

## COMPETITIVE EVENT TESTING ADMINISTRATION FOR CAREER & TECHNICAL STUDENT ORGANIZATIONS (“CTSO”) SERVICES DESCRIPTION

This Service Description describes Clearpoint Business Group’s Competitive Event Testing Administration for CTSOs offering. All capitalized terms in this Service Description have the meaning as defined below, in the Agreement, or relevant Service Order under which the Service was purchased. This Service Description, with any attachments included by reference, is part of and incorporated into Client’s manually or digitally-signed agreement with Clearpoint Business Group which reasonably governs the use of the Service, or if no such signed agreement exists, the Terms and Conditions found at: <https://www.clearpointbusiness.com/agreements/tcs> (together, the “Agreement”).

### DEFINITIONS:

**“Adverse Action”** shall be defined as any action taken by the Exam Delivery Provider, which, when taken, may reduce a candidate’s score, reduce a candidate’s allotted time, or disqualify their test attempt.

**“Chapter”** shall refer to the part of a high school or college that participates in the CTSO’s programs.

**“CTSO”** shall refer to the Career & Technical Student Organization parent or sub-organization defined in the Agreement.

**“Exam Delivery Provider”** shall be defined as the organization which is contracted by the CTSO to administer the Competitive Event Testing environment. For the purposes of this Agreement, “Exam Delivery Provider” shall refer to Clearpoint Business Group, LLC. and any affiliates/subcontractors.

**“Testing Window”** shall refer to the mutually-agreed upon testing window as specified in the Agreement.

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## 1. SERVICE OVERVIEW

**A. Dedicated Personnel and Communications Cadence.** The Service includes a dedicated engagement lead (“Engagement Lead”) to Client during the term of the Service. The Engagement Lead is responsible for understanding the Client’s core needs to facilitate mutually agreed upon outcomes. In addition to serving as an Advocate on behalf of the Client and acting as an escalation point, Engagement Lead may assist with the following:

- Scheduling the Services Kickoff meeting
- Facilitation of Onboarding and on-going activities
- Clarification on the scope of Service
- Change Order process
- Determining a solution to facilitate project status reporting and document storage
- Communication of Services status and other applicable notifications
- Collecting Client communication and feedback
- Reviewing that all defined metrics are being met during operations
- Tracking, reporting, and escalation of material risks and issues
- Recurring meetings with stakeholder team, as detailed below.

**i. Client Point of Contact.** Client will designate one (1) employee to serve as a primary point of contact (“Client POC”) for the Service. The Client POC will be responsible for directly interfacing with the Clearpoint Business Group Engagement Lead, as well as scheduling Client personnel for required meetings and activities to complete the Services. During the designated Competitive Event Testing window(s), the Client POC shall be accessible by phone for immediate contact by the Clearpoint Business Group Engagement Lead for escalations.

**ii. Meetings.** Clearpoint Business Group and Client shall meet at the frequency and addressing the topics identified below.

- 1. Client Kickoff Meeting.** A one-time meeting for up to one (1) hour with Client and PM to review project governance, points of contact, communication mechanisms, and project timelines.
- 2. Client Weekly Status Meeting.** A weekly meeting for up to one (1) hour with Client and PM during the active period of the Services to review FAQs, events, project status, and escalations during the last week.
- 3. Deliverable.** Clearpoint Business Group shall provide the following report during the Services.

| Name                                | Description                                                                                                                                                                                                                                                                                             | Cadence |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Client Weekly Status Meeting Report | Clearpoint Business Group shall provide a report to Client with details regarding activities relevant to the Services, frequently asked questions (“FAQ”) tracker updates, risks/actions/issues/decisions (“RAID”) entry updates, and project burndown updates that have occurred during the past week. | Weekly  |

## B. Competitive Event Testing Administration Services.

### i. Pre-Testing Registration & Support.

Clearpoint Business Group will coordinate and operate, on behalf of client, the administration of the CTSO’s Competitive Events Testing Program, subject to the Scope defined in the Service Order. Prior to the Testing Window, the Scope of Services may include any or all of the following:



- Import, registration, and assignment of students to competitive event testing schedules;
- Import, registration, and assignment of proctors and staff assistants to testing schedules;
- Assisting proctors and staff assistants with technical, procedural, or operational issues during competitive events;
- Printing of competitive event materials, banners, signs, and other materials;
- On-site coordination and management of competitive events program;
- Tabulation, results compilation, and statistical analysis of competitive events program results;
- Communication & escalation to conference leadership as required.

Deliverables are not explicitly defined as part of this Phase. This Phase shall be considered complete on the Milestone Date specified in the Service Order.

## ii. Day-of-Testing Support

Clearpoint Business Group will provide live support during the client's Testing Window, subject to the Scope defined in the Service Order. The Scope of Services may include any or all of the following:

- Live technical support for proctors and staff assistants during testing;
  - Technical support includes:
    - Password resets;
    - Account lockouts;
    - Test submission issues;
- Live operational support for proctors and staff assistants during testing
  - Operational support includes:
    - Arranging accommodations for students with disabilities;
    - Competitor adds/drops/event changes;
    - Resolution of testing irregularities;

Prior to the Testing Window, Clearpoint Business Group will provide each Chapter's designated proctor with testing system requirements. The Chapter proctor is responsible for coordinating any system configuration changes with their school's information technology (IT) team. Clearpoint Business Group can provide general information relating to these system requirements, however, Clearpoint Business Group is not responsible for compatibility or system issues when used on school IT networks.

The following Deliverable(s) will be provided following the completion of this Phase.

| Name                      | Description                                                                                                                                                                                                                                                                                                    | Delivery Date                                                                 |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Testing Completion Report | A report with the testing status of all schools, including the following: <ul style="list-style-type: none"><li>• Roster of completed student tests</li><li>• Roster of incomplete student tests</li><li>• Roster of no-show student tests</li><li>• Notes on testing irregularities (if applicable)</li></ul> | As defined in the Service Order or Agreement following completion of Phase 2. |

## iii. Post-Testing Support

Clearpoint Business Group will compile, sort, and tabulate results in a Clearpoint Business Group or client-specified format. The Scope of Services may include any or all of the following:

- Compilation of all testing scores;
- Sorting of testing scores by Clearpoint Business Group or client-defined filters;



- Statistical analysis on testing scores, including minimum, maximum, Q1, median, Q3, and mean scores;
- Export of testing scores to comma-separated value (CSV) or structured query language (SQL) format;
- Custom formatting into client-defined tabulation worksheet.

Unless otherwise permitted by the CTSO, question banks and specific student responses/answers will not be disclosed by Clearpoint Business Group.

The following Deliverable(s) will be provided following the completion of this Phase.

| Name                  | Description                                                         | Delivery Date                                                                 |
|-----------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Tabulation Worksheet  | Microsoft Excel (.xls) file containing all student testing results. | As defined in the Service Order or Agreement following completion of Phase 3. |
| Exam Analysis Report  | Report outlining statistical analysis conducted on exam scores.     | As defined in the Service Order or Agreement following completion of Phase 3. |
| Data Warehouse Export | Export of all exam scores to CSV or SQL format.                     | As defined in the Service Order or Agreement following completion of Phase 3. |

## 2. ADDITIONAL TERMS AND CONDITIONS.

- A. **Online Testing Agreement.** All individuals who will be administered an online exam will be required to accept the CTSO Online Exam Agreement, which is available at <https://www.clearpointbusiness.com/ctso/testingagreement> and is incorporated by reference. The purpose of this Agreement is to ensure the highest level of test integrity and the equal opportunity for testing candidates to excel.
- B. **Client POC Approval Required for Adverse Action.** Clearpoint Business Group, its staff, and any authorized affiliates/subcontractors will not implement any Adverse Action against any testing candidate without the express consent and approval of the Client POC.
- C. **CTSO Requirements.** The CTSO may impose additional requirements on the competitive events process to protect the integrity of its competitive events program. Any CTSO requirements shall be incorporated by reference into this Agreement and Clearpoint Business Group shall be bound by the terms of such agreements, unless expressly waived in writing by the CTSO program administrator.