



CONNECTION

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Transitioning Your Program to AMP—Smooth!

By Patrick Gallagher, MBA,
Director of Marketing

Most people try to avoid change. Change disrupts, confuses and creates uncertainty. In politics, incumbents almost always enjoy an advantage. I suppose the thinking is that the politician we know may be better than the one we don't! The same thought sometimes applies in the assessment and management arenas. Organizations hesitate to change providers for fear that disturbances in the transition process will lead to dissatisfaction from their boards, staff members or constituents. At AMP, however, we transition both assessment and management programs so smoothly that the only thing our business partners hear from their customers are *compliments* regarding the improved service they experience after coming to AMP. You see, we've had lots of practice performing successful transitions. Nearly all of our more than 100 satisfied business partners were once doing business with another assessment or association management company!

It is no accident that AMP has developed a reputation for trouble-free transitions. Careful thought and planning have resulted in development of a *systematic transition process*. Whether you have an assessment or association management application, AMP designates a Project Implementation Team to manage the transition, making it seamless for organizations to begin working with us. The process is also *personal*. Rather than merely receiving your data on a computer disk or having a few brief phone conversations, AMP's talented staff will personally meet with you, either at your location, our offices or via a web-based conference, to go over every aspect of your program and the details that are needed to make it run effectively.

Speaking of details, no organization is *into the details* better than AMP. For every new business partner, the AMP Team completes a New Project Implementation Form. Based on information received from their personal meeting with the new client, details about every facet of the client's business are recorded, along with expectations for AMP's interaction. In fact, for assessment clients, there are nearly 150 details that are included on the implementation form. This information is then circulated to all staff involved in the program so nothing is left to chance. At AMP, we have never liked surprises and during a transition from another provider is the time for us to limit the opportunities for the unexpected to occur.

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Technology
That Works
People
Who Care



AMP on the ROAD

AMP is committed to staying current with advancing professional standards and annually attends, exhibits and presents at industry conferences. An additional bonus to attending these conferences is the opportunity to meet and share with our clients, other credentialing organizations and associations. Please visit with us at an upcoming event:

CLEAR ANNUAL CONFERENCE

September 14-16, 2006
Alexandria, VA

ARELLO NATIONAL CONFERENCE

September 24-27, 2006
San Antonio, TX

ABNS ASSEMBLY MEETING

October 6-7, 2006
St. Louis, MO

NOCA ANNUAL CONFERENCE

November 15-18, 2006
Orlando, FL

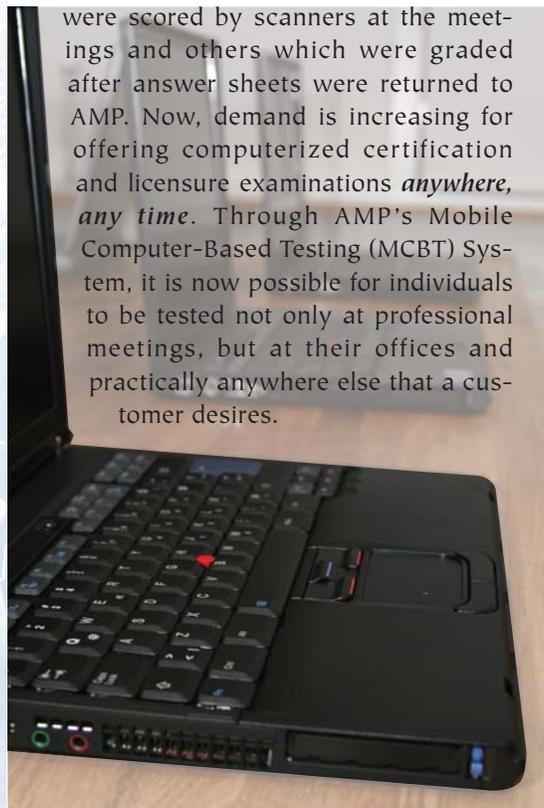
ATP ANNUAL CONFERENCE

February 5-7, 2007
Palm Springs, CA

AMP Mobile Computer-Based Testing:

By William D. Hogan, ME,
Vice President of Marketing
and Business Products

In response to the needs of our business partners, AMP has offered mobile examination administrations at the annual conventions of several of our assessment customers for nearly 20 years. This process began with pencil/paper examinations, some of which were scored by scanners at the meetings and others which were graded after answer sheets were returned to AMP. Now, demand is increasing for offering computerized certification and licensure examinations *anywhere, any time*. Through AMP's Mobile Computer-Based Testing (MCBT) System, it is now possible for individuals to be tested not only at professional meetings, but at their offices and practically anywhere else that a customer desires.



Mobile CBT offers all the advantages of fixed-location computer-based testing, including instant examination results and score reporting. AMP has designed a unique, fully-transportable system that can be shipped to any location to provide secure, high-stakes test administrations for up to 30 examinees at one session. The AMP Mobile CBT System comes in units of 10 laptop computers with digital cameras, as well as a printer and another laptop to act as the server for a computer network that becomes a Mobile Test Center. Along with the Mobile Test Center comes a trained AMP staff member to assemble the equipment and proctor the examination. The computer-testing software used at the Mobile Test Center is the same tried and true software used in the national network of AMP Assessment Centers, currently operating at over 150 fixed locations. This allows examination results to be communicated back to AMP from the mobile

Transitioning

Your Program to AMP—Smooth! ■■■ continued from page 1

A significant difference between doing business with AMP and other companies is that with AMP there are *no extra transition costs*. You'll never find us sending you an after-the-fact invoice for the time required for us to get the details of your assessment program or to understand your directions for management of your association or certification board. We plan for the time needed for the transition process to occur when we initially bid on a project and these costs are spread throughout the life of the contract. You may always count on AMP to deliver the services that you desire for the contracted price,

with no quibbling over the effort it sometimes takes to get an assessment or management program started.

Although we don't enjoy surprises at AMP, we *anticipate* them! In our almost 25 years of successful operation, we have learned that prospective business partners often unintentionally forget to tell us key aspects about their programs and objectives. Sometimes, such details are learned only after the AMP Team meets with the client's representatives and someone says, "Oh, by the way..." Comments like this are usually



Bringing Exams to You!

locations in the same manner as information is exchanged in the national network. If remote communication is not feasible, information on the mobile CBT server is securely encrypted until the equipment returns to AMP.

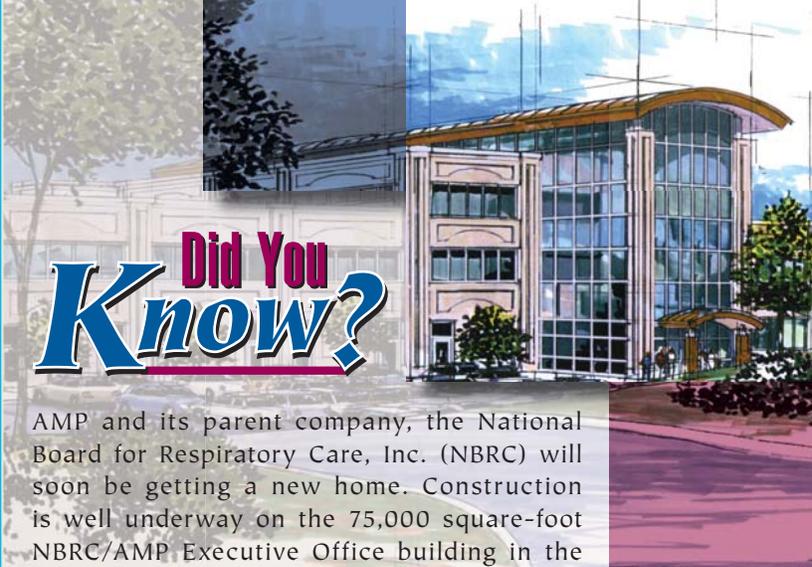
The AMP Mobile CBT System provides for many new applications in addition to offering examinations at client meetings. Since the system is compatible with the national network of AMP Assessment Centers, the mobile sites can be used to supplement national network locations during times of high, but temporary, candidate volume. If a fixed network location becomes unexpectedly disabled, a mobile site can also quickly be set up as a replacement. For candidates in remote geographic locations, mobile sites can be made available as needed. In addition, where large numbers of applicants work for particular businesses, the AMP Mobile CBT System can be sent *right to their offices* for onsite testing. The same reliable technology used in the AMP Assessment Center Network provides assurance that mobile examination administrations will go smoothly and the examinations will be accurately and securely scored.

The AMP Mobile CBT System is yet another example of AMP's service orientation. When our customers express needs, we take action to accommodate them and have the organizational flexibility necessary to do so. AMP has always strived to meet the demands of a wide variety of organizations by being willing to consider and pursue development of new and creative products and services. With AMP Mobile CBT, we are truly bringing state-of-the-art computerized examination administration directly to you! ■

followed by a revelation regarding the work required for the program to succeed.

For these reasons, you will find the AMP Team to be most diligent in asking questions, investigating how your assessment program has operated or how your association has been managed by the previous company. We will probe every phase of the operation and attempt to gather all the facts as we move forward. Even so, you will not find us discouraged or surprised if some details are left out. We take these in stride and remember that our goal is a smooth transition. At AMP, we are a *determined* group, and failure has never been an option. AMP plans to succeed, no matter the effort required, and our results speak for themselves. Just ask any one of our more than 100 satisfied business partners about their experience in transitioning to AMP. Make a change for the better! Bring your assessment or management services needs to AMP! ■

Did You Know?



AMP and its parent company, the National Board for Respiratory Care, Inc. (NBRC) will soon be getting a new home. Construction is well underway on the 75,000 square-foot NBRC/AMP Executive Office building in the Kansas City suburb of Olathe, Kansas. The three-story steel, concrete and glass structure will offer almost twice the office space currently available to our hard-working staff, along with state-of-the-art amenities that will make our jobs more efficient and productive. However, we are even more excited about features the new building will offer to AMP business partners.

The new NBRC/AMP Executive Office building will house a complete Conference Center, available for use by our customers. Five meeting rooms, ranging in size from 500 square feet up to 3,000 square feet, will provide attractive facilities for board, committee and staff meetings of all sizes. Three 1,000 square-foot conference rooms are available to host meetings of up to 63 individuals and can be combined into rooms totaling 2,000 square feet and 3,000 square feet, for larger meetings for nearly 200 persons. Two smaller 500 square-foot conference rooms will host meetings of 14-30 people, ideal for most boards and committees. In addition to an in-house lunch room which can be used by both our staff and guests, the NBRC/AMP Conference Center will also have two private dining rooms, suitable for working lunches or other catered functions for groups of up to 28, if both rooms are used.

The latest technology will be evident throughout the new building. In the Conference Center, each room will have an LCD projector, screen and sound built in, as well as wireless conferencing telephones. A wireless computer network will be available so meeting attendees may have Internet and e-mail access. A Voice Over IP telephone system will help speed calls through the Candidate Support Center and provide a wide range of flexible messaging services. All AMP computer systems as well as the telephone system will have "fail-over" capability, which is the capacity to operate from a different location in the event of unforeseen emergencies.

Yes, we are eagerly awaiting completion of the new NBRC/AMP Executive Office building! It will bring enhanced services and increased capacity for AMP to offer to current and prospective business partners. Moving time is expected to be President's Day weekend in early 2007. ■

The latest technology will provide visiting clients with conveniences such as wireless Internet access.

BUSINESS DEVELOPMENT

- The *National Association of Graduate Admissions Professionals (NAGAP)* is the only professional organization devoted to the concerns of individuals working in the graduate admissions and recruitment environment and is committed to serving

the needs and interests of graduate admissions professionals. NAGAP's membership consists of colleagues from public, private, secular and non-secular institutions of all sizes. On June 1, 2006, AMP Management Services (AMP/MS) became NAGAP's association management company. AMP/MS is currently providing NAGAP with executive leadership and office services, board and executive committee support, as well as financial, annual conference, membership, publications and marketing assistance. We look forward to a long and productive relationship.

- Since 1986, the mission of *Breining Institute* faculty and staff has been to ensure a consistent standard of higher education, training, testing and certification of professionals working in the field of addictions. Accredited by the National Commission for Certifying Agencies (NCCA), Breining offers educational and counseling programs approved and recognized by a variety of national and state agencies. AMP has joined with the Breining Institute to offer the Registered Addiction Specialist (RAS) certification examination for California professionals through the AMP Assessment Center Network. RAS candidates can test in any of AMP's 150+ assessment centers across the United States.

FOR MORE INFORMATION, PLEASE CONTACT

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By the

Way...

AMP

and one of its staff members recently received noteworthy honors.

1) The Johnson County, Kansas chapter of the NAACP presented AMP a Community Support Award for contributions to the ACT-SO Program, a competition enabling 30 local youth and chaperones to travel to Washington, DC. In addition, at the 2006 NAACP Freedom Fund Banquet, AMP's Candidate Support Center Manager, Wandra Minor, received the Distinguished Service Award. Wandra is the friendly voice and expert leader behind the AMP quality customer service delivered daily in the call center. Congratulations, Wandra!



WANDRA MINOR

2) AMP's record sales in 2005 resulted in our being named to the *Kansas City Business Journal's* list of the top 150 private companies in the Kansas City area. Revenue grew from \$19 million in 2004 to \$25 million in 2005, placing AMP 110th on this annual roster of the area's fastest growing businesses.



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