Career Readiness Indicator Questionnaire

This questionnaire is designed to help guide the process for review of a Career Readiness Indicator (CRI). It is the responsibility of the local education agency proposing the addition of the CRI to gather the information and submit it to Josh Laney, Assistant Director for Workforce Development. Answers should be as concise as possible. Information should be submitted as a completed packet, not piecemeal. Additional information may be included at the discretion of the applying agency if it might be pertinent to the evaluation process.

Contact information for person filling out questionnaire

Full Name of the Career Readiness Indicator: TestOut Network Pro Certification 4.1.0, TestOut Security Pro Certification 5.1.0, Agency: Center Point High School  Email: rick@jefcoed.com  Phone number: 205.379.3400 x110732  Date of submittal: 11/14/16

Why do we want this CRI?

1. What industry is asking for the CRI? Network Systems & Computer Services
2. What companies within the industry are requesting this CRI? Corporate America Credit Union, McLeod Systems, Trussville City Schools IT Department
3. What entity, company, or testing agency is the “owner” of the CRI? (Who determines what it takes to earn the CRI?) TestOut, Travis Wilde, 800.877.4889 x 328
4. For what career technical program(s) is the CRI being requested? Network Systems & Computer Services

How does one actually get the CRI?

5. How long does it take for a student to earn this CRI? 60-80 hours
6. How does the student earn the CRI? Industry credential is an online, computer based skill and knowledge assessment.
7. Is there a minimum age requirement for gaining the CRI? No
8. Are students required to be graduates before earning the CRI? No
9. Are there minimum pre-requisite course requirements for earning the CRI? No
10. What equipment is required to train for this CRI? Standard computer equipment only
11. Does the earning of the CRI require the student to have computer access for the testing? Yes

How much does it cost and what resources are required?

12. What is the cost of the exam for earning this CRI? Included in the cost of the training course, $39 to re-take.
13. Is there a practice test available from the CRI issuer or from other parties? Yes
   a. If yes, does the practice test have a cost in addition to the actual exam and if so, how much? Included in the course.
   b. Can rights to the practice material be purchased once or is there a recurring fee? N/A
14. Who can administer the exam? Instructor
15. Is special certification or licensure required for a teacher to administer the CRI? No
   a. If yes, what is the cost for gaining the appropriate licensure?
   b. Is this a one-time or recurring fee?
16. Is site, facility, or equipment certification required for administering the CRI? No
   a. If yes, what costs are included?
   b. Is this a one-time or recurring fee?
Dear Dr. Philip Cleveland:

I am writing to explain why the TestOut PC Pro, TestOut Network Pro, and TestOut Security Pro certifications are Career Readiness Indicators. After personally reviewing the material covered and the testing method used to achieve this exam, I am confident that anyone earning one of these certifications possesses the minimum skills required for entry-level employment in the IT field.

I have worked in the technology department for Trussville City Schools since September 2010. During my tenure, I have had the opportunity to assist in interviewing candidates for entry level PC tech positions. Many of these applicants have possessed a certification that you currently view as a Career Readiness indicator, the A+ certification by Comptia. Although the A+ certification is a recognized and respected certification for entry level positions in Information Technology, the exam is not performance based and applicable to real world scenarios. We would prefer for our entry level technicians to have a TestOut certification because it signifies they have the skills and experience to actually perform the necessary tasks.

TestOut has done an incredible job of assuring that persons who obtain their certifications not only understand the jargon and definitions of Information Technology, but how to properly implement solutions that an entry level technician would face. I have discussed the TestOut PC Pro exam with colleagues from BBVA Compass Bank, HealthSouth, Dell, and Church of the Highlands and they all are in agreement that any potential hire that possesses a certification from TestOut is more than capable of meeting the expectations of an entry-level position.

Sincerely,

Julian Smith
Data Specialist
January 27, 2015

Dr. Philip Cleveland  
Director  
Alabama Department of Education  
5114 Gordon Persons Building  
50 North Ripley Street  
Montgomery, AL 36104-2101

Dear Dr. Cleveland,

I am writing you today to discuss the PC Pro and Network Pro certifications that are currently on the curriculum at Center Point High School. Technology is an ever changing market, and after reviewing these courses I can tell you that the PC Pro and Network Pro certifications will make these students ready for immediate placement in the job field. As a Systems Analyst for McLeod Software, I frequently come into contact with 3rd party IT for my customers that are not prepared for the tasks we ask them to complete without guidance. If more companies knew an applicant had a background with a course as rigorous as PC Pro that also provides hands on knowledge, the hiring pool would be much better. There would be no question regarding the education the applicant has experienced. In my position I also train new hires to my department, knowing what level of experience they have at a glance would make training them a much easier experience. Seeing these certifications on a resume would certainly push them to the top of the list for consideration for hire.

I appreciate your time and would request that you strongly consider adding these certifications to the Career readiness Indicators (CRI) list for Alabama Schools. Knowing that technology changes rapidly and having courses of this quality would be an invaluable addition to the courses available to our youth.

Sincerely,

Chris W. Ridgeway  
McLeod Software Imaging Systems Analyst
January 14, 2015

Dr. Philip Cleveland
Director
Alabama Department of Education
5114 Gordon Persons Building
50 North Ripley Street
Montgomery, AL 36104-2101

Dear Dr. Cleveland:

This letter is regarding the TestOut PC Pro & Network Pro certification track currently being utilized within Alabama schools. I understand there is a desire to move this certification track to the Career Readiness Indicators (CRI) list for schools in Alabama. As a member of the Advisory Committee for Center Point High School, I have taken time to review the material and training associated with this certification. As someone in the Information Technology (IT) industry who is responsible for hiring competent individuals to perform basic, advanced, and expert level IT functions, I feel the TestOutPC Pro & Network Pro certification tracks are more than capable of achieving the knowledge required for an entry level to slightly advanced IT position in today’s industry. This certification on a resume would immediately mark this resume as a higher ranked candidate as compared to other resumes without certifications of this quality.

As we are well aware, the IT industry is ever-changing. It is the nature of the beast. I have found this material proves to stay current with the latest technologies as the field evolves. Not only does this provide companies with a knowledgeable employee right out of the gate, it also provides confidence for the individual as they walk in for their first day on the job. In addition to staying current with the latest technologies, the performance based testing provided demonstrates that the individual is skilled as well as educated. All of these aspects make hiring someone with this certification a win-win situation for all parties involved.

I hope you will take this letter into consideration as decisions are made concerning new items for the CRI list for our schools in Alabama.

Sincerely,

[Signature]

Luke A. Lang
Information Technology Director
Brian Lachina  
FBC Trussville  
128 N Chalkville Road  
Trussville, AL 35173  
June 20, 2016

Dr. Philip Cleveland  
Director  
Alabama State Department of Education  
5114 Gordon Persons Building  
50 North Ripley Street  
Montgomery, AL 36104

Dear Dr. Philip Cleveland,

I am writing to give my endorsement for TestOut’s PC Pro, Network Pro and Security Pro certification exams. After review, I am confident that individuals who pass these exams have the IT skills necessary for employment for entry-level jobs in IT helpdesk support and networking.

These certifications are unique in that they require an individual to walk through real-world application in order to pass the exams. Certain skills must be demonstrated to pass and this is an invaluable way of assuring individuals are prepared for the job ahead.

As an active participant on the IT Advisory Board at Clay Chalkville High School, I’ve seen skills readiness demonstrated first hand. The students are well trained and individuals with a TestOut Pro certification would be strongly considered for employment here at the church.

Therefore, I recommend these certifications be considered Industry Credentials with the state of Alabama. Thank you for your time and please feel free to reach out with any questions.

Sincerely,

Brian Lachina  
IT Engineer
June 10, 2015,

Dr. Philip Cleveland  
Director Alabama Department of Education  
5114 Gordon Persons Building  
50 North Ripley Street  
Montgomery, AL 36104

Dr. Cleveland,

I am writing to you today regarding the TestOut PC Pro and Network Pro certifications. I have worked in the IT industry for more than 25 years, and I cannot stress enough the importance to our industry of having new, qualified candidates for PC technician positions. The IT industry is growing rapidly and changing every day, but truly qualified applicants are hard to find. As technology continues to evolve and new technology products and services develop, it will become even more critical to have trained and experienced new workers coming to the field who are versed in the latest technologies and who have been prepared to learn and adapt quickly. Current entry-level candidates often lack the basic skills needed to truly succeed in the industry.

I have reviewed the TestOut PC Pro and Network Pro training programs and believe candidates who complete these programs will be far more qualified for entry level positions than those who do not have similar training. They would certainly be looked at more favorably when applying with my own company. I recommend these certifications be added to the Career Readiness Indicators (CRI) list for Alabama schools.

Sincerely,

Jay Biggs  
CEO