Proctor's Guide

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Proctor responsibilities

The primary responsibility for anyone administering the Tier One examination is to be able to manage the test environment effectively. Test day can create anxiety for test takers; therefore, test takers should be treated with care. It is vital that proctors act in a fair, courteous, and professional manner.

What are the steps?

Request the Test: Once the staff member has completed the Tier One training materials and is ready to take the Tier One Certificate Exam, the Training Coordinator should email the staff member's name and email address to Erica Mott at erica.mott@deo.myflorida.com, requesting the staff member be assigned to complete the Tier One Certificate Exam. We will send the Training Coordinator:

- **A link to the exam;**
- **The exam proctoring password; and**
- **The Tier One Examination Administration Form.**

Preparing the Room: We have provided some recommendations for the test room. The test room should be designed to promote an effective and secure administration of the Tier One Certificate Exam. The Training Coordinator should:

- Select testing rooms away from noisy areas or distracting activities, and
- Ensure the room has proper lighting and is a comfortable temperature.

Ready for the Exam: When a staff member is ready to take an examination, the Training Coordinator should provide the test taker a **designated date, time, and place** to take the test.

Tier One Examination Administration Form: Prior to the test, the proctor must print out the Tier One Examination Administration Form. This form will be reviewed with the test taker prior to logging into the Adobe Connect Learning Management System.

Logging In: The test taker will be required to log in to the Adobe Connect Learning Management System with his/her **unique user identification and password combination** after being instructed to do so by the proctor. To start the actual exam, the proctor will move about the room and enter the **exam proctoring password** into the appropriate field on the screen for each individual test taker. The **exam proctoring password** must be kept confidential. Do not provide the exam proctoring password to the test takers or other non-proctoring regional staff.

Let's Begin: Once the exam is loaded into the system, the staff member must be informed that he/she cannot use any reference materials or other items that could jeopardize the validity of the exam. The Tier One Certificate Exam is not an open book exam.

<u>Accommodations</u>

We have formatted the test to assist those who may need accommodations. For example, we have removed time limits. The test taker can read each question, as well as hear each question. While the option to use sound is not required, the test taker can hear each question/answer combination using speakers or headphones. We use the appropriate color schemes. We use capital letters (not small letters) in the answer schemes in case the test taker has dyslexia.

We recommend the RWB offer staff members with learning disabilities and/or other disabilities accommodations by stating to all employees that accommodations are available. For example, if the staff member has a hard time seeing, offer the staff member a computer with a large screen or large print. The staff member may also secure a keyboard with large letters printed on the keys. If a staff member cannot use a computer, please contact us and we will create a paper test for the staff member. If the staff member needs headphones, please offer the staff member headphones to hear the question/answer combinations. We will ensure that we assist you to make accommodations as well.

Confidentiality

Trainees must be notified that the test questions and answers are confidential. It is not appropriate to print the information or share the questions/answers with others **before**, **during** or **after** the test.

Script

We have provided some suggested language for test proctors to use on the morning of the test in case the test proctors are not sure what to say to begin the test process. This script assumes that the computers have the test URL already loaded and a Tier One Examination Administration Form at each station:

Script: *Good morning/afternoon. Today you are going to take the Tier One Certificate Exam as a part of fulfilling your six month Workforce Professional staff requirements for the State of Florida. The goal of the Tier One Certificate Exam is to see if you learned the Tier One materials. The testing policies are designed to give each of you an equal opportunity to demonstrate how well you learned the materials. There are 100 test items on the exam. Each question counts as one point. If you achieve a score of 70 or higher, you will pass the test.*

We know you have studied hard, and we want to encourage you to relax and take your time. Test takers who attempt to gain an unfair advantage by doing any of the following will be dismissed from the test, and their exam will not be scored. You cannot

- *give or receive help of any kind;*
- *share test questions with anyone before, during or after the test;*
- *use reference materials or electronic devices to assist with the exam;*
- *print exam materials (with the exception of the score page); and*
- *failure to follow testing procedures.*

At this time, we ask that you remove all materials from your table and turn off or silence all electronic devices.

Action: Take out the Tier One Examination Administration Form. This form should be on their test stations so they can just pull out the form to review it.

Script: *Please take out the Tier One Examination Administration Form. We are going to review this form together. First, please write your name and today's date in the first two blocks on the top of the form.*

Action: Offer them a moment to complete this.

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Script: *Now, we are going to read each item in the check boxes. If you understand what we discuss, please check the item. If you do not understand, let me know. The goal is for you to understand all of the information and sign the form prior to the exam.*

- *The first check box states that you will use your own User Name and Password combination to log in to the Adobe Connect system. Basically, this confirms you are not going to take the exam for anyone else. You are taking the exam for yourself today. Are there any questions about this field?*

Action: Have them check this box off.

Script: *The next box states,*

- *"I understand that I cannot refer to any printed or electronic materials during the completion of the exam." This means that you understand the exam is not an open book test. Our goal is to see if you learned the Tier One materials. Relax and take your time. If you understand that this is not an open book, please check the box.*

Action: Have them check this box off.

Script: *The next box states,*

- *"I understand that if I do not pass the exam, I will be provided a second opportunity to study the materials and take the test again. I will receive two opportunities to try and pass the Tier One exam. I may not get the same test form." We want you to know that you will have another opportunity to study and take the test. If you understand this, please check the box.*

Action: Have them check this box off.

Script: *The last box states,*

- *"I understand that failure to maintain confidentiality of the exam or failure to complete the exam without unauthorized aids (not including aids for individuals with disabilities) may lead to disciplinary action, up to or including dismissal from employment." This means that I have not seen a copy of the test prior to taking the Tier One Certificate Exam. It also means that I am not going to share exam information after completing the test. If you understand this, please check the box.*

Action: Have them check this box off.

Script: *The Internet address for the test has already been loaded, but I need you to enter your User Name, which is your email address, into the Login field. I also need you to enter your password into the Password field.*

Action: Offer them a moment to complete this.

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Tier One Certificate Exam Software

DEO purchased the latest Adobe Connect and Adobe Captivate software in response to concerns about the inability to review and change answers prior to submitting the exam.

- The trainee will be introduced to the exam. The message to read each question and answer option slowly will be reiterated.
- The trainee will be informed about the software on the instructions page as well. The trainee will be required to click "Begin Exam" to start the exam. A picture of the first screen is on the next page of the guide.

Welcome to the Tier One Final Exam. It is important that you take your time completing this test. Many people do well because they read each question and answer slowly and take their time selecting an answer. It is important that you do the same. Read each question and each answer fully. Take your time. If you need a break to rest your eyes, please ask to take a break. The test is not timed. We have provided some directions about the test software below. Please read all of the directions.

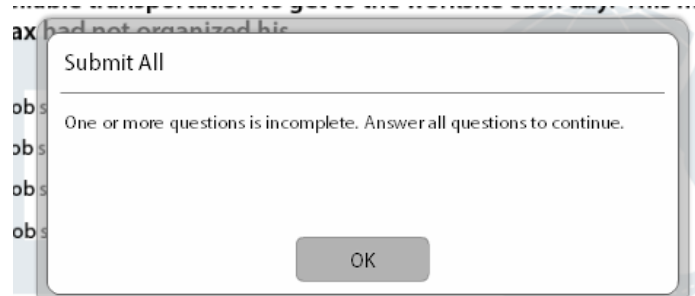- On each slide, carefully read the question and the answer choices. Select the 'Next' button at the bottom of the screen to proceed to the next question after you have selected an answer.
- You may leave the answer choice blank if you would like to return to it later. If you choose an answer and click 'Next', you will still be allowed to return to the question and change your answer.
- Once you have answered all of the questions on the exam, select the 'Submit All' button at the bottom of the screen.
- If you have not answered all of the questions when you select 'Submit All', the computer will notify you of this. You will not be allowed to submit the exam until all questions have been answered.
- If you have answered all of the questions, you will be asked what you would like to do next. If you are satisfied with your answers, select the 'Submit All Answers' button to finish the Exam.
- If you would like to review or change any of your answers, select 'Return to Quiz', review or change the desired answers, and then submit the Exam.

Remember, take your time reading the questions and answers. Take a break if you need it. You get more than one opportunity to pass the test, so relax. Take a deep breath and get started.

Begin Exam

The trainee will be required to review each question and answer the questions. The trainee can skip questions and return to the questions later.

- There is a "Submit All" button to submit the exam. However, if the trainee has not answered a question, the trainee will not be able to submit the exam. See below

- The staff member is required to answer all questions prior to submitting the exam. This means, the staff member will be required to review the question, answer all questions prior to clicking "Submit All".
- The other buttons are "Next", "Back", and "Clear".
    - The "Next" button allows the trainee to go to the next question without selecting an answer or after selecting an answer.
    - The "Back" button allows the trainee to go to the previous question or questions. The staff member can select an answer or change answers before proceeding forward or selecting "Submit All".
    - The "Clear" button allows the staff member to clear the answers selected.