Unify FAQs for STN and IT Test Centers

General FAQs

1. What is Unify?
   Unify is the next generation of the iBT testing platform.

2. Why is the platform changing?
   Technology and customer needs have evolved considerably since the platform was developed. Unify is a modernized version of the iBT test administration software that leverages recent technology advances to make it more secure, resilient and easier to support.

3. What will be changing? Will I have to learn new procedures?
   Some of the processes you currently perform may differ slightly and will be streamlined. However, most of the functions and screens on the cache proxy and administrative station will remain the same. Once your test center has migrated to Unify, you will see the following benefits:
   - There will be an improved workflow at the testing workstations, and a more user-friendly look and feel to the verification tool tests and the testing accommodations setup.
   - The required version of Java (JRE) is integrated within the Unify software. This means that you will not need to install/uninstall any version of Java (JRE). The Java (JRE) within the Unify software will not have any conflict with other versions that may be installed on your computers.
   - You will be able to use the same computer as the cache proxy for all ETS Unify testing programs (even programs administered under different center numbers, e.g., STNxxxxx, CLEPxxxxx, HSTCxxxxx), as long as the computer hardware meets the requirements and only one center number is launched at a time.
   - New shortcuts for launching the Unify test delivery system applications will be created automatically on your computer desktops.

4. When/what type of communication and training will test centers receive regarding the migration to the Unify platform?
   ETS will contact test centers by email with the timeframe that has been selected for their migration. If the date selected is not convenient, test centers will be able to reschedule their migration and confirm availability for another time.

   Once a center has been scheduled for migration, each TCA at the center will receive an email providing access to an updated eLearning training. For a center to be eligible to proceed with the Unify migration, the center will need a TCA who has certified or recertified via the new eLearning. All TCAs that administer the TOEFL iBT®, GACE®, GRE®, Praxis®, and Texas Educator Certification program tests will be required to become recertified via the new eLearning during 2016.

5. When will my test center be migrated?
   Test centers will be contacted in groups over several months. They will be assigned to a specific week and will be notified by email. Five weeks prior to the planned migration date for your center(s), you will receive an email with the assigned timeframe and procedures for the migration.

   If an organization operates multiple iBT testing labs at the same site (e.g., STNxxxxxA and STNxxxxxB), all the labs will be scheduled to migrate during the same timeframe. If an STN test center's computers are also used to administer tests for other ETS Unify programs (CLEP®, HiSET®), all the programs will be scheduled to migrate at the same time.

   If the week selected will not work for your test center, you may pick another date and time that will be more convenient for you.
Technical FAQs

1. Will there be any changes to the hardware or software specifications?
   No. The hardware and software required for Unify must meet the current requirements for the iBT platform. For detailed specifications, centers numbered STNxxxxx and ITxxxxx should refer to the ETS CTAS website at http://www.ets.org/ctas/requirements/

2. What version of Java (JRE) is required? Will the Unify platform require a specific version?
   The required version of Java (JRE) is integrated within the Unify software. This means that you will not need to install/uninstall any version of Java (JRE). The Java (JRE) within the Unify software will not have any conflict with other versions that may be installed on your computers.

3. Can I use the same equipment for my STN center that I use for my other centers with site codes CLEPxxxxx, HSTCxxxxx?
   You will be able to use the same computer as the cache proxy for all ETS Unify testing programs (even programs administered under different center numbers, e.g., STNxxxxx, CLEPxxxxx, HSTCxxxxx), as long as the computer hardware meets the requirements and only one center number is launched at a time. (You cannot administer tests for two different programs at the same time using one cache proxy.)

4. Will there still be a need for both a cache proxy and a separate administrative station computer?
   Yes. Hardware requirements will remain the same.

5. Can I keep the iBT system as a backup system if something doesn’t work properly with Unify?
   No, you may not keep the iBT software as a backup system. Once your test center successfully migrates to the Unify platform, you will not be able to use the iBT software.

6. How long will it take me to transition/migrate my test center?
   During your migration appointment, you will perform series of automated installations on your cache proxy, administration station and testing workstations. The automated installation, on average, takes approximately 10 minutes per machine, and can be performed simultaneously on each testing workstation. However, the actual time for this process will vary, depending upon the computer performance and network bandwidth.

7. Does the migration require assistance from my IT staff?
   We recommend that your local technical support is available during the migration to assist with access privileges.

8. Will the check-in process be changing?
   The check-in process will remain the same.