



From Pencils to Keyboards & 40% Global Expansion:

How Kryterion Helped
TruMerit Realize Its Vision
Through Technology

Case Study



CLIENT OVERVIEW

In today's world, the mobility of highly skilled healthcare professionals is essential for addressing global health challenges. TruMerit, a leading healthcare nonprofit organization formerly known as CGFNS International, stands at the forefront of this critical mission, verifying credentials to ensure that nurses and other healthcare practitioners can safely and effectively practice wherever they are needed most around the world.

Rebranded in 2025 to reflect its evolving role, TruMerit has broadened its focus to champion workforce development, establish robust certification standards, and inform public policy through influential initiatives like the Global Nursing Workforce Centre. To deliver on its mission, they provide essential certification programs, including the TruMerit Nurse Qualifying Exam, the International Standards for Professional Nurses (ISPN) Program, and the new Certified Global Nurse - Rehabilitation (CGN-R) credential.



THE CHALLENGE

Prior to 2011, TruMerit's exam format was solely paper-and-pencil based. While this was once the standard method for testing throughout the industry, its limitations had now become a significant obstacle to growth and operational efficiency. The logistics alone made it increasingly difficult, including the secure printing, shipping, and distribution of thousands of physical exam booklets across numerous countries. This process was expensive and slow, not to mention that it also increased the security risks significantly.

All of TruMerit's valuable intellectual property was housed by a third-party vendor. This arrangement severely restricted their control and agility, making it difficult to update exam content, perform timely psychometric analysis, or respond nimbly to the evolving needs of the healthcare industry. Which is why the organization needed to shift to a new solution that would be modern, secure, and flexible. This would allow TruMerit to retain ownership of its testing program, manage its growing certification portfolio, and realize its vision of expanding its global footprint.

TruMerit recognized that the days of paper and pencil exams were over. To grow and survive, they needed to embrace new technologies that were available, and they needed a partner to help lead them in this exciting new direction. That partner was Kryterion.

SOLUTION

The organization's strategic partnership with Kryterion, initiated in October 2010, marked a pivotal transition away from an outdated testing model. The first computer-based exam was successfully launched in 2011, launching a new era of efficiency, security, and global reach for TruMerit.

The collaboration with Kryterion provided TruMerit with a robust, integrated platform that addressed its core challenges with a multi-faceted, end-to-end solution, that included:



ELECTRONIC EXAM DELIVERY & REGISTRATION

Kryterion facilitated a seamless transition from a cumbersome paper process to a secure, intuitive online format. This modernized the entire candidate journey, from initial registration to final exam submission.



ADVANCED TEST SECURITY

To protect the integrity of its high-stakes examinations, TruMerit leveraged Kryterion's sophisticated security protocols, safeguarding against exam fraud and providing fair, valid results.



INTEGRATED ITEM BANKING AND STANDARD SETTING

A critical advancement was bringing exam development and management in-house. Kryterion's platform gave TruMerit full control over its item banking, psychometric analysis, and standard-setting activities. Any necessary exam changes could be made in real-time with or without Kryterion's support.



INSTANT SCORE REPORTING

The move to computer-based testing eliminated long delays, providing candidates with timely results and accelerating their professional journeys to placement in new job roles.

This fundamental shift from paper to online exam delivery was powerfully enhanced by Kryterion's flexible proctoring options. The ability to offer candidates both on-site testing at a global network of secure centers and privately proctored exams online dramatically increased accessibility, breaking down geographical barriers for test-takers everywhere. "Kryterion helped us break free from outdated models and realize a bold new vision for what certification can be," said Jacklyn Schacht, Head of Career Mobility and Credentialing at TruMerit. "The ability to offer proctored testing both online and in-person meant equity and access for our professionals in every corner of the globe."



RESULTS

The transition to Kryterion's platform has yielded significant, measurable, and lasting benefits for TruMerit, its staff, and its global community of healthcare professionals.

ENHANCED USER EXPERIENCE AND OPERATIONAL EFFICIENCY

Kryterion's Webassessor platform is highly user-friendly and easy to navigate, which streamlines internal workflows and reduces the administrative burden of exam management. The seamless backend experience and low volume of technical support inquiries provides a smooth and positive process for candidates. As TruMerit continues to scale, the organization looks forward to leveraging greater system automation to manage the increasing volume of applicants with even greater efficiency.

SUSTAINED SUCCESS AND GLOBAL GROWTH

The partnership with Kryterion has been a key driver for TruMerit's global expansion. By moving to a flexible computer-based testing model, TruMerit extended its global reach from 500 to approximately 700 testing locations. This 40% increase in accessibility is more than just a number; it represents increased opportunities for healthcare professionals in previously underserved regions. "With this partnership, our global reach grew by over 40%, giving more nurses around the world access to the credentials they need to serve where they're most needed." remarked Schacht.

Kryterion continues to be an essential partner for TruMerit by ensuring broad global test availability, offering exams in diverse settings, and successfully launching new, innovative programs like the CGN-R exam.



With Kryterion, we've built a secure, scalable foundation that supports both the integrity of our exams and the ambitions of our global workforce strategy.

**Jacklyn Schacht, Head of Career Mobility and Credentialing,
TruMerit**



FUTURE OUTLOOK

Looking ahead, TruMerit is focused on strategic growth by creating and delivering more specialized examinations and by integrating API automation to create a seamless, efficient data ecosystem. The organization sees Kryterion not just as a vendor, but as a key innovation partner in this expansion. They envision a future where Kryterion continues to bring new technologies and forward-thinking solutions to the table, helping TruMerit to not only meet its goals but to set new standards in global credentialing of healthcare.

The leadership at TruMerit recommends Kryterion for any organization ready to make the critical leap from the constraints of manual, paper-based testing to a modern, secure, and scalable computer-based testing (CBT) model. The partnership has not only solved TruMerit's initial challenges but has also provided a dynamic foundation for its continued growth and its vital work in the global healthcare landscape. "The move from paper to digital testing wasn't just a technical shift—it was a transformation of our entire certification program," said Schacht. "Kryterion didn't just offer a platform—they offered partnership, insight, and the tools we needed to lead in a digital-first world."



This isn't just a service provider relationship—Kryterion is our innovation partner, helping us shape the future of global credentialing.

**Jacklyn Schacht, Head of Career Mobility and Credentialing,
TruMerit**

**Let's have a
conversation!**



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