Exam Experience Overview

The Conference Team
- Dalene Paull: Executive Director
- Lauren Thomas: Member Services Manager
- Dustin Wardlow: Information & Technology Manager
- Sarah Gill: Examination Services Manager
- Allie Sparkman: Candidate Services Manager
- Emily Hesslen: Administrative Coordinator
- Anna Scott McCloud: Administrative Assistant
- Emily Yates: Administrative Assistant

Purpose of the NBE
- Assess entry-level competence of individuals seeking licensure in funeral service.
- Provide state licensing boards with a content-valid evaluation of applicants for licensure.
- Accepted standard by 49 states & D.C.

Conference Exams
- National Board Exam (NBE)
- State Board Exam (SBE)
- Laws Exam (LRR) & other exams

NBE Development Process
1. Task Analysis
2. Content Outline
3. Standard Setting
4. Item Writing
5. Expert Review
6. Exam Development
7. Exam Review
8. Administration
9. Scoring
10. Statistical Analysis
11. Reporting
Exam Committee

2019-2020 NBE Arts
Keri Haines, Chair (OK)
Harvey Lauletta (NJ)
Stuart Prazan (SD)
Cathie Rice (ND)
Craig Steen (OH)
Rasheed Sharpton (FL)
Darren Weglin (RI)
DeMark Brandon, Jr. (GA)

2019-2020 NBE Sciences
Keri Haines, Chair (OK)
Barbara Cifone (NH)
Mark Fisher (VA)
Ruder Scharf (CA)
John Rice (TX)
Piage Zietz (ND)
Korbel Boyd (AL)

Appointed annually by the Board. Currently accepting applications!

NBE Subsections

Arts
Funeral Arranging and Directing (51 items)
Funeral Service Counseling (22 items)
Legal and Regulatory Compliance (36 items)
Cemetery and Cemetery Operations (20 items)

Sciences
Embalming (58 items)
Restorative Art (34 items)
Preparation for Disposition (27 items)

National Board Exam

- Must pass both Arts & Sciences sections
- 150 items on each section & 20 pretest items on each section
- 75 scaled score to pass
- Candidates must graduate from ABFSE accredited program to test
- Candidates receive pass/fail results (since 2012)

NBE Statistics

2019 Arts Pass Rate
First-time: 72%
Retake: 38%

2019 Sciences Pass Rate
First-time: 63%
Retake: 37%

Average Scores:
Arts: 77
Sciences: 76

National Board Exam Results

- Over 2,400 first-time candidates

SBE/LLR/Other Exams

SBE
- Accepted by 19 states
- Eligibility from State Board
- No cost to State Board

LLR
- 12 states & NC Pathology
- Range of services based on needs
- Benefits to State Board & candidates
SBE/LRR/Other Exams

Administered SBEs Per Year

- GIL state board exams administered in 2019
- 315 first-time candidates

Administered LRR/Other Exams Per Year

- OHS law/pathology exams administered in 2019
- 350 first-time candidates

ADA Accommodations

Process updated in 2019 to include:
- Handbook
- Candidate Accommodations Request Form
- Health Practitioner Statement
- Checklist

Exam Experience Overview

Study Material

- Study Guide
  - Structure of an item
  - Test taking principles
  - Helpful resources
  - Sample questions
  - Tips
  - ABFSE glossaries

- Practice Exams
  - Arts & Sciences sections
  - Two forms of each section
  - Mapped to the content outline
  - 75 questions per form
  - Feedback provided for incorrect items

Exam Experience Overview

Candidate Handbooks

- National Board Examination Candidate Handbooks
- State Board Examination Candidate Handbooks
- Laws Examination Candidate Handbooks
Exam Experience Overview

Common Application Hold-ups

1. Eligibility has not yet been received for a candidate.
2. Candidates submitting the wrong social security number.
3. Candidates submitting an application with a new name.

Exam Experience Overview

Top Five Exam Policies to Remember

1. Applications and payments expire after one year.
2. Payments are non-transferable and cannot be refunded.
3. Identifications presented at the test center must match the name on application (first and last name only; middle names are not submitted to Pearson VUE and cannot be expired).
4. Candidates are responsible for confirming their appointment date, time, and location. Late arrivals or missed exams will be treated as "no shows," and payments will be forfeited.
5. Exam content cannot be discussed or shared with any one, in any format (written, verbal, electronic, etc.), in whole or in part.

Exam Experience Overview

Candidate Communications

Application Communications
- Time of application
- Application processed
- Scheduling information from Pearson VUE
- "Next Steps" email after exam
- Exam results released
- Wall certificate sent
- Application expiration warning

Candidate Support
- Office phone
- Online chat
- Website contact form

Pearson VUE
- Online scheduling
- National call center
- Online chat
- Appointment reminders

Exam Experience Overview

Scheduling

- 283 Pearson Professional Centers in the U.S.
- Secure & uniform exam experience
- Designated call center & online scheduling
At check-in candidates must:

- Present two IDs
- Sign Candidate Rules Agreement
- Have photo taken
- Have palm-vein scanned

Exam Integrity

- Always a top priority of The Conference
- Every decision is made with the exam purpose in mind
- Must be able to stand behind exam results

Candidates Notified

- Candidate Handbook
- At time of application (Security Agreement video)
- Email correspondence
- Candidate Rules Agreement (testing center sign-in)
- NDA prior to start of exam
- Pass/Fail report at completion of exam

"In principle, having a standardized measure is really important, but the problem we are facing now is that the measure has become so important that people are trying to undermine its value through coaching and, in this case, cheating."

"Certainly, we can’t have public servants who don’t have a fundamental sense of ethics."
"This calls into question our entire civil service system if we can't guarantee that tests are fairly administered."

"Maintaining the integrity of the examination process must be our highest priority, lest we risk diminishing the value of, and the respect earned from, becoming a Master Sommelier."

"Twin Galaxies, the organization that tracks such records, disqualified his high scores and banned him from competition after an investigation turned up evidence that several of his Donkey Kong scores were set on inappropriate hardware."

"We are fully aware of how destructive it's been for them, but we're a consumer protection agency," Davila said. "We want to make sure that anyone who does get a license in California is in fact competent to take care of California patients."

"And the winners are..."
ANY Questions?