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 Lane, 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 PC Pro
Agency: TestOut Corporation Email: twilde@testout.com Phone number: 385-233-5328
Date of submittal: June 16, 2016

Why do we want this CRI?
1. What industry is asking for the CRI? (List multiple if applicable.) IT Services-Consumer and Business Solutions; Computer maintenance and Repair
2. What companies within the industry are requesting this CRI? (Attach letters of request on company letterhead.) Please see attached list of companies.
3. What entity, company, or testing agency is the “owner” of the CRI? (Who determines what it takes to earn the CRI?) Provide contact numbers, names, websites, or other info for inquiries. TestOut Corporation, Travis Wilde, (385)233-5328, www.testout.com
4. For what career technical program(s) is the CRI being requested? Computer Maintenance and Technology.

How does one actually get the CRI?
5. How long does it take for a student to earn this CRI? (Answer in approximate hours of instruction, not school years or terms. Give an average or best estimate.) 80-100 hours of instruction
6. How does the student earn the CRI? (Does the student have to take a written exam, log a certain number of hours, complete a skills demonstration, some combination of these, etc?) A student must pass the TestOut PC Pro exam. PC Pro is a performance based simulated lab environment assessment of an individual’s skill and knowledge.
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? (Only list items which are different than what would be found on the standard equipment list for the program.) Computer, internet access.
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? $89 (Price includes training materials)
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? No
   b. Can rights to the practice material be purchased once or is there a recurring fee? The practice material is included complimentary with the training material

Rev: 8/20/15
14. Who can administer the exam? (Some CRIs prohibit the person who trained the student from administering the exam.) **Instructors can administer; additional proctoring options available.**

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?
Career Readiness Indicator Questionnaire

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Contact information for person filling out questionnaire


Agency: Center Point High School  Email: rick@jefcoed.com  Phone number: 205.379.3400 x110732

Date of submittal: June 14, 2016

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?

Rev: 8/20/15
Mrs. Dawn Morrison, Education Administrator  
Alabama State Department of Education  
P.O. Box 302101  
Montgomery, AL 36130-2101

To Mrs. Morrison:

I would like to verify that the TestOut PC Pro certification is a rigorous credential that I will look for when hiring for my company. This credential tests people on what skills they can actually do and this is beneficial for my company.

I would appreciate it if this credential was added to the Alabama Career Readiness indicator list for high school students enrolled in Information Technology program.

Sincerely,

[Signature]

JG Carver  
VP & FSO  
ITAC Solutions
Mrs. Dawn Morrison, Education Administrator  
Alabama State Department of Education  
PO Box 302101  
Montgomery, AL 36130-2101  

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I would appreciate it if this credential was added to the Alabama Career Rediness Indicator list for high school students enrolled in Information Technology programs.  

Sincerely,  

John Cowan  
President  
Clear Image Surveillance
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,

Luke A. Lang
Information Technology Director
Mr. Bill Roberts  
Board President  

Dr. Pattie Neill  
Superintendent  

Julian Smith  
Trussville City Schools  
113 North Chalkville Rd.  
Trussville, AL 35173  
January 23, 2015

Dr. Philip Cleveland  
CTE Director  
Alabama State Department of Education  
5114 Gordon Persons Building  
Montgomery, AL 36104-2101

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,

[Signature]

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,

[Signature]

Chris W. Ridgeway
McLeod Software Imaging Systems Analyst
June 10, 2015,

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

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
To whom it may concern,

I am writing in regards to the TestOut PC Pro, Network Pro, and Security Pro certifications. I have worked as a Systems Administrator and Network Administrator. I believe these certifications to be good training material for people seeking entry level jobs in the IT helpdesk support and networking area. It is important we provide training to help students prepare for real world scenarios.

It is for this reason I recommend TestOut to be considered Industry Credentials with the state of Alabama.

Respectfully,

Tyler Stromberg
Network Administrator
Dixie Pulp & Paper, Inc.
PO Box 20204
Tuscaloosa, AL 35402
Direct: (205) 464-2638
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