

PROCTORING INSTRUCTIONS

Updated June 2010

1. GENERAL

- a. Candidates will be given a list of proctors by the Chapter Chair and will contact proctors directly.
- b. Proctors and the candidate will work out a mutually agreeable time and location to administer the exam.
- c. Candidates will then submit a completed ISP application at least thirty days prior to exam date.
- d. Proctors may arrange to proctor more than one candidate at a session.
- e. Only ISPs may proctor a hard-copy examination.

2. PROCTOR RESPONSIBILITIES

- a. Ensure the candidates know where and when to report for the examination.
- b. Ensure the candidates have a well lit, private, and quiet area in which to take the examination.
- c. Ensure the examination room has sufficient work space, electrical power, and web access to allow all students to use both a computer and hard-copy references. A wall clock is preferred but not essential.
- d. If the candidates are taking the on-line examination, the eligibility code(s) will be in the proctoring packet you receive from the Executive Director.
- e. If the candidates are taking the hard-copy examination, ensure the examination copies are guarded at all times and are not given to the candidates until just before the examination begins. See instructions below.
- f. Ensure the candidates know what is expected of them. See instructions below.
- g. Ensure the candidates have precisely two hours for the examination.
- h. Ensure that candidates do their own work; no collaboration is authorized.
- i. Monitor the candidates in a non-threatening manner during the examination to ensure no improper behavior occurs. Examples of improper behavior include the following: talking, collaborating, looking at another candidate's answer sheet or computer screen, making loud noises, playing music, or any other disruptive or dishonest behaviors.

3. RUNNING THE EXAMINATION

- a. Be careful to maintain personal control of the examination materials at all times, particularly in the examination room. When the test materials are not under your personal control, a minimum of one level of protection (like Sensitive But Unclassified documents in the government) must be maintained. This means at least one lock must remain between the materials and the general public, when the materials are not in your possession.
- b. Set up the room at least 30 minutes prior to the start of the examination.
NOTE: These instructions all assume several candidates will take the examination, which is the more difficult scenario. If only one candidate is taking the test, adjust the time requirements and instructions as appropriate, but do ensure that all of the points are covered.
- c. Have a supply of #2 pencils for written tests (provided by Executive Director).
- d. Take attendance; verify who is attending by reviewing official government-issued identification (e.g., a state driver's license or ID card, or a U.S. Passport).
- e. Allow only registered candidates to enter the examination room.
- f. Allow candidates to set up their workstations, to include computers, as soon as they arrive.
- g. At the exact published time of the examination, introduce yourself and begin explaining the administrative rules (sub-section k) that precede taking the examination.
- h. State clearly the title of the examination and ensure that everyone present is at the correct place.
- i. For the hard-copy examination, pass out the examination materials: main test, elective sections, answer sheet, and pencils. Have the candidates check the examination to ensure for completeness. NOTE: The proctor needs to know how many pages each section has and have the candidates verify that they have every page.
- j. For the on-line examination, candidates must first log in with their own credentials. Once the candidate is logged in, the proctor will enter the eligibility code for the examination.
- k. Review the following administrative rules with the candidates:
 - i. The examination is precisely two hours long.
 - ii. The examination has 100 questions in the main section and 10 questions in the electives section.
 - iii. Candidates choose the elective questions as follows:
 1. For the hard-copy examination, candidates will only be permitted to answer the two elective topics they pre-selected, even though all topics will appear on the exam.

(Note: On-line candidates have pre-selected their electives and only those chosen will appear on the test.)

2. For the hard-copy examination, answer only five of the questions in each of the two selected elective topics, for a total of 10. Choose any five questions in each section; only the first five answered will be graded.
- iv. For the hard-copy examination, candidates must clearly mark their answers on the answer sheet for the main examination, and circle their answers on the actual examination for the elective questions.
- v. For the hard-copy examination, candidates must clearly mark on their answer sheet only one answer for each question. Multiple, partially marked, and partially erased answers will be considered incorrect.
- vi. For the on-line examination, candidates must answer all questions electronically.
- vii. For the hard-copy examination, as soon as candidates are done, they may turn in the main and elective test sections and the answer sheet.
- viii. For the hard-copy examination, candidates must put their name on both test sections and their answer sheet.
- ix. Inform the candidates that you will tell them of the time remaining at the following intervals: one hour remaining, 30 minutes remaining, and 10 minutes remaining.
- x. Candidates may take a restroom break at any time, but may not discuss the examination in any way with anyone.
- xi. Candidates may use references, but may not collaborate with anyone during the examination.
- xii. Candidates are to provide the “best” answer to each question.
- xiii. Questions are graded as either correct or incorrect; no partial credit is given (i.e., for answering one of the choices when the correct answer is “a & b above,” “a, b, & c above,” or “all of the above”).
- xiv. Candidates must turn off all cell phones and put away all electronic devices (other than a computer), such as cell phones, blackberries, music players, etc.
- xv. Candidates must raise their hand, or walk up to the proctor, if they have an administrative question during the exam.
- l. Once the candidates are allowed to ask administrative questions and they are all comfortable with what is expected, tell them the exact time and to begin work.
- m. Post the examination beginning time at the front of the examination room.

- n. Monitor the progress of the candidates. Proctors must be in the room at all times. (Note that short exceptions may be necessary and are permissible).
- o. If candidates ask a question, you may help them if they are confused about administrative procedures. You may not help them determine the correct answer to an examination question. If an examination question seems flawed, tell the candidates to do the best they can on the question, and then report the issue on the Proctor Affirmation Report (See details in paragraph 6).
- p. For the hard-copy examination, collect materials from candidates as they complete the examination. Keep track of when each candidate completes the examination. Put the completion time on the top of the answer sheet. Ensure that quiet is maintained as candidates depart.
- q. At the end of two hours, tell all remaining candidates to stop work. Ensure that no candidate continues to answer questions thereafter.
- r. For the hard-copy examination, collect the materials from these candidates. Note on their examination answer sheets that they took the full two hours.

4. SUSPECTED CHEATING

- a. If a candidate appears to be cheating, quietly take the candidate aside (outside the examination room when there are multiple candidates) and determine what happened.
- b. Directly confront the candidate in a professional manner. Allow the candidate to explain what happened.
- c. If you are satisfied with the answers, allow the candidate to complete the test.
- d. If you think the candidate has cheated, have him or her stop work immediately.
- e. Allow the candidate to write a statement of explanation, if he or she desires.
- f. Write a report of the incident and include any candidate statements. See Section 5 for instructions on where to send the report.

5. PROCTOR PACKET

- a. Proctors of hard-copy examinations will receive the following:
 - i. Primary examinations.
 - ii. Elective examinations.
 - iii. Answer sheets.
 - iv. Proctoring Instructions.
 - v. Proctor Affirmation Form.
 - vi. Appropriate number of #2 pencils.

- vii. Pre-paid overnight carrier pouches or boxes addressed to the Executive Director and the Chair of the ISP Certification Committee (if applicable).
- b. Proctors of on-line examinations will receive the following :
 - i. Eligibility code(s).
 - ii. Proctoring instructions.
 - iii. Proctor Affirmation form.

6. REPORTS AND RETURN OF MATERIALS

- a. Complete the Proctor Affirmation form.
 - i. Please include the completion time for all candidates (hard-copy or on-line) taking the examination (not by name but by number for each ten minute time period).
 - ii. This form also includes space for a report of any difficulties with administering the examination, any questions that were identified by candidates as problematic, and any suspected incidents of cheating.
- b. Return the Proctor Affirmation Form and the following materials to the Executive Director using the overnight mailer pouch provided:
 - i. All hard-copies of the examination that were used
 - ii. All hard-copy answer sheets
 - iii. All unused hard copies of the examination and answer sheets
 - iv. Any usable pencils
 - v. Any statements written by a candidate who was suspected of cheating and whom you prevented from completing the exam
 - vi. If only on-line exam(s) were administered, then only the Proctor Affirmation form needs to be returned (as well as any statements), and faxing it to the Executive Director (610-971-4859) is acceptable.
- c. Call the Executive Director at any time, should you need assistance.

NOTE: Although this document includes instructions for proctoring a hard-copy examination, hard-copy examinations are only to be given at the NCMS Seminar administration of the exam. The ISP Certification Committee Chair may approve the administration of the hard-copy exam at other times when a group of candidates wishes to take the hard-copy version of the exam and an ISP will serve as the proctor. No hard-copy exam is given without an ISP acting as the proctor.