

# FNGLA Certified Horticulture Professional (FCHP)

## *Proctor Instructions for Online Exam*

The Online FCHP exam requires no additional software, only high-speed access to the internet. Be sure to disable all pop-up blockers because the exam questions and results appear in pop-ups.

While the exam will work in any browser, we recommend using Google Chrome or Firefox for best results. It is no longer supported for use in Internet Explorer prior to version 10.

The exam software is hosted “in the cloud” so there should be no connectivity issues associated with the website. However, if you have a power fluctuation or internet interruption, the students’ exams will be affected. Contact FNGLA immediately if this should happen so we may attempt to reset their exams.

There are four sections of the FCHP exam. They are each timed and scored separately from each other. All exam questions are multiple choice or true/false.

- \*Horticulture Practices: 30 minutes / 50 questions
- \*Safety: 30 minutes / 50 questions
- \*Plant Identification: 30 minutes / 50 plants
- \*Open Book: 90 minutes / 50 questions

Students are not required to complete all four exam sections in one sitting. The instructor or proctor may schedule exam sections on different days. In fact, we have found a higher success rate when splitting the exam into sections and spreading out the testing throughout the year. When a student logs into an individual exam section, however, they must complete that exam section within the allotted time.

Each exam section contains three segments. The computer saves the questions as each segment is completed. That’s why it is critical that the student NOT RUN OUT OF TIME. If they do, the final segment they are working on will not be saved. The exam clock is in the upper right of the screen and will turn to red when their time is almost up.

The students may go back and forth between questions. They can mark a question for review and return to that question later in the exam. However, they must be sure they have returned to any question they mark for review before submitting the final exam.

Another word of caution: Be sure the students use the navigation buttons within the exam, not the back button on their mouse or navigation buttons of their browser. It may interrupt their exam progress.

Once they complete all 50 questions of that exam section and hit submit, their exam attempt will be automatically registered with FNGLA. The student gets immediate results of their exam, broken down by segment. All exams are graded by the computer and results are final.

If a student does not pass a section of the exam, he or she must only retest on that individual exam section. FNGLA will coordinate with the instructor and proctor for any required retests.

On the day of the exam, the proctor will:

1. Verify identity of test applicant before they log onto the exam.
2. Verify they are using no additional notes, text or electronic devices during the exam -- except during the *Open Book* exam section, when they can use the FCHP Manual, which may include tabs and additional notations within the text.
3. Access FCHP Online Exam at [www.fn gla.org](http://www.fn gla.org), click on 'Professional Development' then 'Certifications' and choose 'FCHP. There is a list of 'quick links' to the right where they choose 'Login to Take Certification Exam.' The direct website is: <https://floridanurserygrowers.csod.com>
4. The student will enter their UserName and Password on the main screen. They are both case sensitive. Be aware that if the student attempts to log in unsuccessfully three times they will be locked out of the exam for one hour. This is a security feature of the software that cannot be overridden. Please call FNGLA for options.
5. On the next screen, in the box labeled "My Training" is a list of the exam sections available to the students. If it is their first attempt at the exam, they will click on "Launch Test". If they are taking it again, they will click on "Retest". Once they pass the exam section, it will no longer be visible in this window. TO see the exams, change the drop down menu from 'Active' to 'Completed'. If the link says "None", the exam has not been reset and you will need to contact FNGLA.
6. When the student completes each exam section and submits their answers, they will get a numerical score plus a breakdown of each segment within that exam section. When they close this screen, it will put them on their Transcript page where they will see which sections been completed and what still needs to be completed. If taking another exam section right away, they may click on "Launch Test" or "Retake" from this window, too.
7. Within the week, it is our goal to provide the proctor and the teacher with a report of the results of each students' exams. Either the proctor or the teacher should contact FNGLA to schedule another testing session.
8. Call FNGLA at 800-375-3642 or 407-295-7994 with any questions or concerns. Contact Merry Mott directly at 407-832-8277 or [mmott@fn gla.org](mailto:mmott@fn gla.org).