



# Behavioral Irregularities in Testing

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## Table of Contents

Introduction .....	3
National College Testing Association (NCTA) .....	3
Message from Marilyn Ortiz, Chair of Behavioral Irregularities in Testing .....	3
Disclaimer .....	4
Acknowledgements .....	4
Introduction .....	6
Terms and Definitions.....	6
Admitting the Test Taker .....	7
Proctoring During the Test.....	15
Concluding the Test .....	28
Conclusion .....	31
References.....	32
Appendix 1. Sample Irregularity Report (Campus Testing).....	33

## Introduction

### National College Testing Association (NCTA)

The National College Testing Association (NCTA) is a non-profit organization of testing professionals working in post-secondary institutions, in companies with test-related products and services, and in other professional testing venues. NCTA was organized in 2000.

NCTA is dedicated to the promotion of professionalism and quality in the administration of testing services and programs, including issues relating to test administration, test accessibility, test development, test scoring, and assessment. NCTA has membership in the United States, Canada, and around the world.

Mission of NCTA: The National College Testing Association (NCTA) promotes professionalism and quality in the administration of testing services and programs, including but not limited to, assessment and issues related to accessibility, development, and scoring to its members and constituencies outside of testing. This is accomplished by providing professional services and opportunities for member engagement, partnerships and collaboration, growth and outreach, and professional development.

- Enhance professional testing practices
- Offer opportunities for professional development
- Encourage professional support activities
- Advance collaborative efforts among testing professionals, testing companies, and other policy-making agencies

### Message from Marilyn Ortiz, Chair of Behavioral Irregularities in Testing

This document was developed in response to a conversation in early 2019, between Jarret Dyer (President, 2018-2020) and Sara Rieder Bennett (Treasurer-Elect, 2018-2019) after a particularly concerning behavioral irregularity occurred in Sara's center. Sara called Jarret to consult about the incident and options for response, with the discussion resulting in their recognition that the field could benefit from is a document to help guide decision-making in situations in which test center staff are lacking guidance otherwise. One of the more frequent questions Jarret was asked was, "what if <insert scenario here> happens before, during, or after a test session?" As such, Jarret organized a committee under my leadership to create a document to serve as a reference guide for NCTA members and new proctors when they witness irregularities in Testing.

Irregularities happen frequently, but often are never the same exact irregularity. All testers are different, and all testers react uniquely to certain scenarios. This document will help guide what could be done in specific situations.

The goal of our committee was to give the NCTA a document that they can use as a starting point for newer proctors to help identify irregularities and how to address situations appropriately. A committee was formed in 2019, including the individuals listed below, who contributed to writing each section. Special thanks is extended to Naora Ben-Dov, who offered additional support throughout the writing of the project, agreeing in 2020 to then President Rachel Hample to co-chair. Naora's efforts allowed this

project to proceed to publication.

We agreed to develop three different sections based on *Proctoring Best Practices: Admitting the Test Taker, Proctoring during the Test, and Concluding the Test*. The three sections allow one a point of reference to efficiently find an answer(s). We hope you find this document beneficial. NCTA will continue to edit this document to incorporate additional scenarios to improve solutions to test taker behavioral irregularities. NCTA will regularly review and edit this document to incorporate additional scenarios to improve solutions to test taker behavioral irregularities.

## Disclaimer

The information and content provided by the National College Testing Association (NCTA) in this document is intended strictly for educational and professional development purposes within the NCTA community. The content contained in this document does not constitute legal or professional advice. Users of this content should seek their own legal and/or professional advice regarding the topics covered in this content, tailored to their specific circumstances. NCTA disclaims all liability for any and all claims, demands, losses, or damages arising from or connected with the use of or reliance on the information contained herein. Use of this document constitutes acceptance of this disclaimer.

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NCTA wishes to acknowledge the following individuals who contributed to the creation of this guide:

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## Introduction

This handbook is intended for new proctors in need of guidance when interacting with test takers they may encounter during their test taking session. Proctors may experience behavioral irregularities before, during or after their test.

This document will help identify key components of a variety of irregularities and provide a starting point of understating how to handle specific irregularities.

This document is one that meets your current and future needs of new proctor training.

This document was created by NCTA members, with the intent of providing guidance when staff face unexpected behaviors from test takers. This is not meant to supplant existing vendor guidelines, laws, regulations, or policies.

## Terms and Definitions

**Test Taker:** An individual being tested. Alternate terms for Test Taker include candidate, examinee, and student.

**Test Sponsor:** The entity that relies on the test scores. A Test Sponsor may be the owner, publisher, or user of a specific test, and may be an academic institution, credentialing body, employer, instructor, or regulatory body.

**Test:** An assessment instrument or tool intended to measure a Test Taker's knowledge, skill, competence and abilities, among other potential attributes, by one or more means. A Test may also be referred to as an examination, exam, or assessment. The means for measuring may be written, oral, practical, performance-based, or observational. Test questions may be delivered using verbal, paper-based, or technology-based methods.

**Irregularity:** A nonstandard or unauthorized event occurring during a Test as defined by the Test Sponsor. Irregularities can cover a wide variety of such events, including loss of internet connectivity, power failures, test taker illness, a test taker moving outside of the view of an online observer, an unauthorized individual entering the testing environment, and emergency situations, as well as use of unauthorized testing aids, proxy testing, intellectual property theft, and other security issues.

**Irregularity Report:** A document that reports to the test sponsor the irregularity that was observed. Sometimes referred to as an Incident Report or IR.

## Admitting the Test Taker

There are various steps that testing staff can take to ensure a secure and comfortable environment for all test takers to have an equal testing experience. Prior to the test start time, all identification requirements and relevant information pertaining to the test and test taker should be reviewed per test sponsor instructions. All personal belongings and any prohibited items should be secured. An opportunity for test taker to express any concerns and ask questions should be provided. If any issues arise during the check-in process that could potentially disrupt another test taker or if testing center staff feel threatened in any way, the test sponsor should be contacted, along with any relevant security personnel, as necessary. (ATP-NCTA, 2015).

It is important to remember that Test takers come from a variety of backgrounds and cultures. All test takers should be treated with respect and dignity during all stages of the testing process.

<b>TEST TAKER APPEARANCE AND PRESENTATION</b>	
<b>The test taker presents themselves with bad hygiene, such as strong body odor.</b>	<ul style="list-style-type: none"> <li>● Proctors should consider how disruptive the behavior is, and whether it can be remedied. Test takers presenting with bad hygiene or other strong odor (e.g. from smoking, excessive use of cologne or perfume) might be addressed in several ways, such as seating the test taker away from others, use of room sprays, air purifiers, or fans.</li> <li>● If hygiene is too disruptive, staff may need to discuss this privately with the test taker and offer to reschedule at a time they are able to resolve the concern. Test sponsors do not typically consider odor to be a reason to refuse a test taker.</li> <li>● In reference to body odor, if the test taker has a disability, poor hygiene may be in relation to the disability. However, if it could pose a distraction to other test takers, hygiene should still be addressed as above. Staff may consult with test sponsor or institutional disability service office.</li> <li>● Staff should maintain a calm, nonjudgmental tone and ensure privacy during any conversation.</li> </ul>
<b>A test taker appears visibly ill or injured but insists on testing.</b>	<ul style="list-style-type: none"> <li>● If the illness appears to be severe or disruptive, such as potential for vomiting or other bodily fluid exposure, then the test taker must be denied admittance and referred to test sponsor for rescheduling.</li> <li>● If the test is rescheduled, the center should attempt to accommodate with no additional proctoring fees to the test center. If the test is through a test sponsor, it should be explained to</li> </ul>

	<p>the test taker that most test sponsors allow for rescheduling with no cost or issue for medical or personal issues, but that any decisions are within the policies of the test sponsor. If the test is within the institution, the test center should contact the professor to communicate the need for rescheduling.</p> <ul style="list-style-type: none"> <li>● If the test must be taken that day, and the test taker does not appear to pose immediate risk, contact the test sponsor and see if it is acceptable to place the test taker in a private room to avoid any noises associated with coughing or sneezing, as well as minimize exposure to others. If that is not possible/allowable, seat them as far away from other test takers as possible. It may also be helpful to offer to move the test to a later time (if able) to allow for medical intervention and recovery.</li> <li>● The test administrator should do their best to mitigate the situation without adding stress for the test taker. If the test must be rescheduled, the test taker may become upset and insist on testing. If they cannot be calmed down after following the steps above, campus security or the police may need to be phoned for assistance.</li> </ul>
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**IDENTIFICATION**

<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● IDs for test sponsors should be government issued, non-expired, and include a signature and current photo.</li> <li>● Test sponsors may require more than one ID.</li> </ul>
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<p><b>The test taker presents an ID in which the photo does not look like the test taker.</b></p>	<ul style="list-style-type: none"> <li>● Compare the test taker to the admission ticket photo, if applicable.</li> <li>● Verify that all the other data matches, such as date of birth, name, and other identifying information. If the testing staff knows the test taker, they may be able to advocate on the test taker's behalf but must ultimately defer to any test sponsor regulations.</li> <li>● Ask for an alternate form of ID.</li> <li>● If the test administrator is confident the person in front of them is <i>not</i> the person on the ID, contact the test sponsor for explicit directions. If the test sponsor is the university, contact the professor, testing center supervisor, or conduct office.</li> <li>● Do not admit unless you are sure the person in front of you is the person on the ID.</li> </ul>
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<p><b>A test taker presents an ID that does not match their name on test documentation.</b></p>	<ul style="list-style-type: none"> <li>● Request another form of identification from the test taker so you can ascertain their name and identifying information.</li> <li>● If the test taker is unable to provide valid identification, inform them they will not be able to test today.</li> <li>● Inform them the matter will be referred to the test sponsor, and the sponsor will contact the test taker for further details and next steps.</li> <li>● Open an irregularity report with the test sponsor or follow standard procedures for reporting an irregularity specific to this test. Be sure to include all copies or scans of the IDs presented and a detailed account of what took place.</li> </ul>
<p><b>Test taker presents a non-standard ID (i.e., not government-issued).</b></p>	<ul style="list-style-type: none"> <li>● Test takers may be prohibited from taking the test if a non-standard ID is presented upon arrival.</li> <li>● Proctors should confirm within the test sponsors' rules and regulations and confirm with the site administrator.</li> </ul>
<p><b>Test taker presents an expired ID.</b></p>	<ul style="list-style-type: none"> <li>● Ask for a non-expired ID.</li> <li>● If test taker cannot produce a non-expired ID, confirm the test sponsor's rules. Some test sponsors accept expired IDs within a specific time frame.</li> <li>● If test taker cannot produce a non-expired ID and it is expired beyond the test sponsors allowable window (if there is one), the ID is considered invalid, and the test taker will not be permitted to test.</li> </ul>
<p><b>Test taker presents an electronic ID.</b></p>	<ul style="list-style-type: none"> <li>● At the time of this publication, no test sponsors are accepting electronic identification. Ask test taker for a physical ID.</li> <li>● If your school accepts electronic IDs, make sure the ID is housed in an official app and is not a photo stored on the device.</li> </ul>
<p><b>ADA AND ACCOMMODATIONS</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● ADA accommodations must be granted if the test taker followed proper channels with the test sponsor.</li> <li>● Many test sponsors allow comfort items and medical devices without the need for formal accommodations. Check the test sponsor's policies and procedures to understand what is allowed.</li> </ul>

<p><b>The test taker comes into the office with an animal.</b></p>	<ul style="list-style-type: none"> <li>● If a test taker has a service animal, it may be listed as an accommodation, but there is not a requirement to do so.</li> <li>● Staff may ask the following two questions (ADA, 2010): <ul style="list-style-type: none"> <li>○ Is the animal required because of a disability?</li> <li>○ What work or task has the animal been trained to perform?</li> </ul> </li> <li>● Staff may not ask any additional questions or require documentation, such as proof that the animal has been certified, trained, or licensed as a service animal.</li> <li>● If the task is to provide comfort, that is considered an emotional support animal, and the test taker may be denied admittance if they are unwilling to test without the animal.</li> <li>● Currently, only dogs and miniature horses are considered service animals.</li> <li>● If the test taker is a student, they may also be referred to the institution's disability service office to file documentation as a protection for their right to have the service animal present.</li> </ul>
<p><b>Test taker arrives expecting accommodations that are not documented by the test sponsor.</b></p>	<ul style="list-style-type: none"> <li>● Attempt to contact the test sponsor, or campus disability service office if applicable, on behalf of the test taker to ascertain if the test taker was approved for special accommodations or if they were denied the request.</li> <li>● If they were approved, obtain the approval in writing and what accommodations need to be given. Allow the test taker to test with the accommodations as approved if you have the time and staff to accommodate the requests.</li> <li>● If the test taker was not approved (or did not apply), then explain the result of the inquiry to the test taker and give them the choice to either take the test without the accommodations or come back and test another day once the accommodations have been approved.</li> <li>● If they choose to take the test without their accommodations, try your best (within the boundaries of the test rules/regulations) to make them comfortable during their test attempt.</li> <li>● If they choose to come back and take the test on a different day, inform them to contact their test sponsor or campus disability service office, for details on requesting the special accommodations.</li> </ul>

	<ul style="list-style-type: none"> <li>• Either way, be sure to open an irregularity report and document the encounter in detail with what you were told and what you found out. Be sure to include the waiver if the test taker decided to test without the accommodations.</li> </ul>
<p><b>After being denied expected accommodations by test sponsor, test taker becomes verbally agitated with staff, such as by raising their voice or making threatening gestures.</b></p>	<ul style="list-style-type: none"> <li>• Do not raise your voice. Speak in a calm, controlled voice.</li> <li>• Ask if the test taker will exit to a private location to continue the conversation so other test takers will not be disturbed.</li> <li>• Offer to have the individual speak to the testing director.</li> <li>• Focus on action: “I understand this is frustrating news. Here’s what we can do moving forward.” Talk about the process of granting accommodations and any appeal process that may exist.</li> <li>• If possible, transition the test taker to another employee that may help reinforce the terms of the test sponsor and attempt to de-escalate the test taker.</li> <li>• Give options if the situation does not appear to be de-escalating: <ul style="list-style-type: none"> <li>○ “I am sorry, I am having a hard time communicating with you right now. Would you like to take a minute to cool down before we continue discussing this?”</li> <li>○ “Other test takers may be disturbed right now. Please lower your voice.”</li> <li>○ “I can see you are upset. Can I walk you down to the counseling center to speak with someone? We can touch base afterward to assist you.”</li> </ul> </li> <li>• “Unfortunately, if you continue this type of behavior, I will need to call public safety.”</li> </ul>
<p><b>EARLY AND LATE ARRIVALS</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>• Seating early or late arrivals is at the discretion of the test center if allowed by test sponsor or faculty.</li> <li>• Starting a sponsored test late typically commits you to finishing the test.</li> </ul>
<p><b>The test taker arrives more than 30 minutes early to test.</b></p>	<ul style="list-style-type: none"> <li>• Staff should check whether the test taker’s early arrival will impact other scheduled tests.</li> </ul>

	<p>Depending on time of arrival, your staff may not be ready to seat test takers.</p> <ul style="list-style-type: none"> <li>● If they become verbally combative and insist their appointment is earlier than scheduled, ask to see a confirmation email to verify start time. Maintaining a calm and respectful tone, staff should explain any barriers to starting the test early.</li> <li>● If the test taker becomes irate and staff are unable to defuse, it may be best to phone campus security or the police to assist. Staff should inform test takers that this is the next course of action, to allow them the opportunity to disengage prior to involvement of law enforcement.</li> </ul>
<p><b>The test taker arrives more than 15 minutes late for their test, though with time to complete prior to closing.</b></p>	<ul style="list-style-type: none"> <li>● Staff should check whether the test taker’s late arrival will impact other scheduled tests. If the test taker would not have the full allotment of time to complete without impacting other test takers, explain to the test taker the situation. They may have to sign an acknowledgment that they will not have the full extent of the time allotted (test sponsor permitting) . Depending on time of arrival and test schedule, they may have to delay start of test or reschedule for another day.</li> <li>● If they become verbally combative staff might have to step out with them away from other test takers to attempt to defuse the situation. Maintaining a calm and respectful tone, staff should explain the barrier to testing with full allotment at that time and provide alternative options.</li> <li>● If the test taker becomes irate and staff are unable to defuse, it may be best to phone campus security or the police to assist. Staff should inform test takers that this is the next course of action, to allow them the opportunity to disengage prior to involvement of law enforcement.</li> </ul>
<p><b>The test taker arrives late and will not have time to complete their test before the center closes.</b></p>	<ul style="list-style-type: none"> <li>● Explain the situation: e.g. “Our testing center closes in 15 minutes, and I am afraid you will not have your full test time.”</li> <li>● Offer options: e.g. “You may either complete as much as you can now, or reschedule (test sponsor permitting) for tomorrow morning.” Rescheduling typically involves a fee. Refer to test sponsor materials for guidance.</li> <li>● An option not typically allowable by test sponsors but a possibility for a university test etc. is to allow the test taker to test but first sign a waiver stating</li> </ul>

	<p>they are willingly beginning a test knowing they will not have their full allotted time. Again, this is typically for university tests. Once you seat a test taker for a sponsored test, you are agreeing to allow the test taker to finish. Some test sponsors will allow a test taker to finish the test in sections. If this is the case, you may allow the test taker to finish one or more sections and reschedule the rest as your schedule permits.</p> <ul style="list-style-type: none"> <li>● If staff can extend test center hours, they may offer to allow the test taker to start late but should reiterate expectations for any future tests.</li> </ul>
<p><b>REFUSAL TO FOLLOW PROTOCOL</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● Enforce all rules. Making exceptions for one test taker can result in disciplinary action from a test sponsor and/or legal ramifications in the case of ADA issues.</li> <li>● Inconsistent policies lead to confusion, especially if a test taker utilizes multiple test centers.</li> </ul>
<p><b>Test taker refuses to follow test guidelines, for example, refusing to store cell phone or another device. (i.e. MUST keep their pager on them for work) but additionally refuses to leave the test center when told they are unable to test.</b></p>	<ul style="list-style-type: none"> <li>● Staff should already have given the test taker a verbal warning regarding their conduct, and reference test sponsor guidelines.</li> <li>● Have another staff member observe the test taker refusing to comply and not following the test rules and regulations. If you cannot get another staff member, and it is legal in your state/district, attempt to get the irregularity recorded via photo or video for inclusion in the irregularity report.</li> <li>● Once you have documented evidence and provided options to the test taker, staff should inform the test taker that he or she cannot begin, or no longer continue, their test and they need to leave the test center. Inform them failure to comply will be reported to their test sponsor and any appropriate authorities.</li> <li>● If the test taker still refuses to leave, then inform them that law enforcement will be contacted, to provide an opportunity for them to respond according to rules. Then calmly leave them alone and call campus security or the local police in private. Once law enforcement arrives, if the test was started, staff should end the test taker's test and tell them firmly to leave the test center.</li> </ul>

	<ul style="list-style-type: none"> <li>● Tell the test taker to contact their test sponsor or school for more information regarding the irregularity. Any interaction with the test taker at this point should be at the discretion of the law enforcement officer(s) and may include escorting the test taker out of the building.</li> <li>● Comply with any investigation or reporting that law enforcement needs, then document the irregularity with a report to the test sponsor and include any details available, such as the law enforcement officer's name, badge number, and case number as well. Include any video evidence you obtained and an irregularity report from staff involved.</li> </ul>
<p><b>Test taker arrives with prohibited item(s), does not want to discard, or store, and becomes argumentative.</b></p>	<ul style="list-style-type: none"> <li>● Start by acknowledging the test taker's feelings, for example, "I understand you are expecting an important call and want to have your phone on hand."</li> <li>● Explain the policy and rationale for impact to the test taker: "To protect the integrity of your test performance and permit your scores to be released, we are required to follow specific rules regarding test administration. We want to ensure your test scores are not jeopardized."</li> <li>● Explain the policy and rationale for impact to the test taker: "Everyone that takes a test in this testing center is required to abide by the same rules. We attempt to make sure that all test takers follow the same rules, so there isn't any confusion."</li> <li>● Explain you understand but are bound by contract. "We are required, per our agreement with the company you are testing with, to follow these rules. I am sorry if they have surprised you. You should have received several notifications of these requirements when you registered."</li> <li>● Offer to have the test taker contact the test sponsor or for the Testing Director to speak to the individual.</li> <li>● Come up with possible solutions. For instance, "You can take a break at XX:XX and check your phone within view of the proctor, then return to the test" (if rules permit).</li> <li>● Do not raise your voice or engage in a power struggle.</li> </ul>

<p><b>The test taker insists they are allowed to use a calculator (or other test aid) on the test, though the test instructions do not include it as an approved aid.</b></p>	<ul style="list-style-type: none"> <li>● Review the testing regulations with the test taker to determine whether calculator or other aid(s) are permitted.</li> <li>● Review whether the test taker was granted accommodations for the test aid. Discuss this with the test taker aside from others to protect their privacy, as well as to keep the flow of check-in moving. If the testing regulations and possible accommodations do not permit the testing aid, refer the test taker back to the test sponsor to review policies, allowable items, and accommodation request/approval process.</li> </ul>
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### Proctoring During the Test

During the test, it is the proctor’s responsibility to ensure that all school and/or test sponsor guidelines and requirements are followed. It is the responsibility of the proctor to be vigilant and to follow test security rules and procedures to guarantee that all test takers are treated the same regardless of any particulars or behavior. Whenever an issue arises that could disturb another test taker, violate procedure or security, the proctor needs to take any steps necessary to impede, document the irregularity for record, collect any prohibited item, all while still allowing other test takers to continue their tests.

<p style="text-align: center;"><b>BREAKS</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● Break policies are determined by test sponsors. Proctors should be aware of break policies.</li> <li>● To help mitigate issues, discuss break policies with test takers prior to seating.</li> </ul>
<p><b>The test taker asks to use the bathroom at the start of the test, after just completing check-in.</b></p>	<ul style="list-style-type: none"> <li>● <u>If the test center or sponsor allows bathroom breaks:</u> <ul style="list-style-type: none"> <li>○ The proctor should inform the test taker that they may not access any unauthorized aides. After the test taker returns, the proctor should do a thorough scan of the bathroom, checking inside and behind each item.</li> <li>○ Proctors should repeat security procedures for readmittance to the testing room (i.e. check ID, check pockets, pat downs, ankle check, etc.)</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>● <u>If the test center or sponsor does not allow bathroom breaks:</u> <ul style="list-style-type: none"> <li>○ Inform the test taker since the test has already started, they need to wait until they have completed and submitted their test.</li> <li>○ Remind them where this test sponsor or center regulation was documented or attested to by test taker.</li> </ul> </li> </ul>
<p><b>Test taker takes excessive or unscheduled restroom breaks.</b></p>	<ul style="list-style-type: none"> <li>● Be sure to go through the check-in process on their return from restroom.</li> <li>● Inform test taker that no more breaks will be permitted and would result in contacting the test sponsor and possibly the end of their test.</li> <li>● If test taker informs proctor of a medical condition, they should be referred to the campus or test sponsor disability services office for further assistance. Staff may consult with that office for guidance in this situation, as well.</li> <li>● Complete an irregularity report to be sent to test sponsor.</li> </ul>
<p><b>NOISE</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● It is the test center’s responsibility to keep the testing areas as quiet as possible. Many noise disruptions can be prevented by adhering to policies such as requiring phones to be turned off and prohibiting gum and candy.</li> <li>● White noise machines, noise cancelling headsets, and ear plugs can be utilized to help minimize noise.</li> </ul>
<p><b>The test taker is whispering under their breath or making other noises during the test.</b></p>	<ul style="list-style-type: none"> <li>● The proctor should immediately ask the test taker to be quiet.</li> <li>● Refer to test sponsor guidelines to determine whether the first violation is considered a warning, or if it requires filing an irregularity report, and inform test taker of either consequence.</li> <li>● The proctor should consistently do rounds close by to ensure the test taker does not continue this behavior.</li> </ul>
<p><b>Test taker reads questions out loud but under their breath.</b></p>	<ul style="list-style-type: none"> <li>● Quietly approach the test taker and inform them reading out loud is not allowed in the test center.</li> </ul>



	<ul style="list-style-type: none"> <li>● Offer any <i>allowable</i>, assistive tools that the test center and/or test sponsor have available (i.e. ruler to keep track of text line, contrast text, highlighting tools, scratch paper, etc.).</li> <li>● If a test taker insists on the need to read out loud, reconfirm that it is not allowed as it is a distraction to other test takers and ask the test taker to exit the test room to discuss further options. Pause the test or collect test materials as appropriate. Recommend the test taker works with test sponsor or institution's disability service office to discuss possible accommodations.</li> </ul>
<p><b>Leaving stored electronics turned on and this causes noise during the test.</b></p>	<ul style="list-style-type: none"> <li>● Attempt to figure out which locker or storage area the sound is coming from. If staff can determine ownership, ask the test taker to turn off the device and store again, if allowable by test sponsor or center guidelines.</li> <li>● If it is not possible to have the test taker turn off the device, refer to test sponsor and institutional guidelines whether it is acceptable for staff to do so.</li> <li>● If staff are not permitted to turn off the device, options to diminish distraction include moving the item away from where test takers could be disturbed or placing a blanket or other soft item on top to attempt to muffle the sound.</li> <li>● File an irregularity report if necessary and inform the test taker that the irregularity will be reported to their test sponsor. If test sponsor guidelines indicate the test should be discontinued for violation of rules, inform the test taker (ideally outside of the test room).</li> </ul>
<p><b>Test taker is taking a test with sound and has their headphone volume loud enough that others can hear the audio.</b></p>	<ul style="list-style-type: none"> <li>● Ask test taker to reduce volume. If they insist, they need the volume that loud to hear, and allowable per test sponsor, move that test to a more private location.</li> <li>● If that test cannot be discontinued and restarted at another workstation, offer other test takers options, such as noise-cancelling headphones or earplugs, or to move to a less distracted space.</li> <li>● If other spaces are not available, explain to test taker that the sound needs to be turned down so as not to disturb other test takers. If the test taker</li> </ul>

	<p>refuses, ask them to step out of the testing room and if able/<i>allowable</i>, offer to reschedule to another time when there are less/no other people testing.</p> <ul style="list-style-type: none"> <li>● If needed, refer them to the test sponsor or campus disability service office to request an accommodation for a private room in the future.</li> </ul>
<p><b>Test taker is chewing gum, eating candy, cough drops, or other items.</b></p>	<ul style="list-style-type: none"> <li>● Remind test taker of prohibited and allowed items in the test room. If the item is prohibited or is causing a distraction to other test takers, ask the test taker to discard the item.</li> <li>● If the test taker is permitted to have the item, ask the test taker to be respectful of other test takers in terms of their volume.</li> <li>● If the test taker is unwilling to follow regulations, ask them to step out of the test room to discuss possible consequences.</li> <li>● If any tests are disrupted, file an irregularity report.</li> </ul>
<p><b>DISPLAYS DISRUPTIVE BEHAVIORS</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● Active proctoring always requires paying attention to test taker actions during the test. If a disruptive behavior is observed, the proctor should immediately respond according to the situation. <ul style="list-style-type: none"> <li>○ Get a second person to observe and confirm behavior.</li> <li>○ Consult test sponsor policies as to what you should and should not do.</li> <li>○ Keep distractions to other test takers to a minimum.</li> </ul> </li> <li>● Conduct regular walkthroughs of all testing rooms.</li> </ul>
<p><b>Test taker exhibits questionable behaviors, i.e. excessive fidgeting, looking around the room.</b></p>	<ul style="list-style-type: none"> <li>● Have proctor do a physical walk through of the testing room. This will often cause the test taker to stop the behavior.</li> <li>● If behavior continues, ask test taker if they are okay. Remind them that other people are taking tests in the same space and may be disrupted by the behavior.</li> <li>● If persistent, inform test taker that their test may be discontinued if the behaviors continue. If</li> </ul>

	<p>possible, consult with another staff person or test sponsor prior to discontinuing test.</p> <ul style="list-style-type: none"> <li>● Complete an irregularity report to be sent to test sponsor.</li> </ul>
<p><b>Test taker puts feet up on their chair, the chair next to them, or on the wall.</b></p>	<ul style="list-style-type: none"> <li>● Quietly approach the test taker and calmly ask them to place their feet on the floor.</li> <li>● If questioned, explain that their conduct must not disrupt or affect others in the room and that it is the responsibility of the proctor to ensure a comfortable environment for all test takers as well as to maintain test security.</li> <li>● If the test taker continues to ignore the request, let them know that failure to follow test center regulations may result in discontinuation of their test.</li> <li>● File an irregularity report with the test sponsor if test taker fails to comply.</li> </ul>
<p><b>Test taker takes off shoes during the test.</b></p>	<ul style="list-style-type: none"> <li>● Quietly approach the test taker and kindly ask them to put their shoes back on.</li> <li>● If questioned, explain that their conduct must not disrupt or affect others in the rooms and that it is the responsibility of the proctor to ensure a comfortable environment for all test takers as well as to maintain test security.</li> <li>● If the test taker continues to ignore the request, let them know that failure to follow test center regulations may result in discontinuation of their test.</li> <li>● File an irregularity report with the test sponsor if test taker fails to comply.</li> </ul>
<p><b>Test taker removes outer layer of clothing during the test.</b></p>	<ul style="list-style-type: none"> <li>● Quietly approach the test taker and offer for them to take their unneeded item to a locker or hang the article outside of the test room.</li> <li>● Inform the test taker that any items not required for the test are prohibited from the test room, and they may put the item back on if desired.</li> <li>● If they refuse, ask them to step out of the test room with the item so you can discuss the issue and testing facility/sponsor policies further. Instruct the test taker to place the item in an appropriate spot or put the item back on. File an irregularity report documenting if there is disruption of the test session or further refusal from the test taker.</li> </ul>

<p><b>Test taker asks to move their seat or attempts to move without permission.</b></p>	<ul style="list-style-type: none"> <li>● If the test taker asks to move, or attempts to move without permission, quietly discuss that they have been assigned a seat and ask for the reason they are seeking to move. If they provide a valid reason to move (e.g., seated near air vent and reported feeling extremely cold), staff should assist in moving the test taker if at all possible. If it is not possible to move stations, within reason and politely, explain why to the test taker. Additionally, file an irregularity report explaining the issue and any reason why this could be a disruption to the test taker.</li> <li>● If the test taker attempts to move or asks to move his or her seat again the test proctor will need to be firm and remind the test taker they cannot move (and possibly why for good measure).</li> <li>● Be sure to document any suspicious behavior or information about their seat changes, such as attempting to sit closer to another test taker or further from proctor station.</li> </ul>
<p><b>Completes test in an unusually short amount of time.</b></p>	<ul style="list-style-type: none"> <li>● Some test takers move more quickly than others. Try to ascertain why the test taker finished quickly (e.g. they didn't really want to test but someone signed them up anyway, they have taken the same test multiple times before and have little hope of passing, they are very prepared and know the material, they only needed to pass one section of a multi-section test, etc.)</li> <li>● If item harvesting or proxy testing is suspected, complete an irregularity report.</li> </ul>
<p><b>The test taker is causing another kind of disturbance not addressed above.</b></p>	<ul style="list-style-type: none"> <li>● The test taker will need to be addressed.</li> <li>● Walk into the lab and instruct the test taker to step outside.</li> <li>● Explain to the test taker the disturbance cannot happen again.</li> <li>● If necessary, submit an Irregularity Report and tell the test taker that it will be filed. Staff may need to submit an Irregularity Report for other test takers if the disturbance affects their testing experience.</li> <li>● If the disturbance is something that may be related to a potential disability or need for accommodation, contact the test sponsor to consult.</li> </ul>

	<ul style="list-style-type: none"> <li>● If disturbances continue after the test taker has been addressed, the test session may need to be discontinued, on consultation with the test sponsor.</li> <li>● If there are any imminent risks to other test takers or staff, contact appropriate authorities for assistance.</li> </ul>
<b>FAILURE TO COMPLETE TEST</b>	
<b>General Information</b>	<ul style="list-style-type: none"> <li>● If a test taker fails to complete a test, secure all test materials and complete appropriate Irregularity Reports.</li> </ul>
<b>Test taker becomes ill during testing.</b>	<ul style="list-style-type: none"> <li>● Collect paper-based test and materials from test taker and note the time. If the test is computer-based, end the test session, and collect any materials. If applicable, ask test taker whether they want their test to be scored and document appropriately.</li> <li>● Contact the test sponsor to determine how they want staff to proceed.</li> <li>● Complete an Irregularity Report to be sent to test sponsor.</li> <li>● Contact emergency services and physical facilities if needed.</li> </ul>
<b>Test taker is overwhelmed with anxiety and asks to leave before completing test.</b>	<ul style="list-style-type: none"> <li>● The proctor should give the test taker a chance to take a breath and encourage them to do their best to finish.</li> <li>● If the test taker decides to leave, the proctor should inform the test taker they will be forfeiting the remainder of their time and any fees paid.</li> <li>● If appropriate connect test taker with a resource such as an on-campus Counseling Services Center.</li> <li>● Document via Irregularity Report and contact test sponsor regardless of outcome.</li> </ul>
<b>INTERFERENCE BY PERSON OTHER THAN TEST TAKER</b>	
<b>General Information</b>	<ul style="list-style-type: none"> <li>● Non-test takers are not allowed in testing rooms. The only exception should be testing staff and emergency personnel.</li> <li>● Test takers should not be interrupted during a test.</li> </ul>

<p><b>Companion(s) of the test taker insists on speaking to the test taker during testing or having the proctor pass on an urgent message.</b></p>	<ul style="list-style-type: none"> <li>● Explain to the companion no contact is permitted with test takers during tests.</li> <li>● Be familiar with any privacy regulations which may impact staff’s ability to confirm or deny the presence of the test taker.</li> <li>● Allow the companion to write a message to be given to the test taker upon completion of the test.</li> <li>● If there is an <i>emergency</i> and the companion is persistent, such as attempting to get the test taker’s attention, consider privately asking the test taker if they would like to step out of the testing room and allow them to have a brief discussion in front of the proctor; if any inappropriate behavior occurs, end the test. If this resolves the companion’s concern, inform both persons that no further disruptions will be permitted, and that this irregularity will be reported to the test sponsor.</li> <li>● If the behavior of the companion is disruptive to the test taker or other test takers, consider warning them if the behavior persists it could result in the test taker being dismissed or having negative impact on test score.</li> <li>● If behavior persists or there are any concerns for safety, inform them staff will have to contact campus security or police department, as deemed appropriate.</li> <li>● Complete an irregularity report to be sent to test sponsor following end of test.</li> </ul>
<p><b>Police or Campus Security come looking for a test taker who is currently in the middle of their test.</b></p>	<ul style="list-style-type: none"> <li>● Consult with police or campus security regarding urgency of their concern. Explain that the individual is actively testing, and provide estimated time of completion, to allow authorities to determine whether the test taker should be required to pause or discontinue their test.</li> <li>● If the test can be paused or stopped, and the authorities indicate they need to speak with the test taker immediately, the test should be stopped.</li> <li>● If the test cannot be paused, and the authorities indicate they need to speak with the test taker immediately, the test should be stopped. It is up to the test sponsor, after any resolution of this irregularity, to determine whether the test can be rescheduled or resumed.</li> </ul>

	<ul style="list-style-type: none"> <li>● Regardless of outcome, an irregularity report would need to be filed. The report should include what happened, why the test may have been paused, and how much time was lost. If the test can be resumed, also document that time.</li> <li>● Police or other security officers ultimately have the final say regarding the test taker completing their test at that time. Police supersede any institution or test sponsor policies.</li> </ul>
<p><b>Test taker complains that the person sitting near them is distracting in some way, such as body odor or repetitive sounds or movements.</b></p>	<ul style="list-style-type: none"> <li>● In the case of distracting behaviors, quietly discuss the concern with the test taker and remind them that others are testing in that room and may be disrupted.</li> <li>● If it is not possible to resolve the situation through discussion, move the test taker to another workstation or testing room.</li> <li>● If you cannot move either test taker, make sure to document the situation and fill out all appropriate paperwork to test sponsors so that they are aware of the disruptive test taker’s behavior, and that other test takers may have been unable to focus completely. Inform the test taker that made the complaint they may also follow up with test sponsor for resolution.</li> <li>● In the case of distracting odors, it can be helpful to have air purifiers, fans, or air freshener on hand. Be sure to check with other test takers regarding any sensitivities to air fresheners before use.</li> <li>● In any resolution, make sure to create an irregularity report to document to the test sponsor. Include timing of complaints, including when each test taker was seated, when the affected test taker made the complaint, and how long it took to resolve the complaint. Any documentation, such as video footage, is helpful to record.</li> </ul>
<p><b>TEST VIOLATIONS</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● All test violations should be thoroughly documented in a timely fashion.</li> <li>● Never promise the test taker they will receive a retest or refund if a suspected violation occurred.</li> </ul>

	<ul style="list-style-type: none"> <li>● Contact campus security or local authorities if you feel threatened.</li> <li>● Thorough security screenings prior to seating will help reduce unauthorized aids from entering the test room.</li> </ul>
<p><b>Test taker engages in any harassment, verbal, or physical abuse, or threatening behavior toward staff or others, such as arguing with a proctor about violation they received during the test.</b></p>	<ul style="list-style-type: none"> <li>● If there are no immediate threats to safety, calmly and respectfully ask the test taker to step out of the testing room. Remind them of test sponsor and testing center regulations.</li> <li>● Explain to the test taker if the center is under video surveillance and that any footage will be stored and provided to test sponsor and any other relevant authorities, such as campus conduct office.</li> <li>● Testing staff should be aware that test centers may be periodically “secret shopped” by test sponsors, as well, and we cannot jeopardize our licenses or business agreements by overlooking misconduct.</li> <li>● Testing staff should contact the test sponsor and discuss how to proceed. Test takers should be referred to test sponsors for any discussion, as well.</li> <li>● If staff have already been in contact with the test sponsor and the defined protocol has been followed, submit an irregularity report, or amend existing report.</li> <li>● If the test taker continues to escalate, or staff or other test takers feel unsafe at any point, campus security or police departments should be contacted. Any immediate threat to safety takes precedence over other responses.</li> </ul>
<p><b>Test taker appears to be paying more attention to where the staff are in the room than to their test.</b></p>	<ul style="list-style-type: none"> <li>● If possible, pull up camera views on the test taker on the proctor monitor for closer monitoring.</li> <li>● Communicate concerns with fellow staff and maintain an extra watchful eye on the test taker.</li> <li>● Be aware that some behaviors, such as fidgeting or eye movement, could be related to a disability or test anxiety, as well as possible preparations for cheating.</li> <li>● If the behavior persists, staff can make their presence known and maintain consistent walkthroughs of the testing lab.</li> </ul>
<p><b>Reading or working in the wrong section.</b></p>	<ul style="list-style-type: none"> <li>● Refer to test sponsor guidelines. In most cases the test taker is violating testing procedures regardless of intent.</li> </ul>



	<ul style="list-style-type: none"> <li>● An irregularity report would need to be filed and appropriate contacts made.</li> <li>● Consult with test sponsor regarding whether test taker may proceed or if the test must be discontinued.</li> <li>● If test sponsor guidelines are not explicit, it is helpful to consult with other staff, as well as contact the sponsor for guidance.</li> </ul>
<p><b>Attempting to use unauthorized aids, such as notes or “cheat sheet,” during test.</b></p>	<ul style="list-style-type: none"> <li>● Test takers may attempt to access unauthorized materials in a variety of ways. For instance, they may place prohibited notes in a location that could be viewed from their workstation, such as discarding face up in the nearest trash can or storing in restroom. Test takers may also store the items on their person and make attempts to view them during the test.</li> <li>● If the materials are placed in a trash can, remove the material, or move the trash can to reduce the temptation or ability to cheat.</li> <li>● If the test taker queries about it, explain it is a testing infraction to view such items during testing and therefore the item(s) were removed.</li> <li>● If the test taker has any access to view unauthorized materials during a break, they will be engaging in misconduct.</li> <li>● Tell the test taker it is a testing infraction to view such items during testing and their test sponsor will be contacted, an irregularity report completed, and proceedings will be determined as such.</li> </ul>
<p><b>Test taker is using an unauthorized calculator on test questions.</b></p>	<ul style="list-style-type: none"> <li>● Ask another staff member to witness the behavior in question.</li> <li>● Check test sponsor policies. They may require test taker dismissal.</li> <li>● Quietly approach the test taker, stop the test, and ask them to speak with you outside of the test room.</li> <li>● Describe what was observed and which policy was violated. Confiscate the calculator.</li> <li>● Inform the test taker that an irregularity report will be filed with the test sponsor, and that any follow-up regarding the irregularity will be between the test taker and test sponsor.</li> </ul>

	<ul style="list-style-type: none"> <li>● If the test taker exhibits disruptive or threatening behavior, inform them staff may contact campus security or police assistance.</li> </ul>
<p><b>Test is administered without a lockdown browser and test taker is observed accessing other websites or applications.</b></p>	<ul style="list-style-type: none"> <li>● Ask another proctor to verify the test taker is going outside of the test and entering other non-allowable websites or applications.</li> <li>● If the test is for your institution, check with the policies and procedures for academic dishonesty. Staff may consult with Student Conduct and/or the instructor. Depending on policies and their responses, staff may be instructed to stop the test and submit an irregularity report, or the test taker may be permitted to finish.</li> <li>● If the test is for another institution or sponsor, call the institution or sponsor to see how they would like you to proceed.</li> <li>● If there is no policy from your institution or from the other institution or sponsor, it would be your discretion to decide if the test taker may finish.</li> <li>● In any case, staff should submit an irregularity report to the appropriate parties.</li> </ul>
<p><b>Test taker is making notes about test content in materials that were permitted by test sponsor</b></p>	<ul style="list-style-type: none"> <li>● Consult with test sponsor whether the center should keep the materials after the test.</li> <li>● If the behavior is not permitted, file an irregularity report, and communicate with test sponsors letting them know that this took place during testing.</li> <li>● Ultimately, it is up to the test sponsor to decide whether to keep the materials or release them back to the test taker. If staff are unable to consult with the test sponsor prior to ending the test, staff can make a copy of the notes the test taker made or keep the allowable testing materials until the test sponsor provides an answer. Materials can be returned to the test taker later if permitted.</li> <li>● Maintain any supporting documents and footage to provide to the test sponsor.</li> </ul>
<p><b>Test taker has additional answers marked in a previous section of a multi-section test than were recorded at the end of that section timing.</b></p>	<ul style="list-style-type: none"> <li>● The test taker may be guilty of academic dishonesty if they went back to a previous section during a break to add additional information to what had already been written on the test. Refer to any test sponsor guidelines for staff response, if available.</li> </ul>

	<ul style="list-style-type: none"> <li>• The test taker may be subject to disciplinary action such as discontinuing the test and dismissal from the testing center.</li> <li>• Let the test taker know an irregularity report will be filed to explain the irregularity to all required parties. Explain any follow-up will be on the part of the test sponsor.</li> </ul>
<p><b>Test taker works beyond allowable time, such as refusal to discontinue when time is called, or attempting to continue test past test center hours of operation.</b></p>	<ul style="list-style-type: none"> <li>• Ensure test taker knows how they can keep track of their test timing (wall clock, individual timer, proctor announcements).</li> <li>• If test takers continue working beyond the allowable time, the test proctor should clearly and kindly repeat using directive language. For example, “Your test time has ended. Please immediately hand me all your test materials and exit the test center.”</li> <li>• If the test taker continues after reminder that time was called, tell the test taker that you are required to report this irregularity to the test sponsor. As test policy was not adhered to during the test, it will be at the discretion of the test sponsor to determine the outcome of the irregularity. Repeat the request for the test taker to exit the test center.</li> <li>• If there is any further refusal, let the test taker know that due to the circumstances, appropriate authorities will be contacted to escort the test taker from the test center. Ensure all test materials are collected prior to the test taker exiting the test center.</li> <li>• Submit a report detailing the irregularity to all required parties.</li> </ul>
<p><b>Removing or attempting to remove any questions or responses, scratch paper, etc. provided by proctor.</b></p>	<ul style="list-style-type: none"> <li>• Test content should never be allowed to leave the testing center whether in the form of complete items or notes regarding item content.</li> <li>• Scratch paper is property of the test center or test sponsor and should never be allowed to leave with the test taker, even if there appears to be no writing on the paper.</li> <li>• If the test taker leaves with scratch paper, the test sponsor should be notified immediately.</li> </ul>
<p><b>Theft or attempted theft of others property.</b></p>	<ul style="list-style-type: none"> <li>• Stop anyone suspected of taking someone else’s property.</li> <li>• Discuss the issue in a calm and professional tone.</li> </ul>

	<ul style="list-style-type: none"> <li>● Involve campus security or law enforcement if needed.</li> </ul>
<b>Tampering with computer or other devices.</b>	<ul style="list-style-type: none"> <li>● Any tampering with test center equipment should be considered a test violation and documented as such. Some examples include disabling cameras, installing malware, or purposefully breaking equipment.</li> <li>● Report all instances of tampering to the proper authorities.</li> </ul>

## Concluding the Test

Maintaining the integrity of the test administration process is one of the final steps of the testing session. Testing staff can do this by ensuring that all test administration tasks, conditions and standards have been met and executed in accordance with the test sponsor’s guidelines. As a Proctor or Test Center Administration, staff can accomplish this by verifying processes and retracing each test taker’s steps before dismissing them from the test center. Staff should document all details of test event, including proctors involved in test administration, location and date/time of test completion, test taker identifying information, any irregularities, and submission of test materials to test sponsor.

Upon completion of testing, it is important to complete all procedures to formally check out the test taker. These steps include collecting all materials, completing a visual inspection of the testing workstation, and providing directions to the test taker for any next steps. If any type of testing irregularity occurs or is discovered after the test has been completed, the irregularity must be documented in a report made to the test sponsor. Staff should maintain a non-accusatory or non-confrontational tone with the test taker. Any decisions regarding outcome of irregularity reporting are at the discretion of the test sponsor, including whether test scores will be reported.

The table below offers a list of possible irregularities, with recommendations on how to resolve or manage these irregularities, should they be discovered after a test has been administered. In all cases, staff must follow the policy guidelines of the test sponsor where available.

<b>MISSING MATERIALS</b>	
<b>General Information</b>	<ul style="list-style-type: none"> <li>● All test materials should be accounted for prior to dismissing test takers.</li> <li>● Scratch paper, erasable board(s), and exhibits are generally considered property of the test center or test sponsor and should be accounted for.</li> <li>● Removing test materials from the test center is a violation and should be reported.</li> </ul>

	<ul style="list-style-type: none"> <li>● Accurately count materials prior to test administration to know exactly what should be returned.</li> </ul>
<b>Missing Test Page(s).</b>	<ul style="list-style-type: none"> <li>● Recount test pages.</li> <li>● Detain the test taker while carefully inspecting test taker’s workstation and all permitted items provided to them. Conduct an inspection of lockers; desks and check-in/checkout stations. Conduct a security inspection, like check-in, including clothing, ankles, pockets, etc.</li> <li>● Contact the test sponsor to report the irregularity immediately and file irregularity report.</li> <li>● Refer to test sponsor’s Policy and Procedure Guide.</li> </ul>
<b>Test materials are determined to be missing at checkout.</b>	<ul style="list-style-type: none"> <li>● Do not checkout or dismiss the test taker.</li> <li>● Inform the test taker there are materials missing and request them to assist with accounting for missing documents.</li> <li>● If documents are not found, contact the test sponsor immediately and report the test security irregularity.</li> <li>● Follow test sponsor’s instructions and policies for handling the situation.</li> <li>● File an irregularity report.</li> <li>● Staff may contact appropriate authorities if test materials are not located, as they may be considered stolen property.</li> <li>● Dismiss the test taker only after instructed to do so by test sponsor.</li> </ul>
<b>VIOLATIONS AFTER TESTING</b>	
<b>General Information</b>	<ul style="list-style-type: none"> <li>● Policy violations can occur after testing.</li> <li>● Follow test sponsor policies on how to handle each irregularity.</li> </ul>
<b>Prohibited item discovered after test taker checkout.</b>	<ul style="list-style-type: none"> <li>● Save the document.</li> <li>● Identify the test taker at the workstation and verify if the document was prohibited or permitted.</li> <li>● If electronic device or calculator is discovered, ask the test taker if item was used during the test and review camera footage to verify.</li> <li>● Contact the test sponsor and file an irregularity report.</li> <li>● Refer to test sponsor’s Policy and Procedure Guide.</li> </ul>

<p><b>Attempt at item/content harvesting is detected written on test taker.</b></p>	<ul style="list-style-type: none"> <li>● Ask the test taker to show the proctor the area where the writing is displayed.</li> <li>● Capture (with a camera) the violation <b>IF POSSIBLE</b>.</li> <li>● Remind or inform the test taker of test policy violation.</li> <li>● Have test taker remove the writing and show you the area again to make sure removal occurred.</li> <li>● Contact the test sponsor and file an irregularity report</li> </ul>
<p><b>Test taker makes distracting noises or other disturbances after concluding the test.</b></p>	<ul style="list-style-type: none"> <li>● The proctor should immediately inform the test taker to be quiet. Remind them that others are still testing and ask them to leave the testing room as their test is concluded.</li> <li>● Refer to test sponsor guidelines to determine whether the first violation is considered a warning, or if it requires filing an irregularity report, and inform test taker of either consequence.</li> </ul>
<p><b>Test taker engages in vandalism or has damaged property.</b></p>	<ul style="list-style-type: none"> <li>● If test taker is actively engaging in vandalism, inform them to discontinue the activity.</li> <li>● If vandalism is found after the test taker leaves the center, consult with another staff member and review video footage if available.</li> <li>● If there is any risk of harm to others, contact appropriate authorities for intervention.</li> <li>● File an irregularity report to notify the test sponsor of the test taker 's misconduct. Staff may also file a report with campus authorities.</li> <li>● Refer to test sponsor and institutional policies if available.</li> </ul>
<p><b>HUMANIZING THE TEST ENVIRONMENT</b></p>	
<p><b>General Information</b></p>	<ul style="list-style-type: none"> <li>● Help reduce test taker stress by always maintaining a professional demeanor. Assist in any way possible without violating test center or test sponsor policies.</li> <li>● Do not provide accommodated testing without going through the proper channels.</li> <li>● Provide adequate support within the guidelines of what can be said to “calm” the test taker.</li> <li>● Avoid making promises, giving reasons for outcome, and most importantly, avoid becoming physically affectionate with the test taker.</li> </ul>

<p><b>Test taker leaves personal belongings at center.</b></p>	<ul style="list-style-type: none"> <li>● Contact test taker to inform them of lost or unclaimed personal belongings if allowed by test sponsor. Store belongings in a secure location until they can claim them. The test taker’s identity should be verified when they arrive to collect belongings.</li> <li>● If applicable, follow test center or test sponsor policy for handling lost or unclaimed personal belongings.</li> <li>● File irregularity report if required.</li> </ul>
<p><b>Illness/Hygiene/Messy workstation</b></p>	<ul style="list-style-type: none"> <li>● Use in-house sanitary procedures to clean and sanitize test taker’s workstation and surrounding area.</li> <li>● Remind staff that all test takers are responsible for cleaning up after themselves at the workstation before being dismissed from the testing room/testing center.</li> <li>● Refer to Test Center’s policy and procedure guide.</li> </ul>
<p><b>Test taker complains to proctor about the testing experience (e.g., computer hardware or software functionality, noise, or other distractions) after receiving results.</b></p>	<ul style="list-style-type: none"> <li>● Calmly and respectfully acknowledge that test taker is making a complaint. Inform them that staff will contact test sponsor and provide detailed account.</li> <li>● Staff should collect any information possible, including from the test taker, colleagues, and audio or video recordings.</li> <li>● Follow test sponsor’s policy for reporting test taker complaints.</li> <li>● Advise the test taker to contact the test sponsor to file a complaint or discuss a concern.</li> </ul>

**Conclusion**

The concepts presented in this document represent the consensus of testing professionals. This document is intended to identify views of what constitutes how to handle a variety of behavior irregularities before, during, and after a test session.

We hope this document will be utilized a training document for future (and current) proctors at your test center.

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## Appendix 1. Sample Irregularity Report (Campus Testing)

**Name of Examinee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name of Course:** \_\_\_\_\_ **Name of Institution:** \_\_\_\_\_

**Name of Proctor(s):** \_\_\_\_\_

**Contact information (email/phone):** \_\_\_\_\_

\_\_\_\_\_

**Description of Irregularity:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Action Taken:**

\_\_\_\_\_

\_\_\_\_\_

**Examinee Response:**

\_\_\_\_\_

\_\_\_\_\_

**Instructor and Staff Contacted:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_