Test Use & Administration Manual

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Consulting Services
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Rich Gonzales
Executive Director

David M. Kaye, Director
Division of Human Resources

Colorado Department of Personnel & Administration

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INTRODUCTION

The ***Testing and Assessment: An Employer's Guide to Good Practices*** (Guide) developed by the U.S. Department of Labor, 1999 indicates that proper administration of assessment instruments is essential to obtaining valid and meaningful scores for candidates. The ***Standards For Educational and Psychological Testing*** published by the American Education Research Association, the American Psychological Association, and the National Council on Measurement in Education, 1999, states that the most fundamental rights of candidates are to be able to take tests that meet high professional standards and to have tests administered in a standardized manner. Additionally, standardized procedures will help candidates accept the process, comply with appropriate instructions, receive the same information, and provide the administrator with the necessary documentation in the event that a candidate questions or challenges any part of the test administration process.

The role of test administrator is critically important in standardized testing. Test administrators need to be properly trained to administer tests in a professional and standardized manner to ensure valid test results, fair test administration, and sound hiring decisions. We have developed this manual to assist test administrators in achieving standardization in the administration of written objective examinations throughout the state. This manual contains useful information to prepare test administrators to request, secure, and administer examinations and to assist in training others in test administration.

Your comments are welcome on how to improve this manual. Additionally, if you have any questions or need additional information, please call the Division of Human Resources (DHR) at (303) 866-2171.

TEST SECURITY

All persons who have access to testing materials have the duty to maintain confidentiality and security of all test materials for several reasons:

1. For the agency's protection, so that the test is not considered compromised.

2. For the protection of the individual candidate to ensure that the test is fair to everyone and that no candidate has an advantage in the testing process.

3. For our own copyright protection.

Considerable time, effort, and expense have gone into the development of written objective tests. If a test booklet is lost or stolen, if pages are missing, or if an unauthorized person has access to the test, it must be assumed that the test has been compromised. A compromised test is no longer valid and an entirely new test would need to be created to replace the one that has been compromised. This Test Use and Administration Manual establishes procedures to protect the interest of the agency official who uses test materials and to ensure security of test materials. The manual explains the requirements for handling, storing, transporting, and mailing test materials and describes the terms and conditions for using tests borrowed from DHR.

To ensure the security of the tests once test materials are in the possession of the agency, test administrators must adhere to the following procedures:

1. Allow only **authorized personnel** to review or handle the test. Authorized personnel are defined as the principal signer, alternate signer, test administrator, test monitors, subject matter experts, or other staff members with a specific need to review the test and who have read and understand the Test Use and Administration Manual and who have signed the appropriate ***Test Use and Security Agreement*** *(Appendix A)*.

2. If authorized personnel other than an HR staff member identified on the Test Use and Security Agreement review the test materials, the review must be done in the presence of an authorized HR staff member, unless other secure and approved arrangements have been made. Test materials may be reviewed by examiners or researchers or by test consultants who work with examiners on the development of examinations. Test consultants, however, are not authorized to make notes about, copy or retain any of the actual testing material.

3. Do not allow copying or reproduction of any test material without specific written approval from DHR. Training materials or self-study materials may be developed to assist candidates with test preparation and subject matter improvement, so long as such materials do not contain any of the actual testing materials/questions.

4. Do not, at any time and for any reason, leave unauthorized personnel, including a candidate or potential candidate, unattended with test materials.

5. Ensure that no candidate or potential candidate has access to the test materials prior to or after the administration of the test, unless required by the Colorado Open Records Act.

6. Always keep the tests in a secure, locked place, such as in a cabinet or closet. Never leave the tests unattended or unlocked for any reason.

7. Keep a sign-out log with dates and signatures of anyone who reviews or removes a test.

8. Count all test materials before and after each test administration. Document the number of test booklets and other materials used during the test. Also document any discrepancies or questions that occur during the test. After the test, look through the used test booklets for missing pages, writing, or other problems. Worn, defaced or damaged booklets must be returned to DHR for proper disposal.

9. Return test materials in person or ship all test materials using a guaranteed delivery service such as Certified Mail, UPS, or Federal Express.

10. If there are any violations of security, immediately contact the agency supervisor responsible for the administration of the test and the Test Loan Administrator at DHR at 303-866-2171.

11. If any test material should become involved in legal proceedings conducted by a court or other body vested with legal authority, the department involved must inform the legal authority of the existence and terms of the Test Use and Administration Manual, and request that the test materials be covered by a protective order that safeguards confidentiality. DHR must also be notified immediately of such proceedings.

TEST USE

All decentralized state agency personnel who are allowed to order test materials from the DHR Test Loan Administrator must be certified under the State of Colorado Selection Personnel Certification Program (SPCP). Each agency is required to identify a principal signer on the Test Use and Security Agreement for the purpose of ordering test materials. DHR recommends that agencies identify at least one SPCP certified alternate signer who may also request test materials.

The Test Use and Security Agreement with original signatures and a current list of agency SPCP certified personnel is maintained by the Test Loan Administrator in DHR. When an agency's principal or alternate signer leaves the agency or no longer has test use responsibility, a new Test Use and Security Agreement must be completed.

The SPCP certified members of the Consulting Services Unit in the Division of Human Resources, Department of Personnel & Administration are responsible for obtaining written objective tests for use by non-decentralized agencies. These staff members take full responsibility for the security of test materials while such materials are in the non-decentralized agency's possession.

Decentralized and non-decentralized agency principal signers may authorize non-SPCP personnel to pick up test materials and administer tests. These non-SPCP personnel must fully understand and agree to the requirements outlined in the Test Use and Administration Manual and sign the **Test Use and Security Agreement.**

Colorado State agencies may not delete, add or modify any test items or test booklets.

The agency using the test materials is responsible for establishing the validity of the test materials for the position and/or job class for which the test materials are intended through appropriate validity documentation (i.e. job analysis, content validity linkages, or other validation study).

In the event of legal challenges of supplied test materials by individuals of regulatory agencies, the burden of defending the material will rest on the agency. The responsibility of DHR will be limited to the furnishing of any readily available background information needed to evaluate the test material.

DHR may recall loaned test materials at any time; compliance with such recalls is mandatory for all state users.

PREPARATION FOR THE TEST

The State Personnel System follows the *Standards For Educational and Psychological Testing* published by the American Educational Research Association, the American Psychological Association, and the National Council on Measurement in Education, 1999, with regard to standard treatment of candidates. Candidates can expect:

- To be treated with courtesy, respect, and impartiality, regardless of age, disability, ethnicity, gender, national origin, religion, sexual orientation or other personal characteristics.

- To be tested with measures that meet professional standards and that are appropriate, given the manner in which the test results are to be used.

- To inquire and receive information about testing accommodations that may be available for persons with disabilities.

- To have tests administered and the results evaluated by appropriately trained individuals.

- To have test results kept confidential to the extent allowed by law.

- To present concerns about the testing process or their results and receive information about the procedures that will be used to address such concerns.

The goal for test administration of written objective tests is to ensure that all candidates taking the test will have an equal opportunity to compete for positions that the test supports. The test administrator is in charge of the test administration process and the agency and the candidates depend on the test administrator to be knowledgeable, fair, and organized. A Test Administration Checklist (Appendix B) is available to assist in the preparation and administration of tests.

ORDER THE TEST

To order the test booklets, contact the **Test Loan Administrator** at DHR**.** Sufficient advance notice, as described below, will improve the likelihood of the test material being available on the date needed. Order all test materials **before** sending out any test notices to candidates. Once the test materials are checked out, it is the primary signor's responsibility to ensure that test materials are not damaged, defaced, or accessible to unauthorized persons at any time.

Minimum Advance Notice

To order test booklets, contact the Test Loan Administrator at
303-866-2171

- **15 working days** in advance to determine if test material is available.
- **10 working days** in advance for materials to be mailed. If you have not received mailed material, **do not wait** until the last day to inquire about the shipment.
- **5 working days** in advance for material to be picked up by agency personnel.

SCHEDULE THE TEST ROOM

Schedule and confirm the physical setting (test room) before sending out test notices to candidates. The room in which the test takes place must be large enough to comfortably accommodate the size of the group to be tested. Wheelchair accessible rooms should be used for testing whenever possible. When scheduling testing facilities, consider lighting, ventilation, temperature, noise, traffic, and furnishings in order to assure the most comfortable and interruption-free setting.

SCHEDULE CANDIDATES FOR THE TEST

Once test administrators have ordered the test booklets and scheduled the room, all qualified candidates must be given written notice of the test. Reasonable written notice is eight (8) calendar days prior to the date of the test. This notice may also be used to admit candidates to the examination. If the test notice cannot be sent and the candidate is notified by telephone, the

notice must be given at least 24 hours prior to the date of the examination. While a 24-hour telephone notice is acceptable, this is not recommended, as it gives little consideration to the work and personal schedules of the candidates. When less than eight (8) days notice is given, flexibility, to the extent possible, should be given for candidate requests to take the test at a different time.

When the timeframe for the exam schedule is going to be tight/short, best practice would be to notify candidates of such on the job announcement or at the time of application acceptance.

Regardless of the method of notification, the test notice must include, at a minimum, the type of test (e.g. written objective), the date, time, and location of the test and notice that photo identification of the candidate is required for admission to the test.

Some candidates may need an accommodation to participate in the test; therefore, test notices must also include a point of contact, telephone number, address and information on how a candidate with a disability may request test accommodations.

ACCOMODATIONS UNDER THE AMERICANS WITH DISABILITES ACT (ADA)

Candidates with a disability have the responsibility to request any needed accommodation before the examination. When requested, agencies are responsible for assessing requests for accommodation. If no test accommodations are requested, it may be assumed that none are required. Some candidates with a disability may wait until they arrive at the examination to request an accommodation. Agency test administrators should be prepared to handle these requests. If an accommodation request is made at the test site, test administrators have the discretion of whether to immediately make the accommodation or to reschedule the candidate. For more information pertaining to test accommodations, see Technical Assistance – Test Accommodations for Persons with Disabilities on the DHR website.

REVIEW/MODIFY THE TEST MONITOR'S SCRIPT

The rights of candidates as identified in the *Standards For Educational and Psychological Testing* emphasizes that all candidates in all locations and all testing sessions must receive the

same instructions during the administration of the test. Ensuring standardized administration of tests requires that the test administrator be thoroughly familiar with the testing procedures before administering the test. Even experienced administrators will forget to include some instructions if they attempt to administer a test from memory.

To assist in this effort, a sample test administrator's script is provided in this manual for written objective tests (Appendix C). The test administrator's script can be used to administer the majority of the written objective tests that agencies will use. Test administrators should modify the script to include any specific test information or agency requirements.

Additionally, there are specific test administration manuals and monitor's instructions for the Differential Aptitude Tests (DAT); the Administrative Support and Related Tests (ASR); Critical Thinking; and Bennett Mechanical. In administering these examinations, agencies must use the test administration script specifically provided for these examinations. When ordering test booklets, request the specific instructions for the test that will be administered.

Test administrators should clarify agency policy and procedures about permitting breaks during testing, how to distribute and collect test materials, and any other agency issues; then make any changes to the script that are necessary. **Test administrators must then follow the script during each test administration session.**

TEST MONITORS

Administrators must ensure that a sufficient number of trained staff are on hand to appropriately monitor the candidate group. When determining the appropriate number of monitors, consideration must be given to the number of candidates, the need to patrol the room during the test, and the room size and layout. **It is recommended that there be at least one additional monitor for every 10 candidates beyond the first 20.** This will ensure enough resources to appropriately check-in the candidates; issue and receive the test booklets; check the completeness and correctness of the answer sheets; and collect all the testing materials.

PREPARE TEST PACKETS/MATERIALS

Assemble test materials at least **one (1)** day before the test to avoid problems on the day of the test. The Test Administration Checklist will assist with identifying and preparing all of the necessary materials.

ADMINISTRATION OF THE TEST

SET UP THE TEST ROOM

Set up chairs and tables prior to the arrival of the candidates. If the room is large and flexible enough, the seating should be arranged in such a way to discourage cheating and allow enough room for the monitor(s) to move freely around the room. Before opening the testing room for the candidates, check the room for heat, ventilation, lighting, chair arrangement and any other environmental needs. Be familiar with the location of the water fountains, bathrooms, and telephones for public use so that you can share this information with the candidates. If there is a chalk or white board in the room, write the test title, test code, test location and the date on the board. If a chalk or white board is not available in the test room, make sure that you have a flip chart on which to write the test information.

ADMIT CANDIDATES TO THE TEST ROOM

The test administrator/monitor must personally check the identification of each candidate admitted to the test against the test roster to ensure that each individual is authorized to take the test. The test notice letter, or other admission form as determined by the agency, may be used to ensure that the personal information (name, address, and social security number) is correct for each candidate. Any change in a candidate's personal information should be documented by the candidate and provided to the Human Resources Office.

ADMINISTER THE TEST

In addition to the use of the test administrator's script provided in this manual, you should put the candidates at ease by being friendly and courteous. Studies have shown that test anxiety can interfere with a candidate's performance on tests. While it is important to help candidates feel welcomed and comfortable, avoid joking or being too casual or familiar with candidates. Remember to keep in mind that this is a very important process in the candidates' careers, and it is a competitive situation. Candidates will undoubtedly take the test and procedures more seriously if the test administration process is professional, but friendly.

OBSERVATION AND DOCUMENTATION

During the test, the administrator/monitor should take frequent, periodic walks around the room to observe the candidates and ensure they are working in the correct sections of their booklet and answer sheet. The administrator/monitor should be alert that there are no problems (visual or medical) with the candidates' ability to complete the test and ensure that everyone is doing their own work.

UNEXPECTED OCCURRENCES DURING AN EXAM

Test administrators/monitors should be prepared to handle unexpected occurrences during the exam. While each occurrence may vary, the general guidelines for handling an unexpected occurrence are as follows:

Building Emergency/Evacuation:

Test administrators/monitors should be aware of the emergency evacuation procedures in case a building evacuation is required during the exam. All candidates should be instructed of the procedures in the same manner.

When an emergency or evacuation occurs during a test, the administrator/monitor stops the stopwatch and records the actual time from the wall clock. Candidates are instructed to close their test booklets immediately and leave all test materials in the room. The test room must be secured/locked and emergency/evacuation procedures followed.

When the situation is resolved, the administrator/monitor determines whether or not the test can resume or needs to be rescheduled. If resuming, the remaining time for the test is recorded; the candidates informed of the time remaining for the exam and the new adjusted stop time; the candidates are then instructed to open their test booklets and resume the test. If the test cannot be resumed, the candidates need to be informed of this and provided with information about the rescheduling of the test; all testing materials need to be collected and the candidates excused.

Engaging in a Disqualifying Activity:

When the administrator/monitor suspects that a candidate is engaging in a disqualifying activity, the administrator/monitor should be positioned in close proximity to the candidate for closer observation. The administrator/monitor will need to use his/her professional judgment, but may need to give a discrete warning or even relocate the candidate to minimize disruption to the other candidates.

When the administrator/monitor observes a candidate engaging in a disqualifying activity, the candidate should discretely be asked to step out of the test room to discuss the situation. All test materials for this candidate must be collected.

Once the administrator/monitor and the candidate are located in an area where other candidates will not be disrupted, the test administrator is responsible for informing the candidate of the reason for the disqualification from the exam. The candidate must be provided with a copy of the Disqualification and Appeal Rights Form.

Any unexpected occurrences during the administration of a test must be documented in detail on the Test Administration Log (Appendix D).

INVENTORY AND RETURN OF TEST MATERIALS

The final steps of the test administration are to collect test materials, check inventory and return test booklets. Please follow these procedures to ensure test security and to protect your agency.

1. Make sure that all test materials are returned to you, including scratch paper, prior to test takers leaving the test room.

2. Check to ensure that the candidate identification number, the candidate's name, and test code has been filled in on each answer sheet.

3. If you have consecutive test sessions scheduled using the same booklets, quickly look through the booklets to make sure they are clean, unmarked, and in good condition. Erase any noticeable stray marks inside test booklets. After the test is completed, each

test booklet should be thoroughly inspected to ensure that all marks in the test booklets are completely erased **before** you return them to DHR.

4. If any marking in the booklet cannot be completely erased, the test administrator should consider disqualifying the candidate in accordance with the Disqualification and Appeal Rights form. Disqualified candidates must be notified in writing of the reason for the disqualification. Identify the damaged test booklet upon return to DHR so that the Test Loan Administrator can destroy it.

5. Group the test booklets in numerical order in groups of ten (10) to facilitate taking inventory and for their return to DHR.

6. When DHR will be scanning the answer sheets, you will need to arrange the answer sheets in order according to the candidate identification number (SSN) from the lowest to the highest number.

7. Complete the Test Administration Log. If there was an unusual test occurrence that would affect the security or confidentiality of the test, provide a copy of the completed Test Administration Log to DHR explaining the incident with the returned answer sheets and/or test materials.

8. Test booklets, answer sheets, and if necessary, the Test Administration Log are returned to DHR immediately. While in your possession, the materials must be maintained in a secure, locked place.

CANDIDATE TEST SCORES

All candidates must be notified in writing of the results of the tests they have taken. Test scores may not be released by phone.

APPENDIX

A. Test Use and Security Agreement

B. Test Administration Checklist

C. Test Administration Sample Script

D. Test Administration Log

Appendix A – Test Use and Security Agreement

TEST USE AND SECURITY AGREEMENT

DIVISION OF HUMAN RESOURCES
COLORADO DEPARTMENT OF PERSONNEL & ADMINISTRATION

The parties to this agreement are:

Workforce Planning & Development
Division of Human Resources
Colorado Department of Personnel & Administration
1313 Sherman, 1st Floor, Denver, CO 80203-2245

and:

Department Name: _____

Address: _____

_____

_____

_____ *[insert name of department]* (hereinafter referred to as the "Department") accepts and agrees to the terms of this Agreement and the Test Use and Administration Manual in exchange for permission to obtain and use test materials from the Division of Human Resources (hereinafter referred to as "DHR"), Colorado Department of Personnel & Administration.

This agreement is intended to protect the mutual interests of all private or public agencies and officials who use test materials obtained from DHR, as well as the interests of persons who take such tests, in order that no person may gain special advantage by having improper access to the material. DHR requires that all recipients who desire to obtain and use DHR's confidential test materials execute this agreement and fulfill its terms as a condition of DHR making its test materials available.

Terms and Conditions

The Department agrees to take all necessary administrative steps to assure that officials, staff members, test consultants or others who may have access to the test materials supplied will be informed of this Agreement and required to comply with it.

Test materials obtained from DHR may be used only for the official purposes of the Department in testing candidates for employment and promotion, test research, and development. Under no circumstances may supplied test materials be made available to prospective job seekers or other unauthorized persons for purposes of study, copying or publication. No official, staff member,

test consultant or other representative of the Department may loan, give, sell, or otherwise make available any of DHR's test materials to any department or person who is not specifically authorized by DHR to have access to such materials, nor may they knowingly permit others to do so.

All supplied test materials in the possession of the Department must be handled and stored in a manner that will prevent unauthorized persons from having access to it. The Department agrees that DHR shall not be held responsible for any liability incurred by the Department in any action arising out of the use of test materials provided under this agreement.

Signer

It is understood and agreed that this Agreement must be signed by the Department representative who has primary responsibility for requesting test materials from DHR, and for carrying out the terms and conditions of this agreement. This Department representative (hereinafter referred to as the "Principal Representative) must be certified under the State of Colorado Selection Personnel Certification Program (SPCP). The Department has the option of identifying designated alternate representatives who are also SPCP certified and who will share in the full responsibility with the Principal Representative. The Principal Representative may identify additional staff members who are authorized to pick up, deliver, and have custody of test materials provided by DHR. The Principal Representative shall certify that each additional staff member agrees to the terms and conditions outlined in this Agreement and the Test Use and Administration Manual. When the Principal Representative is no longer a member of the Department, the Department shall immediately appoint a successor who meets the Principal Representative requirements and is acceptable to DHR. A new Test Use and Security Agreement Signature Page must be completed by the successor immediately and provided to the parties to this agreement. When authorized designated alternate representatives or authorized staff members designated by the Principal Representative are added or replaced, each must sign a new Test Use and Security Agreement Signature Page and/or Authorized Staff Member Signature Page immediately and provided to the parties to this agreement.

Termination of Agreement

In the event that Department finds that it is no longer able to guarantee fulfillment of this Agreement, the Principal Representative or other official making such determination must so notify DHR in writing. The Principal Representative or other official must return any and all test materials obtained from DHR or produced directly or indirectly from DHR's materials. DHR reserves the right to terminate this Agreement, or to withhold access to its test materials, if it has reason to believe that the terms of the Agreement are not being fulfilled by the Principal Representative, other Department officials, or any authorized designated alternate representative(s).

Test Use and Security Agreement

Principal Representative and Alternate Signer Signature Page

On behalf of _____ *[insert name of department]*, I accept and agree to comply with the terms and conditions of this Agreement and the Test Use and Administration Manual.

PRINCIPAL REPRESENTATIVE FOR RECIPIENT

The following named individual has been delegated as the Principal Representative of this Agreement. The named individual is authorized to order, receive, and have custody of test materials from DHR.

Name: _____

Title: _____

Department: _____

Address: _____

Date: _____

Signature: _____ Date: _____

AUTHORIZED DESIGNATED ALTERNATE REPRESENTATIVES (Optional)

The following named individual(s) has been designated as an alternate representative under this Agreement. The named individual is authorized to order, receive, and have custody of test materials from DHR.

(1) Name: _____

Title: _____

Signature: _____ Date: _____

(2) Name: _____

Title: _____

Signature: _____ Date: _____

Test Use and Security Agreement

Authorized HR Staff Member Signature Page

The following staff members are designated by the Principal Representative of this agreement to assist the Principal Representative and/or the designated alternate signer(s) in the testing process. These staff members are authorized to pick-up, deliver, receive, and have custody of test materials provided by the supplier. By signing this agreement, these individuals have read the Test Use and Administration Manual and agree to the terms and conditions outlined in the manual. SPCP certification is not required.

It is further understood and agreed that when any of the following authorized staff members are no longer members of the department that participates in this agreement, a new Authorized Staff Member Signature Page shall be completed immediately and provided to the parties to this agreement.

(1) Name: _____

Title: _____

Signature Date: _____

(2) Name: _____

Title: _____

Signature Date: _____

(3) Name: _____

Title: _____

Signature Date: _____

(4) Name: _____

Title: _____

Signature Date: _____

Test Use and Security Agreement
Authorized Personnel

The Test Use and Security Agreement for Authorized Personnel is to be used by the department HR office when authorized personnel other than HR staff members identified on the Test Use and Security Agreement will have access to or will be reviewing confidential test material. Test monitors, appointing authorities, subject matter experts, etc., must sign this form and agree to the security terms outlined in the Test Use and Administration Manual.

By signing below, I agree to maintain the confidentiality of all test materials that I will have access to. I understand that test information cannot be shared with anyone for any reason.

Name: _____

Title: _____

Signature: _____

Date: _____

TEST ADMINISTRATION CHECKLIST

Preparation for the Test

- ❑ Order the Test (and Test Administration Booklet/Instructions, if necessary)
- ❑ Schedule the Test Room
- ❑ Schedule Candidates for Test (at least 8 days prior to the test)
- ❑ Review/Resolve requests for ADA accommodations
- ❑ Review/Modify Test Administration Script
- ❑ Identify Test Monitors
- ❑ Prepare Test packets/Materials (at least one day prior to the test)
  - ❑ Test Roster
  - ❑ Sharpened #2 Pencils with Erasers (2 per candidate plus a few extra)
  - ❑ Scratch Paper (one page per candidate)
  - ❑ Disqualification and Appeal Rights (one per candidate plus extra for candidates to take with them if they want)
  - ❑ Scannable Answer Sheet (one per candidate plus a few extra)
  - ❑ Test Booklets (one per candidate plus a few extra)
  - ❑ Stopwatch or Timer (clock in the room)
  - ❑ Test Administration Log
  - ❑ Other Supplies (Chalk, Board Markers, Easel & Paper, Pens)
  - ❑ Special Equipment, if necessary: calculators, reference material, etc. (one per candidate plus a few extra)

Test Administration

- ❑ Set up the Test Room
- ❑ Check Room for Clock (be sure to synchronize all clocks/timers)
- ❑ Identify Building Emergency Exits and Procedures, Water Fountains, Restrooms, etc.
- ❑ Check the Room for a Chalk Board, White Board, or Flip Chart
- ❑ Admit Candidates to the Room and Verify Identity
- ❑ Administer Test (Use Test Administration Script)
- ❑ Inventory and Return Test Materials
- ❑ Notify Candidates of Test Results/Scores

Appendix C – Test Administration Sample Script

Test Administration/Monitoring Script

These monitor instructions are used to administer written objective tests.

Before candidates are admitted to the test room, write the Test Title, Test Code, Test Location and the Date on the chalkboard. There should be at least one clock in the test room. If there is more than one, make sure all clocks are set to the same time. Test administrators/monitors should also use a stopwatch as backup to the clock. Check the heat, ventilation, lighting, chair arrangement and any other environmental needs to make the room as comfortable as possible.

Prior to the start of the examination, the test administrator/monitor must personally check the identification of each candidate admitted to the examination to ensure that the candidate is authorized to take that test. The test notice letter, or other admission form as determined by the agency, must be checked to ensure that the personal information (name, address, and social security number) is correct for each candidate. If not, the correct information must be recorded so that the information can be updated in the Human Resources Office.

Test administrators/monitors: Read aloud all statements that are in parentheses, italics and bold type.

Introduction

"***Good (morning, afternoon). I am _____ . This is_____ (names of monitors helping) who (is/are) assisting me today."***

"Welcome to the _____ (name of exam). Today's examination is for candidates who have applied for the _____ position."

"Please listen carefully and follow my directions so you will do your best on the test. If you have any questions during my instructions, please raise your hand and ask them."

"Is there anyone who needs to be excused from taking the test today for any reason?" (Pause)

(Record information needed to reschedule candidates who forgot their glasses or need special accommodations, etc.)

Administrative Information

"Before we begin the examination, I would like to cover some administrative information."

"Please turn off all cell phones and pagers."

"Restrooms and water fountains are located _____ . The ladies restroom is out the door_____. The men's restroom is out the door_____ . A water fountain is located _____ .

"In case of emergency, such as a fire alarm going off, that requires us to exit the building, you will put all your test materials inside your test booklets and remain seated until I provide you with further instructions. We will use the emergency exit located_____ . You will leave your test materials on the desk and follow _____(name of monitor) directly to the emergency exit in single file. Exit the building through_____. Once outside, move to_____ and remain in a group. When the emergency is over, we can return to the test room, if it is safe to do so. If you need assistance exiting the building, please wait at the emergency exit until someone can assist you. Do not take the elevators."

"Do you have any questions before we proceed?"
***(Pause - Answer any questions as necessary.)

Handing Out the Test Material

"We have provided you with all test materials you need for the examination. Please remove all items that you brought with you from your tables/desks and place them on the floor next to your chair. You may not use calculators or any other items to assist you on the test."
***(Pause- Allow time for candidates to clear their desks.

"You should only have the following items on your desk."
- ***a single sheet titled "Disqualification and Appeal Rights"***
- ***a single red/white answer sheet titled "Test Answer Form".***
- ***a single piece of scratch paper.***
- ***Two # 2 pencils.***

"Is there anyone who does not have these items?" *(Pause – if necessary, provide any missing items).

"Please do not fill out any of the forms until I give you instructions to do so."

"We will now hand out test booklets. Please do not open the test booklet until I give you instructions to do so."
***(Hand out the test packets and test booklets.)

"Is there anyone who does not have a test booklet?
***(Pause – if necessary, provide test booklet).

Completing the Disqualification and Appeal Rights Form

"Please locate the sheet titled "Disqualification and Appeal Rights". Please read the Form completely."
***(Pause to allow candidates to read the form.)

"At the top of the form where you see:
- ***Test Title: Please fill in the title _____.*** *** (Pause-Refer candidates to the Chalk Board)
- ***Test Code: The test code is* WOQAA ____.** (Pause-Refer to the Chalk Board)
- ***Test Booklet: Please look at the front cover of your test booklet in the upper right part for the test booklet number. Please print this number in the space for Test Booklet.*** (Pause)
- ***Test Location: The test location is ____.*** (Pause-Refer to Chalk Board)

"Now please print your name and candidate ID number clearly in the space next to where you see Name and Candidate ID Number."
***(Pause until all have completed)

"Signing this form indicates that you understand that you will be automatically disqualified:
- ***if there are any marks left in the booklets,***
- ***if you use any unauthorized materials and/or communicate with other candidates***
- ***if you attempt to get assistance from any other candidate***
- ***if you communicate the content of the examination to any other candidate or potential candidate***
- ***if you start work before the signal to begin the test or continue to work after the signal to stop***
- ***The Form also addresses your appeal rights pertaining to this examination.***

Are there any questions? *(Pause – Respond to any questions and continue.)

"Please sign and date the form at the bottom. If you would like a copy of the form that you just signed, it is on the table near the door and it may be picked up when you leave the room."

Completing the Answer Sheet

"Next in your packet, is a red and white answer sheet. Please locate this form." ***(Pause)

"It is important that you appropriately record the information on the answer sheet, in each box, and blacken the circles corresponding to the information you recorded.

"Answer sheets will be scanned by machine, so please make sure the bubbles are blackened completely and that you do not go outside of the bubbles. If you do blacken outside of the bubbles, the scanner may pick that up as two answers to one question and mark it as an incorrect answer even if it is correct."

"In the upper left corner of the answer sheet locate the ID Number box. Please print your candidate ID number in the boxes with one number per box. Blacken the appropriate bubbles." ***(Pause)

"Next, in the box titled last name, please print your last name. ***(Pause)
Please print your last name in the boxes with one letter per box. Blacken the appropriate bubbles."

"In the box to the right of the last name box, you see a box titled "FI". In this box print the first letter of your first name in this box and blacken the appropriate bubbles. Just to the right of the "FI" box is a box titled "MI". Please print your middle initial in this box and blacken the appropriate bubbles." Is there anyone who has questions at this point?
***(Pause - Answer any questions and continue)

"Below the ID Number box is the Grade box which will be left blank. In the Date box, record the date as shown on the chalkboard _____. (Provide the date). Be sure to blacken the corresponding circles below the numbers you recorded." ***(Pause)

"Below the Date box, you will see a box titled Additional Data. In the Additional Data box:
- ***On the line titled Course, print the _____ (test title) as it is written on the chalkboard.***
- ***On the line titled Test print the test code WOQAA___.***
- ***On the Date line record today's date _____.***
- ***On the Instructor line please put your test booklet number as listed on the front of the test booklet.***
- ***Please print your name on the line titled Your Name***
- ***And finally, sign your name on the next line below."***

"Please look over your answer sheets to make sure you have completed it appropriately."

***(Pause, if necessary, allow additional time)

"You must mark all of your answers on the answer sheet. If you should change your answer, please erase the old answer completely and blacken in your new selected answer.

"Any additional marks on the answer sheet may cause the scanner to read multiple answers to a question and score the question wrong."

"Please pay close attention to the layout of your answer sheet to ensure that your answer corresponds to the correct test question." "Are there any questions?"

SCRATCH PAPER

"You are not allowed to write in the test booklets. A sheet of scratch paper is provided for you to make calculations or take notes during the test. Do not place your answer sheet on the test booklet to record your answers. Again, Do Not Write In The Test Booklet.

TEST BOOKLETS

"Please remove the orange tab on the test booklet without slitting it and place the tab on the back of your Disqualification and Appeal Rights sheet."

"Now please quickly thumb through the test booklet to ensure that it contains _____ questions on ____ pages and does not have any recognizable marks in it. Close the test book when you finish checking it." *(Pause)

"Does everyone appear to have a complete test booklet?" ***(Pause – correct as necessary)

"Turn to the first page of the test booklet and read the "Test Taking Tips. When you have finished reading this page do not turn to any other pages. Please close your test booklets."
***(Pause – to allow them to read the information)

Number of Questions on The Test

"The test is multiple choice. Each question has only one best or most correct answer so choose only one answer for each question. Your score is the number of answers you get correct. There is no penalty for guessing."

"If you are not sure of an answer to a question, you may want to skip the question and come back to it later. If you skip a question, make sure you skip the same question on the answer sheet."

Time Allowed for the Test

"You will have _____ minutes to complete the test from the time I say begin. When you have completed the exam, bring all test materials, including scratch paper to me/us. If you finish the test early, you may use the time to check your work or you may turn in your materials and leave quietly."

"There are no scheduled breaks. If you leave the test room, please do so quietly as not to disturb the other test takers. Place your testing material inside your test booklet and leave everything on the table." The examination time will continue. You will not receive additional time to complete the test.

"Are there any questions before we start the test?" ****(answer as needed)*

"It is now _____ (Time) by the clock on the wall. I will start the test at _____ and call time at _____. If there are no more questions open your test booklets and begin the test."
Record the Time test started: _____. Record the Test Stop Time_____.

At 15 minutes before the examination is scheduled to end announce:
"You have 15 minutes remaining."

At Test Stop Time, announce: ***"Please stop, put your pencils down and close your test booklets."*** (Ensure all have stopped)

"Bring all of your test materials to me/us and you can go."
Make sure that candidates do not remove any test materials from the test room, including the scratch paper.

Appendix D – Test Administration Log

Test Administration Log

TEST TITLE: _____

TEST CODE: _____

Date of Test: Agency/Department:

Registration Number:

(If Applicable):

Test Administrator/Monitor(s):

Print Name *Print Name*

Number of Candidates: Test Booklets used:

Start time: End time:

Were there any test security violations?

Yes _____ No _____

Please describe:

Additional Notes:

Use reverse side for additional notes.

******This document should be filed with your examination record. If a test security violation occurred, you must attach a copy of the test log with the test answer sheets******