



# The Assessment Center

Gateway Technical College  
Center for Bioscience & Information Technology

3520 – 30<sup>th</sup> Avenue      Kenosha, WI 53144

PH: 262-564-3422

**Email:** [davidsond@gtc.edu](mailto:davidsond@gtc.edu)

- Basic Skills
- Job Specific Skills
- Employability/Promotability Skills
- Technology Specific Skills

## Why Assess?

### Why should companies assess individuals?

1. Assessments compare an individual's skill to job requirements.
2. Assessments can be used singly or in combination with other assessments.
3. Nationally standardized and validated assessments comply with Equal Employment Opportunity Commission (EEOC) and Americans with Disabilities Act (ADA) guidelines.
4. Assessing helps make informed hiring decisions.
5. Assessing helps to increase productivity.
6. Assessments can site areas of weakness and promote learning and training for the individuals to improve skill levels.
7. The cost of assessing is less than the cost of hiring the wrong person.
8. A company can use an unbiased assessment source that is agreed upon by management and unions.
9. Assessment builds a qualified workforce.
10. Assessment reduces turnover.
11. Assessment helps in preparing for promotions through skill development.
12. Assessment helps employees adapt to changing job requirements.
13. Assessment establishes goals for adults entering the workforce.
14. A good match between job requirements and employees will improve quality.

*Source: Fox Valley Technical College*

## ACT WorkKeys®

### Helping You Build a Winning Workforce

Gaps between job requirements and workforce skills concern employers, educators, and others who work together to ensure individuals are well prepared for higher-skill, higher-wage jobs. **WorkKeys®**, ACT's comprehensive system for improving the workforce, can serve as a rallying point for these efforts while helping strengthen the nation's economic health.

Using WorkKeys employers can identify and develop workers for a wide range of skilled jobs. The **WorkKeys®** system from ACT helps businesses cut the cost of recruiting, selection, hiring, turnover, training, overtime, and downtime. Companies using WorkKeys have noticed improvements in employee morale, job satisfaction, teamwork, productivity, and product or service quality.

WorkKeys ensures that you have the right people staffing your key positions. ACT's standardized WorkKeys **skill assessments** are administered to your job applicants and/or employees to pinpoint their current skill levels in up to **eight critical areas**. Your organization then **compares the skill levels** demonstrated by each test taker **to the minimum skill levels required for the jobs**—enabling you to immediately evaluate an applicant's qualifications or determine the training needs of your current employees.

#### What skills does WorkKeys measure?

WorkKeys assessments measure the following foundational workplace skills:

- Applied Mathematics
- Applied Technology
- Business Writing
- Listening
- Locating Information
- Observation
- Readiness
- Reading for Information
- Teamwork
- Writing

Because WorkKeys objectively compares the skills a person possesses with those required for successful job performance, the system complies with EEOC content validity standards.

#### What kinds of jobs are profiled?

WorkKeys is used for white-collar professional jobs as well as jobs on the shop floor. **More than 7,000 unique job titles**, ranging from accountant to automotive technician and from welder to webmaster have been profiled and can be accessed through an online database by occupational title.

### **What companies are using WorkKeys?**

Thousands of companies across the United States and Canada have experienced the benefits of WorkKeys in a broad range of high technology, manufacturing, service, and retail environments.

The following is a selected list of clients who have implemented the system in one or more locations:

AlliedSignal	Kodak
Bristol-Myers Squibb	M&M/Mars
Coors Brewing Co.	Ocean Spray Cranberries
Creative Extruded Products	Procter & Gamble
Equistar Chemicals	Square D
Flour City Packaging	Syracuse University
Gillette/Oral-B Laboratories	
HON Industries	

### **What benefits have companies that use WorkKeys experienced?**

Companies that use the WorkKeys system to assess their incoming and current workforce typically achieve substantial benefits, including:

- Improved employee selection and advancement procedures
- Reduced overtime
- Reduced turnover
- Increased productivity
- Fewer legal challenges over hiring processes
- Higher employee morale



# NOCTI

## The National Occupational Competency Testing Institute

NOCTI is a leading provider of occupational competency assessments and services, dedicated to providing relevant quality products and services for the assessment of workforce competence. NOCTI's products and services include job and task analysis, test development, written and performance assessments, scoring services and specialized reporting. Select from over 170 standardized technical tests in a variety of occupational fields or NOCTI can customize assessments for your organization's specific needs.

NOCTI has assessments in a variety of subject areas in the standardized battery. A list of tests available, along with critical core competencies for each is available through NOCTI's web site([www.nocti.org](http://www.nocti.org)). If the standardized test battery does not include a test appropriate for your company, a customized assessment can be developed.

NOCTI offers three types of assessments:

**Industrial Assessments-** designed to test individuals with three or more years of work experience in a specific industrial occupation such as maintenance mechanic.

**Job Ready Assessments-** designed to test individuals who have completed training/education in the occupation.

**Experienced Worked Assessments** - designed to test individuals who have three or more years of work experience in addition to training in the occupation.

To prepare for the assessments, NOCTI provides a sample assessment for each standardized test. The sample assessment provides a list of critical core competencies, along with other information pertinent to each assessment (i.e., number of questions on written test, number of jobs for performance test, administration time, and sample questions).

Upon completion of the assessment, an individual score report is provided for each test taker. Participants who have taken a NOCTI test receive a certificate of completion from NOCTI.

## **Industrial Assessments**

Die Making  
Electricity/Electronics  
Electrical/Electronics Maintenance  
General Industrial - Mechanical  
General Technical Skills  
Industrial Maintenance Mechanic  
Instrumentation and Control  
Instrumentation and Electrician Technician  
Lead Maintenance  
Master Machine Repair  
General Maintenance  
Maintenance  
Maintenance Mechanic  
Maintenance and Repair Mechanic  
Industrial Mechanic  
Maintenance Technician  
Manufacturing Technician  
Machine Repair  
Mechanical Systems  
Mechanical and Fluid Power Maintenance  
Mechanical Maintenance  
Pipefitter  
Toolmaker

## **Job Ready Assessments**

Accounting Basic  
Accounting Complete  
Administrative Assisting  
Advertising Design  
Agriculture Mechanics  
Air Cooled Gas Engine Repair  
Appliance Repair  
Architectural Drafting  
Audio-Visual Communications  
Auto Diesel Mechanics  
Automotive Technician Basic  
Automotive Technician Complete  
Building Construction Occupations  
Building Trades Maintenance  
Business Information Processing  
Cabinetmaking  
CAD/CAM  
CAD  
Carpentry

## **Job Ready Assessments, cont'd.**

Clothing and Textiles Management and Production  
Collision Repair  
Collision Repair / Refinishing Technology  
Commercial Foods  
Computer Networking Fundamentals  
Computer Programming  
Computer Repair Technology  
Computer Technology  
Construction Electricity  
Construction Masonry- Brick  
Construction Masonry- Block  
Construction Masonry- Stone  
Cosmetology  
Criminal Justice  
Dental Assisting  
Dental Lab Technology  
Diesel Engine Mechanics  
Early Childhood Care and Education  
Electrical Construction  
Electrical Occupations  
Electronic Product Servicing  
Electronic Technology  
Electronics  
Floriculture  
Floriculture-Greenhouse  
Food Production Management and Services  
Forestry Products and Processing  
General Drafting and Design  
Graphic Communication Technology  
Health Assisting with Dental  
Health Assisting without Dental  
Heating, Ventilation and Air Conditioning (HVAC)  
Heating, Ventilation, Air Conditioning and Refrigeration (HVAC/R)  
Heavy Equipment Maintenance and Repair  
Home Health Aide  
Horticulture-Landscaping  
Horticulture- Olericulture  
Hospitality Management-Lodging  
Hospitality Management-Food & Beverage  
Industrial Electricity  
Industrial Electronics  
Industrial Maintenance Mechanic  
Manufacturing Technology  
Marine Mechanics

Medical Assisting  
Metalworking and Fabrication  
Motorcycle Mechanics  
Nursing Assisting  
Painting and Decorating  
Plumbing  
Practical Nursing  
Precision Machining  
Production Agriculture  
Refinishing Technology  
Retail Commercial Baking  
Retail Trades  
Robotics Technology  
Sheet Metal  
Technical Drafting  
Television Broadcasting  
Truck and Bus Mechanics  
Upholstering  
Visual Communication  
Warehousing Services  
Welding  
Workplace Readiness

## **Experienced Worker Assessments**

Advertising & Design  
Air Cooled Gas Engine Repair  
Appliance Repair  
Architectural Drafting  
Audio Visual Communications Technology  
Automotive Technician  
Building and Home Maintenance Services  
Building Construction Occupations  
Building Trades Maintenance  
Cabinetmaking and Millwork  
Carpentry  
Collision Repair  
Collision Repair / Refinishing Technology  
Computer Programming  
Computer Technology  
Cosmetology  
Diesel Engine Repair  
Diesel Mechanics  
Drafting Occupations

## **Experienced Worker Assessments, cont'd.**

Early Childhood Care  
Electrical Construction  
Electrical Installation  
Electromechanical Technology  
Electronics Communications  
Electronic Product Servicing  
Electronics Technology  
Graphic Imaging Technology  
Heating, Ventilation, & Air Conditioning  
Heating, Ventilation, Air Conditioning, & Refrigeration (HVAC/R)  
Heavy Equipment Mechanics  
Hospitality Management-Food & Beverage Option  
Hospitality Management-Lodging Option  
Industrial Electrician  
Industrial Electronics  
Industrial Technology  
Marine Mechanics  
Masonry  
Materials Handling  
Mechanical Technology  
Metalworking Occupations  
Microcomputer Repair  
Motorcycle Mechanics  
Painting and Decorating  
Plumbing  
Precision Machining  
Quantity Food Preparation  
Quantity Foods  
Refinishing Technology  
Retail Commercial Baking  
Retail Trades  
Scientific Data Processing  
Sheet Metal  
Technical Drafting  
Tool and Die Making  
Welding

## **NOCTI's Customers Include:**

Abbott Labs  
ADECCO  
AC Delco  
ConocoPhillips  
Caterpillar Engine System  
Chicago Transit Authority  
City of Detroit  
Dayton Power & Light Co.  
Miller Brewing Company  
General Mills, Inc.  
Goodyear Tire & Rubber  
General Motors  
Georgia Pacific Corp.  
Gold'n Plump Poultry  
Pillsbury Company  
Hershey Foods  
Johnson Controls, Inc.  
Johnson & Johnson  
John Deere  
Kellogg Company  
Kohler Company  
Lafarge North America  
Lucent Technologies  
Mead Paper  
Nestle, USA, Inc.  
Ocean Spray Cranberries  
Owens Corning  
Pepsi Cola  
Quaker Oats Company  
Snap-On Tools  
Sara Lee Foods  
Sprint  
Square D Company  
Slim Fast Foods  
Standard Register  
Solo Cup Company  
Sony Music  
3-M Company  
Toyota Motors  
Yoplait-Columbo

# Microsoft Office Specialist Certification

## What is Microsoft Office Specialist Certification?

Microsoft Office Specialist Certification is the premier Microsoft desktop certification. It is a globally recognized standard for demonstrating desktop skills. The Microsoft Office Specialist Certification is the only comprehensive, performance-based certification program approved by Microsoft to validate desktop computer skills using the following Microsoft programs: Word, Excel, Access, PowerPoint, and Outlook. The Microsoft Office Specialist Certification program provides computer program literacy, measures proficiency, and identifies opportunities for skill enhancement.

## Why Become Certified?

Microsoft Office Specialist Certification is intended for those who wish to set themselves apart by validating their skill level in Microsoft's desktop applications. Successful candidates receive a Microsoft Office Specialist Certificate that sets them apart from their peers in the competitive job market. The certificate is a valuable credential recognized worldwide as proof that an individual has the desktop computing skills needed to work more productively and efficiently. The Microsoft Office Specialist program is helping to fill the demand for qualified, knowledgeable people in the workplace. Certification also helps satisfy an organization's need to a qualitative assessment of employee skills.

The Microsoft Office Specialist program offers two levels of certificate: Core and Expert. Earning Microsoft Office Specialist Certification acknowledges you have the expertise to work with Microsoft Office programs. Microsoft Office Specialist Certified individuals report increased competence and productivity with Microsoft Office programs as well as increased credibility with their employers, co-workers and clients.

Microsoft Office Specialist Certification sets you apart in today's competitive job market, bringing employment opportunities, greater earning potential and career advancement, in addition to increased job satisfaction. Microsoft Office Specialist Certification is a tool for:

1. Employers seeking credentialed job candidates.
2. Employers who wish to help their current employees improve their skills and increase their value to the organization.
3. Job seekers who wish to set themselves apart in today's job market.
4. Employees interested in moving ahead in their current organization.

## Steps to Microsoft Office Specialist Certification

There are two steps to Microsoft Office Specialist Certification: training and assessment. Although training is not required prior to taking a Microsoft Office Specialist Certification exam, you may wish to review the objectives of each exam prior to taking the assessment.

### Step One: Training

Online Microsoft Office Specialist courses are offered through the ACT Center located at LakeView Advanced Technology Center. These non-credit, web-based courses are self-paced and you can start anytime. Online courses are available for the following Microsoft Office programs: Word, Excel, Access, PowerPoint, and Outlook. Gateway Technical College also offers instructor-led courses in each of these programs.

### Step Two: Assessment

Microsoft Office Specialist Certification exams are offered at LakeView Advanced Technology Center. Individuals may be certified in one or more areas. There are five Core exams and two Expert exams.

# BASIC SKILLS

<i>Assessment Provider</i>	<i>Assessment Name</i>	<i>Skills Measured</i>	<i>Duration</i>	<i>Method</i>	<i>Cost</i>
ACT WorkKeys	Reading for Information	Reading and using work-related information including instructions, policies, memos, bulletins, notices, letters, manuals and government regulations	45 minutes	Computer* or paper/pencil	\$33
ACT WorkKeys	Locating Information	Using workplace graphics such as diagrams, floor plans, tables, charts, graphs, forms, and instrument gauges	45 minutes	Computer* or paper/pencil	\$33
ACT WorkKeys	Applied Mathematics	Using mathematical reasoning to solve work-related problems.	45 minutes	Computer* or paper/pencil	\$33
ACT WorkKeys	Writing	Writing work-related messages. Writing mechanics and writing style.	45 minutes	Computer* or paper/pencil	\$33
ACT WorkKeys	Teamwork	Choosing behaviors and/or actions that simultaneously support relationships within a team and lead to the accomplishment of work tasks.	45 minutes	Computer* or paper/pencil	\$33
ACT WorkKeys	Listening	Listening to and conveying information. Accuracy and the completeness of information in the written responses.	45 minutes	Computer* or paper/pencil	\$33
ACT WorkKeys	Observation	Noticing details and paying attention to instructions and demonstrations.	45 minutes	Computer* or paper/pencil	\$33
Profiles International	Customer Service Perspective	Behavioral characteristics such as trust, tact, empathy and courtesy. Proficiencies in vocabulary and numbers, Job Match, Customer Service Perspective.	30 min	Web-based	\$125

# JOB-SPECIFIC SKILLS

<i>Assessment Provider</i>	<i>Assessment Name</i>	<i>Skills Measured</i>	<i>Duration</i>	<i>Method</i>	<i>Cost</i>
<b>ACT</b> WorkKeys	Applied Industrial Technology	Basic principles of mechanics, electricity, fluid dynamics and thermodynamics, problem solve with machines, equipment and structures in the workplace.	45 minutes	Computer* or paper/pencil	\$33
Association of Social Work Boards	Basic/Association, Intermediate, Advanced & Clinical Exams	For details visit <a href="http://www.aswb.org">www.aswb.org</a>		Computer*	
<b>ASE</b> American Service Excellence	Technician Assessment for Heating/Cooling Systems	For details visit <a href="http://www.ase.com">www.ase.com</a>		Computer*	
<b>NMTCB</b> Nuclear Medicine Technology Certification Board	Nuclear Medicine Technologist Certification Exam	For details visit <a href="http://www.nmtcb.org">www.nmtcb.org</a>		Computer*	
<b>CDR</b> Commission on Dietetic Registration	Registration Exam for Dieticians (RD)	For details visit <a href="http://www.cdrnet.org">www.cdrnet.org</a>		Computer*	
<b>CDR</b> Commission on Dietetic Registration	Registration Exam for Dietetic Technicians (DT)	For details visit <a href="http://www.cdrnet.org">www.cdrnet.org</a>		Computer*	
American Indoor Air Quality Control (AMiAC)	Certified Indoor Air Quality Consultant (CIAQC)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Indoor Air Quality Consultant (CIAQC)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Indoor Air Quality Investigator (CIAQI)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Microbial Consultant (CMC)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Microbial Investigator (CMI)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Microbial Remediation Supervisor (CMRS)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	

# JOB-SPECIFIC SKILLS

American Indoor Air Quality Control (AMiAC)	Certified Microbial Claims Adjuster (CMCA)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Indoor Air Quality Manager (CIAQM)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
American Indoor Air Quality Control (AMiAC)	Certified Indoor Environmental Consultant (CIEC)	For details visit <a href="http://www.iaqcouncil.org">www.iaqcouncil.org</a>	3 hours	Computer	
InterNational Electrical Testing Association (NETA)	Level II Assistant Technician	For details visit <a href="http://www.netaworld.org/index.cfm">www.netaworld.org/index.cfm</a>	2.5 hours	Computer	
InterNational Electrical Testing Association (NETA)	Level III Certified Technician	For details visit <a href="http://www.netaworld.org/index.cfm">www.netaworld.org/index.cfm</a>	2.5 hours	Computer	
InterNational Electrical Testing Association (NETA)	Level IV Certified Senior Technician	For details visit <a href="http://www.netaworld.org/index.cfm">www.netaworld.org/index.cfm</a>	2.5 hours	Computer	
National Air Duct Cleaning Association (NADCA)	ASCS	For details visit <a href="http://www.nadca.com">www.nadca.com</a>	3.5 hours	Computer	
National Regulatory Services (NRS)	Investment Adviser Certified Compliance Professional (IACCP)	For details visit <a href="http://www.nrs-inc.com">www.nrs-inc.com</a>	4 hours	Computer	
Symbol Technologies	Symbol Certified Mobility Associate (SCMA)	For details visit <a href="http://www.symbol.com">www.symbol.com</a>	2 hours	Computer	
<b>NOCTI</b> National Occupational Competency Testing Institute	Job Ready Assessments	77 Job Ready tests are designed to measure an individual's knowledge of basic processes including the identification and use of terminology and tools. Tests can be used to hire the best worker for the job, providing a legally defensible employee selection system.	3 hours	Computer*	\$65
<b>NOCTI</b> National Occupational Competency Testing Institute	Experienced Worker Assessments	55 assessments target knowledge of higher-level concepts, theories and applications in related occupations. These tests are intended for evaluating individuals with a combination of education, training and work experience.	3 hours	Computer*	\$65
<b>NOCTI</b> National Occupational Competency Testing Institute	Industrial Assessments	23 assessments target knowledge of competencies related specifically to industrial occupations including die making, electricity/electronics, general maintenance, machine repair, pipefitter and toolmaker.	3 hours	Computer*	\$65
<b>MSSC</b> Manufacturing Skills Standards Council	Production Technician Certification	Four assessment modules in Safety, Quality Practices & Continuous Improvement, Manufacturing Processes and Maintenance lead to MSSC - Manufacturing Skills Standards Council Certification.	2 hours per module	Computer*	\$50 reg. \$45 per module

## EMPLOYABILITY/PROMOTABILITY SKILLS

<i>Assessment Provider</i>	<i>Assessment Name</i>	<i>Skills Measured</i>	<i>Duration</i>	<i>Method</i>	<i>Cost</i>
ACT WorkKeys	Teamwork	Choosing behaviors and/or actions that simultaneously support relationships within a team and lead to the accomplishment of work tasks.	45 minutes	Computer* or paper/pencil	\$20
NOCTI National Occupational Competency Testing Institute	Workplace Readiness	Competency in Communication, Problem Solving & Critical Thinking, Information Technology Applications, Systems, Safety, Health & Environment, Leadership, Management & Teamwork, Ethics and/or Legal Responsibilities, Employability and/or Career Development.	90 min.	Computer*	\$60
NOCTI National Occupational Competency Testing Institute	Experienced Worker Assessments	55 assessments target knowledge of higher-level concepts, theories and applications in related occupations. These tests are intended for evaluating individuals with a combination of education, training and work experience.	3 hours	Computer*	\$65
Profiles International	Profile XT	Thinking skills, behavioral traits and occupational interests. Used for employee selection, job matching, training, promotion, managing and succession planning.	1 hour	Web-based	\$195
Profiles International	Checkpoint	Management and Leadership Competencies in communication, leadership, adaptability, relationships, task management, production, development of others, and personal development.	1 hour	Web-based	\$350
Profiles International	Customer Service Perspective	Behavioral characteristics such as trust, tact, empathy and courtesy. Proficiencies in vocabulary and numbers, Job Match, Customer Service Perspective.	30 min	Web-based	\$125
Profiles International	Step One Survey II	Measures attitudes regarding personal integrity, substance abuse, reliability and work ethic.	20 min	Web-based	\$28

# TECHNOLOGY-SPECIFIC SKILLS

<b><i>Assessment Provider</i></b>	<b><i>Assessment Name</i></b>	<b><i>Skills Measured</i></b>	<b><i>Duration</i></b>	<b><i>Method</i></b>	<b><i>Cost</i></b>
Microsoft Office Specialist Certification	MS Word Core Level MS Word Expert Level	Proficiency in MS Word in the following areas: inserting/modifying text; creating/modifying/customizing paragraphs; formatting documents; managing documents; creating/modifying graphics; workgroup collaboration; customizing tables; customizing Word; using Mail Merge.	1 hour	Computer*	\$60
Microsoft Office Specialist Certification	MS Excel Core Level MS Excel Expert Level	Proficiency in MS Excel in the following areas: working with cells and cell data; managing workbooks; formatting/printing/auditing worksheets; managing/modifying workbooks; creating/revising formulas; creating/modifying graphics; workgroup collaboration; importing/exporting data; formatting numbers; working with ranges; customizing Excel; summarizing/analyzing data.	1 hour	Computer*	\$60
Microsoft Office Specialist Certification	MS Access Core Level	Proficiency in MS Access in the following areas: creating/using databases; creating/modifying tables, queries and forms; viewing/organizing information; defining relationships; producing reports; integrating with other applications.	1 hour	Computer*	\$60
Microsoft Office Specialist Certification	MS PowerPoint Core Level	Proficiency in MS PowerPoint in the following areas: creating/printing a presentation; inserting/modifying text; modifying presentation formats; working with data from other sources; managing/delivering presentations; workgroup collaboration.	1 hour	Computer*	\$60
Microsoft Office Specialist Certification	MS Outlook Core Level	Proficiency in MS Outlook in the following areas: creating/viewing/managing messages; scheduling; creating/managing contacts, tasks and notes.	1 hour	Computer*	\$60
IC3 Certification	IC3 Computing Fundamentals	Identification of types of computers; functions of hardware components; decision making factors when purchasing a computer; identification of computer performance issues; identify types of software and their use; identify operating system control the Windows desktop, files and disks; change system settings and install software.	1 hour	Computer*	\$25
IC3 Certification	IC3 Key Applications	Start and exit a Windows application; use online Help; change application settings; perform common editing, formatting and printing functions; perform common word processing and spreadsheet functions.	1 hour	Computer*	\$25
IC3 Certification	IC3 Living Online	Identify network fundamentals; the relationship between computer networks and communication networks; identify how email works and how to use an electronic mail application; identify types of information sources on the Internet; use a Web browsing application.	1 hour	Computer*	\$25



For More Information:

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Phone: 262-564-3400

Email: [davidsond@gtc.edu](mailto:davidsond@gtc.edu)

On-site proctoring is available for all assessments.

Please inquire about on-site proctoring fees.