Three Rivers College

Testing Services Manual

 Includes Policy and Procedures

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# Basic Office Information

### Large Expenses (brief summary)

The biggest expense for Testing Services is for use of tests. Each test is discussed in detail later in this manual. All purchases require a purchase order PRIOR to purchasing.

\*\*NOTHING about any of the tests can be handled casually. EVERY DETAIL is of critical importance. As soon as ordered tests arrive, they must be counted and compared to the enclosed materials/packing list, then LOCKED IN THE FILE CABINET IN COORDINATORS OFFICE. THE TEST MUST NEVER BE ACCESSIBLE TO ANYONE EXCEPT TESTING STAFF\*\*

* Allied Health entrance exams (HOBET for Allied Health V) include Med Lab, Paramedic and Surg Tech programs. Students must test to be accepted into these programs. The exam is 4 hours online and administered in lab.
* The COMPASS placement test is used to place students into Math and English classes. This is an untimed online exam and administered in lab.
* The MoGEA exam is for education majors before entering 4-year institutions. This is a 5 hour online test and is administered in lab on Saturday’s with the exception of the June administration which is a Thursday afternoon.
* The HiSET test replaced the GED exam in Missouri January 2014. This is a 6 hour online exam and is administered in the lab on Saturdays, with the exception of June and July when they are administered on Fridays, with the assistance of auxiliary examiners.
* The NLN nursing exam is a 4 hour online exam and administered in the lab. Students register and pay online directly to the National League of Nursing. The proctoring fee will be collected through our online scheduler. Work with the Nursing Department on dates.
* The Technical Skills Assessment (TSA) is a program specific exit exam for only a few of the AAS programs: Accounting, Agribusiness, Business Management, Early Childhood Development, Forestry and IST (Executive, Legal and Medical, Medical Billing and Coding and Microcomputer options). It is a 3.5 hour online exam administered in lab.

The above mentioned tests are for the major expenses handled in this office. On a much smaller scale, we administer other tests such as CLEP, correspondence and Millers Analogy Test (MAT) tests to be discussed later.

### Materials and Payments

All purchases require a purchase order PRIOR to purchase.

You will find a basic requisition form on the Coordinator’s computer. Send it to the Dean of Student Success’ Administrative Assistant, they are responsible for sending it to the Director of Purchasing. Then and only then can you purchase your items.

When you receive your order, **always** do an inventory to make sure you received all requested material. When you receive an invoice (request for payment), write “Okay to Pay”, with the date and your signature, on the PO and send to accounts payable. If you receive the invoice electronically forward to accounts payable with OK to pay in the body of the message along with the PO.

### File Cabinets

Various file drawers are designated for various materials in the coordinators office.

### Office Telephone

The office phone number is **573-840-9667, ext 3776.** Assistant’s extension is **3775**. On-campus calls require only 4 digit extension numbers, provided on a phone list each semester. To call outside numbers dial the area code (when applicable) and the number. Transfer calls to other on-campus phones are done by pressing “tran” and dialing the 4 digit extension. Once phone starts ringing hang up. There is a prerecorded message for all campus offices. Do NOT record your own message. To access messages press message button without picking up receiver dial 1941 as passcode and listen to messages.

### Copy Machine

The copy machine is located in the Dean of Student Success’ office. If you take pages down to make copies you will enter your Three Rivers credentials. This requires nothing more than to press print and picking up the copies.

### Security

Testing Services manages a great deal of information and testing material that must be kept in a secure spot. That security is managed via locked file cabinets in the Testing Office. The integrity of Testing Services must be maintained without fail. Keys must be kept secure; drawers must be kept locked when the Testing Coordinator or the Assistant is not in the room. Rules regarding each test must be followed absolutely.

### Staff Training

All new staff members must be trained on every detail of the office, while current staff must have an annual review of policies and procedures. New staff members are not on their own until after being shadowed by a supervisor and signed off on appropriate paperwork. Annual reviews are required for all testing staff and auxiliary proctors.

### Opening/Closing Procedures

1. Turn on computers and lights.
2. Make sure desks are set up with the necessary supplies such as scratch paper, earplugs and sharpened pencils.
3. Check calendar for any external tests scheduled for the day and for start and end times of exams.
4. Keep testing center email continually open in order to check periodically new incoming mail, no matter what program or site that you are on.
5. Periodically make presence known in the lab to monitor students and answer questions.
6. Before closing the testing center:
7. Check pencils to see if any need to be sharpened
8. Put used scratch paper in shred box
9. Make sure file cabinets are locked before leaving
10. Log off computers and turn off lights
11. Make sure Proctor desk is cleaned and organized.
12. FERPA – never leave student data in a vulnerable spot nor release information to anyone other than the student and only after verification of identity.

### Examiner Guidelines

I. Role of the Examiner: Supervisor of test room; test administrator; decision-maker regarding irregularities; overseer of test security. Representative of Test Company and College. Take NOTHING for granted.

II. Responsibilities:

Before the test (1-3 days prior)

* Review manual. Know admitting and irregularity procedures.
* Discuss procedural highlights (especially changes from past administrations) with test center staff.
* Check contents of test box. Verify counts against inventory sheet.
* Become familiar with paperwork that will be needed.
* Know who to call for assistance (locked doors, temp., etc.)
* Obtain keys for access to test materials and testing room.
* Confirm reporting time and break schedule.
* Arrange transportation to test site, as needed.
1. Before the test (same day)
* Report to Testing Center on time.
* If a proctor is not there on time, **call him/her right away**.
* Review highlights of admitting with proctors.
* Assign proctors to specific duties in the admitting process.
* Discuss break schedule for/with proctors and examiner.
* Set up an admitting area at entrance to test room.
* Post (write on blackboard) test center number and other information examinees may need to complete paperwork.
* Make adjustments in room to assure maximum comfort (i.e., open/close windows, etc.)
1. During admitting
* Gauge time to start admitting.
* Assure compliance with specified admitting procedures.
* Be certain that identification is being checked carefully.
* Assure random seating of examinees.
* Make decisions regarding questions that arise; if necessary contact test center supervisor.
* Maintain security of tests at all times.
1. During the test
* Introduce yourself and the proctors.
* Announce location of restrooms, water fountain, vending machines; lay the ground rules regarding breaks, food and beverage, etc.
* Inform examinees of when “time remaining” will be posted and/or announced.
* Ask if there are any questions.
* Read test directions clearly (if group is large, be sure examinees in back can hear); read verbatim from the manual.
* Be alert to activity in testing room at all times. Pay attention to proctors and examinees leaving and returning.
* **Never** leave the room unattended. During proctor’s break, be sure that his/her section is being covered.
* Be sure all proctors are present and carefully observing during times when security is most vulnerable, (e.g., change of test section, end of test).
* Follow up observations by proctors of suspected cheating.
* Change the seats of examinees you suspect are cheating. Report the occurrence on the Irregularity Report.
* Call Test Center Supervisor IMMEDIATELY if breach of security occurs, however minor, or in case of emergency.
* Dismiss examinees.
1. Following the examination
* Check the room to be certain nothing has been left behind.
* Write up any irregularities not already recorded on the Supervisor’s Irregularity Report.
* Complete all appropriate reports and forms.
* Evaluate the administration and make any suggestions for improvements in an email to the Coordinator.

**AT ALL TIMES, BE IN CHARGE!**