



Testing Center Policies & Procedures

TESTING CENTER OVERVIEW

The Office of AccessAbility Services (OAS) at Goodwin College is the campus office responsible for determining eligibility for and providing required academic accommodations. Academic accommodations include but are not limited to testing accommodations for students with disabilities. Testing accommodations are designed to give all students with disabilities a fair and equal opportunity in the educational process.

Testing accommodations are approved for students individually, according to their specific disabilities and needs. Accommodations for a student may vary according to the subject matter or type of test. At no time are testing accommodations authorized so that a student with a disability is given an unfair advantage over other students.

Most tests are administered by trained Test Proctors in our Testing Center, but when necessary due to space or type of accommodation, individual one-on-one Test Proctors are provided. Test Proctors are responsible for the security of all tests administered. They possess excellent communication skills and conduct themselves in a professional manner at all times when interacting with faculty, staff, students and co-workers. When problems or situations occur in a test, Test Proctors are responsible for finding a solution that will not compromise the test or negatively affect the student's grade. Most importantly, Test Proctors are responsible for making sure that the student receives his/her authorized accommodations in a quiet and non-stressful environment.

EXAMPLES OF ACCOMMODATIONS PROVIDED BY A TEST PROCTOR

Breaks (B) – when authorized, the Test Proctor keeps track of the break time, in addition to the student's test time. Specific instructions are given to the Test Proctor.

Extended time – based on the amount of time given to the class, a student may be authorized for time and one half (1.5X) or double time (2.0X). The Test Proctor monitors the time.

Reader (R) – the Test Proctor reads the test to the student. See section "As a Reader for a Test" for more information.

Separate Quiet Room (SQR) or Distraction-Reduced Environment– student receives the same time as the class; however, he/she needs a quiet, distraction-reduced environment. The Test Proctor monitors the student's time. Some students with extended time may also have this accommodation.

Writer (W) – for short answer, fill-in and essay tests, the Test Proctor writes exactly what is dictated to him/her by the student, and for scantrons, bubbles in the answers. See section "As a Writer for a Test" for more information.

GENERAL TESTING GUIDELINES AND POLICIES

- **Asking for Additional Accommodations:** Testing accommodations may vary for the same student depending on the type or subject matter of the test being administered and how the student's disability impacts his/her ability to take the test. The accommodations and materials allowed are shown on the Exam Administration Form (EAF) and should be reviewed before beginning the test. If a student states that he/she should have an additional accommodation not shown on the EAF, this must be verified by the AccessAbility Coordinator before adding the accommodation. Giving additional accommodations not verified is NOT a decision a Test Proctor can make. If the AccessAbility Coordinator states that the accommodation can be added, a Test Proctor should do so, if possible. If not possible, the student will be reminded that all accommodations must be requested at the time they make a testing reservation request.
- **Cheating:** If a student is suspected of cheating, a proctor will stop the test and contact the AccessAbility Coordinator immediately. If it is determined that a student was cheating, the AccessAbility Coordinator will contact the instructor and appropriate steps will be taken in accordance with the College's Academic Integrity Policy.

Under no circumstances when testing in the Testing Center should students be allowed to have unauthorized items with them. Unauthorized items include purses, backpacks, phones, and personal items not permissible on the Exam Administration Form. For tests being administered in other areas, students are required to leave unauthorized items next to the proctor so that they do not have access to them. Exceptions to this rule include students with medical conditions that require ease of access to certain medications, a snack, or a drink.

- **Forgetting Needed Materials:** Students should arrive for tests prepared. If any student needs to go get supplies or materials for the test, and is not ready to begin at the approximate start time, test time will be lost.
- **Questions for the Proctor:** Students should not ask a test proctor anything about the test that he/she would not ask the professor during the exam period. Test proctors who are asked questions that they cannot answer or should not answer will make a note on the Exam Administration Form and contact the AccessAbility Coordinator for further instruction.
- **Questions or Problems with Test:** If at all possible, students should continue with their test, working around the problem area, while an attempt is made to locate the professor. If this is not possible, the time will be stopped until either the question is answered, or it is determined that an immediate solution cannot be found.

- **Requests for Breaks:** Breaks are not part of the expected testing procedure, but can be an authorized accommodation for some students. If a break becomes necessary when it is not an authorized accommodation, the time used will be part of the time allowed. Test materials and student belongings must remain in the possession of the Test Proctor at all times.
- **Tardiness:** Students who arrive after the approximate start time of their test will lose test time if it causes the start time to be delayed. In the case of emergencies, or lateness due to their disability, exceptions can be made. The Proctor should contact the AccessAbility Coordinator to determine if an exception should be made.
- **Time:** A Test Proctor can allow only the amount of time and use of materials indicated on the Exam Administration Form. This time is determined by the amount of time the class is being allowed and/or the extended time authorized by OAS. Extended time is not determined by the professors; they only determine the time they are giving their class. OAS determines any extended time a student should receive for his/her disability.

THE PROCTOR'S ROLE

- **Behaviors to avoid:** A testing situation is a very important and sometimes stressful time. Test proctors should avoid distracting behavior such as eating, drinking or obvious clock watching. Visual distractions are a problem for many; therefore, try to stay out of a student's line of vision as much as possible. Be calm and quiet; however, closed eyes (resting or sleeping) is not appropriate.
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access to them. Exceptions to this rule include students with medical conditions that require ease of access to certain medications, a snack, or a drink.

- **Collecting a Test:** When the time is up:
 - If the test is multiple choice or true/false, the student may put a final mark on the test. They may not continue reading a question and choosing an answer.
 - If the test is short answer or fill in, they may complete the sentence they are currently writing. If they have not started the sentence, they may not write the answer.
 - If the test is essay, they may complete the sentence they are on only, not the paragraph.
 - If the test goes over time for any reason, inform the AccessAbility Coordinator and document it on the testing form and fill out an Irregularity Report.
 - If a student refuses to stop the test, politely ask the student for the test. If it is not possible to take the test away, inform the student that you are required to inform the instructor and the AccessAbility Coordinator of the student's refusal to stop and punitive action may be taken. Also attempt to see how far along the student is on the test at the time they were to have stopped and make a note to help in completing an irregularity report.
 - Collect the test. Also, according to the instructor's instructions, collect any scratch paper, charts provided by the instructor, and/or notes, etc. If the professor has not specified whether the student should return or keep these items, collect them. Students can see their professors about retrieving any items they were allowed to keep.
 - Before dismissing the student, check that you have all materials (especially if the student brings the test to you) and check the test room. Make sure the desk is clean and no trash was left behind. The student is to wait while you check your paperwork, the material collected and the test room to ensure that all materials are accounted for.
 - Compile all test materials, place in the designated envelope, and return to ASC.
 - Make sure the student logs out of the testing center.

- **If something out of the ordinary happens:** If "something out of the ordinary" happens during a test (i.e., a problem with the test, the student, timing, etc.) it must be documented on the Test Proctoring Irregularity Report (Irregularity Report). Once the irregularity is written out on the Irregularity Report make a copy, submit the copy to the professor along with the completed test and submit the original to the AccessAbility Coordinator.
- **Monitoring:** During the test, the Proctor must visually monitor the student at all times.
- **One-on-One Test Proctoring (Reading & Scribing):** Most often used when a reader, a writer, or breaks are part of a student's testing accommodations, but may also be necessary when rooms outside of the testing center are used. Responsibilities specific to this assignment:
 - If assigned to a room outside the Testing Center, all of the student's belongings, except what is allowed for the test, should be in your possession and away from the student. You must either remain in the room or be directly outside the room with the ability to view the student through the window in the door. You should have a good view of the student at all times.
 - After you are done, bring the exam back to the Academic Success Center immediately.

AS A READER FOR A TEST:

You can:

- Read the questions, repeating them as often as necessary.
- Punctuate and pause to give a clear meaning of what's being asked.

You cannot:

- Explain the questions.
- Give definitions to words.

Suggestions and Tips:

- Read slowly and distinctly.
- Don't drone, read with expression.

- Do not continue until the student is ready.
- If the student is caught on a question, suggest continuing and returning to that question later.

AS A WRITER FOR A TEST:

You can:

- Write exactly what is dictated, inserting punctuation that is specifically dictated or obvious by pauses.
- Ask if a word should be capitalized.
- Spell correctly. If it's a proper name or a word associated with the class, ask the student. If necessary, use a dictionary.
- Read to the student, or have the student read (if a reader is not authorized), what you have written, so the student can make corrections, add punctuation, etc.

You cannot:

- Re-write or rephrase in your own words what the student has dictated.
- Feed the student a word or idea.
- Put in punctuation where you are not told to do so, or where it was not made obvious through the student's dictation.

Suggestions and Tips:

- If the student does not have a clear idea on how to dictate an essay test, suggest that he/she start with an outline.
- Have the student give you relevant information to the question. It does not have to be in any order, but list each point separately.
- After the points have been written down, have the student put them in order.
- Starting with the first point, have the student elaborate, putting the point into paragraph form. Direct the student to dictate as though (s)he was writing, not as though (s)he was speaking directly to you. In other words, expressions appropriate to standard written English

should be used, not slang. At all times the student should use his/her own words.

- The student should be aware that (s)he is responsible for dictating punctuation, or for making it obvious when punctuation is expected by pausing appropriately.
 - After the first point has been covered, read it back to the student, or have the student read it (if a reader has not been authorized), and then proceed with point two. This way, the essay will flow properly and not come out choppy and scattered. It's okay to make corrections and/or rewrite sentences that are not clear if directed by the student.
 - Some students may just want you to write what (s)he says without paying attention to grammatical considerations. Follow their instructions, but do not hesitate to ask about punctuation if it's not clear where it should be inserted.
 - ALWAYS WRITE LEGIBLY!
- **Proctor Breaks:** If you need a restroom break (and this should not happen often), contact the Academic Success Center. A replacement proctor may be sent out if available or you may be told to stop the time and inform the student and he/she will need to accompany you. If the student needs to use the restroom, unless he/she is authorized breaks, the time continues, and you must accompany him/her.
 - **Questions about Disability:** Any questions about a specific student's disability should be referred to the AccessAbility Coordinator. A Test Proctor should never ask a student about his/her disability. Questions about the test accommodation program should be directed to the AccessAbility Coordinator.
 - **Outside Distractions:** Be sensitive to the student while he/she is taking the test. If you notice he/she is being distracted by noise inside or outside of the test room, etc., take care of the problem. Remember, we do have noise canceling headphones. If necessary, notify security of any continuous disruptions outside the Testing Center.
 - **Questions for the Proctor:** Students should not ask a test proctor anything about the test that he/she would not ask the professor during the exam period. Test proctors who are asked questions that they cannot answer or should not answer need to make a note on the Exam Administration Form and contact the AccessAbility Coordinator for further instruction.

- **Questions or Problems with Test:** If at all possible, students should continue with their test, working around the problem area, while an attempt is made to locate the professor. If this is not possible, the time will be stopped until either the question is answered, or it is determined that an immediate solution cannot be found.
- **Scratch Paper, Notes and Open Book Tests:** If scratch paper is allowed, check all paper to make sure it is blank. If a student is allowed to use notes, verify that only the size page/card and number of pages/cards allowed is used. Watch for overlaps (sections taped over sections, where one can be lifted to read the info underneath). If books are allowed, check to make sure no notes are slipped in between the pages.
- **Student Specific Information:** You must read the EAFs and note the different instructions for each student (i.e., time allowed, materials allowed, and special instructions).
- **Tardiness:** Students who arrive after the approximate start time of their test will lose test time if it causes the start time to be delayed. In the case of emergencies, or lateness due to their disability, exceptions can be made. The Proctor should contact the AccessAbility Coordinator to determine if an exception should be made.
- **Testing Time:** It is important that tests begin as close to the approximate start time as possible. Tests that begin late may have to be moved to another test room or rescheduled. Again, students who neglect to bring needed supplies or materials will lose test time while getting these items. For more information, see “Forgetting Needed Materials” and “Tardiness.” Make sure to document the time the student began the exam and the time the student completed the exam on the EAF. Inform the student of the amount of time (s)he has for the test. Take the student and test to their assigned space. Give the student the test. The timer will be started once the student is settled.