

The Roanoke Higher Education Testing Center Mission

The Roanoke Higher Education Testing Center is committed to adhering to the Professional Standards and Guidelines set forth by the National College Testing Association (NCTA).

The Testing Center strives to create an optimal testing environment in accordance with the NCTA professional standards and guidelines for Post-Secondary Test Centers.

The Testing Center follows all sponsor protocols and security procedures.

The Testing Center is committed to maintaining professional testing standards and practices, safeguarding confidentiality of student records.

Mission Statement

To provide a professional testing environment for the Roanoke Valley that enables test takers to perform at their maximum ability.

The Testing Center strives to provide intellectual and professional growth by offering the following services:

- *Facilitate the professional and educational testing needs of the Roanoke Valley in a way that is efficient, fair and secure.*
- *Provide a public service by offering computer-based and/or paper-pencil testing services.*
- *Provide a facility conducive to a quality-testing environment that is clean, comfortable, quiet, aesthetically pleasing and user-friendly.*
- *Provide outstanding customer service by being friendly, courteous, respectful, informative, and supportive to a diverse community. We are bound to the tenet that **every testing candidate deserves outstanding customer service and our undivided attention, every time.***