

## DUTIES OF PROCTORS

The Testing, Evaluation and Research Services Office is committed to conducting test administrations which are secure and equitable. We adhere to the NCTA Professional Standards and Guidelines found here. <https://testing.wayne.edu/testing/standards.pdf> and the NCTA Proctoring Best Practices.

Your role as a proctor is invaluable in this process. A proctor is responsible for assisting the test supervisor in the administration of a test program. The duties and responsibilities which may be assigned are detailed below.

**Eligibility:** You may not proctor an exam if you plan to take that exam yourself within the testing period designated by the testing program, if you are engaged in teaching or coaching activities related to the content of the exam, or if you have a family member testing or planning to test within 6 months. International students must adhere to ISO regulation regarding number of hours worked per week. Students receiving financial aid should be aware that monies earned from proctoring are reported to IRS and can affect their aid in subsequent years.

### **I. PERSONAL RESPONSIBILITIES**

- A. Proctors must report to their assigned test sessions **on time**. Late arrivals may have their pay docked or may be sent home; chronic lateness is unacceptable and may lead to termination of employment.
- B. Proctors should wear neutral clothing that is both comfortable and appropriate to a University setting. Wear low, quiet shoes.
- C. Proctors are expected to maintain a congenial, helpful, yet objective manner toward test candidates. It is essential that each test administration be conducted correctly, fairly, and without bias.
- D. Proctors must pay attention to their responsibilities at all times. They may not read, converse, or engage in any behavior or activity that may disturb candidates during an examination.
- E. Proctors should listen carefully and follow the instructions of the test supervisor before, during, and after the test administration. Ask questions or obtain clarification whenever necessary.
- F. If the testing company provides name tags, wear them.

### **II. GENERAL DUTIES**

- A. Before the test begins proctors may be required to:
  1. Assist with admission of candidates to the testing room. This includes checking appointment/admission notices, checking photo-bearing identification and directing the candidate to their assigned seat.
  2. Seat candidates according to the plan designated by the test supervisor. Candidates must leave their photo-bearing identification on the desk top. Check to be sure that the personal belongings (purses, book bags, etc.) of test candidates are placed on the floor under their station, not on the desk top or adjacent chair. Note in most computer testing labs no food or beverages are permitted in the lab. If the candidate has a beverage container it must be sealed and made inaccessible. If the candidate has a bag or backpack it must be inside that bag, not in a side pocket. If the candidate does not have a bag to put the container away in, it may not be brought into the room.
  3. Assist with the completion and collection of the seating charts according to the plan designated by the test supervisor. When collecting seating charts, verify the number of names on the list equals the number of candidates in the row. If there are booklet numbers recorded verify that the number is indeed the booklet number and not another number. There is always one chart for each row used. Notify the test supervisor when all seating charts have been collected. See appendix 2
  4. Prepare and distribute test materials to the candidates. Always distribute and collect test materials individually – do not pass materials down rows. For all institutional tests, the testing office provides one pencil (two for CLEP exams) and scratch paper. Candidates may not use their own writing instruments.
  5. For tests where a calculator is allowed, check that they are approved for use.

- a. For WSU institutional exams approved must be; silent, hand-held, non-programmable, non-graphing, and not have an alpha-numeric keyboard of any type. If the calculator has a case it must be completely removed and put away with the candidates other belongings.
  - b. Proctors must pick up each calculator that they check and, even if it is on first glance acceptable, spend at least a few seconds perusing it.
  - c. Any candidate whose calculator is disallowed must be given the option to leave the test and reschedule to another date. Note on the seating chart any candidate whose calculator is disallowed and the reason/calculator model number if possible.
  - d. Notify the test supervisor when the calculator check is complete.
    - e. Note: National exams may have different calculator allowances and checking requirements.
6. Help the candidates complete the personal data section of the answer sheet or computer screen as the instructions are read by the test supervisor. Signal the supervisor 1) to continue with the instructions when the majority of the group is ready, 2) if their pace is too fast or too slow, 3) to indicate they should raise or lower their voice.
- B. Once the test begins the proctor should:
1. Walk through the rows assigned to them, checking that candidates are:
    - a. Working on the proper section of the test. Have not begun a section until told to do so.
    - b. Not doing scratch work/taking notes when they are not allowed to do so. Some test only allow note taking when the testing clock is running.
    - c. Not tearing or folding the scratch paper
    - d. For pencil/paper tests; 1) using a number 2 pencil, 2) marking their responses in the correct section of the answer sheet and not in the test book, 3) not extending their writing/gridding beyond the lines or circles on the answer sheet, making marks that completely fill the spaces but do not stray into adjacent spaces, 4) erasing completely any changes, 5) not bending, folding, ripping or otherwise answer sheets or test books
    - e. Using a number 2 pencil only in marking their answer sheets;
  2. Do not over proctor. Too frequent tours through your rows can create tension. Going through your rows approximately once every ten minutes or as questions arise should be sufficient during the middle of the test. Some test may have specific requirements, adhere to those. Be careful not to establish a touring pattern that can be identified and circumvented by the candidates. During the first and last five minutes of a test, you should tour your rows to make sure that candidates are working on the proper section of the test.
  3. When seated at the front of the testing room, do not turn your back on the candidates – look for raised hands or behavior worthy of comment. Don't proctor from the back of the testing room as you are unable to see hand or eye movement from that angle. This directive applies primarily to pencil-paper tests.
  4. Proctors must be alert to any behavior, which might be significant to the candidate's test performance. Be unobtrusive while observing the candidates. Do not stand by a candidate for long periods of time as this tends to make the candidate uncomfortable. See appendix 1
  5. Look for improper conduct on the part of test candidates. Improper conduct includes giving or receiving assistance during the test, working on a section after time has been called, using prohibited aids, or violating other test regulations. Immediately inform the test supervisor of any occurrence of improper conduct.
  6. Record improper or unusual behaviors on the seating chart. See appendix 1 and 2.
  7. Replace defective test materials if necessary during the test, as instructed by the test supervisor.
  8. Distribute new scratch paper or pencils to candidates if requested. Collect used scratch paper and pencils when giving new ones.
  9. Hold all test materials, including identification, for any candidate who requests permission to leave the room. Only one candidate is allowed to be out of the testing room at any given time. Test materials must always be in the possession of the candidate or the testing staff – they are never to be left unattended.

10. For pencil-paper test with a scheduled break. Collect and hold test materials before the break. Be sure the candidate's name is on their test book before collecting. Maintain the order so you are able to accurately redistribute the materials after the break. Examinee should take their photo-bearing ID with them during the break.
  11. Enforce the regulations against eating, drinking or smoking in the testing rooms.
  12. Assist the candidate in understanding the directions only by rereading the printed directions to them. No interpretations are to be made, nor additional information given.
  13. Receive permission from the test supervisor before you leave the testing room. There should never be more than one proctor out of the room at any time.
- C. As candidates finish./After the test
1. Follow the specific testing protocols for dismissing candidates. No candidate should ever complete a test and leave without being dismissed by a proctor. All materials should be collected from candidate before they leave.
  2. For pencil paper tests you must collect one test book and one answer sheet from every candidate.
  3. Assist in verifying the count of all test materials and supplies before the candidates are dismissed. An accurate count of all test materials is essential to the security of the test.
  4. Check with the test supervisor before you leave. You may be assigned additional duties such as erasing the board, putting away chairs and tables, packing, sealing boxes etc.

I have read and accept the duties described above.

Proctor Name (printed)	Signature	Date
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I have reviewed the duties described above with the proctor trainee.

Trainer Name (printed)	Signature	Date
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**Appendix 1**  
**WHAT TO LOOK FOR WHEN PROCTORING.**

When proctoring it is important to monitor candidate behavior for two distinct reasons. 1) To detect evidence of cheating, 2) To identify “how” a candidate is testing that is their level of focus on the exam.

Specific types of behavior to look for are: These should be noted on the seating charts.

1. Working on the wrong section.
2. Working unusually slow or fast.
3. Using the wrong writing instrument.
4. Cheating or suspected cheating.
5. Unusual behaviors:
  - Many questions asked
  - Holding book, or scratch paper close to face. Leaning unusually close into computer screen
  - Nervousness – fidgety, bouncy legs, etc.
  - Belligerent or hostile
  - Won't mark answer correctly (after being shown)
  - Lip-reading
  - Touching computer screen. If you see this behavior, especially if they are touching screen with the lead end of their pencil, ask them to refrain from doing so.
6. Physical conditions:
  - Physical handicaps – temporary or permanent
  - Bandages indicating fresh injury
  - Sever colds
  - Extreme fatigue
  - Left-handedness, this could be used for identification purposes
  - Advanced pregnancy
  - Vision problems.
7. Time candidate leaves testing room and returns.

**Appendix 2a Seating Charts Testing Lab 679 SCB.**

There is one chart for each row. Stations are identified by station number which is affixed to the station wall. Stations 1 – 10, which face the south wall are used for Prometric tests only, never for WSU institutional tests and do not use these seating charts. The rows identified 1 (stations 11 – 19) and 2 (20 – 28) are in the middle of the room, facing each other. Row 3 (stations 29 – 35) faces the north wall. The “front” of the room is at the bottom of the chart. Candidates are told to find their station number, and print and sign their name on the lines provided. Proctors are to verify that they filled out the correct station, and record comments in the “Office Use Only” sections.

SEATING CHART  
679-Student Center

ROW: 1 → PROGRAM: Mathematics Placement Examination  
DATE: April 23, 2019 → PROCTOR'S SIGNATURE: \_\_\_\_\_

STATION NUMBER	FULL NAME (Print and Sign)	BOOKLET #	OFFICE USE ONLY			
			Hd	Vd	OR	OTHER
11	Print Sign					
12	Print Sign					
13	Print Sign					
14	Print Sign					
15	Print Sign					
16	Print Sign					
17	Print Sign					
18	Print Sign					
19	Print Sign					

Page Break

SEATING CHART  
679-Student Center

ROW: 2 → PROGRAM: Mathematics Placement Examination  
DATE: April 23, 2019 → PROCTOR'S SIGNATURE: \_\_\_\_\_

STATION NUMBER	FULL NAME (Print and Sign)	BOOKLET #	OFFICE USE ONLY			
			Hd	Vd	OR	OTHER
20	Print Sign					
21	Print Sign					
22	Print Sign					
23	Print Sign					
24	Print Sign					
25	Print Sign					
26	Print Sign					
27	Print Sign					
28	Print Sign					

Page Break

SEATING CHART  
679-Student Center

ROW: 3 → PROGRAM: Mathematics Placement Examination  
DATE: April 23, 2019 → PROCTOR'S SIGNATURE: \_\_\_\_\_

STATION NUMBER	FULL NAME (Print and Sign)	BOOKLET #	OFFICE USE ONLY			
			Hd	Vd	OR	OTHER
29	Print Sign					
30	Print Sign					
31	Print Sign					
32	Print Sign					
33	Print Sign					
34	Print Sign					
35	Print Sign					

**Appendix 2b Seating Charts Regular room.**

For room 101 State Hall, or other regular classrooms, there is one seating chart for each row, identified by their actual number from the front of the room. When possible the first row in the room should not be used, in which case the first row used would be row 2. If possible, (required by testing program), every other row should be used, (2,4,6,8 etc.). For most programs capacity is set so that candidates are seated with one open seat between them. If this is not possible than the room should be filled first with the open seat and then the unused seats filled in on a second pass through the room. The charts should start from the examiners left, and be passed to the right. If there is an open seat between every examinee than the examinees should NOT skip spaces on the chart, they should go one name under the other. If a row has examinees who do not have a space between them, that what open seats there are should be skipped.

SEATING-CHART → 101-STATE-HALL						
ROW → 1		PROGRAM				
DATE		PROCTOR-SIGNATURE				
SEAT #	FULL NAME (Print and Sign)	BOOKLET #	H	V	O R	OFFICE-USE-ONLY
						H=Handedness, V=Vision, OR=Oral Reading OTHER
1	Print					
	Sign					
2	Print					
	Sign					
3	Print					
	Sign					
4	Print					
	Sign					
5	Print					
	Sign					
6	Print					
	Sign					
7	Print					
	Sign					
8	Print					
	Sign					
9	Print					
	Sign					
10	Print					
	Sign					
11	Print					
	Sign					
12	Print					
	Sign					
13	Print					
	Sign					

Proctors should count the number of examinees seated and verify the number against the chart. If a booklet number is recorded they must verify the number is correct. In most cases the books have been passed out in serial number order.

If the proctor finds a mistake in the way the candidate completed the sheet they must get it corrected before the timing of the test begins. If a candidate misplaced their position on the chart, a proctor may note the correction by drawing arrows to indicate the correct relative position.

The proctor must notify the test supervisor when they have collected and verified their charts.





**Appendix 3 – Proctor Evaluation – pg 1**

For a period of time it was the practice of the testing office that the test supervisor would complete an evaluation form for each proctor (or associate supervisor) for each test worked. While this practice was in place for only a few years the form is a helpful tool as part of the proctor training to hi-lite the proctor responsibilities.

**WAYNE STATE UNIVERSITY**  
**University Counseling and Placement Services**  
**Testing, Evaluation and Research**

**PROCTOR/ASSOCIATE SUPERVISOR EVALUATION FORM-**

Name: \_\_\_\_\_

Circle one: Proctor OR Associate Supervisor

Date: \_\_\_\_\_

Test Program \_\_\_\_\_

Test Supervisor \_\_\_\_\_

Please circle your response

The Proctor/Associate Supervisor...

- |   |     |    |    |     |
|---|-----|----|----|-----|
| 1. Reported to the test session on time.  | Yes | No |    |     |
| 2. Dressed appropriately (wore neutral/non-distracting clothing, soft soled shoes, etc.)                                  | Yes | No |    |     |
| 3. Distributed and collected all test materials individually.   | Yes | No | NA | NDO |
| 4. Verified for accuracy and recorded row count on all seating charts for his/her rows.                                   | Yes | No | NA | NDO |
| 5. Held test materials for examinees permitted to go to the restroom.   | Yes | No | NA | NDO |
| 6. Maintained the security of test materials during the break.  | Yes | No | NA | NDO |
| 7. Received permission from the Test/Assoc. Supervisor before leaving the testing room for any reason.                    | Yes | No | NA | NDO |
| 8. Received permission from the Test/Assoc. Supv. before leaving at the end of the test administration.                   | Yes | No |    | NDO |
| 9. Read during the test administration.   | Yes | No |    | NDO |
| 10. Conversated unnecessarily during the test administration, e.g., visiting/chit-chat with other proctors.               | Yes | No |    | NDO |
| 11. Engaged in any activity not related to the test administration (if yes, specify).                                     | Yes | No |    | NDO |
| 12. Kept exact timing of the test using a stopwatch and a reset watch.  | Yes | No | NA | NDO |
| 13. Provided seating charts which accurately represented the testing room and distribution of test materials within room. | Yes | No | NA | NDO |
| 14. Verified his/her test materials against the packing/shipment notice before testing.                                   | Yes | No | NA | NDO |
| 15. Verified that the number of test books distributed plus the number of unused books equals number of books received.   | Yes | No | NA | NDO |

Rev. 4-14-97

16. Maintained a helpful yet objective manner toward examinees.	Yes	No		NDO
17. Paid attention to his/her responsibilities at all times.	Yes	No		NDO
18. Followed the instructions of the Test or Associate Supervisor before, during and after the test administration.	Yes	No		NDO
19. Periodically walked through the row assigned to him/her to monitor.	Yes	No	NA	NDO
20. Overproctored or established an identifiable touring pattern.	Yes	No	NA	NDO
21. Informed the Test or Associate Supervisor of any occurrence of improper conduct on the part of the examinees.	Yes	No	NA	
22. Made intelligible and relevant comments on observable behavior of at least 25% of the examinees in his/her rows.	Yes	No	NA	
23. Was sufficiently familiar with the testing materials that he/she could effectively and efficiently assist examinees.	Yes	No		NDO

Scale = **Outstanding (O):** Overall performance is characterized by *exceptionally high* quality and quantity of work in the accomplishment of position duties; assumes responsibilities which are beyond the position requirements; uses job-related skills in an exceptional manner; requires substantially less supervision than typical for the position.

**Excellent (E):** Overall performance is characterized by *high* quality and quantity of work in the accomplishment of position duties; uses job-related skills in a more than acceptable manner; requires a degree of supervision that is somewhat less than typical for the position.

**Fully Satisfactory (FS):** Overall performance is characterized by *acceptable* quality and quantity of work in the accomplishment of position duties; uses job-related skills in an acceptable manner; requires a degree of supervision that is typical for the position.

**Less Than Satisfactory (LS):** Overall performance indicates the employee fails to accomplish assigned position duties and/or uses job-related skills in an *inadequate* manner; requires an inordinate amount of direct supervision in order to produce work of acceptable quality and quantity. Additional training and/or coaching, and periodic review are required. Employees who fail to improve their performance within a reasonable time period will be subject to further disciplinary action.

24. Overall rating considering amount of training and experience and a Proctor and/or Associate Supervisor. O                    E                    FS                    LS



An overall rating of Less Than Satisfactory or Outstanding must be explained.

Comments \_\_\_\_\_  
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