 470 | 40% | 60% | 1620 | 770 | 850 | 48% | 52% |
| 09-FL-E | FL Real Estate Laws & Rules | 146 | 83 | 63 | 57% | 43% | 118 | 61 | 57 | 52% | 48% | 264 | 144 | 120 | 55% | 45% |
| 09-FL-G | FL Real Estate Instructor | 18 | 8 | 10 | 44% | 56% | 19 | 7 | 12 | 37% | 63% | 37 | 15 | 22 | 41% | 59% |
| 09-FL-I | Certified Residential Appraiser | 3 | 1 | 2 | 33% | 67% | 5 | 2 | 3 | 40% | 60% | 8 | 3 | 5 | 38% | 63% |
| 09-FL-J | Certified General Appraiser | 11 | 5 | 6 | 45% | 55% | 7 | 3 | 4 | 43% | 57% | 18 | 8 | 10 | 44% | 56% |
| 09-FL-L | FL Real Estate General Appraiser Instructor | 1 | 0 | 1 | 0% | 100% | 2 | 1 | 1 | 50% | 50% | 3 | 1 | 2 | 33% | 67% |
| 09-FL-M | FL Supplemental Appraiser Laws & Rules Examination | 53 | 40 | 13 | 75% | 25% | 15 | 13 | 2 | 87% | 13% | 68 | 53 | 15 | 78% | 22% |
| Totals: | | 10638 | 4481 | 6157 | 42% | 58% | 12255 | 3790 | 8465 | 31% | 69% | 22893 | 8271 | 14622 | 36% | 64% |

Explanation of Examination Development and Administration Process

- All FLDBPR exams are developed by FLDBPR Department staff in Pearson VUE's content development and item banking tool (Builder)
- Exams are built as fixed-length forms, meaning there are multiple forms of the same exam with an equal number of operational and pretest items per form
- All exam items have a unique ID
- The item presentation sequence is scrambled for every exam administration
- The exam scoring parameters are established by RE SMEs in consultation with exam developers
- The results of every exam administered are saved in the Pearson VUE database for statistical tracking and monitoring by DBPR

QUESTION AND ANSWERS

