

# Proctor Guide

for Online Testing



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# Proctor Acknowledgement

As a Test Proctor selected to administer NOCTI knowledge-based assessments, either for paper/pencil or online administration, it is extremely important that you understand the responsibilities of this role.

## Role of the Instructor/Teacher During Testing

Per NOCTI's Security Policy, *"Instructors (including paraprofessionals and teaching assistants) for the content area in which the assessment is administered are prohibited from proctoring their own students or students in a similar educational or CTE program during the knowledge-based assessments, in both online and paper/pencil formats.*

*Instructors should not observe the knowledge-based assessment administration."*

This Proctor Guide describes your responsibilities and includes instructions for test administration. It is imperative that all Test Proctors follow the same procedures; therefore, you should become familiar with the content of this guide **prior to** test administration. By following these procedures, you will help to ensure a positive test taker experience, assure the validity of the test results, and greatly reduce the likelihood of confusion or error before, during, and after the assessment.

By signing below, you acknowledge that you are aware of and will abide by the processes and policies set forth in this guide.

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*I have read the Proctor Guide for Online Testing, understand my role and responsibilities as a NOCTI Test Proctor, and agree to abide by the guidelines provided.*

\_\_\_\_\_  
Proctor Name (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Proctor Name (printed)

\_\_\_\_\_  
Proctor Email Address

\_\_\_\_\_  
Proctor Job Title

\_\_\_\_\_  
NOCTI Test Title Proctored

**Remove the signed form from this guide and return to the Site Coordinator prior to test administration.**

## Overview and Logistics

NOCTI assessments must be administered in a proctored environment following the NOCTI Security Policy and test administration guidelines. Access to resources through the Internet, local network, mobile devices, or electronic storage media is strictly prohibited during test administration.

As a Test Proctor you will oversee the administration of online assessments consisting of multiple-choice questions that measure the technical knowledge acquired by the participants. The following pages outline the Test Proctor responsibilities and include guidelines to be followed during administration.

***Per NOCTI's Security Policy, "Instructors (including paraprofessionals and teaching assistants) for the content area in which the assessment is administered are prohibited from proctoring their own students or students in a similar educational or CTE program during the multiple-choice (knowledge-based) assessments, in both online and paper/pencil formats."***

### **General Test Proctor Responsibilities**

- Monitor the online testing session to prohibit talking or cheating and to minimize disturbances and distractions.
- Document relevant discrepancies, comments, or irregularities.
- Report any suspected breach of security to the Site Coordinator.

### **Testing Environment and Device Setup**

Test Proctors may oversee administration for large numbers of participants or multiple test titles at one time. NOCTI recommends a minimum of 1 proctor for every 25 test takers.

The testing room and external conditions may have a significant effect on the participant's testing experience and assessment score. Ideally, the testing room is closed off from all other activity and is quiet and devoid of distracting movement. The room should also have ample lighting, adequate heating or cooling, and comfortable seating.

The NOCTI Site Coordinator will provide device setup instructions to the school's IT staff prior to testing. A copy of the setup instructions is included at the end of this guide. Appropriate network configuration and device setup, along with proctored administration, will ensure a secure and fair testing experience for all participants.

Check computer workstations/devices to ensure that any classroom management software has been deactivated.

***Participants are not allowed to bring any electronic device to the designated testing area that can be used to transmit, capture, record, or access information. Examples of these devices include, but are not limited to, mobile phones, iPods, laptops, tablets and E-readers, and some types of wristwatches.***

### **Late Arrivals/Early Completion**

Close the testing room five minutes prior to the scheduled administration start time. Participants arriving after the door is closed may be admitted at the Test Proctor's discretion, provided the testing session has not started.

Options for handling early completion include allowing completers to quietly leave the testing room or allowing no one to leave early and requesting that participants bring something to do until the testing session ends.

The testing site should have a predetermined policy for handling late arrivals and early completion. The policy should be adhered to consistently throughout the entire NOCTI testing process.

### **Requests to Leave the Room**

If a participant wishes to leave the room for any reason, alert the participant that time used for breaks is considered part of the total testing time. When the participant returns, ensure no materials have been brought into the testing room.

***Only one participant is allowed to leave the testing session at one time.***

### **Irregularities and Test Comments**

Discrepancies or issues before, during, or after testing should be documented on the form provided at the back of this guide. Examples include interruptions due to a fire alarm, power outage, unexpected illness, or participant conduct. After testing, provide the form to the Site Coordinator.

Proctor suggestions to improve the quality of the testing experience for both participants and proctors should also be documented on the form at the back of this guide.

## **Administration Instructions**

Begin each testing session by making certain the participants are seated and have scrap paper and a pen or pencil available.

### **Testing Time**

The maximum time limit varies based on the test. Most test administration times range from 90 minutes to 180 minutes and may be administered in 1, 2, or 3 sessions.

Assessment time limits for the tests being administered should be confirmed with the Site Coordinator prior to the start of the testing session to ensure there is adequate class time for test administration.

### **Before Testing**

- Confirm with the Site Coordinator that all workstations to be used have been properly configured and that local technical support will be available during the test session.
- Check to ensure that a user code and password has been provided for all participants.
- Confirm the number of sessions for administration and the allotted time. NOCTI assessments may be administered in multiple sessions (one, two, or three); the Site Coordinator may request multiple sessions when the assessment order is placed or may make adjust the number of sessions prior to the tests being administered.
- When administering multiple session tests, after participants complete a session, ensure they **do not start the next session** unless there is adequate class time available for completion.
- Verify with the Site Coordinator if any special accommodations will be needed during administration for special needs participants (e.g., extended administration time, text-to-speech).
- Access the online assessment system (<https://testing.nocti.org>) at each workstation so that the take a test page is displayed on each workstation to be used for testing.

- Provide each participant with their user code and password as they enter the room.
- Communicate the provided **Instructions for Test Takers** (in this booklet) to participants. Instructions to be read to participants are shaded in gray. All other instructions and screenshots are for the proctor and should not be read aloud.
- Ensure the following are available before administration begins:
  - Clock or watch
  - Supply of pens or pencils
  - Scrap paper
  - Chalkboard or whiteboard for recording the time and other pertinent information
- Some knowledge-based assessments allow the use of a specific resource during testing. This information is provided in the Instructor Prep Pack and posted on the Client Services Center (both accessible by the site coordinator) for the specific test. Confirm with the site coordinator that no additional resources are allowed for the testing session.
- Only non-programmable/non-recording calculators are allowed. (*Note: The online testing system offers a built-in four-function calculator for participant use.*)

- Remind participants of the procedures for early completion, following the predetermined policy.
- Be aware of participants who may be experiencing problems with equipment, connectivity or any other technical difficulty.
- Be available to answer questions regarding navigation in the testing system. You may **NOT** define terms for participants or otherwise guide them on anything related to the assessment content.
- Document irregularities that occur (i.e., fire alarm, electrical outage).

### **Technical Difficulties**

Be aware of participants who may be experiencing problems with equipment, Internet connection, or any other technical difficulty. Monitor the time elapsed for the test session. This information, as well as specific user code for any affected participants, is required by NOCTI if a request is made to add time due to an interruption of the assessment administration. Some common technical issues and how to resolve them are listed below.

***Technical assistance for online testing is available by contacting NOCTI at 800-278-8506, Monday through Friday, 8:00 am to 5:00 pm Eastern Standard Time.***

### **During Testing**

- Move around the room and observe the work stations of the participants during the assessment session to assure that supplemental material is not referenced.
- Make sure that participants are working independently by observing from the side and behind the workstations without disturbing the test takers.
- Make sure the testing area remains quiet and free from distractions.
- Handle necessary interruptions as quickly and quietly as possible.

### **Lost Connection**

If connection is lost during the testing session, follow the instructions below to resume testing:

1. Close the Internet browser and open a new browser.
2. Go to the testing URL.
3. Have the participant login using the original user code, password, and participant's last name.
4. After logging back into the test, the participant should be taken to the last unanswered question. If not, instruct the participant to go to the summary screen and click on the next available unanswered question.
5. Resume testing.

If the participant cannot resume testing by closing the browser:

1. Close the Internet browser and restart the participant's computer/device.
2. Open a browser window.
3. Follow steps 2 through 5 above.

If the participant is still experiencing technical difficulties and testing cannot resume after attempting the above, please contact NOCTI (Technical Assistance 1-800-278-8506).

### **Moving Workstations**

A technical difficulty may require moving a participant to another workstation once administration has started. If you need to close the assessment window (e.g., to move a test taker to another computer/device), power down or switch off the computer/device. The participant's answers will be saved, and they can re-join the assessment from any computer/device by logging in normally.

### **After Testing**

- Verify all participants have closed their testing session and exited the browser or closed the testing window.
- A preliminary score report is provided upon participant completion of an online testing session. The preliminary total score will be displayed in the Client Services Center under Manage Testing, in the Test Progress column, and is accessible for the Site Coordinator.
- If the option to display scores was selected at the time the order was placed, when the participant clicks the "Score Your Test" button, the screen will display the participant's preliminary score. If printing capability is provided, participants may print the score report page by clicking the "Print" button. The participant may also select to email the preliminary report by clicking on the "Email" button.
- Document discrepancies, issues, and comments and provide to the Site Coordinator.

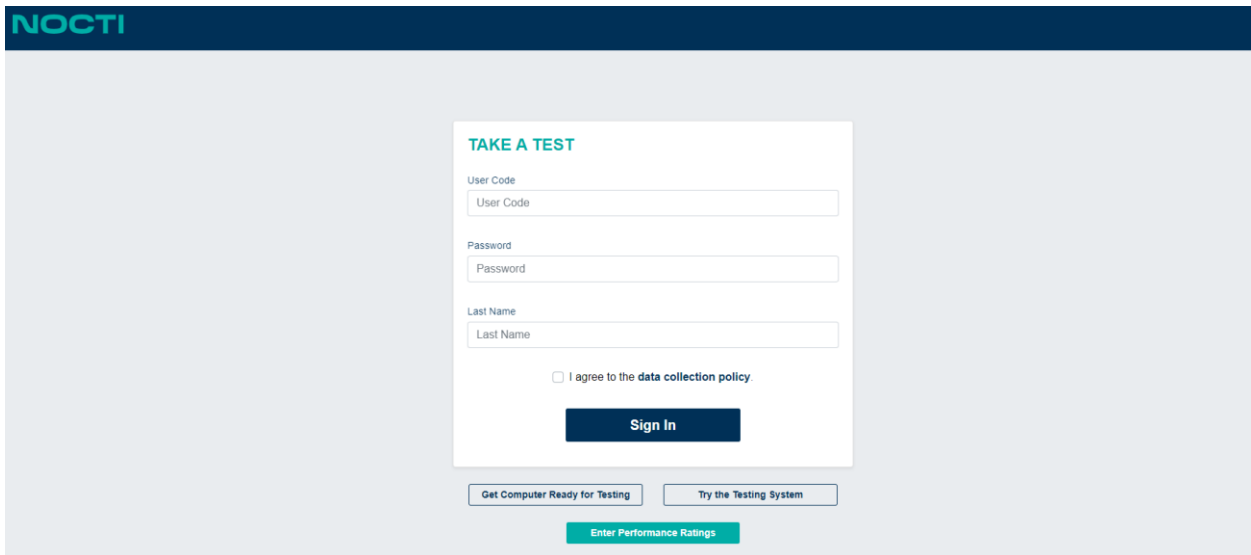
# Instructions for Test Takers

**SAY** Good *morning/afternoon*. My name is \_\_\_\_\_ and I will be serving as the proctor for today’s testing session. On behalf of (*insert school name here*) and NOCTI, I want to welcome you and wish you success in your efforts.

Today you will be taking a NOCTI test that will provide a measure of your knowledge in your area of study. Please answer all questions to the best of your ability.

Any electronic devices that can be used to transmit, capture, record, or access information are not allowed in the testing session. Examples of these devices include, but are not limited to, mobile phones, iPods, laptops, tablets and E-readers, and some types of wristwatches. Turn off all devices and remove them from the workstation area.

Your workstation should display the NOCTI Online Assessment System **Take a Test** page.



Verify that all participants have the **Take a Test** page displayed on their screen.

**SAY** Enter your user code and password along with your last name in the appropriate boxes. Make sure to enter the user code and password exactly as provided to you. Check the box that you agree to the **data collection policy**. You may view the policy by clicking on the **data collection policy** link.

You may click on the “Try the Testing System” button to familiarize yourself with the testing system. This practice environment will provide 9 questions, unrelated to your test topic. Read the questions and answer each of them. Try the navigation buttons and other features to become familiar with the testing system. The Mark box allows you to flag a question so you can return to it at a later point during the session. A calculator is provided and can be accessed for all questions. Click the “End” button to leave this section and continue.

Click the “Sign In” button.

**SAY** Review the information in the **About You** and **About Your Test** boxes. If something is incorrect, notify the proctor. You have the option to change the font style and size with the options in the **Accessibility** box. You may also make these changes at any time during your testing session by using the **Accessibility** dropdown at the top of the screen.

The screenshot shows the NOCTI testing interface. At the top, there is a dark blue header with the NOCTI logo on the left and an 'ACCESSIBILITY' dropdown menu on the right. Below the header, the interface is divided into three main sections:

- ABOUT YOU**: This section contains four input fields: 'First Name' (with 'Stacey' entered), 'Middle Initial', 'Last Name' (with 'Test' entered), and 'Unique Participant ID' (with '4388556' entered).
- ABOUT YOUR TEST**: This section provides test details. It includes a 'Test Title' (NOCTI Practice Test), 'Test Code' (9995), and 'Test Type' (Post-Test). Below this is a table with columns for 'Session', 'Questions', 'Time Allowed', and 'Status'. The table has one row: 'This Session' (selected with a radio button), '9', '30 minutes', and 'Not Started'. Below the table is the 'Classification' (Secondary).
- ACCESSIBILITY**: This section allows users to adjust their display. It includes a 'Font' dropdown menu (set to 'Default') and a 'Scale' dropdown menu (set to '100%').

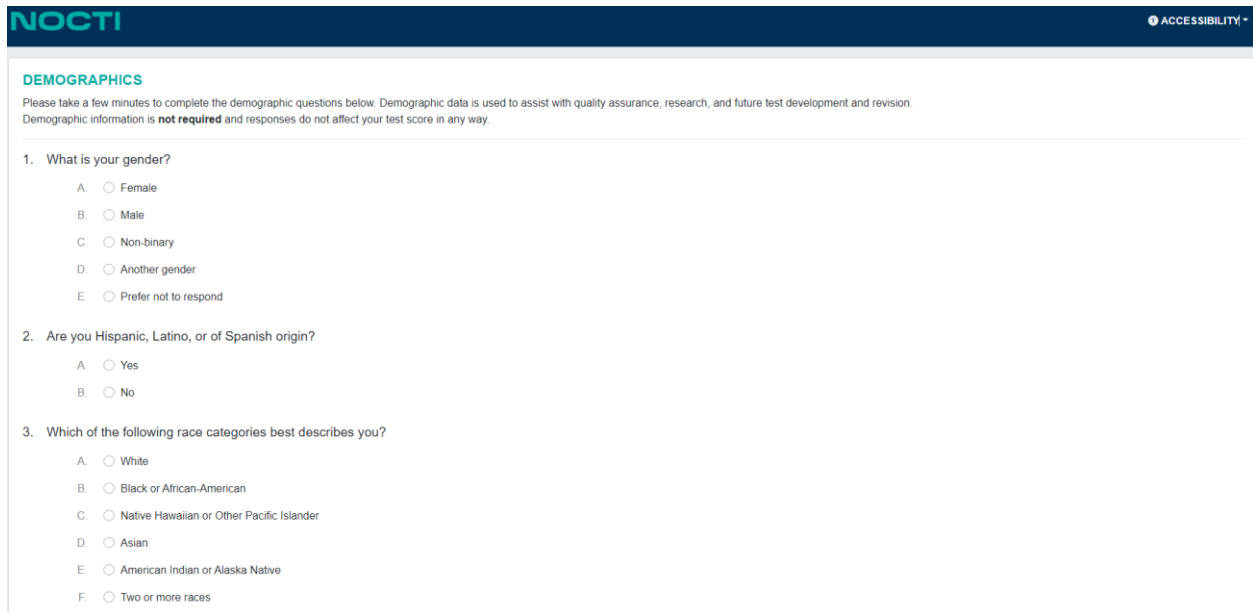
At the bottom center of the interface, there is a dark blue button labeled 'Next'.

Verify that all participants have successfully logged in to the testing session. Provide assistance to the test taker as needed.



**SAY** When ready to proceed, click on the “Next” button. The **Demographics** page contains questions about you. Demographic data is important and is always kept confidential. Answer the demographic questions by clicking on the button that corresponds with your answer choice. Use the scroll bar (or arrows) on the right to scroll through all the available questions.

**SAY** When you are finished with the demographic questions, click on the “Next” button.



**NOCTI** ACCESSIBILITY

**DEMOGRAPHICS**

Please take a few minutes to complete the demographic questions below. Demographic data is used to assist with quality assurance, research, and future test development and revision. Demographic information is **not required** and responses do not affect your test score in any way.

1. What is your gender?

- A.  Female
- B.  Male
- C.  Non-binary
- D.  Another gender
- E.  Prefer not to respond

2. Are you Hispanic, Latino, or of Spanish origin?

- A.  Yes
- B.  No

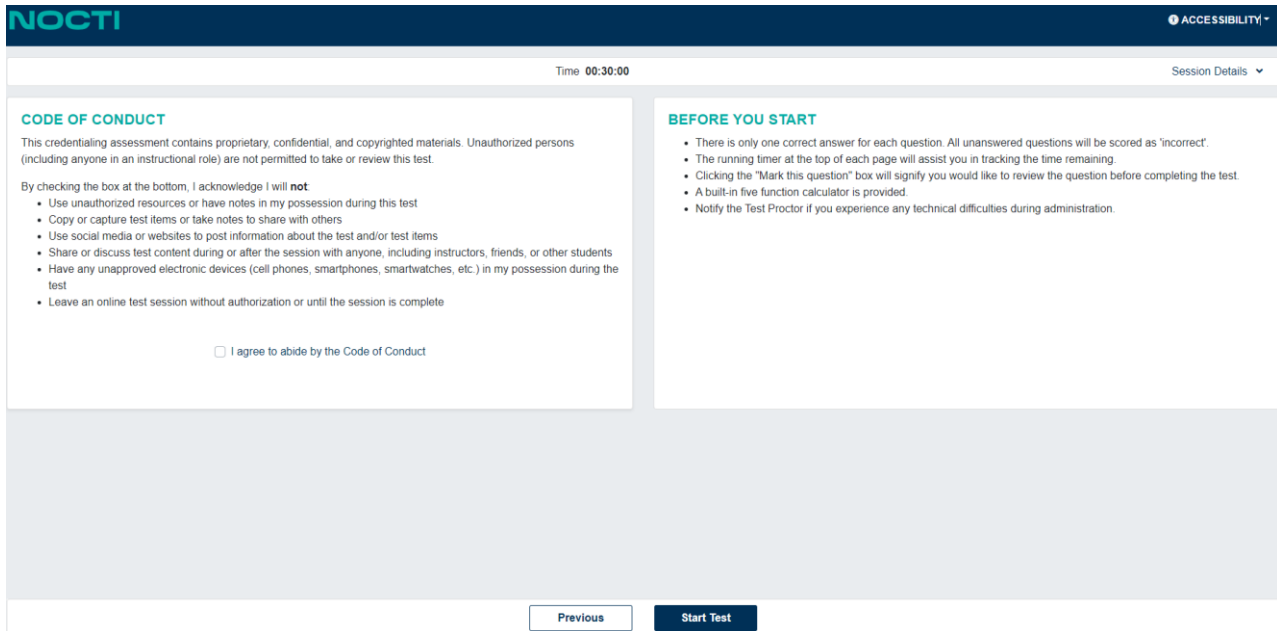
3. Which of the following race categories best describes you?

- A.  White
- B.  Black or African-American
- C.  Native Hawaiian or Other Pacific Islander
- D.  Asian
- E.  American Indian or Alaska Native
- F.  Two or more races

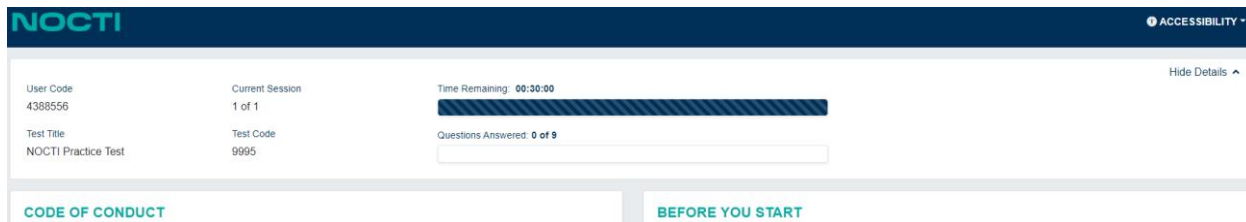
Allow a few minutes for participants to complete the demographic questions and move to the next page.

**SAY** Review the **Code of Conduct** and check the box to agree to abide by the code of conduct.

Read the information in the **Before You Start** box.



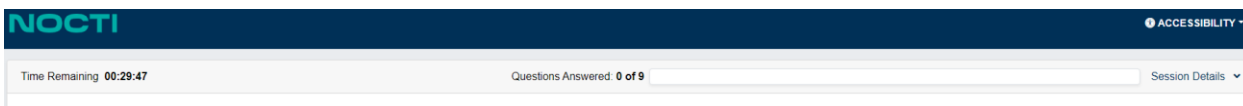
**SAY** You may view the test session details at any time during the test by clicking on the drop down provided. **DO NOT CLICK THE “START TEST” BUTTON UNTIL I TELL YOU TO DO SO.**



Verify no one has clicked the “Start Test” button and continue with the instructions.

**SAY** Once you have started assessment, you will notice that there is a running clock and indication of how many questions have been answered at the top of each page. This assessment is timed and has an administration time of \_\_\_\_\_.

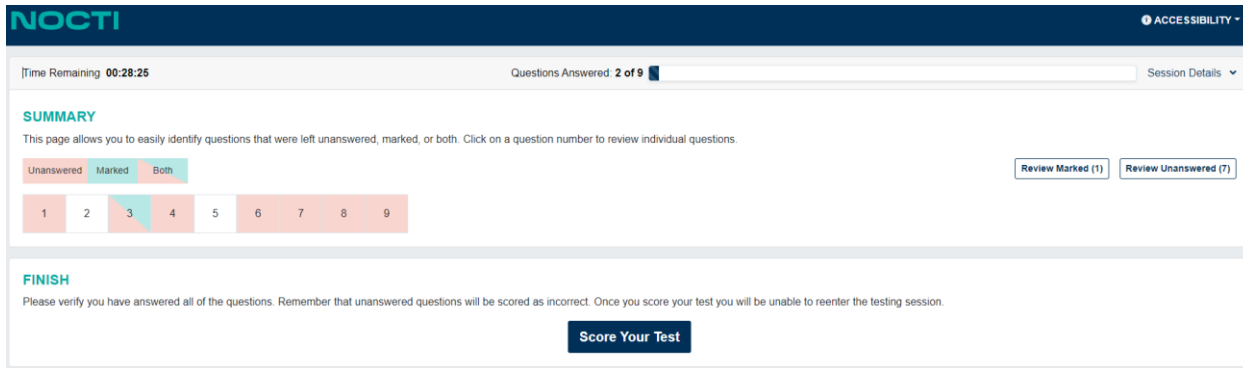
*(The following screenshot is for your reference; the test taker will not see it until they start the test.)*



**SAY** When you have completed the assessment, a **Summary** page will be displayed showing the questions which have been completed, marked, or left unanswered.

You can return to a question by clicking on the question number or you may use the “Review Marked” or “Review unanswered” buttons on the right side of the **Summary** screen. These buttons will take you to the first marked or unanswered item and will let you proceed through these items until all have been viewed. You may click on the “Return to Test” button to return to the last question answered.

**Any questions left unanswered will be scored as incorrect.**

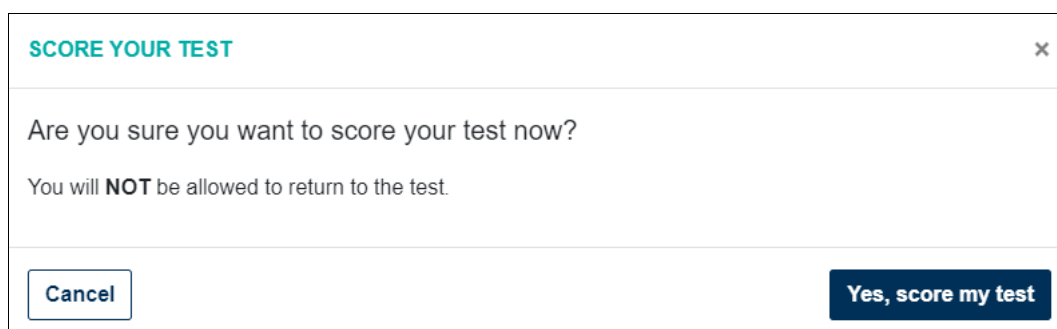


### **FOR MULTIPLE SESSION ADMINISTRATIONS, ALL SESSIONS EXCEPT FINAL SESSION:**

**SAY** When you are sure you are finished with your session, click the “End Session” button on the **Summary** page. Once you click the “End Session” button, you may not access this testing session again.

### **FOR SINGLE SESSION OR FINAL SESSION ADMINISTRATIONS:**

**SAY** When you are sure you are finished with your test, click the “Score Your Test” button on the **Summary** page. A confirmation page will appear so you can confirm you are ready to score your test. If you are ready, click the “Yes, score my test” button. Once you score your assessment, you may not access it again. Your results will not be processed if you do not click the “Score Your Test” and “Yes, score my test” buttons.



**SAY** If your NOCTI Site Coordinator has selected the option to display your scores, you will see a preliminary score report. You may print or email this preliminary score report. Official scores are processed once the test data has been released for official scoring.

**NOCTI**

### PRELIMINARY SCORE REPORT

Print Email

NOCTI Practice Test (9995) Stacey Test  
Secondary 08/08/2022  
Post-Test User Code: 4388556  
Time: 00:03:00

<b>Your Score</b>		<b>12.5 %</b>
All About NOCTI		25.0 %
Nocti Business Solutions		0.0 %

Please note that these are preliminary scores.

**SAY** If you encounter any type of technical difficulty during the testing session, please raise your hand and I will assist you. I am only able to provide technical assistance and will not answer questions directly related to the assessment content.

**SAY** If you have any questions before we begin, raise your hand now.

When you have completed your testing session, you *(insert site preference for early completion here)* \_\_\_\_\_.

Are there any questions regarding the instructions?

You may begin your test now. Good luck.

**Click the “Start Test” button to start your test.**

# Comment Sheet

## Knowledge-based Online Administration

Use this form to document discrepancies, suggestions, or comments, if applicable. Tear out this sheet and return it to the Site Coordinator with the testing materials, fax to NOCTI at 231-796-4699, or scan and email to [nocti@nocti.org](mailto:nocti@nocti.org). Make additional copies if necessary. A separate comment sheet should be completed for each test title.

### PLEASE PRINT CLEARLY

◆ Site Name: \_\_\_\_\_ ◆ Site Code: \_\_\_\_\_

◆ Site Coordinator's Name: \_\_\_\_\_

◆ Test Title: \_\_\_\_\_ ◆ Test Code: \_\_\_\_\_

◆ Test Date: \_\_\_\_\_

◆ Proctor/Evaluator's Name: \_\_\_\_\_

◆ Email Address: \_\_\_\_\_ ◆ Phone #: \_\_\_\_\_

◆ Comments for school district/testing site:

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◆ Comments for NOCTI (*attach additional pages as needed*):

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NOCTI assessments must be administered in a proctored environment, and proctor selection must adhere to the NOCTI Security Policy and test administration guidelines. Access to resources through the Internet, local network, mobile devices, or electronic storage media is strictly prohibited during test administration. Because modern HTML5 compliant browsers, such as Firefox, Chrome, and others supported by NOCTI's QuadNet™ Online Testing System allow access to multiple web sites, NOCTI recommends that testing sites explore network configuration options that will restrict access to the Internet and other areas of the local network where resources may be available during test administration. Appropriate network configuration, along with proctored administration, will ensure a secure and fair testing experience for all participants.

***If NOCTI assessments are administered on a mobile device (e.g., Chromebook, tablet) that the test taker is able to remove from the testing site's premises, the site must clear the cache of each mobile device after each test session.***

<b>Mobile Devices</b>	<p>This site supports Chromebooks and most Android tablets and iPads manufactured since 2010, provided the browser specifications meet those defined below. Please use our online practice test at <a href="https://testing.nocti.org">https://testing.nocti.org</a> before planning large scale use of mobile devices.</p>
<b>Windows Systems</b>	<p><b>Minimum Operating System and Hardware Requirements</b></p> <ul style="list-style-type: none"> <li>⇒ Windows 10 Version 2016 LTSCB and above</li> <li>⇒ 1024 x 768 minimum resolution is highly recommended</li> </ul> <p><b>Internet Browsers Supported</b></p> <ul style="list-style-type: none"> <li>⇒ Firefox 97 or higher</li> <li>⇒ Google Chrome 98 or higher</li> <li>⇒ Microsoft Edge 98 or higher</li> </ul> <p><i>Note: This website works best with Chrome or Firefox versions that support CSS3.</i></p>
<b>Mac Systems</b>	<p><b>Minimum Operating System and Hardware Requirements</b></p> <ul style="list-style-type: none"> <li>⇒ OS X version 10.14 or higher</li> </ul> <p><b>Internet Browsers Supported</b></p> <ul style="list-style-type: none"> <li>⇒ Safari 14.0.3 or higher</li> <li>⇒ Firefox 97 or higher</li> <li>⇒ Microsoft Edge 98 or higher</li> </ul>
<b>Chromebook Systems</b>	<p><b>Minimum Operating System and Hardware Requirements</b></p> <ul style="list-style-type: none"> <li>⇒ Recommended Chrome OS version 61 or higher</li> </ul> <p><b>Internet Browsers Supported</b></p> <ul style="list-style-type: none"> <li>⇒ Google Chrome 98 or higher</li> </ul>
<b>Text-to-Speech</b>	<p>Sound device or speaker required for use.</p>