

Cheaters Versus Test Security

How secure is a National Test when a candidate chooses to become a cheater when taking an exam? This is one of the most asked questions by many state boards whenever administering an exam. The quote "Moore's law favors the cheater. A taxonomy of test and exam fraud" shows how true this is. The pressures that the candidate faces when taking a "high stakes" test helps in encouraging them to create the thought "if I only do it once, it'll be ok."

Because of some type of scenario, all boards encounter some type of nightmare not knowing if the security on their exams are foolproof enough to prevent the cheater from accomplishing the enviable.

Having a candidate remembering some test questions that they can pass on to the next class seems to be the road that most candidates take. They either share or sell the "remembered question."

Candidates need to remember that buying "remembered questions" is not the way to go. Most of the time they pay a tremendous price for their actions. The American Dental Association implicated thirteen UCLA students for questions stealing and sharing. The Association found their names next to "remembered questions". One of the consequences was that they were barred until 2009 from retaking the exam. Presently the

students have filed a lawsuit because of the allegations and that their careers are in jeopardy. The Dental Associations program, known as "a high stakes testing program," requires the candidate to agree to a non-disclosure or confidentiality agreement before taking the exam. When the agreements are violated by sharing the test questions with others, the testing program can exercise some remedies such as cancelling the scores or even banning the candidate from retaking the exam.

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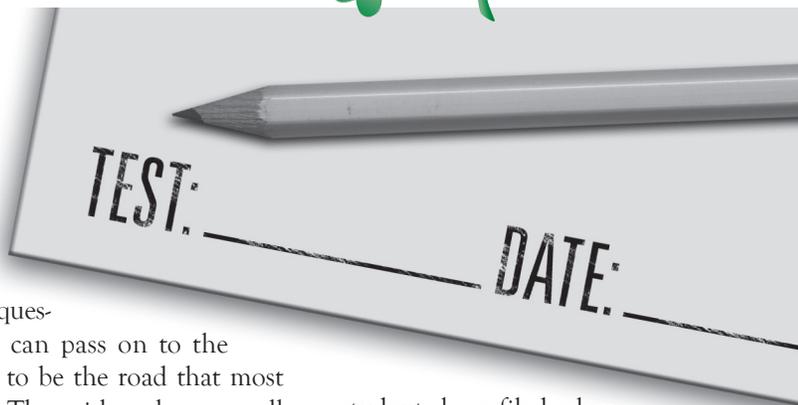
Exam Security

by Suzanne Dailey, LaserGrade

Exam security is always first and foremost when organizations discuss delivery options. Paper and Pencil administrations provide certain security risks when shipping materials. If a shipment of testing material is lost in route to or from the testing facility, a significant amount of your item bank can be exposed. The costs to replace those items can be significant. Computer-based testing can provide greater security for your exam content.

The SMT Dunedin, Florida office which houses our test development and production operations is located in a building containing a commercial bank, thus all

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NIC 2007-2008

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Message From the President



Greetings!!

2008 is off to a wonderful start. We have now started testing in Iowa and Utah. Welcome to both of these states and we look forward to a very good working relationship with both states in the years to come.

The Spring Executive Board and Region meetings are upon us. I encourage all of you to attend the meeting in your region. Regions 3 and 4 will meet April 26-27 in Salt Lake City and Regions 1 & 2 will meet May 31-June 1 in New Orleans. Our Region Directors, Kay Kendrick, Betty Leake, Diane Pennington and Steve Colarusso have spent countless hours putting together an excellent education program for these meetings. Please mark the dates of the meeting in your region on your calendar and I look forward to seeing you at your region meeting.

I would like to take the opportunity to acknowledge the diligent work of Larry

Walthers, Chairman of the National Examination Committee (NEC). Larry has served NIC as Chairman of the NEC for the past 3 years. During this time Larry has worked tirelessly in maintaining the defensibility and credibility of the NIC National Examination Program. In addition, Larry has overseen the development of new examinations as requested by states such as tattooing, micro pigmentation, body piercing, waxing and advanced esthetics.

On behalf of NIC and myself, I want to thank Larry, the members of the NEC and Mary Manna, NEC Coordinator, for their time, hard work and commitment to NIC in carrying out its objective to provide a standardized, legally defensible National Examination Program to the states.

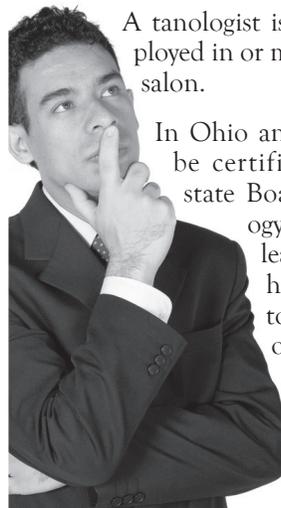
Respectfully,

LaFaye Austin
President



www.nictesting.org

Did You Know?



A tanologist is one who is employed in or manages a tanning salon.

In Ohio an individual must be certified by the Ohio state Board of Cosmetology and must have at least 4 Continue Ed hours to be eligible to either work in or manage a tanning salon. The Board also has jurisdiction over licensees and salons.

State Happenings

Betty Moore, Board Administrator from Oklahoma has retired from the board on December 31, 2007. The new administrator is Sherry Lewelling.

Iowa started to administer the NIC written theory exams on January 2, 2008 in Cosmetology, Esthetics, Nail Technology, Instructor and Electrology.

Memories

From Aurie Gosnell



“Growing old is not for sissies,” is a common phrase we hear all too often. It implies that as we age, things began to change and it takes a lot of drive to face each day with a strong and positive attitude. Somehow those quick leaps out of bed a few years ago have been replaced with stiff legs and stumbling steps.

Another change I’ve noticed is how quickly time goes by. It seems like every day when I wake up another month has already passed by. Let’s face it, time must be going faster than it used to. Just a few weeks ago I heard from a dear NIC friend whom I hadn’t heard from in several weeks – at least, I thought it was just a few weeks. But it turned out to be a whole year. This is happening too often. What happened to those days when we were in elementary school when every hour seemed to go on forever?

Another change that crops up every day is forgetfulness, especially names. Last time I ate Chinese, my fortune cookie said “you don’t need a good memory to have happy memories.” This was to me reassuring since “Senior Moments” seem to happen every so

often – like more regularly. I’m sure everyone knows what I mean.

It’s amazing how names and memories from the past can be renewed easily, but it’s a struggle sometimes to even remember your best friend’s name. Then the name usually pops up in one’s brain when you least expect it.

This so called group of NIC “has been’s” call ourselves the “Pro Noun Club.” When we get together or visit on the phone, everyone finds that we can’t remember anyone’s name or recall a past board meeting or event that happened. So we just describe them “you know – when what’s her name was president”, “what year was that when so-and-so ran for office?”, “remember what state was it that had a hurricane hit called you-know?”, and “what board was that young person from you know who I mean?” Funny, every year it seems more new members involuntarily keep getting added to the elite club.

My theory is that the brain is a lot like a computer (use to be a sponge). We have a lot of information coming in faster than we

can process it, but we don’t have a “delete” button to hit to get rid of the useless data we keep carrying around.

I found out it’s not just names that cause me problems. Remember the times when you go into another room to get something and forget what you went for, you’re not alone. People all over are making the same trip we are, just a different room in a different house. At least that is what my NIC pro-noun cronies keep telling me.

Yet, sometimes I feel that all the NIC data I have been exposed to still keeps popping up daily. Events seem to be easier to remember but when and where they took place get a little – should I say foggy at times. Being a so-called walking history book helps in keeping my mind more than active. The theory is as Americans we are to live longer. Brain health is based on the idea that the brain is a use-it or lose-it organ. So keeping the brain active is vital along with the tips on how to handle all the changes that come with aging are important. So I’m told. We might not be able to slow down time nor remember everything instantly, but we all can work towards being non-sissies in this daily adventure called aging.

Geroge Bernard Shaw once said “We don’t stop playing because we grow old. We grow old because we stop playing.” How true that is.



NEC Members Go Calling

Your state maybe one who will get the opportunity to have a National Exam Committee member come calling to your exam/testing facility to observe the procedures being used when administering your state’s testing program.

Having a NEC member visiting your state is one of the special privileges and opportunities that your state is allowed by being part of the National Exam Program.

Your NEC representative will be observing your examination procedures during their visit. The purpose and goals of these visits are to help enhance the NEC’s administrative procedures and make sure that there is equal consistency on how the program is conducted and to see that it is properly presented in accordance with the NEC Guidelines.

The visiting representative will be on hand to address and answer all questions or con-

cerns that your state might have and to make sure that your state is properly utilizing the exam programs as required.

Upon completion of the visit, statistical data will be collected and a final written report will be provided to your state.

Your representative will be contacting your state to set up an appointment to be held during a scheduled examination at your convenience.

This is a great opportunity to have NIC observe the procedures that your state utilizes and it may be of interest to other states when conducting their examinations.

Developer's Role in NIC Examination Program

The development of the NIC National Examination Program took many years of intense work and hard direction to make the testing program suitable for all the states. It took many hours with much thought to set the ground work by properly producing and promoting the idea for a solid foundation that supports the program today. To accomplish the ongoing tasks of keeping the program consistent on a daily basis, it has required the work of many individuals who have contributed in significant measures to the development. With leadership the following individuals each have displayed their unique role in the development process. They are just a few of the many individuals who contribute their contributions and time for the continuance of the program.



Aurie Gosnell, SC

Aurie is the Coordinator of Testing Emeritus. Aurie is the one responsible for starting the testing program in 1969.

She had served in the role of coordinator of the program until her retirement in 2002 and is currently a member of the NEC Committee. She is also a past president of NIC.



Larry Walthers, NV

Larry is a past president of NIC. He currently serves as Chairman of the National Examination Committee

(NEC). Larry is also a member of the Nevada State Board of Cosmetology. He is currently a salon owner.



Kirby Morris, WY

Kirby is a past President of NIC. He is currently a member of the Wyoming Board of Cosmetology. Kirby is the

NEC Examination Trainer for the testing program. He is currently a salon owner in Casper, WY.



Mary Manna, NV

Mary is the NEC Coordinator for the NIC Testing Program. Mary had served

21 years as the Administrator for the Nevada State Board of Cosmetology, retiring in 2003. She is a licensed Nail Technician.

1. What was or is your current role in the NIC Exam Development process?

Aurie: In 1969 I was the one with the brain storm who had gotten everything in order and with a lot of legal help was able to present the idea to the council for a vote in Hawaii. We made sure everything was done properly before we ever presented it to the states. At that time two states immediately signed up. The program became my brain child.

Kirby: My role is to make sure that all the practical exams are able to be administered in a testing facility as well as being the liaison to all teachers in the states that use the practical exams. I also train the NIC Certified Examiners on an annual basis to ensure equal opportunity for all candidates.

Larry: As appointed member and then elected Chairman of the National Examination Committee, I am in charge of all aspects of the examination development process for all examinations both written and practical. I oversee our exam development company Schroeder Measurement Technologies and participate in all development workshops.

Mary: As the NEC Coordinator, I work for the NEC Committee and its Chairman. My role in this process is to assist the Chairman in the acquisition of Subject Matter Experts (SME'S) to participate in the various workshops that include both the written and practical examinations for all disciplines. The assignments vary from a Job Analysis, Focus Group, written or practical exam review, development of cut scores, and item writing. My responsibility is to see that all SME's are qualified in the disciplines that they are being requested to participate, that each of the SME's geographically represent all four NIC Regions, inform all SME's of their responsibilities and act as their main contact for any questions or assistance. I am responsible for communicating all SME information to the NEC Chairman and to Schroeder Measurement Technologies where the examination development workshops are conducted.

2. In the NIC Exam Development process, what part of your role have you found to be the most challenging?

Aurie: Going out to present the program for the first time to the different states was a challenge. I met with the directors or who ever was in charge to get them to subscribe to the exams. I traveled mostly by myself to each state and expressed to each one how the need for national reciprocity was necessary and this could be accomplished if every state agreed to a national exam.

Kirby: The most difficult thing for me in the development process was getting the subject matter experts to understand testing conditions but this has been greatly relieved in the past year since the practical exam development now has provisions for subject matter experts to not only be licensed and practicing but they must also be NIC Certified Examiners for certain steps of the practical exam development process.

Larry: The most difficult part of the development process is finding subject matter experts that can see the difference between educational examinations and licensure examinations.

Mary: Meeting the requirements that are set by Schroeder Measurement Technologies for participating SME's which includes individuals who are currently licensed, currently working in the specific discipline for the scheduled workshop. I work with Mr. Walthers to validate that each group of SME's meet the demographics in age, gender, race, etc. These requirements must be met in order to maintain the credibility and legal defensibility of the NIC National Examination Program.

3. In your position when working with the NIC Exam Development, what have you learned?

Aurie: By laying the groundwork and being properly prepared to make a solid foundation, you never gave up hope because you knew it was the way to go and it would work. It made NIC a recognized organization nationally because of the groundwork we did.

Kirby: I cannot explain how much I have learned about the testing industry and licensure exams. There is so much work

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More Tanning Regulations Required

The regulation of tanning salons is a subject among states that keeps surfacing among their legislative bodies throughout the country.

Many states still do not require or have any regulatory jurisdiction for tanning salons. With the constant increase of health warnings and the potential dangers of the ultraviolet radiation, customers regardless of age ignore the posted warnings.

Most states are attempting to try and strengthen their existing health code requirements for teens under the age of 18 years. About 25 states have some form of restricted access for teens who want to use the tanning beds. Most of the other states are trying to introduce legislation in their state for some type of regulation. In

North Dakota a law was passed last year that requires children younger than 14 to get a doctor's permission. Yet in Colorado and South Dakota lawmakers last year rejected bills that would have required parental permission. This year South Dakota once again rejected a new proposed bill. Lawmakers aren't convinced they need to get involved.

A handful of Cosmetology and Barbering Boards are currently regulating the tanning salons in their states. Yet the direction some states are taking now is that the regulation is supervised by either the city or county health departments or the State Department of Health.

Michigan has a bill pending that would require anyone under the age of 18 must

have parental permission and all clients regardless of age sign a statement. The statement would indicate that they had read the written health warning upon their first visit along with the signs posted noting the potential dangers of the ultraviolet radiation. A registration fee of \$150.00 per year required by the State and the Department of Health allow some limited oversight over the tanning salons.

The operation of tanning is a business that will be in existence for a long time. By putting more control on the health requirements for the businesses, Health Care Organizations are trying to promote more supervision as a way to help the fight of skin cancer. The harsh reality is that more regulation needs to be required to help protect the health of our teens.

Region I and II Meeting

The site of the Region I and Region II meeting will be New Orleans, Louisiana on May 30-June 1 at the Omni Royal Orleans Hotel.

Region I Director Kay Kendrick and Region II Director Betty Leake are putting together an appealing program. The

program has not been finalized at this time, but the following topics will be among those presented: update on MRSA, New Barber's Exam, Writing Legislation and How to Work with Legislatures, and Verification of Out of Country Documentation. There will also be a presentation on the NIC Testing Program, plus a round table.

Room rates are \$139.00 for a single or

double and \$179.00 for two double beds a day plus applicable taxes. For reservations call 1-800-843-6664. To receive the special rate you must state that you are with the National Interstate Council of the State Boards.

If you have any questions please contact Debra Norton at 501-227-8262 or debranorton@sbcglobal.net.

DEVELOPER'S ROLE....

and money that goes into this process on an annual basis. The idea that a single state can afford the upkeep of a licensure exam is crazy to me at this point. NIC has spent more than \$400,000 dollars a year on development for the past three years in a row.

Larry: It is like being in college again. There is so many aspects of development and keeping exams up to date with new educational materials and breaches of exams by the cheating population. There would be no way for NIC to accomplish a legal defensible examination program without the expertise of the psychometricians and staff of SMT.

Mary: When starting my position with NIC, I believed that I had a general knowledge of licensing examinations due to my prior Board Administrative experience, however, after almost five years of working with the NEC Committee, Schroeder Measurement

Technologies representatives, NIC Executive Board Members Debra Norton, NIC Examiner Training Team, NIC partners, and the SME's, I have come to realize that there is a lot more to testing than simply administering an examination. In particular, the Examination Development Process is quite an in depth process that for me, explained why many states that currently utilize the NIC Examination program do so. For any individual state to absorb the costs of development and defending the examinations would not be financially feasible.

4. What future goals do you foresee for the NIC Testing Program?

Aurie: I think by the rate it is going every state will be a part of the National Exam and it will hopefully lead to total endorsement. This was originally what we had in mind, by providing these means and the industry will benefit from it with total reciprocity among the states.

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Kirby: My goal is to get the industry behind the NIC National Examination Program and to succeed with standardized licensure examinations throughout the USA. We only have 10 states left to come onboard!

Larry: National Endorsement of professionals in the Cosmetology Industry.

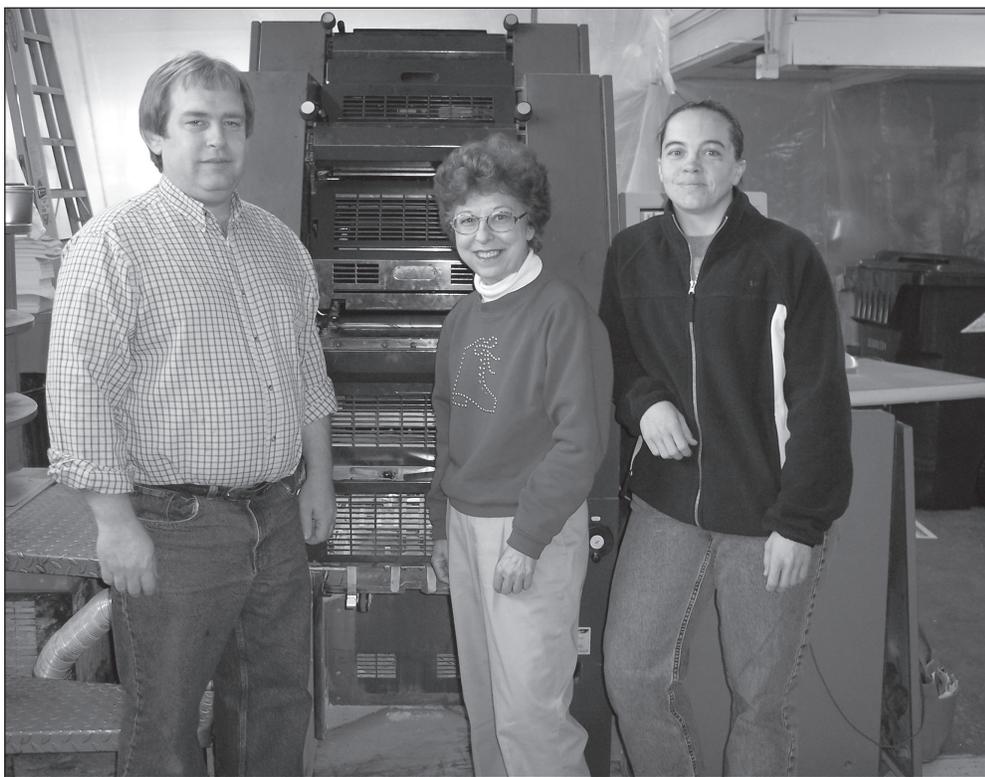
Mary: The future goals of the NIC Testing Program are to continue the efforts to establish a National Endorsement for all professional licensees to meet the demands of the mobility that our Industry demands today. When my mentor and founder of the NIC National Testing Program, Aurie Gosnell started down this path with this goal, it is my hope that all of the NIC membership follows her great lead and work towards completing her goal of National Testing in all states.

Behind the Scenes

The development of the NIC News Bulletin is a task that does not come easily. It takes more than one person to assemble the items for publication, getting it together for printing, the printing process and then mailing it to the membership.

It all starts from the editor's desk. As soon as a Bulletin has been completed, even before mailing, new ideas for the next publication are already being made. Gathering enough articles for publication is not an easy task. It requires one to go looking for ideas, information and snap shots that are news worthy to publish and share with the membership. Spending many hours (mostly on the phone – personal contact is important) searching for news from the states, NIC officers, the NIC office (Debra) or the NEC office (Mary) has become a constant routine. If lucky, one can stumble on a news story from the boards instantly and yet sometimes it takes a couple of months to gather a story. Conference time is the easiest time to gather ideas along with regional meetings. The rest of the time a lot of deep searching is done. It is always appreciated when boards are willing to share news items from their states, that will create a good story. We never get too many, so keep sending them.

After the many hours of burning the midnight oil, the articles are then given to the graphic designer Tami Collins. It is her great talent that is used when assembling the articles and snapshots to create the pleasing



Curt Merriman, Lois Wiskur and Tami Collins in the press room at Curt Merriman Printing, Inc.

pages for viewing and reading. Tami has over 10 years of experience in the graphic design industry. She freelances as a designer and also ranches with her mother, Joyce. Because of her great talent, the Bulletin has taken on a unique and attractive appearance.

Tami then takes the completed pages after they are proof read to the printer to be printed. Curt Merriman has been in the printing business for over 22 years. Curt owns his own business, having bought it from his father eight years ago. He had worked for over 15 years with his father before becoming owner of the small commercial business. He specializes in short run four-color. Curt's expertise in printing has allowed the Bulletin to become an attractive

publication. Curt is also responsible for the mailing to the membership. The names on the mailing list are given to him by the NIC office.

Along with Tami and Curt, we are allowed to put out a special, newsy (I hope) Bulletin for our NIC membership. But we all must remember the special reason NIC is able to publish a news bulletin is because the major costs incurred in the preparation, printing and mailing are underwritten as a service to the cosmetology industry by Milady Publishing Co. This is a contribution that we are grateful for.



Region III and IV Meeting

Salt Lake City, Utah will be the site of the Region III and IV meeting on April 26-27, 2008. The meeting will be held at the Sheraton City Centre Hotel located at 150 West 500 South in Salt Lake City, Utah. Region III Director Diane Pennington and Region IV Director Steve Colarusso have put together an intense packed program for the boards.

Among the major topics that will be presented will be Utah's first Master

Esthetician, Anneli Johnson as the Keynote Speaker. A program on "Distance Learning" by Gerald McAvey will be presented. Special topics will be Betty Abernethy on "Lawful Presence and Foreign Licensing." Also, "Cut It Out" on domestic violence, "Multiple Drug Resistant Organism (MDROs) by Steve Colarusso, "Laser Hair Removal", "SD Mandatory Infection Control Class as a form of Disciplinary Action" by Jackie Dahlquist and Sue Monge and will conclude with a cracker barrel session of round table discussions. A lighter side of the program

will be a presentation on the Utah State Historical Society.

Room rates are \$119.00 for a single and \$129.00 for a double a day plus applicable taxes. For reservations call 801-401-2000. To receive the special rate you must state that you are with the National Interstate Council of State Boards.

If you have any questions feel free to contact Debra Norton at 501-227-8262 or debranorton@sbcglobal.net.

It can also require some sort of payment for the cost of the exam's development. Most tests, like the Dental Admissions Test, are secured and protected under the Trade Secrets Act.

This is just an example of how some other National Organizations testing security systems work to protect the contents of the exams as well as preventing the student from jeopardizing their own careers.

One of the reasons cosmetology boards have gone to computer base testing is with the idea that it will give them a little more security than the paper and pencil method. One type of security NIC provides is by fully executing the non-disclosure agreement to the student. By printing the non-disclosure clause on the answer sheet, it allows each candidate to read and study it before signing the agreement. Many states are allowed to take some type of action if the agreement is violated by a candidate cheating. Yet, there are a few states that have no statute or rule that allows for any action. If a state is on the computer based testing program and a candidate is caught cheating, the NIC

partner who is administering the test, files a document with the state board to inform them of the cheater, thus allowing the state to take some type of action. This is assuring news that the computer base program's security system is working along with the paper and pencil method. Nothing is 100% fool proof but NIC can report that it's security is close to a prefect figure.

Boards need to relate to the schools the consequences that the students can endure when caught cheating, and if the school is asking the students to bring questions back to the school, they could risk the loss of their license.

NIC has proctors that are trained and hired by the computer based testing partners to oversee testing sites when administering the test to the candidates. The proctors are carefully screened by having their identity checked among other required credentials and they all must sign an agreement to pledge their honesty when administering the exam. This still is not a total sure thing, there will always be a proctor who will slip up and violate their agreement. When that

happens NIC ensures the states that the integrity of the exam is maintained. NIC has always developed and provided only valid and psychometrically sound examinations to the state boards of cosmetology. When an exam is exposed to the wrong person, NIC absorbs the loss of many test items plus necessitate a massive overhaul of the exam pool. This results in an exorbitant cost of many dollars for NIC.

Are we being strict enough with our exam security like the Dental Association? This type of question was among the many asked at a break out session during the 2007 NIC Conference. The overwhelming interest among the States has encouraged NIC to once again have a program on the topic "Exam Cheaters" at the 2008 Conference in Jackson Hole, WY. The committee would like the state boards who have been confronted with the problem of cheaters contact the NIC Office or the Bulletin Editor. This is a whole new area that boards need to give more attention to and hopefully will be willing to share their stories at the Conference.

EXAM SECURITY....

building walls are constructed to the building roof for added security. Office access is controlled from one entry point. All examination printing and binding is conducted in our secure vault, equipped with an alarm and motion/sound detection. Vault access is secured with two commercial high quality combination door locks. Only SMT authorized personnel have access to the combinations. The Vault Supervisor, who is responsible for vault and printing operations, monitors the vault. An entry/exit log book is maintained for all examination materials.

Our item banking system, which contains examination and candidate information is user identification and password protected, as well as access limited to ensure that only test development and administration management may access the system. Data will only be transmitted to State authorized personnel! Furthermore, SMT and LaserGrade only transmit data in encrypted form to maintain total security. Our item banking system also permits us to directly

project items from the bank for item writing and review meetings and improves security through the elimination of paper item sheets. Furthermore, full security precautions are taken at all workshops. All item reviewers must sign an Affidavit of Non-disclosure, and SMT personnel control, collect, and verify all workshop materials.

The partner's computer security system includes parallel servers that continually mirror each other. Industry standard backup equipment (such as DAT tape) ensures data storage and recovery. All network servers reside behind locked doors. The Test Development server, where the most critical information is stored, resides behind locked and alarmed doors. The server is further protected behind a double firewall in order to monitor the flow of traffic in and out of the system and to stop the flow of unauthorized information

Test and examination security include protection of the integrity of item pools and test forms on LaserGrade's examination

server. As a second level of security, LaserGrade manages this system and separates it from our communications server. Only key personnel at the corporate office have access to the examination server and communications room. Candidate scheduling is completed on a separate server, again with limited access. Only key corporate personnel have access to the software to make any content changes.

Encrypted examinations are electronically delivered to the proctor's workstation from LaserGrade's central office. When a candidate takes an examination, it is sent to the workstation, still in an encrypted format, one question at a time.

Security functions encrypt all sensitive information, decrypting only one question at a time as it is displayed on the screen. All other questions remain encrypted until necessary. The ability to print screens or copy files on portable media is also disabled so that an applicant may not take a copy of a question with them.

Make plans to attend
NIC'S
ANNUAL CONFERENCE



October 25-27, 2008
Jackson Hole,
Wyoming



Bulletin

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Old News is Not News

Is NIC providing you with the most current information on state or industry happenings? Are you getting your NIC News Bulletin in a timely fashion that could provide you with the information?

If you feel you are not getting currently updated information it could be that you are not getting your news bulletin or just receiving it at a late date from the time it is mailed.

NIC wants to keep members as current as possible by providing directly to them the information. But in order to be able to do this NIC needs to know what the barriers are. Presently over 20 board offices are using their mailing address as the address for the individual board members who are eligible to receive the NIC News Bulletin. This involves over 150 board members.

If the board is only allowed to meet four times or less in a year and if the individual board members are given the news bulletin at this meeting, that would explain why it could be late. By then the news has become old. Many boards today are bogged down with tremendous work loads and this adds an extra responsibility for the office. For the boards that are allowed to meet monthly it means the members have better access to receive the news bulletin in a more timely fashion. If the boards are currently resending it out that could also create an additional expense for the office or state.

By receiving the news bulletin as soon as it comes out, this not only gives but allows members access to more current information. The information involves many things like when regional meetings are scheduled, when the conference is scheduled, as well as state happenings. By being kept updated and keeping aware of other state's issues, it allows the members to help practice their own standards better and be able to perform more tasks promptly by keeping current with information from the industry.

If an individual member would like to have the news bulletin sent to their home or business personally, just contact the NIC office or editor with the correct information on where to send it. Then the mailing would go directly to the individual member. The NIC mailing list is not shared with any other sources other than the Editor, the printer of the news bulletin and the NIC office (which includes the website.)

NIC is an organization of active state licensing board members and the news bulletin is just one small way to help keep everyone informed on what other states are doing on protecting the licensee, the public and the industry as a whole.

You may go online to read the news bulletin at www.nicesting.org. For mailing information debranorton@sbcglobal.net, or Lois Wiskur at 605-224-1661.

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