



California Board of Behavioral Sciences, Board of Directors

A partnership for success

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Christine Nelson, Program Manager*

November 6, 2020



Agenda

Pearson VUE Overview

Solution Overview

COVID-19 Protocols

Operational Statistics

Questions

Committed to
your test
your team &
your candidates' future

Markets in which we operate



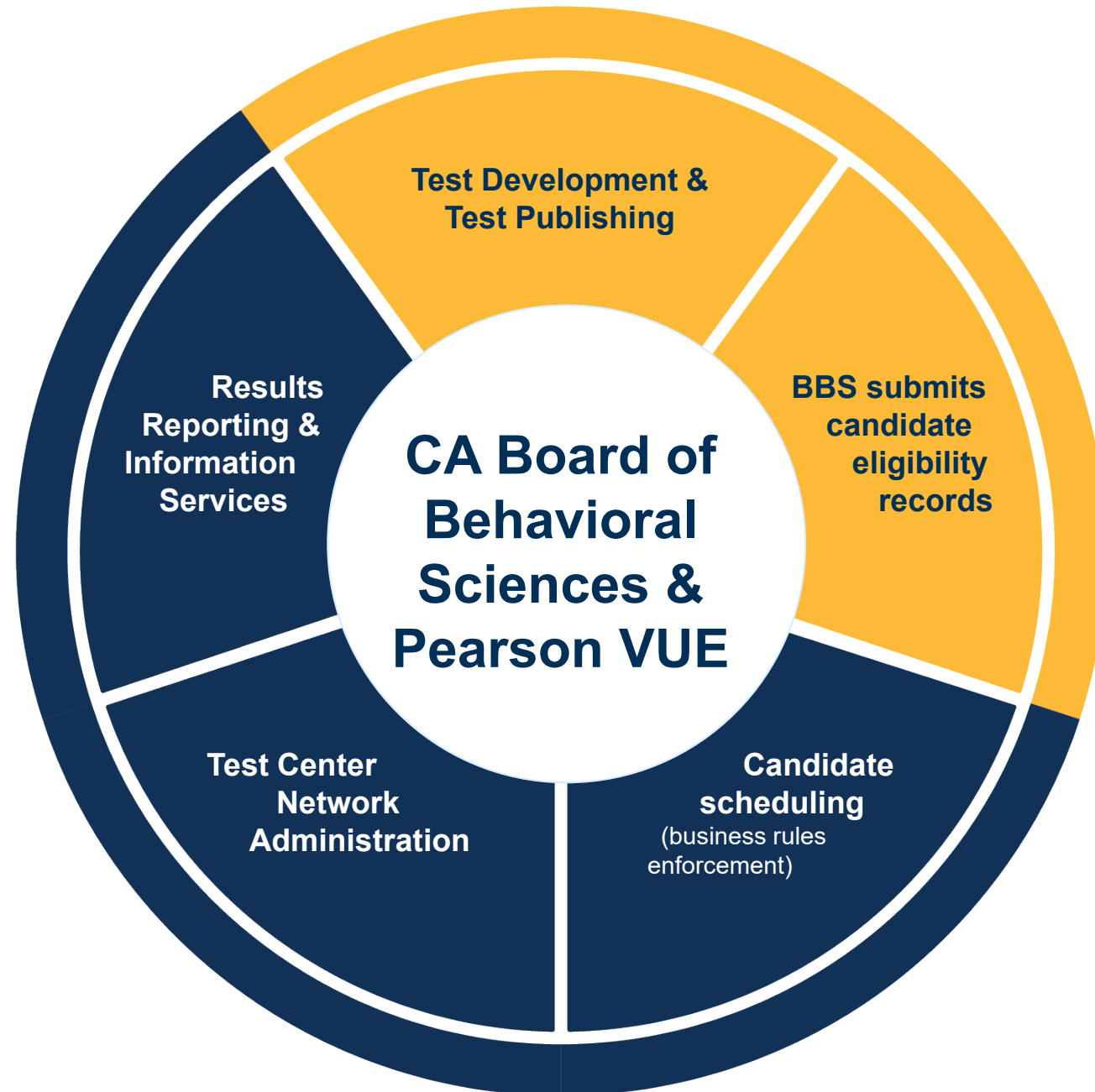
Pearson VUE presence in the State

California State Board	National Business Partner
Board of Nursing	National Council State Boards of Nursing (NCSBN)
Board of Pharmacy	National Association of Boards of Pharmacy (NABP)
Board Behavioral Sciences	Association of Social Work Boards (ASWB)
Emergency Medical Services Authority	National Registry of Emergency Medical Technicians (NREMT)
Commission on Teacher Credentialing	In partnership w/ Evaluation Systems of Pearson
Institutions of Higher Education (California MBA Candidates)	Graduate Management Admissions Council (GMAC)
Medical College Admission Test (MCAT) (California Medical College Candidates)	Association of American Medical Colleges (AAMC)
California High School Equivalency Testing	General Educational Development Test (GED®)

Nearly 448K exams were delivered in California during 2019. California residents seeking a certification credential in multiple professional disciplines utilize the Pearson VUE test center network. Examples include a number of medical specialties, inventory control, payroll, technology, etc.

Solution Overview

Solution overview



Examination scheduling

- Web scheduling is available 24/7
- Updated website for mobile browsing
- Call center
 - Available seven (7) days/week
 - Specific customer service line for candidates
- Advanced call center technology to ensure operating efficiency and to maximize service levels
 - Call center metrics available
 - ✓ Call volume
 - ✓ Average call time
 - ✓ Average wait time
- Online chat services for inquiries

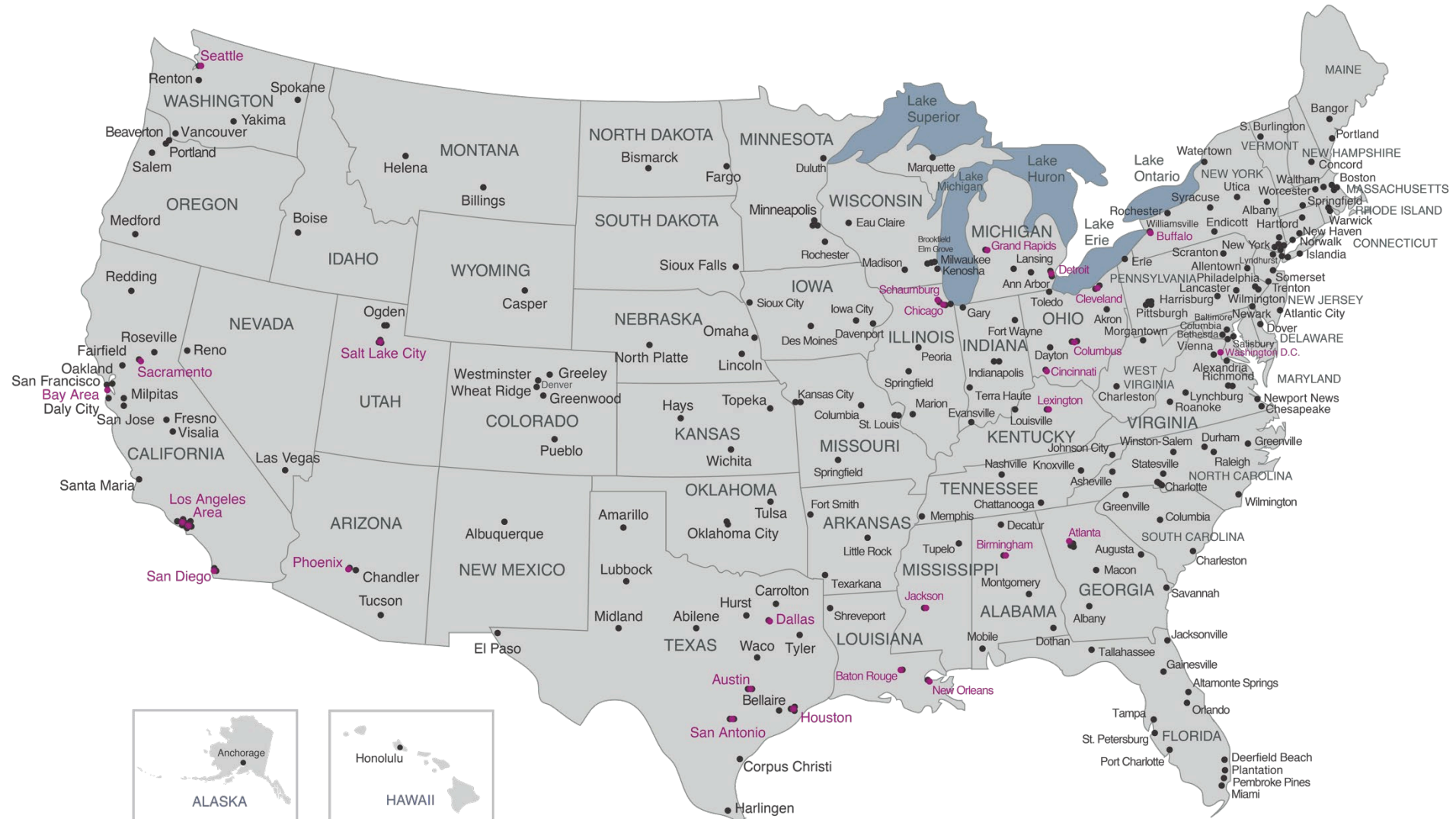


California test center map

27 Pearson-owned and operated



National Pearson Professional Center network



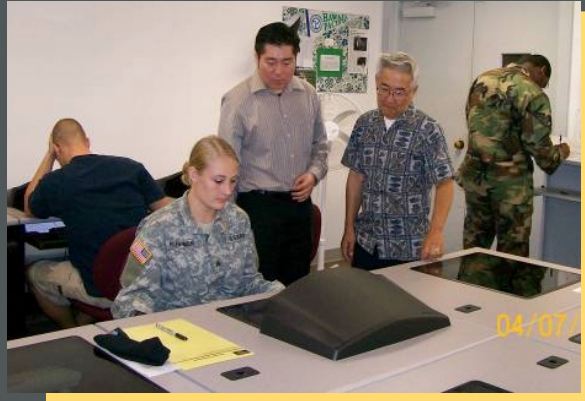
Pearson VUE military test enters

Okinawa, Japan



USS Abraham Lincoln

Camp Prosperity, Iraq



Hickam AFB Pearl Harbor



FOB Sharana Afghanistan

COVID-19 Protocols

Test center health and safety measures

Health and safety measures at Pearson's Test Center Network



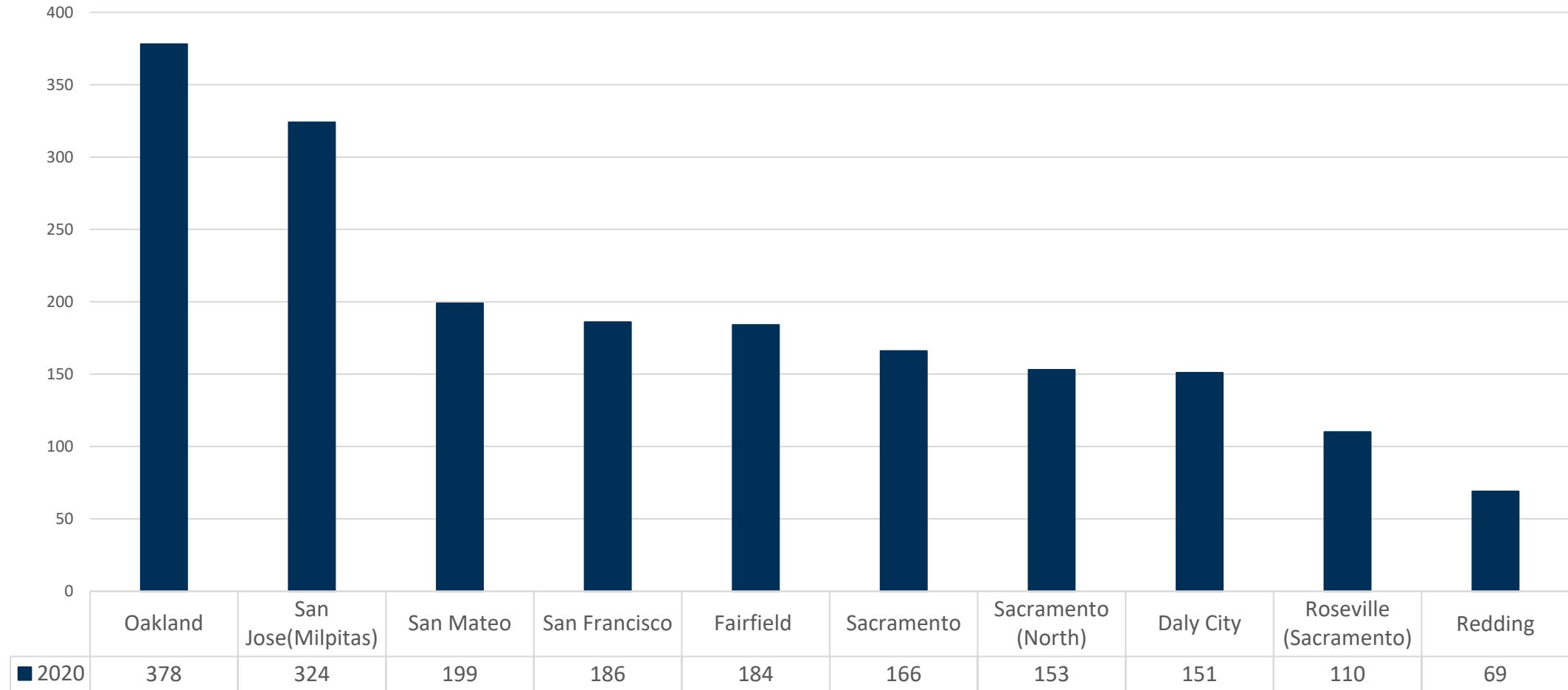
Continued program support

We are committed to.....

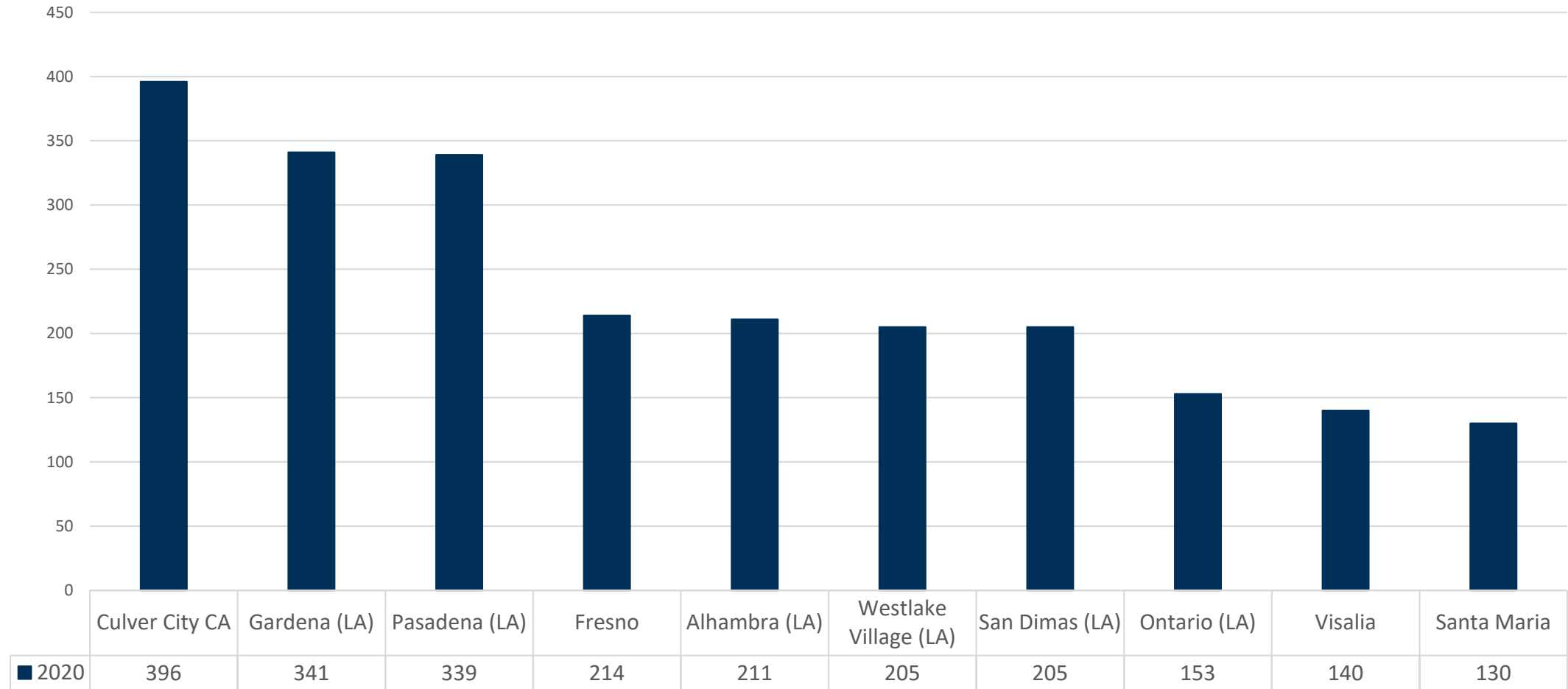
- work hard to make decisions to maintain testing availability where possible
 - ✓ protecting the health and safety of candidates and employees
- continue to closely monitor the changing health and safety recommendations
 - ✓ state, province, and country and adjust our operations and capacity parameters accordingly
- operate at a capacity at Pearson VUE-owned testing centers and partner locations
 - ✓ aligned with government guidance and allowances; enforcing appropriate health and safety measures in place

Operational Statistics

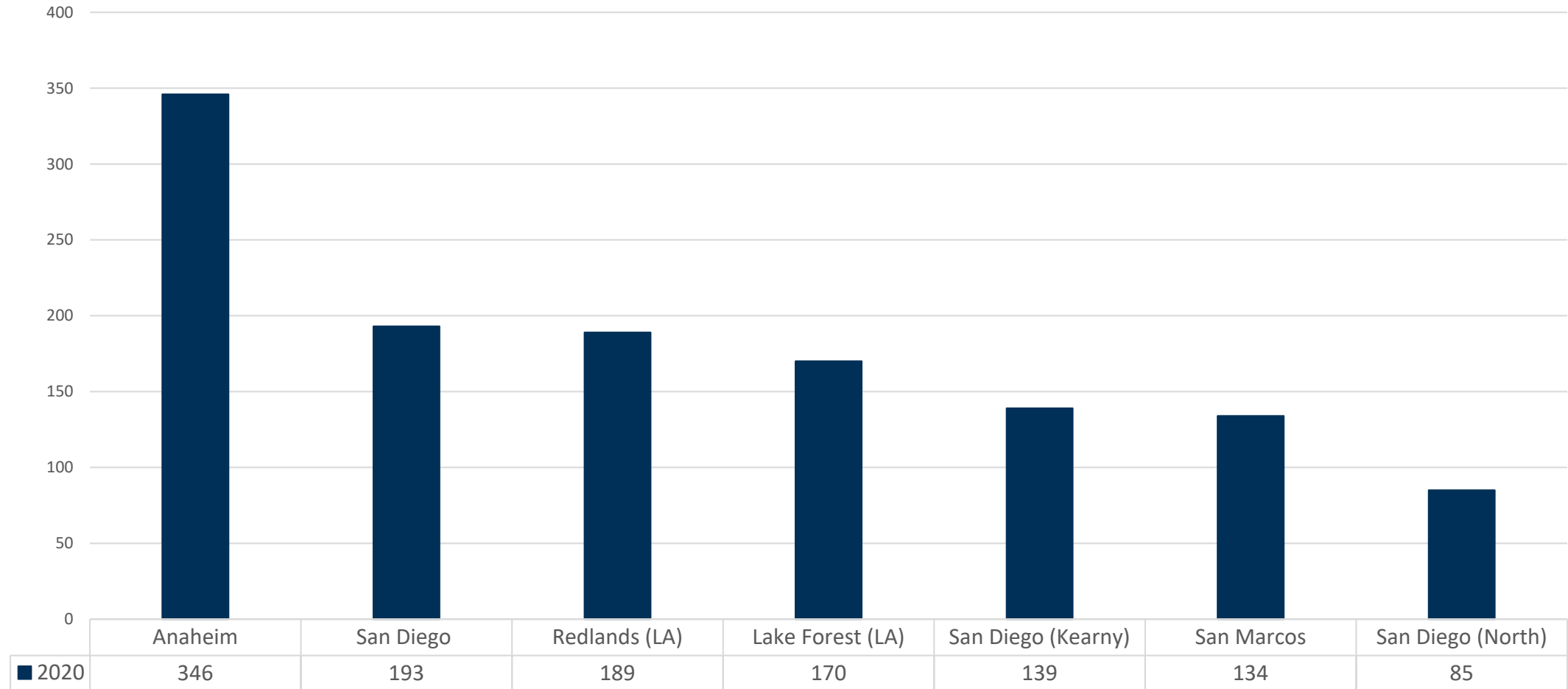
Testing volume by location – Northern Region



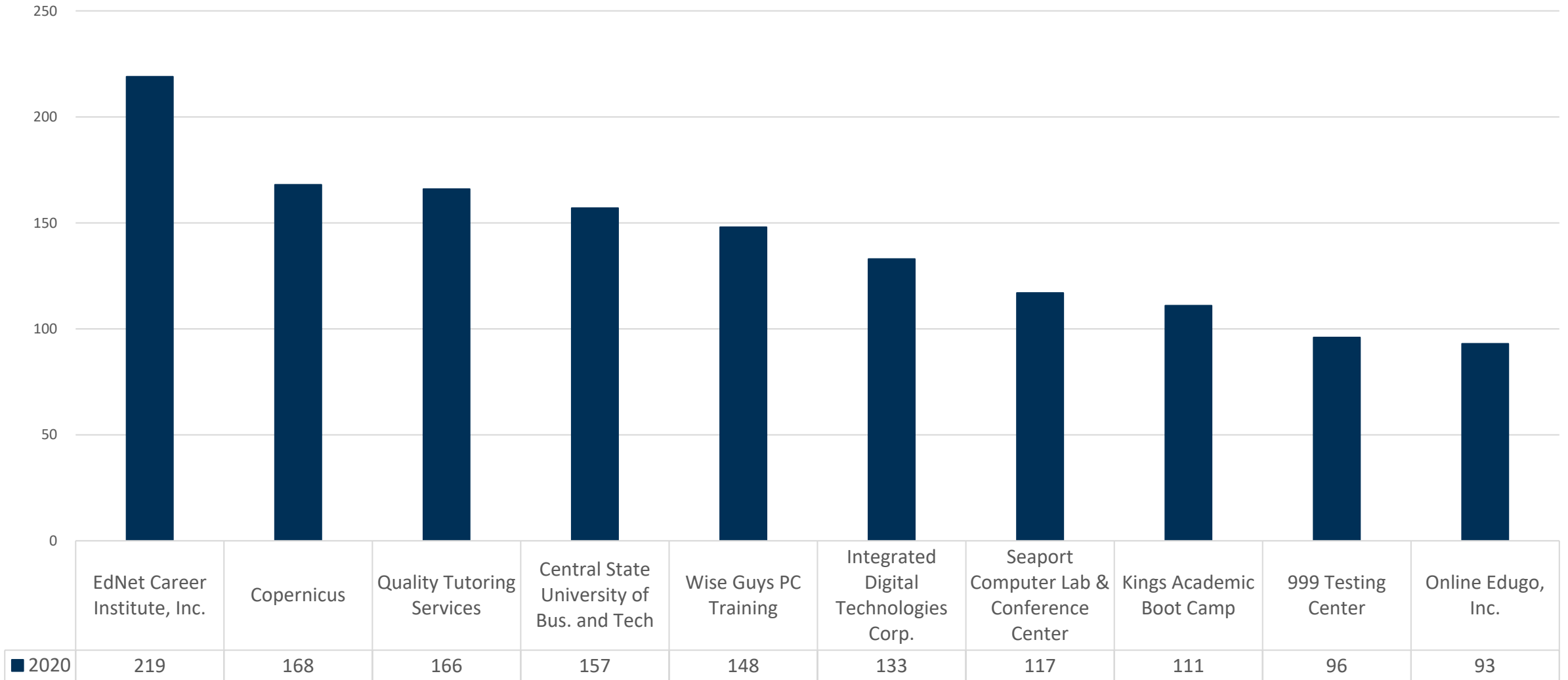
Testing volume by location – Central Region



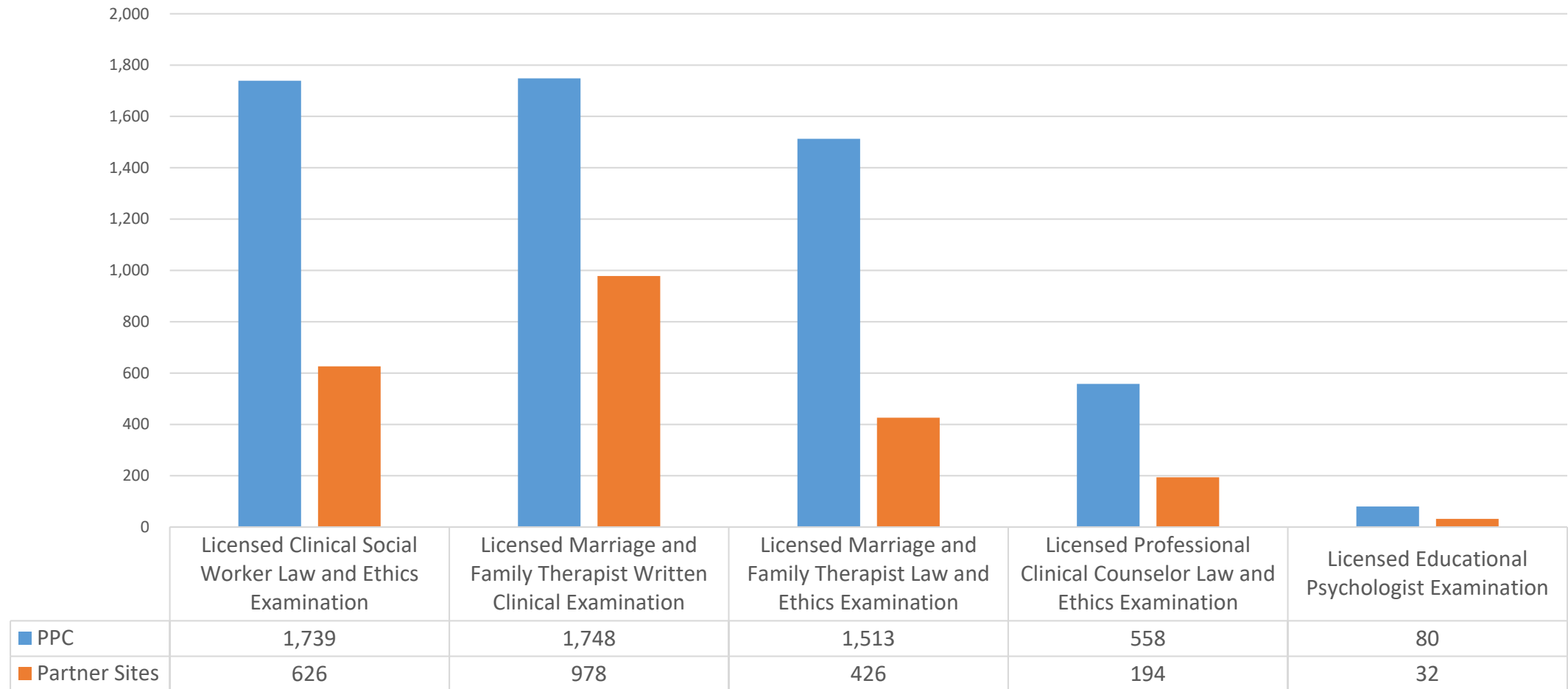
Testing volume by location – Southern Region



Testing volume by location – Top 10 Partner Sites

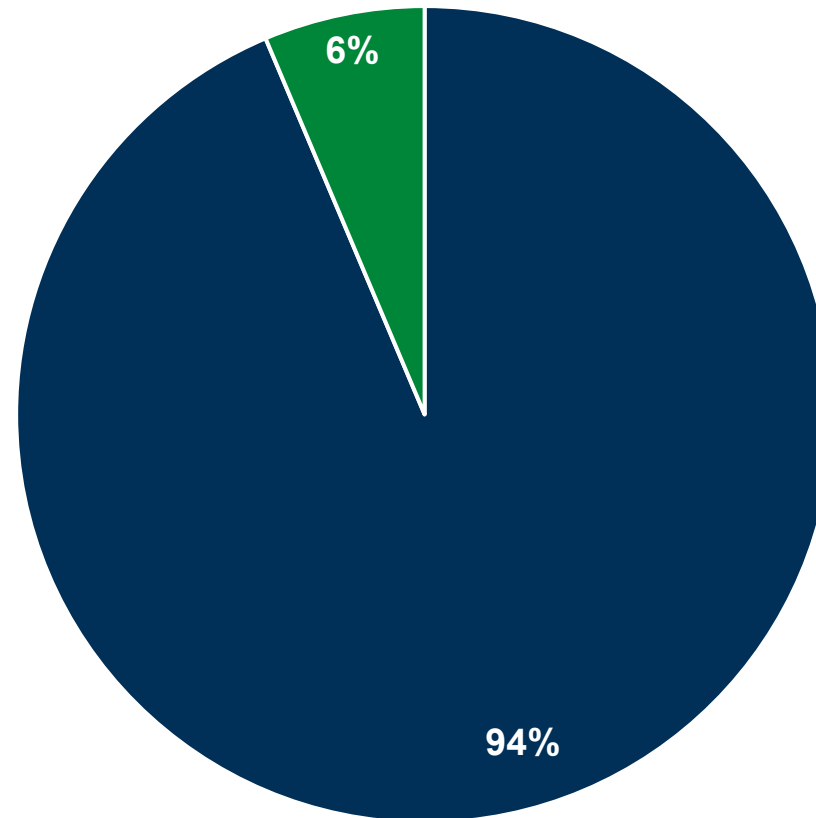


Testing volume by exam



Data does not include no shows.

Exam registration by source



■ Web ■ Call Center

Satisfaction survey

Question	2020
Overall, I was satisfied with my testing experience.	96.7%
The exam reservation process was easy to use.	94.5%
The test center was easy to locate.	96.3%
My testing environment was clean, quiet and comfortable.	96.3%
The Test Center staff was helpful and knowledgeable.	98.6%
The testing system was easy to use.	98.0%
The testing center Registration/ Check-In process was handled in an efficient manner.	97.3%
The testing system worked well.	90.8%
I was able to schedule an acceptable test date and test center location.	97.8%

Questions?

