



Case Study

Breaking Barriers: AT*SQA Redefines Certification Security with Innovation



THE CHALLENGE

Prior to partnering with Kryterion, AT*SQA faced significant logistical challenges in delivering their exams to a global audience. Exams were initially conducted in-person at the end of trade shows, often on paper, and proctored manually. This approach was not only labor-intensive, requiring hand grading of exams, but also limited the reach of AT*SQA's certifications due to the inherent difficulties in coordinating international exam sessions.



CLIENT OVERVIEW

The American Software Testing Qualifications Board (ASTQB) is a leading organization responsible for certifying professionals in the software testing industry. Their affiliate, the Association for Testing and Software Quality Assurance (AT*SQA), functions as the official exam provider for ASTQB, offering a wide range of exams from foundation-level to management certifications across various specialties.



THE SOLUTION

AT*SQA recognized the need for a scalable, automated solution to streamline their certification process and turned to Kryterion in 2006. Kryterion provided a comprehensive suite of services that transformed their exam delivery and management.

Initially, AT*SQA utilized Kryterion's global network of testing centers, which allowed candidates to take exams in a proctored environment, ensuring exam integrity and accessibility. This solution was crucial in expanding the number of exams AT*SQA could administer annually. "Kryterion provided us with the facilities, and that helped to expand the number of exams that we were doing per year," said Maggie Murry, Certification Director.

The partnership took a significant turn during the COVID-19 pandemic when in-person testing became impractical. Kryterion's Online Proctored Testing (OLP) solution became a game-changer, enabling candidates to take exams remotely while maintaining the high standards of security and integrity that AT*SQA required. Maggie highlighted the impact of this shift: "We more than doubled the number of exams that we were doing per year."



"Kryterion's customer support team and live chat support have gone above and beyond. They assist with new exams, same day requests, and are very responsive. They are a great partner to work with"

Maggie Murry, Certification Director, AT*SQA

Solutions AT*SQA has benefited from at Kryterion



TESTING CENTERS

Kryterion's network of over 1,000 testing centers around the world allowed AT*SQA to expand the number of exams administered annually, providing candidates with more accessible and convenient testing locations.



ONLINE PROCTORING (OLP)

With the onset of COVID-19, Kryterion's OLP became a critical component, allowing candidates to take exams remotely. This shift significantly increased the accessibility and scalability of ASTQB certifications.



READINESS EXAM

Kryterion's System Readiness Exam helps candidates get acquainted with the Webassessor test delivery platform before launching their official OLP exam. It ensures that their testing environment is correctly set up and allows them to feel confident and comfortable before beginning their proctored exams.



AI-ASSISTED PRE-CHECK

Kryterion's AI-assisted exam check-in process is completed on the candidate's mobile device. This process confirms the identification of the candidates and that their testing environments are secure before beginning their proctored exams.



DUAL-CAMERA TECHNOLOGY

To ensure exam integrity, particularly for an audience of software testers skilled in finding system vulnerabilities, AT*SQA requested that Kryterion provide a dual-camera proctoring system. The innovative approach Kryterion introduced allowed for enhanced monitoring of exam conditions, reducing the likelihood of cheating and preserving the value of the certification.



RESULTS

Since integrating Kryterion's solutions, AT*SQA has seen a substantial increase in the number of exams administered, more than doubling exams annually over the last five years. This growth was driven by both increased marketing efforts and the improved accessibility supported by Kryterion's testing capabilities.

"The two-camera system has been great for our exam integrity."



"Kryterion has done a great job at jumping on requests and resolving them promptly. The developers and client success team have expedited requests to quickly find solutions."

Maggie Murry, Certification Director, AT*SQA



FUTURE OUTLOOK

AT*SQA plans to continue leveraging Kryterion's testing solutions to further expand their certification program. By collecting and analyzing data on candidate performance and testing conditions, AT*SQA and Kryterion are poised to refine and optimize the exam delivery process even further, ensuring that ASTQB certifications remain the gold standard in the software testing industry.

