



In-Facility Testing Survey New York State Nursing Home Nurse Aide Competency Examination

It is our goal to provide a quality testing program and your feedback is important to us. Please take a few minutes to complete this survey and return it by faxing to 800.813.6670 or mailing to Prometric, ATTN: NY Nurse Aide Survey, 1260 Energy Lane, St. Paul, MN 55108. Thank you.

Testing Site

For questions 1-9, indicate which statements are true or false about your testing site.

1	The Certification Handbook and Program Manual are helpful and easy to use	<input type="checkbox"/> T	<input type="checkbox"/> F
2	I received a testing date within my requested time frame	<input type="checkbox"/> T	<input type="checkbox"/> F
3	I received written confirmation at least 48 hours before the requested test date	<input type="checkbox"/> T	<input type="checkbox"/> F
4	The Nurse Aide Evaluator (NAE) arrived at my facility at least 30 minutes before testing was scheduled to begin	<input type="checkbox"/> T	<input type="checkbox"/> F
5	My candidates were treated professionally and fairly by the NAE	<input type="checkbox"/> T	<input type="checkbox"/> F
If any candidates took the clinical skills test, answer questions 6 and 7, otherwise skip to question 8			
6	I received no feedback from the NAE on the skills my candidates were tested on	<input type="checkbox"/> T	<input type="checkbox"/> F
7	My candidates did not receive preliminary scores	<input type="checkbox"/> T	<input type="checkbox"/> F
If any candidates took the written or oral test, answer questions 8 and 9, otherwise skip to question 10.			
8	My candidates were given adequate instructions in using the answer sheet to record their answers	<input type="checkbox"/> T	<input type="checkbox"/> F
9	The oral test was helpful to students who requested it	<input type="checkbox"/> T	<input type="checkbox"/> F

Customer Service

For questions 10-15, indicate which statements are true or false about the services provided by Prometric when contacted regarding nurse aide competency testing.

10	Prometric is helpful and cooperative	<input type="checkbox"/> T	<input type="checkbox"/> F
11	Prometric is responsive to my inquiries	<input type="checkbox"/> T	<input type="checkbox"/> F
12	The call center operators are knowledgeable and answer my questions satisfactorily	<input type="checkbox"/> T	<input type="checkbox"/> F
13	I can easily reach someone at Prometric when I need help	<input type="checkbox"/> T	<input type="checkbox"/> F
14	I waited less than two minutes for my call to be answered	<input type="checkbox"/> T	<input type="checkbox"/> F
15	I received ordered materials (e.g. Handbook and application forms) in a timely manner	<input type="checkbox"/> T	<input type="checkbox"/> F

Please use the bottom of this page to share other feedback about our services.

Date Survey Completed: _____