



CONNECTION

Published quarterly by Applied Measurement Professionals, Inc.

The AMP Assessment Center Network:

Success and Growth Continues!

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

"Technology that works; People who care", is far more than a marketing slogan to us at AMP. It is a statement that embodies what our company is all about. There is no better example than the development of AMP's computer-based testing (CBT) capability and the successful operation of the national AMP Assessment Center Network. AMP has now been offering computer-based examinations for over 10 years, beginning small in 1997 with CBT for real estate salespersons and brokers in Georgia. Building from this modest start, a national network of computerized AMP Assessment Centers was established by the year 2000 and began offering daily examinations via computer to candidates from several professions. As they say, "the rest is history!" The AMP Assessment Center Network has now tested over **1.2 million** candidates successfully. While many first laughed at the idea that a small company like ours could own, operate and control true national computer testing capability, they are not laughing now! At AMP, we believe the proof is in the doing, not in the talking!



In This ISSUE:

- AMP Has GONE GREEN! 2
- Did You Know? 3
- BUSINESS DEVELOPMENT 4
- AMP ON THE ROAD 4

Following every examination administered in the AMP Assessment Center Network, candidates have the opportunity to complete a detailed satisfaction survey, letting us know their views of their testing experience, before receiving examination results. So far, nearly 1,000,000 have responded to the survey and the results provide further evidence that computer testing with AMP works. Not only does it work, it works at a very high satisfaction level with those being tested. For example, 97% of those responding indicated that it is easy to register for an AMP computer-based test. 98% reported that the test site proctors and staff were friendly and helpful. 99% said the AMP computer-testing software was easy to use. Perhaps most significantly, when asked to evaluate the overall testing environment, over 98% expressed satisfaction. When asked a similar question regarding their impression of their overall computer-based testing experience, **99.5% of candidates were satisfied.**

While these satisfaction numbers indicate the AMP Assessment Center Network is functioning effectively, at AMP, we are not resting on our laurels. Satisfaction statistics are collected from each location in the network and are continuously reviewed. Proctors are contacted if difficulties are reported and actions are taken immediately to correct any concerns. Through

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Technology That Works
People Who Care

AMP Has Gone GREEN!

By Patrick Gallagher, MBA
Director of Marketing

The completion of the new Executive Office building for AMP and its parent company, the National Board for Respiratory Care (NBRC), in 2007 presented us with numerous opportunities to join the national "green" movement. Not only is this good for AMP and our Business Partners in terms of cost saving measures, but it is good for the local environment and ultimately our home, Planet Earth! The AMP Team is now helping promote "sustainability" through daily efforts to conserve energy, recycle materials and reduce consumption. Sustainability refers to "a way of living that meets the needs of the present without compromising the ability of future generations to meet their own needs." In other words, we are conserving today in hopes that this will result in a better tomorrow for those who follow us.

AMP's efforts in going green are happening on several fronts. The corporate **recycling program** began May 1 and involves most plastics, paper and aluminum used by the company. It also includes magazines, newsletters, phone books and even "junk mail" received at the NBRC/AMP Executive Office. Even AMP's secure trash is recycled after shredding, a practice that the company has been carrying out for years.



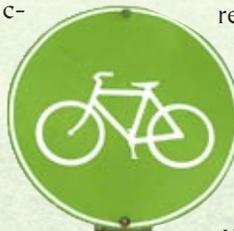
From the facility management standpoint, AMP's new office building is **environmentally friendly** in addition to being technologically advanced, beautiful to look at and pleasant in which to work. All appliances in the Executive Office are "ENERGY STAR" rated. The new air conditioning and heating systems use non-CFC-based refrigerants, protecting atmospheric ozone. Fire suppression systems are also HCFC and halon-free, also contributing to ozone protection. New fluorescent lighting systems in the public and work areas of the office are also state-of-the-art, using less energy than previous systems. Accent lighting systems contain energy efficient compact fluorescent bulbs, further reducing energy consumption. In fact, the new 75,000 square foot NBRC/AMP Executive Office Building uses about the same amount of energy for heating, air conditioning, and lighting as our previous location, which consisted of about half as much office space!

To promote **energy conservation** and become more "green" while in the office, we have signed a five-year agreement to participate in the "MPower" program offered by Kansas City Power and Light (KCPL). This program allows us to save on cooling costs through curtailment of power usage during periods of high demand. The AMP Team also is vigilant about using lighting economically. "Lights out" is the rule



when we leave for the day, including the energy-efficient task lighting installed in workstations. Meeting room and common area lighting are also turned off when not in use. In addition, window space has been maximized throughout the facility, to make efficient use of external light and provide outside views for our hard working staff. The entire NBRC/AMP Executive Office Building and grounds are also a "**smoke-free campus**." No smoking is permitted anywhere on the property, enabling our staff and visitors to be free of "second hand smoke" and the environment to be free of related pollution and its hazards. Another environmentally friendly practice begun when the new office building was constructed is that routine monthly spraying for pest control has been eliminated. We now only treat when needed and use traps or pest strips instead of spraying possibly damaging pesticides into the air.

Of course, the largest use of energy likely occurs when our more than 160 staff members drive to and from work. To help reduce transportation energy consumption, AMP has recently implemented an "**Alternative Transportation Program**." It offers incentives for team members who drive vehicles that have been "SmartWay Certified" by the Environmental Protection Agency (EPA) and/or who participate in a carpooling program approved by the company. Carpooling reduces demand for parking spaces, helps conserve fossil fuels, improves air quality and reduces traffic congestion. In addition to rewarding those who choose to carpool, AMP also recognizes those who walk or bicycle to work at least once a quarter or drive a motorcycle to work at least 30% of a quarter.



While it is too soon to evaluate the effectiveness of AMP's efforts in "going green", the AMP Team has been supportive of these measures and we are interested in doing our part to improve the environment and promote the sustainability of our planet. By working together, we recognize that we can make a difference, not only for the company and our Business Partners, but for our nation and our planet as a whole. ■

The AMP Assessment Center Network: *Success and Growth Continues!*

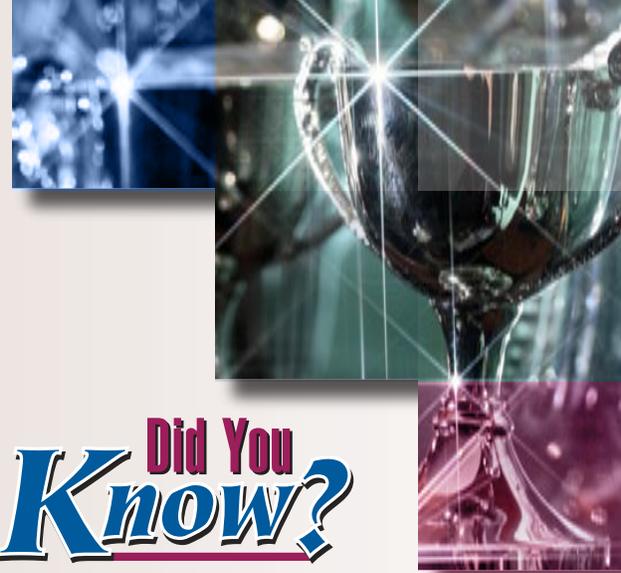
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this careful monitoring and follow-up, the AMP Assessment Center Network continues to function as we intend, offering the best examination services to our Business Partners and their constituents.

Since 2000, the AMP Assessment Center Network has grown from an initial 72 locations to approximately 170 today. Sites are in all major cities across the United States and in many smaller ones. International testing locations can be established virtually anywhere that has an internet connection. With many of our assessment centers located within offices of H & R Block, the world's largest tax preparer, the AMP Assessment Center Network offers exceptional expandability. Sites can be added as needed almost anywhere in the thousands of H & R Block facilities around the country. Since 2005, thirty-five new locations have been opened by AMP in response to the needs of our Business Partners or through the addition of new business contracts.

Perhaps more important than the number of locations in the network is the technology available to those being tested and the security it provides for the examinations being delivered. As most well know, technology is continuously and rapidly evolving. At AMP, we are interested in utilizing proven, practical applications of technology in a cost effective manner and not simply going after the latest "gizmo" just to say we have it. Recently, most locations in the AMP Assessment Center Network have been fitted with broadband internet connections. These connections enable us to rapidly transfer data to and from the sites, including video, voice and text. In addition, fingerprinting technology is now being used upon request by our Business Partners to enhance security throughout the AMP Assessment Center Network. Fingerprint scans are completed for identification and the information is retained for future reference. From the measurement perspective, new video software has recently been developed by the talented AMP Technology Group and deployed throughout the AMP Assessment Center Network. This software provides the capability for AMP to administer complex examinations using videos that candidates watch and then are asked to respond to a series of questions. Using video technology can provide for testing of higher order knowledge, skills and abilities, beyond the range of typical multiple-choice examinations.

As you may determine, the AMP Assessment Center Network is operating effectively, as well as growing in size and capability. We have the locations, technology and human resources needed to manage all types of certification and licensure programs. We plan to continue to develop and expand the network as needed, consistent with our long-term philosophy of the practical, cost-effective application of technology to the business problems of our customers. As evidenced by the responses to our candidate satisfaction surveys, the AMP Assessment Center Network delivers the high quality services expected in today's environment. If your organization is seeking an assessment provider or having difficulty with the responsiveness of your current vendor, we invite you to consider AMP. Here, you'll find *"Technology that works; People who care!"* ■



Did You Know?

Congratulations are in order to **Lori M. Tinkler, MBA**, AMP's Chief Operating Officer and Executive Vice President, who was recently named to the 2008 class of "25 Women Who Mean Business", selected by the *Kansas City*



Business Journal. Nominees for this prestigious honor go through a rigorous selection process, including completion of detailed applications describing their achievements in business, growth of their companies, obstacles they have overcome

and their efforts to enhance the future for women in the work force. Selection was made by a group of local business leaders and previous award recipients. Ms. Tinkler joined AMP 17 years ago and has held numerous significant administrative positions before becoming COO. She was instrumental in the development of the national AMP Assessment Center Network and is a dynamic leader involved in all aspects of the company's operation. *Way to go, Lori!*

Daniel H. Breidenbach, MS, recently joined AMP as a Program Manager in the Psychometrics Division. He brings 19 years of experience as a mathematician and educator to the company and will serve as the primary liaison with the boards and examination committees of several of our Business Partners. Mr. Breidenbach is currently working toward his doctorate degree in educational psychology from Washington State University and expects to complete the requirements for his PhD in 2009. He will conduct job analyses, item writing workshops, examination committee meetings and carry out other responsibilities to insure the psychometric integrity of certification and licensure examinations. *Welcome to AMP, Danny!* ■

BUSINESS DEVELOPMENT

■ The *Center for Improvement in Healthcare Quality (CIHQ)* specializes in providing accreditation and regulatory support services for hospitals, long-term care facilities, free standing ambulatory centers, and home health agencies. In May 2008, AMP began providing computer-based testing, scoring, and reporting for CIHQ's Healthcare Accreditation Certification Program (HACP). This is the only fully credentialed professional certification program available nationally that specializes in the field of healthcare accreditation and certification.

■ *HCPPro* is a leading provider of integrated information, education, training, and consulting products and services within the areas of healthcare regulation and compliance. As an acknowledged industry authority, HCPPro focuses on providing its clients assistance and expertise in accreditation, credentialing, medical record management, regulatory compliance, and many other areas. HCPPro has recently contracted with AMP to provide examination development assistance, web-based test administration, scoring, and reporting services for the Certified Medical Staff Leader (CMSL) and the Certified Specialist in Healthcare Accreditation (CSHA).

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AMP on the ROAD

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

NOCA ANNUAL EDUCATION CONFERENCE

Nov. 19-22, 2008

San Francisco, CA



ATP ANNUAL CONFERENCE

Feb. 22-25, 2009

Palm Springs, CA



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