

NCTA TESTING TIMES

National College Testing Association

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Myrna Wohl, President, Wohl Communication Services, Inc.

Describe the services provided by Wohl Communications.

Wohl Communication Services, Inc. (WCS) supplies readers, scribes, sign language interpreters, proctors, and foreign language interpreters for most of the professional testing industry in the United States. WCS coordinates times and dates for special administrations with many college testing supervisors. We are also a resource for test centers that are overburdened with requests for disability service providers. Over the past 10 years, WCS has become the sole commercial supplier of these services in the United States. We have recruited and trained approximately 9,000 service providers throughout the U.S. and in 36 countries.

Tell us more about providing proctors.

We provide proctors for *unscheduled* breaks. Our proctors are assigned to monitor individual candidates, usually disabled examinees with extended time who are allowed to leave the room for a personal break during an ongoing, high-stakes exam. Whereas examinees' scheduled breaks are not monitored between test sections, these unscheduled breaks need to be proctored. We also provide proctors for paper/pencil exams held at remote locations.

How did you get involved in testing?

I have always been sensitive to the needs of people with disabilities. A deaf friend and I started the first sign language agency owned by a woman and a deaf person. We became the third largest agency in the Washington, D.C. area. After a life-changing bout with cancer, I decided to work only in the testing arena. With ETS as my first client, I started a new kind of business, providing sign language interpreter services to the testing industry on a national basis. Soon I expanded my services to provide for all disabilities.

How did you get WSC started?

I researched how individual commercial companies and college testing centers met their needs for service assistants. With the help of my husband, Ron Wohl, a Certified Management Consultant, I refined the best practices of commercial and college testing centers and

developed a uniform process for recruiting and training service assistants. The training includes a code of behavior for readers and scribes.

What is the most unusual testing-related situation that your company has encountered?

A few years ago, we sent a retired professor, who had been a volunteer reader for Radio for the Blind for 15 years, to read to a visually impaired examinee. After the exam, he called our office and said he had "the most wonderful experience." When he introduced himself, the test taker said, "I know who you are. I listen to you almost every day!" Our reader went on to say what was most amazing - that despite all of his years serving the blind via radio, he had never met a blind person before!

What are your interests outside of work?

I love my family, reading - I'm now hooked on Victorian novels - and nature. I'm excited to be building a

house in a primitive woods community in West Virginia so I can share relaxing time with family and friends.

How did you become involved with NCTA?

From the very start, test center supervisors told me about NCTA and what a vital organization it was for people working on their own.

What is the benefit of NCTA for you?

We can sharpen our services by paying attention to the concerns and advice of test administrators. The national conference, which I always look forward to, gives me an opportunity to speak one-on-one with people that I call all year, thank them for their help, and broaden my understanding of the testing industry.

What can WSC offer to NCTA and its members?

I can be a resource to members because of the range of my experience with different testing companies and boards. I hope to lead a workshop on choosing the best provider for a disabled test taker.



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