

ACCUPLACER Certificate of Test Administration

Training Materials for Institution Administrators and Site Managers

College Board recognizes the importance of Testing Personnel, the significant role you play in the student onboarding process and is committed to boosting this importance within the profession by requiring all testing personnel to be certified. The ACCUPLACER® Certificate of Test Administration (ACTA) assessments promote and support best practices related to test security while increasing security for the ACCUPLACER® program.

The following contains general information on what you need to know to properly administer an ACCUPLACER account as well as train those with proctor credentials. Additional information regarding test administration can be found in the [ACCUPLACER Program Manual](#). **All users are responsible for reviewing and adhering to the requirements of the [ACCUPLACER License Agreement](#).**

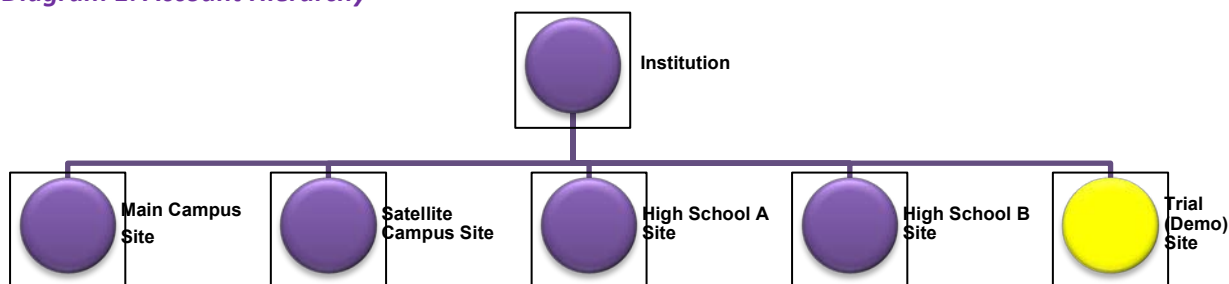
Account Setup

Account Hierarchy

When an institution adopts ACCUPLACER, part of the implementation process is to make initial decisions about the account set up. This includes deciding how many sites will be created. Establishing separate sites helps to organize data and provide access to appropriate staff. Institutions that have multiple campus locations for example, or partner with high schools for dual-enrollment purposes, should consider creating dedicated sites for these users. Creating dedicated sites for partnering entities enables an institution to keep data separate from users who should have limited access only to their students' data.

Diagram 1 represents one way an institution might set up an account and organize different data for the various site locations.

Diagram 1: Account Hierarchy



When partnering with other institutions, the main account holder assumes responsibility for all sites and users associated with it. All sites, regardless of location, are required to follow all ACCUPLACER Terms and Conditions and administer exams according to the outlined policies and procedures. Any violation of these could result in complete account suspension, which would impact all users affiliated with the account.

Once testing sites are created, all setup is done at the institution level and will be available to all sites. This includes background questions, branching profiles, and placement rules. Each Site Manager can individualize their site using custom messages. All data from each site is available at the institution level for reports and is not shared between sites.

User Roles and Permission Levels

The ACCUPLACER system is comprised of various useful features. Access to these features is role based. Table 1 lays out a summary of the different roles and what each role can specifically do within the platform. Additional information can be found in [ACCUPLACER User Roles and Permissions](#).

Table 1: User Roles and Responsibilities

User Role	Responsibilities
Institution Administrator (IA)	<ul style="list-style-type: none"> Responsible for the use and overall maintenance of ACCUPLACER at their institution Responsible for assignment and maintenance of all user credentials Provides institution-specific training to all users Creates institution-level Branching Profiles and Placement Rules Allocates test units across sites Can generate reports across all testing sites Can access and manage COMPANION materials Cannot administer tests or generate vouchers
Site Manager (SM)	<ul style="list-style-type: none"> Manages testing site(s) assigned to them by the IA Responsible for all site-specific account functionalities: users, Branching Profiles, Placement Rules, and custom messages Generates site-specific reports Can access and manage COMPANION materials Cannot administer tests

User Role	Responsibilities
Proctor-Reporter (PR)	<ul style="list-style-type: none"> Administers tests at their testing site Creates vouchers Edits student profiles Generates all site-specific reports Cannot access and manage COMPANION materials
Proctor	<ul style="list-style-type: none"> Administers tests at their testing site Creates vouchers Cannot access and manage COMPANION materials Cannot run reports

User Credentials

Each ACCUPLACER account must have at least one dedicated Institution Administrator (IA); however, it is recommended that a secondary IA be added to assist if the primary is unavailable. Institution Administrators and Site Managers (SMs) assume complete responsibility of who has access to their school's account and for how long. IAs and/or SMs must create **individual login credential(s) for each user**. Depending on users' responsibilities, some users may have multiple login credentials (e.g. SM and Proctor). Users cannot share their login credentials with anyone, including their IA or SM¹.

It is recommended that IAs and SMs review all user credentials on a quarterly or semester basis to ensure the security of student data, the security of the ACCUPLACER platform, and to ensure all users receive important communications regarding relevant program updates from the ACCUPLACER program. As noted in the ACCUPLACER License Agreement, users who cease to be employed at the institution, or are no longer authorized to access the platform, must have their access to the platform revoked immediately.

When an IA leaves the role, a new IA must be named, and new IA credentials created. If the exiting IA has not made the updates prior to their departure, then the new IA must have a supervisor submit a formal replacement request to ACCUPLACER. The new IA cannot make the request.

IAs and SMs can export reports in four different formats—CSV, Delimited Text, Excel, and XML—that show which users have access to the platform by logging into the platform and following this menu path: **Users—Manage Profiles—User Profiles—Search**. Leave the field **User Type** blank to get a list of all users. A new report has been added to the platform to help IAs track the certification progress of all users.

¹ Sharing login information with an ACCUPLACER Technical Support Team Member is permitted at the user's discretion. Technical Support does not store passwords, and users can change their password after receiving requested assistance.

Test Administration

There are five ways to administer ACCUPLACER:

1. **On-Demand Testing (Standard):** Students can test on their home campus according to test center times/requirements.
2. **Pre-Registration and Vouchers:** Site Managers and Proctors can generate vouchers for students to bring to their test session either on-or-off-campus at a remote testing site. With the use of vouchers, Proctors do not need to start the test from students' individual computers, but, instead, can launch the test by logging in with proctor credentials and approving the test from the Dashboard menu after students have signed on and activated their voucher. Vouchers are especially helpful when testing a large group— registration time is reduced, which allows test takers to begin their test(s) sooner.
3. **Remote Testing Network:** This is a network of approved, ACCUPLACER users from which you can select a location for a student to test elsewhere when they are unable to test at their home campus. Although students will test at a remote location, all scores will be automatically recorded in the referring school's ACCUPLACER account. Students will not need to bring a copy of their score reports to their home institution; however, the referring school has the capability of printing the student's Individual Score Report (ISR) once testing has completed.
4. **Virtual/Online Remote Testing:** Using an ACCUPLACER approved, virtual remote proctor provides students with the flexibility to test in any place that is convenient to them. This is especially helpful for students who may live overseas or who are enrolled in an online program and cannot travel to their home campus. Students who test virtually must have access to a computer and web camera and demonstrate to the remote online proctor that their testing environment meets ACCUPLACER guidelines.
5. **Accommodated Testing:** COMPANION test booklets are available to test takers who require paper-based testing or an accommodated format such as Large Print, Braille, or audio CD. All COMPANION tests must be administered in a proctored environment. COMPANION and print-on-demand test booklets must be kept in a secure and locked area and **cannot be photocopied or used as a study resource because they contain live test items**. Test booklets (except for Braille and large print booklets) cannot be reused; all used test booklets must be destroyed in a secure manner. COMPANION math tests were designed to not necessitate the use of a calculator. Test takers with a documented disability may use a calculator if it is a prescribed accommodation.

To support students who need a fully accessible online test experience, two accommodated forms for each next-generation test have been added to the platform. These digital COMPANION tests are only appropriate for students who have a documented disability.

Some tests are available to download and print locally at no cost to the institution². In addition to protecting physical copies of printed tests, it is also the institution's responsibility to protect digital copies. **Test booklets must not be saved to local computers or networks.** Materials must be printed directly from the Resources menu on the platform **before** each administration; if printed in advance, test booklets must be stored in a secure manner until testing date.

Except for Braille and Large Print, test booklets cannot be reused; all used test booklets must be destroyed in a secure manner. COMPANION math tests were designed not to necessitate the use of a calculator. Test takers with a documented disability may use a calculator if it is a prescribed accommodation. Refer to the [COMPANION Administrator's Manual](#) for further information on COMPANION administration.

Security Policies

The [ACCUPLACER License Agreement](#) requires all testing to be done in a secure and proctored setting. **There are no exceptions to this requirement.** Test takers must always be monitored by an authorized, certified, test administrator from the institution who must be present on-site during all administrations of ACCUPLACER online or COMPANION tests. Only approved users may log in to the ACCUPLACER platform to administer an exam. ACCUPLACER can only be administered with a Proctor or Proctor-Report login credential.

An appropriate testing facility would be a college or university's test center, or a quiet, proctored room in a high school. The following locations are **prohibited and cannot serve as a testing location**:

- Test taker's home³
- Place of employment
- Coffee shops
- Internet cafes

Please review the [Program Manual](#) for further details regarding eligible testing facilities and contact ACCUPLACER directly if you are unsure if a testing location meets ACCUPLACER requirements.

² The scoring of answer sheets requires the use of ACCUPLACER units.

³ Test takers with or without documented disabilities are permitted to test at home provided they use one of ACCUPLACER's approved virtual remote proctors.

Unauthorized individuals (e.g., parents, chaperones, non-testing test takers) are not permitted in the testing center during the test. Persons assisting for accommodation purposes (e.g., reader or scribe) are considered authorized.

Under no circumstance should a test taker be given login credentials, nor may proctor credentials be shared with test takers. Login credentials may not be written on chalkboards or whiteboards, printed, emailed, or presented online in any form or place. All ACCUPLACER test items (online or COMPANION), student essays, and WritePlacer prompts must remain confidential and cannot be shared or taken out of the testing center.

Additionally, test takers may not log in to the platform. A proctor must log in test takers individually, utilize the Fast Track login feature, or issue vouchers to the test taker.

Proctor Guidelines

There are three ways ACCUPLACER can be administered: with an On-Site Proctor, with an Off-Site Proctor, or with a Virtual Remote Proctor.

On-Site Proctoring

Institution Administrators and Site Managers must select Proctors who are trained in the administration of all ACCUPLACER testing materials (online and COMPANION). Additionally, IAs and SMs are expected to provide Proctors with regular training and issue unique individual user credentials to each Proctor.

We know that institutions make it a priority to hire and train responsible individuals to staff their testing centers. To help ensure valid, reliable results from ACCUPLACER, and to protect the security of our assessments, we strongly encourage testing centers to be mindful of potential conflicts of interest when hiring staff. To that end, please use professional judgment and consider the following questions when making decisions regarding whether a student-worker should proctor a test⁴:

- Has the student-worker taken an ACCUPLACER test in the past six months?
- Will the student-worker take an ACCUPLACER test during their tenure at the testing center?

We strongly recommend that student-workers who have taken an ACCUPLACER test in the past six months, or who will test in the future, **not** serve as proctors for ACCUPLACER. Testing Directors should work to ensure there are no potential conflicts of interest (or the appearance of such a conflict) between the student-worker and the test takers they will proctor. As a best practice, consider pairing a student worker with a full-time employee during a test administration. Additionally, consider conducting audits to ensure proctors are not testing while serving in this capacity.

⁴ For the purpose of proctoring, “student-worker” does not refer to an employee who is also registered for a course(s) that does not require an ACCUPLACER score for registration.

Off-Site Proctoring

All off-campus remote proctors must work at or be associated with an education institution. **Non-educational proctors** (e.g., colleagues, supervisors, clergy, etc.) **cannot serve as an off-campus proctor**. Proctor identity and employment status must be vetted by the Institution Administrator or Site Manager. Off-campus proctors must receive their ACCUPLACER Certificate of Test Administration and adhere to published test security guidelines.

Proctor credentials must not extend beyond the necessary time allotted to proctor any test taker or group of test takers remotely. The referring institution assumes responsibility of any off-campus proctoring violations, which can lead to suspension of the referring institution's ACCUPLACER account. All off-campus proctors must have their own individual login credentials and passwords, which must be kept confidential and cannot be shared.

Virtual Remote Proctoring

ACCUPLACER can be administered at your campus or off campus by a certified virtual remote company. Currently, Examity is the only approved vendor of College Board.

Failure to comply with established proctoring guidelines can lead to an institution's immediate termination of ACCUPLACER access and the forfeiture of any existing test units.

Proctor Responsibilities & Eligibility

Proctors are responsible for the following:

1. **Ensuring proper test security before, during and after test administrations**
 - a. Check and verify student identification
 - b. Collect and monitor all prohibited items
 - c. Distribute, collect, and shred all scratch paper
2. **Safeguarding against improper test taking/cheating**
 - a. Circulate in the test center during test sessions
 - b. Remain engaged at all times and refrain from non-proctoring activities

ACCUPLACER recommends one Proctor for every 15-20 students. Proctors must meet the following eligibility criteria:

- Proctors must pass the ACCUPLACER Certificate of Test Administration (ACTA) assessment.
- Proctors must be responsible adults trained to administer standardized tests.
- Proctors cannot be high school students.

- Proctors must have their own username and password. Login credentials cannot be shared with anyone⁵, including IAs and SMs.
- Proctors cannot administer ACCUPLACER test to a member of their household, immediate or extended family members, or friends.
- Proctors must not have a stake in the outcome of a test taker's scores.
- Proctors cannot be engaged with any commercial test preparation company. This includes employment, volunteering, consulting, or acting as independent contractors.
- Proctors must be vetted and authorized by the institution to proctor exams in a remote, off-campus location.

Prohibited Items

Except for electronic medical devices, all electronic devices are prohibited from the testing center.

Prohibited items include:

- Any device capable of recording audio, photographic, or video content, or capable of viewing or playing back such content
- Unauthorized testing aids
- Calculators (unless for a prescribed accommodation)
- Test taker provided keyboard, computer, or laptop, unless there is a documented disabling condition that requires the use of a very specific device
- Cellular phones, tablets, pagers, smartphones, walkie-talkies, PDAs, or wireless communication devices
- Dictionaries (standard and/or bilingual), books, pamphlets, or other reference materials
- Digital cameras
- Digital watches, smartwatches, or wristwatch cameras
- Flash/thumb drives or any other portable electronic device
- Food, beverages, or tobacco products
- Listening devices such as radios, media players (with or without headphones), or recorders
- Nonmedical electronic devices
- Paper of any kind (scratch paper must be provided and destroyed by the test center administrator; test takers cannot use or discard their own scratch paper)
- Slide rules, protractors, compasses, or rulers
- Weapons, firearms, or other items prohibited by law or test center/campus safety and security policies

⁵ Sharing credentials with ACCUPLACER Technical Support is permitted and is at the discretion of the user.

Test Violation Protocol

If a test taker is caught using a prohibited item such as a cellphone or other electronic device during the administration of a test, the proctor should:

1. Stop the test session.
2. If possible, review the device to ensure neither pictures of the test content were taken nor were text messages regarding the test sent/received.
 - a. If possible, do not return the device to the test taker or delete any images or messages until it has been determined that test items have been compromised or cheating has occurred.
3. Notify the Institution Administrator or Site Manager to confirm the test should be invalidated⁶.
4. Send the issue to the College Board if test content has been comprised by emailing accuplacer@collegeboard.org
 - a. Flag the message as “Urgent” and include “Test Violation” in the subject line.
 - b. **Do not** send screen shots of the test items or messages. Instead, send the following information:
 - i. Student Name or ID
 - ii. Exnum (located at the bottom of the ISR)
 - iii. Testing Date
 - iv. Testing Location
 - v. Test(s) Name (e.g., Classic Reading or Next-Generation Arithmetic)
 - vi. Test Question Number(s)

Student Identification

Student IDs should be validated before testing begins, upon re-entry to the testing center during their test administration, and before picking up their Individual Student Report (ISR). Student IDs should have the student’s name, recognizable photo, and a signature (if applicable). Acceptable student IDs include current and valid:

- Driver’s License
- State-approved or federal ID
- Military ID
- Middle or High School ID
- College ID
- Passport
- Tribal ID
- Naturalization card or certificate of citizenship
- [College Board official ID form](#)

⁶ Invalidating test sessions because of academic dishonesty is a local decision. **Please use your professional judgment.** If it is deemed appropriate according to school’s policies, then a test session should be invalidated.

Security Features

Test Session Lockout

The platform has a Test Session Lockout feature to increase test security and ensure a test taker cannot access outside resources during testing. If a test taker clicks outside the test administration window during an ACCUPLACER test session, the test taker is automatically locked out of the testing environment and prevented from continuing their exam until there is Proctor intervention. The only time this feature should be disabled is when a test taker requires use of screen reader such as Kurzweil for a disability accommodation. Institution Administrators and Site Managers should review the Test Settings associated with Branching Profiles to ensure proper implementation of the Test Session Lockout feature. Contact ACCUPLACER Technical Support for assistance in verifying Test Settings.

Save and Finish Later

Standard testing allows for the use of the “Save and Finish Later” functionality. It allows students to pause and return at a later time to complete their testing session. This feature should be used if a test taker needs to exit the testing center for any reason or if they run out of time and will be returning to complete their test at another time. Once they resume their test, they will receive a new question. The “Save and Finish Later” feature is not available for WritePlacer or WritePlacer ESL tests because these tests must be completed in one sitting.

Device Policy

Use of a student-owned (personal) device is not permitted for testing unless a student has a documented need for an accommodation. Any school-owned, student-issued device permitted to be taken home by students, is permitted for test administration, provided the proper security programs are configured on the device. Chromebooks must be configured to use the ACCUPLACER Chrome OS App to run in Kiosk Mode (available for free in Google Store). We strongly recommend all laptops use the Safe Exam Browser.