

Policy Name: Proctoring of Computerized Assessments

Policy Number: BGWIOA-N17-S11

Effective Date: June 28, 2017

Applies To: All Staff and Sub-Contractors

1. **Purpose:** All staff, including subcontracted staff, are to uphold the integrity of all assessments by following established guidelines for proctoring computerized testing.
2. **Background:** The Kentucky Career Center and subcontractor staff use various testing methods based on employer and job seeker need. Based on the individual contract with that testing company some tests may be permitted to be utilized outside of the career center or career center equipment and others may not. This policy should also provide guidance on sharing of test results.
3. **Definitions:** **Proctor:** a person who monitors students during an examination.
Staff: Individuals paid by WIOA funds, either directly or through a subcontractor.
4. **Policy:** Tests and examinations through the Kentucky Career Center - Bluegrass can be accomplished by various means depending on the requirements of the employer and the contract agreement with the test issuer (company owning the tests).

Non-Proctored Testing:

Not all assessments require proctors. Take-home exams, low-stakes quizzes, or training materials can be issued without proctoring. *If a staff person is unsure if the test calls for proctoring, then the highest level of concern should be taken and no information on the test should be permitted outside of the proctoring area.*

Non-proctored tests or examinations are administered without a proctor and allow for individuals to take exams at a location of their convenience and within a time frame specified by the employer, trainer, or the issuing company. Take-home exams are included in this category. Non-proctored examinations are permitted at the discretion of the hiring company, issuing company, or trainer. The time frame of the non-proctored exam should be explained to the individual prior to issuing.

Individuals must adhere to procedures and time frames indicated by the hiring company, issuing company, or trainer.

Proctored Testing:

Proctored tests or examinations must be managed by a person or service that administers and monitors assessments. A proctor has the responsibility of verifying the identity of the test taker, ensuring appropriate test conditions are met, and monitoring the actual tests or exams.

Verifying identify may be done through any photo identification, unless additional confirmation is required through the employer requesting the assessment.

On-Site Proctored Testing:

Generally, a staff person will administer and monitor tests and examinations. At the Kentucky Career Center – Bluegrass, staff are usually responsible for administering and supervising on-site tests and examinations. All staff and any volunteer proctors must adhere to their confidentiality policy and procedures regarding the use of proctors.

Costs and Notifications:

The Workforce Services or Business Services Manager must be notified prior to the time of registration or enrollment of any projected costs associated with verification of identity (e.g., costs associated with off-site or online proctoring) and proctoring. In addition, these costs must be approved by the Workforce Services or Business Services Manager or other authorized party prior to incurring the cost.

Individuals with Special Needs:

In accordance with the Americans with Disabilities Act, individuals with bona fide disabilities will be afforded reasonable accommodation. The Office for Vocational Rehabilitation and/or Veteran's Services will certify a disability and advise staff members of reasonable accommodations. Individuals with a specific disability that requires accommodation during testing (e.g., additional time) should notify the instructor and provide documentation of specialized need. If accommodations are necessary during proctored testing, it is the staff's responsibility to make sure that accommodations are made. If the facility is not equipped with the specialized equipment needed to proctor the assessment, the staff should contact the Office for Vocational Rehabilitation and/or Veteran's Services for assistance.

Process for Proctoring Assessments:

At the time of assessment, the staff member is required to verify the ID of the individual testing, inform the individual of what is both allowable and not allowable based on the unique test requested by the employer.

Examples: Scratch paper or calculator may be allowable during testing. Receiving assistance on an assessment or assessment question; leaving the designated area for any reason with or without the session ID; or discussing any part of the assessment is never allowable during testing.

Employer specific tests issued through the Kentucky Career Center – Bluegrass should be proctored as instructed by the employer. If the employer has no specific set of guidelines, then staff should utilize their best judgment while following the basic guidelines outlined in this policy.

Confidentiality of Individuals Assessment Results:

Staff should follow confidentiality protocol put in place by the Bluegrass Workforce Innovation Board. If the employer requests the test results be sent to a member of staff for review prior to delivery to the employer, it is the responsibility of that staff to keep the test results private. The staff, the employer, and the assessment taker (upon request) should be the only people who are permitted access to the results. A copy of the results should be placed in file for documentation.

5. Inquiries:

Questions should be addressed to the Communications and Marketing Specialist and/or the Director of Workforce Services.