ACCUPLACER Certificate of Test Administration Training Materials
for Institution Administrators and Site Managers

NOTE: Any amended practices highlighted in this training document due to the COVID-19 pandemic are temporary and will be considered null and void when testing operations return to normal. Any and all direct communication informing users of the revocation of these temporary practices will supersede the exceptions outlined in this document.

College Board recognizes the importance of Testing Personnel, the significant role they 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 an Institution Administrator and/or Site Manager needs to know to properly maintain an ACCUPLACER account as well as train ACCUPLACER Proctors. 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
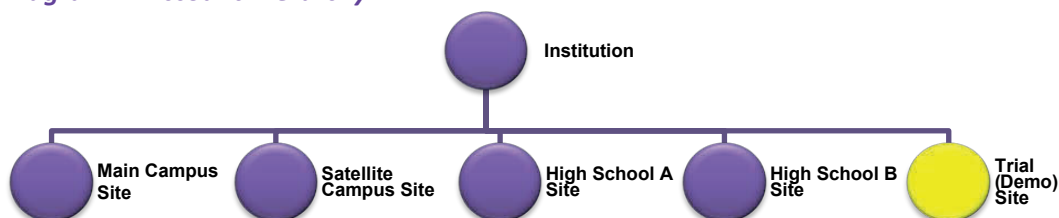
When partnering with other institutions, the main account holder assumes responsibility for all sites and users associated with it. **All sites, regardless of location, are required to follow all ACCUPLACER Terms and Conditions and administer exams according to the outlined policies and procedures.** Any violation of these terms 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 highlights the differences between the four main ACCUPLACER roles and permissions each has within the platform. Additional roles are available, and more information can be found under ACCUPLACER User Roles and Permissions.

Table 1: User Roles and Responsibilities

User Role	Responsibilities
Institution Administrator (IA)	• 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)	• 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)	• Administers tests at their testing site • Creates vouchers • Edits student profiles • Generates all site-specific reports • **Cannot** access and manage COMPANION materials
Proctor	• 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. Creating shared login credentials is not permitted. IAs and/or SMs must create **individual login credential(s) for each user.** It is important that all user profiles reflect up-to-date institutional contact information to ensure appropriate users receive important communications regarding relevant program updates from the ACCUPLACER Program. 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 SM[1].

It is recommended that IAs and SMs review all user credentials on a quarter 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 the Institution Administrator Change Request Form to ACCUPLACER. The new IA cannot make the request.

IAs and SMs can export reports from the platform that show which users have access to the platform, their expiration dates, and their ACTA status. Four different formats—CSV, Delimited Text, Excel, and XML--are available and can be accessed 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.

---

[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 OPTIONS

There are six ways to administer ACCUPLACER:

1. **On-Demand Testing (Standard):** Students can test at their home campus according to test center availability/scheduling 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 a location can be selected 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. Because some institutions have limited testing availability for external students, it is advised that test takers contact the alternate testing location prior to their intended testing day to verify testing availability and inquire about any associated fees.

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 testing requirements.

5. **Video/Chat Conference Testing:** Institutions closed due to the Pandemic are temporarily permitted to administer tests to students using a video chat service such as Zoom. Proctors are required to follow the same testing protocol that would be followed in-person in addition to [additional security guidelines](#).

6. **Accommodated Testing:** Alternate-format tests called COMPANION tests are fixed-length forms that are equivalent to the online, computer-adaptive tests in specifications. Two COMPANION forms are available for each corresponding online test and are available to test takers who require paper- based testing or an accommodated format. Available formats include print-on-demand PDF (regular and large print paper-and-pencil), digital linear, braille, or audio CD.

All COMPANION tests must be administered in a proctored environment. All COMPANION and print-on-demand tests 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 have been designed to be taken without the use of a calculator. Test takers with a documented disability may use a calculator if there is a documented, prescribed accommodation.

To support students who need a fully accessible online testing 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 institution[2]. 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.

Refer to the COMPANION Administrator's Manual for further information on COMPANION administration.

PROCTORING OPTIONS

There are three ways ACCUPLACER can be proctored: with an On-Site Proctor, with an Off-Site Proctor, or with an approved 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 institutions make it a priority to hire and train responsible individuals to staff their testing centers. To help ensure valid, reliable test 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 test[3]:

- 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?

---

[2] The scoring of answer sheets requires the use of test units.

[3] 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.

We strongly recommend that student-workers who have taken an ACCUPLACER test in the past six months, or who will test in the future, **do 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.

Off-Site Proctoring

All off-campus remote proctors must work at or be associated with an educational 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 on- or off-campus by **an ACCUPLACER-approved company**. Proctoring options vary and include live proctors or the use of automated proctoring, which allows either the vendor or the institution to review testing footage for potential misconduct.

Institutions are temporarily permitted to administer ACCUPLACER using video chat services such as Zoom.[4] All ACTA certified Virtual Proctors are required to meet same proctor requirements and adhere to the same policies and procedures they would follow when administering tests in person. In addition, Proctors must be trained to administer tests using a video chat service before test administration day and be versed in the following security guidelines for proctoring with a video chat service:

Before test day, IAs and SMs need to:
- confirm the *Test Session Lockout* feature under Test Settings is enabled and applied to all Branching Profiles
    - Note: A second Branching Profile will need to be created disabling this feature and should be labeled as *Test Session Lockout Disabled*.
- ensure Proctors have been trained to utilize the institution's selected video chat service and conducted practice administrations under the Demo Site
- develop a strategy for Proctors to remain organized during test administration an organizational and documenting process

---

[4] To support institutional needs during COVID-19, Virtual Remote Proctoring has been extended to institutional Proctors.

Before test administration, Proctors are required to:

- assign students to individual breakout rooms, so students are not testing with anyone else
- document student information, including room number and the quantity of scratch paper being used during testing
- verify student's identity: Students need to provide their full name and place their ID next to their face within the camera frame
- ask students to use their web camera to conduct a 360-degree scan of their testing room and testing space to ensure they are alone[5] and do not possess any prohibited items
- review each piece of blank scratch paper and document the number of sheets being used
- ensure only permitted items are in the testing area: single-monitor computer, mouse, keyboard, writing instruments, and blank scratch paper
- inform students they need to notify you if they need to leave the room for any reason
  - Note: if breaks are permitted, the *Save and Finish* Later feature must be enabled before the student leaves their room. ID must be checked upon their return
- advise students to use the Chat function to ask questions and communicate when they have completed testing

Before test administration, students are required to show:

- a valid form of ID
- they are alone in a testing room (preferably with a closed door)
- their complete testing area, including the ceiling, floor, under their table/desk, and under their keyboard and mouse (if applicable)

If the testing environment is not secure, or the student(s) do not match the presented ID, the Proctor must inform the student(s) that they will not be permitted to test.

During the test, Proctors must:

- monitor no more than 3-5 students at one time in individual breakout rooms
- watch for suspicious activity (e.g. suspicious eye movement, frequent moving in-and-out of the camera frame, cellphone glow in glasses and/or mirrors)
- interrupt the test session if questionable activity occurs, or if there are room interruptions
- repeat the room scan as needed to ensure the testing environment is secure
- STOP and end the test session if egregious testing behavior occurs (e.g. use of cell phones or notes)
- invalidate the test session if appropriate
- report egregious testing situations to their IA or SM and College Board

At the end of the test, Proctors must:

- require students to tear up their scratch paper into small pieces in front of the camera
- verify the quantity of scratch paper being destroyed matches the number of sheets recorded at the beginning of the test session

---

[5] Due to the current situation, it may be unavoidable for a student to test in an isolated room. Someone entering the screen, and then leaving quickly, may occur. If this happens, Proctors need to conduct another room scan and use their best judgement to determine if the testing environment is secure and/or if the addition of people in the room warrants rescheduling or terminating the test session. If it appears that someone is speaking with the student, or if the student keeps looking away from the web camera, the Proctor may want to consider ending the test session and rescheduling the test.

PROCTOR RESPONSIBILITIES & ELIGIBILITY

Proctors are responsible for the following:

1. **Ensure 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. **Safeguard against improper test taking/cheating**
   a. Circulate the test center during test sessions
   b. Remain engaged at all times and refrain from non-proctoring activities

For in-person testing, ACCUPLACER recommends one Proctor for every 15-20 students. Both in-person and Virtual Remote 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 anyone[6], including IAs and SMs.
- Proctors cannot administer ACCUPLACER tests 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.

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.

SECURITY POLICIES

The [ACCUPLACER License Agreement](#) requires all testing be done in a secure and proctored setting. **There are no exceptions to this requirement.** Test takers must always be monitored by the institution's authorized, ACTA 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-Reporter login credential.

---

[6] 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.

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 home[7]
- 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.

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 can 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 and COMPANION), student essays, and WritePlacer prompts must remain confidential and cannot be shared or taken out of the testing center.

Additionally, test takers cannot log in to the platform on their own: An ACTA certified Proctor must log in test takers individually, utilize the Fast Track login feature, or issue vouchers to the test taker.

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 required for a documented 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 (temporarily permitted during COVID-10 for Virtual Remote Testing only)
- 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

---

[7] Test takers with or without documented disabilities are permitted to test at home provided they use one of ACCUPLACER's approved Virtual Remote Proctors, or they test at home due to institutional closures related to COVID-19.

- 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 (temporarily permitted during COVID-10 for Virtual Remote Testing only)
- Slide rules, protractors, compasses, or rulers
- Weapons, firearms, or other items prohibited by law or test center/campus safety and security policies

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 (either in-person or virtual), 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 invalidated.
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)

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

Student Identification

Student IDs must be validated before testing begins, upon re-entry to the testing center during their test administration, and before picking up Individual Student Reports (ISRs). Student IDs should have the student's name, recognizable photo, and a signature (if applicable). Acceptable student IDs include current and valid[8]:

---

[8] Due to COVID-19, the use of expired IDs has been temporarily approved until December 31, 2020.

- 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
- ACCUPLACER ID Form

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. Institution Administrators and Site Managers must review the Test Settings associated with Branching Profiles to ensure proper implementation of the *Test Session Lockout* feature.

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. In those cases, IAs and SMs need to create a separate Branching Profile disabling the Test Session Lockout feature.

NOTE: To ensure the proper Branching Profile is administered, IAs and SMs need to label the Branching Profile accordingly (e.g. Math Placement – Test Session Lockout Enabled; Reading Placement – Test Session Lockout Disabled). 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, which allows students to pause and return at 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[9]. 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.

---

[9] Due to COVID-19, the use of personal devices has been temporarily approved for Virtual Remote Proctoring.