

## COMPONENT V: EXAMINATION DAY

### 1) EXAMINER'S AND PROCTORS' STATIONS

#### A. Physical Set-Up of Room

On the day of the exam, the room should be rechecked early in the morning to ascertain that:

- temperature is set correctly or the HVAC controls are accessible
- lights are all in working order and no distractions are obvious (workmen drilling, paint fumes in room, etc.)
- necessary left-handed desks or table/chair combinations for larger-sized examinees are in the correct location listed on the Seating Chart
- battery-run clock is hung in a visible place on the wall

Signs that clearly prohibit anyone from knocking on the door or entering the room should be affixed to the outside of each entrance doors. The doors should have working locks that remain locked during the exam.

The mandated barriers between the Examiner's station and the examinees' seats should be set up with movable stanchions and plastic chains. Only the Examiner(s) should have open access to the Examiner's station, where the test booklets are sorted for dissemination and stored during the exam.

The proctors' station should be stocked with extra pencils, pens, box of clean (colored) scratch paper and a box to collect used scratch paper, scotch tape, clipboards, paper clips and the portable file containing each applicant's GED application. Other items necessary or beneficial to the staff should be located at the Proctors' station.

#### B. Inventory and Transportation of GED Exams

Plan for sufficient time to conduct a quality inventory and to transport exams before the examinees are expected to check in. The Examiner and proctors must have at least 30 minutes to prepare the test booklets and room. If you have a large exam, leave more time. The timing is always better if the testing team allows for about 15 minutes more than necessary to prepare for the exam administration. *(For an exam of 50 examinees, the example testing center plans on approximately 30 minutes to prepare the room, the check-in stations and the test booklets.)*

Immediately after removing the GED test booklets from the locked safe, or locked, safety/fireproof cabinet located in the locked GED closet, each booklet in each packet must be inventoried (SEE APPENDIX "M"). After checking the Seating Chart, separate only the exact number of packets that are needed in the testing room. Record the inventory results, the time, the date and your signature in the Inventory Log. The exam packets should then be placed in your portable box or carrier, along with the Inventory Log and the Test Booklet Checklist.

Also place the following on the your cart for transporting to the testing room:

- all supplies
- application packets with score sheets attached
- communications devices (cell phone/walkie-talkies/security radio)
- key to GED testing room
- Chief Examiner's book of instructions and the Test-Security Book
- completed Sign-up Sheet and a blank Sign-in Sheet.

If the Examiner or staff feels any trepidation about transporting the GED exams to the testing room, the security officer should accompany the testing team, providing security along the way.

### **C. Booklet Security**

After transporting the GED packets to the examination room, the Examiner should re-inventory all packets and booklets before sorting them for dissemination to the examinees. Once the Examiner's station is properly isolated by a barrier from the examinee desks, the Examiner is ready to sort and set out the test booklets and affix the row charts to the rows and desks.

The Row Charts should be taped to the first desk in a row of desks, or to an area at the end of each table, if large tables are being used for testing.

If there are several seats at a table, it should be clear that the number of examinees must not exceed the number of different test forms available. In other words, only individuals testing on different test forms should be seated together at one table. If rows of desks are being utilized, all desks in on row should use the same form of the test. There should be a minimum of 3 feet between rows, and no identical exam forms should appear in contiguous rows. This practice helps make cheating by copying impossible.

The test booklets should be stacked in the order of dissemination and carefully pre-counted per table, or per row. When the test booklets are ready to be disseminated, the Row Charts are taped in place, and the tables for student possessions are ready, the proctors may begin the check-in process. The Examiner must monitor the room carefully and continuously during the check-in process, and therefore, must not be sorting through tests, or readying the room in any way.

## **2) EXPECTATIONS AT EXAM SITE**

### **A. Non-Acceptable Items**

When applicants are being registered for the exam, it should be made clear that certain items and certain actions are not accepted in the actual testing room. *(At the example center, during registration, each applicant reads aloud the regulations governing "Exam Day," then signs his or her agreement to abide by the regulations (SEE APPENDIX "A"). When the applicant arrives at the exam*

room, he should already be aware that the following can not be worn or taken into the room):

- dark glasses
- pagers or cell phones
- radios or earphones
- caps or hats
- books or papers

### **B. In-Room, Examinee Communication**

The most important expectation that each examinee must adhere to is the “NO COMMUNICATION INSIDE THE EXAMINATION ROOM” policy. This local policy prohibits all applicants from talking and from communicating with eyes or hands while inside the testing room. With this policy in place and enforced well, the room is adequately controlled. The Examiner and proctors are pleasant and friendly to all examinees, but they simply do not allow any discussion or disruption once an applicant enters the room. Adherence to this local policy speeds up the examination process, and allows any infraction to stand out clearly as an aberration. *(In the 6 years the example center has held rigidly to this policy, only 3 examinees have chosen to violate it and forfeit their seats. No communication among examinees makes for a quiet, productive, and less tense examination room.)*

### **C. In-Seat and On Time**

There should be a clear understanding among all examinees that once the examinee sits down, he or she may not get up again until dismissed, or the particular subject area test being administered will be invalidated. This regulation is a general one that all applicants must agree to as they sign up for the exam (SEE APPENDIX “A”).

Also in the category of expectations is the regulation that examinees must not be late from taking a break between exams, because once the door is locked and the process of disseminating test booklets begins, no one may enter.

### **D. Maintaining Standards**

It is extremely important to admit no exceptions to any of the national, state or local regulations that are established to ensure a quiet, secure and well-run examination center. Once an exception is made seemingly to expedite a problem, it is difficult not to make others, until the testing center in question has put itself at risk, and has been compromised in many ways. If the staff feels that the Chief Examiner has no respect for the bureaucratic rules governing a center, they will in turn not respect the rules in their realm of work. Some examiners do not really see the necessity of maintaining tight control until their center is shut down because of a serious infraction or loss of materials. Almost every serious violation resulting in the compromise of a test, or in the disturbance of examinees is a result of longstanding procedural or policy erosion. Hold fast to “NO EXCEPTIONS.”

## **E. Interruptions**

The topic of disruption in a testing session is a very uncomfortable one for Examiners and proctors. Most adult education staff are accustomed to being tolerant of behavioral aberrations. The examination room, however, is the one place where not one disruption or interruption may be tolerated or even corrected. If a violation occurs, the individual simply must be immediately removed from the room. The instructions in the Examiner's Manual clearly support this position.

In order to follow this edict and prevent outside interruptions, staff should place large, obvious signs outside each entrance door. In reality, individuals with their own agendas do not pay heed to the signs, and attempt to enter or get the attention of the staff or examinees by knocking on the door. It is clear that the Chief Examiner may not leave the room and no one but authorized personnel may enter the room. That leaves only one recourse, one of the proctors, or an Alternate Examiner must leave the group and quickly dismiss the interrupting individual as silently as possible. The Examiner must have in place, a clear, and internally-publicized emergency procedure for this type of interruption.

The GED staff should carry a walkie-talkie or cell phone to call the Security Office if the interrupter will not immediately leave. The Examiner and the remaining proctor(s) must, without any hesitation, be familiar with how to divide the non-proctored rows between them to temporarily monitor the examinees. This will work for a minute or two, until the emergency is over, but NEVER FOR LONGER. A distraction, if continued, must be dealt with by the security personnel so that the proctor may immediately return to his or her duty station.

Outside interruptions are not the only interruptions to a testing session. An unruly examinee within the testing room may need to be removed from the exam during the administration of an exam. An examinee that is late from a break, may insist on being permitted to enter the room, even though the instructions have been made extremely clear on this issue ("on time or no entry"). An examinee may be having problems with drugs or alcohol, or may be frustrated with the exam. The registration staff should be alert to potentially problematic examinees, and seat them in the front rows, or at a table adjacent to the exit doors, so that if a problem arises, they may quickly and quietly be removed from the testing room with a minimum of disruption. In summary no business (other than removal) should be transacted with an intruder to the GED testing room:

- Proctor must inform the intruder that no one may interfere with the GED testing procedure, since it is against the law.
- Proctor must return to the room immediately, without fail.
- Absolutely no disruptions or communication within the testing room should be tolerated - not even once.
- No one who interrupts the testing process should be given a "second chance" in that room on that day, to disrupt the testing process, since some of the other examinees may attempt to "push the envelope," based on an example of observed tolerant behavior enacted unwisely by the Examiner.

### **3) EXAMINEE CHECK-IN PROCEDURE**

It is helpful and efficient to set up two check-in stations at the entrance door to the GED room. The first station should be located outside the testing room door, and the second station should be located immediately inside the door. Before the doors to the testing room are opened, it is important for one of the proctors to leave the room and repeat some of the regulations of the testing room to those applicants waiting in line, even though the applicants have previously read and signed off on all of the regulations during the registration process (SEE APPENDIX "A").

Regulations at the sample center which are announced before entry include:

- no caps, hats or baggy coats/jackets
- no sunglasses
- all personal items (except purses) are to be left on the table closest to the exit door
- purses must be placed underneath the seats or tables and touched only upon leaving the room
- there must be absolutely no communication (including non-verbal) inside the room
- no one may leave their seat for any reason
- restroom breaks may be taken only between tests

The proctor should ask everyone to check for Florida picture IDs, and if not, to come forward. The proctor should send the individuals away to pick up their ID. If they return before the instructions have begun, they may enter; if not, they may enter at the beginning of the second subject area test.

#### **A. Intake Stations**

##### **1. Station One**

Before entry to the testing room, each applicant is required to show the Florida picture ID to establish his or her identity in order to gain entrance. If the applicant has forgotten the ID, he or she must be turned away even if personally known to the Examiner or proctor. The proctor at Station One will compare the ID picture with the applicant's face, remove the application packet from the alphabetical folder and hand the examinee his or her personal log, score sheet and a pencil.

##### **2. Station Two**

Inside the testing room, each examinee will hand the proctor at Station Two the Florida picture ID, then sign the log and the sign-in sheet. The proctor will return the Florida picture IDs and the logs to the examinees to take to their seats, after comparing the signatures on the documents with the signature on the sign-up sheet.

#### **B. Seating the Examinees**

As an examinee enters the testing area, a proctor will show him or her to the assigned row or table, and the Examiner will mark the examinee present on the

Seating Chart. Once the doors are closed, and the proctors are in place, the Examiner should stand in front of each table or row and verify the first name of every person seated, to ensure that each examinee will be taking the proper, assigned test form assigned to that seat.

### **C. Examiner**

Once the Examiner has checked the clock to make sure that a particular test has not begun before the advertised time, the doors should be secured and locked. When the examinees are in place, all student belongings are put away, and attendance has been taken, the testing team is ready to begin the exam.

From this point on, the Examiner's job is to maintain security for the entire exam. The Examiner must remain at a place where the entire room can be monitored. The Examiner will not answer questions from students, and may not leave the room except when an Alternate Examiner takes his place for a specific amount of time.

#### **1. Seating Chart**

As the Examiner calls the first name of all examinees by row or table, double-checking that the correct person is in the correct seat, the Examiner should also double-check that each request for a left-handed desk or table has resulted in the proper accommodation (SEE APPENDIX "L-1" THROUGH "L-4").

#### **2. Examiner's Manual**

The testing center should have an Examiner's Manual prepared for the use of the Chief and Alternate Examiners. That manual will contain:

- instructions
- Examiner's Official Seating Chart
- small (3 x 5) "Test-Order" sign (SEE APPENDIX "O")
- small (3 x 5) "Booklet-Order" sign (SEE APPENDIX "P")

As the Examiner is preparing the room, the "Test Order" sign should be taped to the lectern, the desk or the piece of furniture utilized by the Examiner when reading instructions. When the subject area tests are not given in the order they appear in the packet, it is important for the Examiner to keep in mind which test is being given so that only the correct instructions are read to the examinees. The second small sign, the "Booklet Order" sign, should be taped above or at the stack of test booklets, giving the established order of booklet dissemination so that the Examiner does not put out the wrong booklets for a given test, or disseminate the wrong form to the wrong row of seats. This little sign proves invaluable if two or more groups are being tested simultaneously on opposite sides of a room.

#### **3. Test-Security Book**

This notebook contains the Test Inventory, the Test-Time Record and the Test-Booklet Checklist - a chart that mirrors the rows of examinees, with subject area test numbers and subject area test names (SEE APPENDIX "R-1"). By each subject area test name and booklet number is a blank for the Examiner to initial

the return of a specific test. When subject area tests are returned to the Examiner's station by the proctors, the Examiner checks off the booklet number of that specific subject area test. Also included on the Test-Booklet Checklist is a "mini-inventory control chart" (SEE APPENDIX "R-2"). This allows for a mid-exam "inventory control" check at a convenient time during the examination process. *(It is suggested that when a proctor returns a subject area test, he or she should watch what number the Examiner checks off as returned. In that way, there occurs a double check to assist the Examiner to be 100% accurate in data-recording.)*

#### **4. Log**

Each testing center handles logs differently. The purpose of the examinee's testing log is to record the following for each examinee (SEE APPENDIX "I"):

- official number of the test booklet
- letters reflecting the test form
- essay topic letter
- date
- official beginning and ending time
- actual time each examinee takes to complete a subject area test
- locally-needed demographic data

At some centers, individual examinee logs are completed by the proctors as they hand out and pick up the test booklets. At others, the logs are actually prepared by the applicant at the beginning and ending of each subject area test, with the proctor double-checking each entry. *(The latter procedure is utilized by the example testing center.)*

The Examiner should explain to the examinees the importance of accurate information entered on the individual testing log that. The applicant-prepared log is delivered to the Examiner along with the score sheet and test booklet at the end of each subject area test. Since the log has the applicant's seat and row number highlighted, it will be returned to the examinee after the break, along with his or her score sheet and a new test booklet.

### **4) EXAM ADMINISTRATION**

#### **A. Test Delivery and Implementation: Examiner Responsibilities**

The primary responsibility of the Examiner is to be able to account for every test booklet at all times during the implementation of the exam. Included in this responsibility are the implications derived from the "excess-tests" directive from the state GED Office. This directive prohibits the removal from the secure GED storage of more test packets than the exact number of test packets needed to test all applicants that have registered for the GED exam. If the number of absentees in any subject area test results in extra tests being displayed at the Examiner's station, those superfluous test packets should be checked back in and secured in the portable carrier used for transporting the test packets to be left undisturbed until the first, post-test inventory. The following directions are detailed for the Examiner on duty.

## **1. General Instructions**

As the Examiner begins the general instructions, the test booklets should be stacked in numerical order with the exact number of booklets for all expected examinees in the stacks. Specific instructions for the subject area tests should not begin until general instructions have been read. The general instructions should emphasize the following:

- no communication
- returning from break on-time
- not discussing the exam outside this room or inside the room
- staying in seats
- keeping very quiet in the hallways
- carrying an ID to re-enter room

## **2. Booklet-Dissemination Procedure**

Before the booklet-dissemination begins, it is important for the testing team to plan for emergency interruptions at the testing room doors. The most vulnerable times for breaching test security are during the dissemination and retrieval of test booklets. If an examinee arrives late to the exam and ignores the “DO NOT KNOCK” sign, the interruption could cause enough of a distraction to allow for the incorrect dissemination of test booklets. If one proctor is assigned to deal with such emergencies, there will be less confusion and fewer opportunities for security errors.

The Examiner remains at his or her station while the proctors disseminate the test booklets and does the following:

- hands out one stack of test booklets to each proctor
- collects unused test booklets from only one proctor at a time
- checks off unused test booklets in the test-security book with a unique mark to indicate that the test booklet was actually not used during that particular subject area test administration
- places unused test booklets in a stack to refile once examinees are working on their subject area test
- reads specific subject area test instructions to examinees
- puts the “begin/warn/stop/return” times on a chalkboard or easel while examinees are reading sample instructions
- checks the official clock and begins test
- refiles unused test booklets scheduled for absentees in the transportation crate or box

## **B. Test Delivery and Implementation: Proctor Responsibilities**

The primary duties of the proctors are to assist the Examiner in the administration of the exam, and to assist the examinees in understanding the administration of the exam. The proctors serve as a buffer zone, allowing the Examiner to focus on maintaining all aspects of test security and ensuring that the test administration is fair and quiet, thoroughly adhering to the local, state and national GED regulations. The proctors must be well-versed in answering student questions without referring to the content of any test. Each proctor is assigned a particular section of examinees to monitor by circulating through the

room at all times. The ratio of proctors to examinees in the testing room is mandated by the GED Testing Service at one proctor per twenty (or fewer) examinees. The number of proctors is exclusive of the Examiner.

## **1. Booklet Delivery**

The following directions are detailed for the proctors on duty:

- The test booklets should be collected from the Examiner and disseminated to each row or section in the order of the seat numbers, with any test booklets assigned to an empty seat reserved in hand.
- As the test booklets are passed out, each examinee should initial the log sheet to indicate receipt of testing materials.
- Assist the examinees by indicating, on the test booklets, where the “test-form” letters, codes or booklet numbers are printed.
- As the examinees complete the required information on the log sheet (test booklet number, test form, essay-topic letter, date and start time) the proctor should check each column for accuracy.
- Each examinee should be reminded not to open the test booklet until instructed, and to remain seated at all times.
- Each proctor should approach the Examiner’s station one-at-a-time to check in unused test booklets.
- Individual booklet numbers on returned test booklets should be double-checked for accuracy by each proctor before he or she leaves the lectern.

## **2. Assistance to the Examiner and Examinees**

New examinees sometimes find it very difficult to follow instructions as to how to complete a log sheet or “bubble in” a score sheet. It is important for each proctor to actively monitor the examinees while they listen to directions and attempt to code their score sheet or log accurately.

Test-monitoring activities may be divided in many ways between the Examiner and the proctors. The most important guideline to remember is that the process must work quietly, efficiently and consistently while maintaining the highest level of security. No proctors will be permitted to bring books to read during the exam process, since any distraction can only subtract from the attention needed to monitor an exam well. The example center chose to assign the following activities to proctors:

- The proctors will circulate throughout the group listening to directions and assisting examinees in following instructions on how to complete log, or the subject area test and score-sheet information.
- The proctors will walk through their assigned groups ensuring that subject area test answers are being recorded in the correct location on the score sheet, and that pens are used for the essay section of the “WRITING SKILLS TEST.” Proctors will also check to see that the essay is written on the individual topic printed within each examinee’s “WRITING SKILLS” test booklet.
- The proctors will check the Examiner’s calculations for the beginning/ending test times. Proctors will also scan the Test-Security Book to see that the

times were recorded for each subject area test administered (SEE APPENDIX "Q-1 & "Q-2").

- Each proctor will continually watch his or her assigned group so that no one's raised hand is ignored.
- As soon as examinees have exited the room for a break between tests, each proctor will erase all out-dated information from the board or easel and prepare for a new subject area test administration. The posted "Return Time" should be untouched until examinees have returned to the room.
- After each subject area test, the proctor assigned to the "retesters" will change the Row Charts or Table Charts to reflect the names of the new examinees that are arriving.

## **C. Test Retrieval**

### **1. Proctors**

Each proctor will monitor and collect materials from only one testing group. It is much easier for an Examiner to isolate and correct problems if a pattern is detected and attributed to the examinees assigned to only one proctor.

As examinees finish each subject area test, the proctor will perform the following functions:

- flash the edges of the test-booklet pages to ensure that no pages have been removed
- scrutinize the test booklets page-by-page for marks or damage
- check the log sheet for accurate notations with regard to booklet number, the official start and stop times, the essay letter, where appropriate and the actual stop time
- check the score sheet for stray marks

The proctor will require each examinee to make any necessary corrections to the score sheet and retrieve the following from each examinee:

- log sheet
- scratch paper for later shredding in the GED office
- score sheet
- pencil and pen
- test booklet

The proctors will place the log sheet vertically inside the score sheet so that the highlighted row and seat number are visible at the top, and will deliver the collected materials to the Examiner in the following manner:

- 1<sup>st</sup> - test booklet - Proctors will ascertain the accuracy of the test-booklet numbers recorded by the Examiner in the test security book.
- 2<sup>nd</sup> - score sheet with log inside - Only after the returned test-booklet number has been recorded and the test booklet has been put elsewhere at the Examiner's station will the score sheet and log be handed over to the Examiner.

- 3<sup>rd</sup> - scratch paper - Proctor will place this in a collection box for later shredding.

Once the Examiner finishes checking-in the materials, the proctor will be notified to signal the examinee to leave his/her seat and approach the door. The assigned proctor will open the door for each examinee that has been dismissed by the Examiner. An alternate exit procedure is to request all the examinees to wait until the last one is finished. At that point the entire group will leave at one time. *(The example center has utilized both these methods over a period of eight years. There are positive and negative points associated with both methods. When the examinees are left inside the testing room after they are finished with their test, they sometimes exhibit a lot of restlessness and some resentment and directed toward the staff and toward the examinees who are still completing score sheets. When the “leave-when-you-finish” method is employed, this does not happen.) On the other hand, individuals leaving the room sometimes slammed the door. This center went to a pattern of having a proctor lead the dismissed examinee to the door, opening and shutting it for the exiting individual. We have found this method to be the least disturbing and most quiet way to dismiss examinees. In addition, the staff has found that it becomes slowly easier, rather than more difficult, to monitor those examinees remaining in the room. Each Chief Examiner must determine and adopt the exit method that is the most efficient and effective for his or her testing center.)*

## **2. Examiner**

As the Examiner checks off the returned test booklets and places the score sheets and logs inside a new set of test booklets, it is extremely important to maintain consistency of method. The majority of security infractions are incurred at the test-booklet check-in time. In order to reduce the chance of a security breach, some “best practices” are listed. During the exam, the Examiner should periodically compare the number of examinees remaining in each row with the Test-Security Book’s record of tests still “out.” There should be no discrepancies (SEE APPENDIX “R-1” AND “R-2”).

- The Examiner should NOT allow more than one proctor at a time to stand in front of the lectern. (When one proctor is checking in a test booklet, the others should automatically be providing oversight to the first proctor’s group of examinees.)
- Under no circumstances should the Examiner have two items (score sheets and test booklets) in hand at one time. The proctors must help by not handing the Examiner the score sheet with the log inside until after the test booklet has been safely put aside.

After each test booklet is checked in, it should be immediately placed in a secure, designated spot to be refilled at the Examiner’s first possible free moment. *(Examiners and proctors tend to be more concerned about students having to wait for a minute or two more in their seats, than they are about the deliberate and methodical way in which the Examiner must implement the check-in process. It is irrelevant if an examinee must wait a few extra minutes*

*before leaving. Test security is the ultimate priority. Every moment that a test booklet is out of its packet is a security breach waiting to happen.)*

## **5) EXAM-COMPLETION PROCEDURES**

Each packet of test booklets should be inventoried after each subject area test and at the end of the day. During each exam, at random times, the Examiner should compare the incomplete test packets and the examinees still left in each row. When there is a logical pattern to the dissemination of the test booklets, an examiner should be able to tell what test booklets are out.

If the exam is being held over a two-day period, the proctors should re-attach each examinee's score sheets and logs at the end of the first day. The packets should then be filed in alphabetical order to be ready for the second day's check-in.

At the end of the second testing day, the packets belonging to no-shows and the packets belonging to examinees should be separated in order for them not to get mixed in the processing area.

Each day, after the final inventory of test booklets at the testing site, the packets should be carefully placed in numerical order in the portable file and readied for transporting back to the GED safe and locked closet. The Examiner's Book and Test-Security Book should be housed in the GED closet along with the portable file of all the examinees' partially completed score sheets.

Proctors should ready the testing room either for the next day's testing session, or the next occupant:

- replace chairs
- police the area for trash
- erase board
- re-adjust AC/heat thermostats
- turn off all lights
- remove signs
- lock door

Upon arriving at the GED closet, the Examiner and proctors should again carefully inventory every packet and subject area test. The Examiner should then sign the "GED Closet Check-In Log," lock the GED closet door and leave.