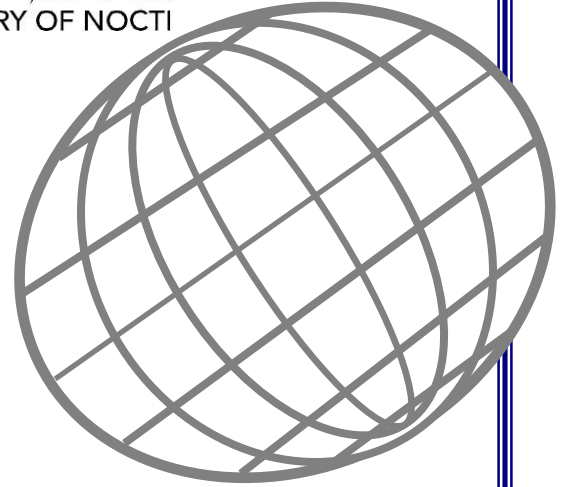


THE



HITENER  
GROUP, INC.  
A WHOLLY OWNED SUBSIDIARY OF NOCTI

*Enhancing today's  
workforce through tailored  
performance solutions*



# Site Coordinator Reference Guide

Revised September 2009

# Table of Contents

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|   |           |   |           |
|---|-----------|---|-----------|
| <b>Section 1</b>                          |           | <b>Section 7</b>                            |           |
| <b>Introduction</b> .....                 | <b>1</b>  | <b>After Administration</b> .....           | <b>20</b> |
|   |           | Shipping Answer Sheets .....                | 20        |
| <b>Section 2</b>                          |           | Destroying Used Materials .....             | 20        |
| <b>Contact The Whitener Group</b> .....   | <b>2</b>  | Handling Unused Materials .....             | 20        |
|   |           |   |           |
| <b>Section 3</b>                          |           | <b>Section 8</b>                            |           |
| <b>The Whitener Group Assessments</b> ... | <b>4</b>  | <b>Scoring and Reporting</b> .....          | <b>21</b> |
| Standardized Assessments.....             | 4         | Turnaround Time.....                        | 21        |
| Assessment Blueprints.....                | 5         | Incomplete/Incorrectly Completed            |           |
| Customized Assessments .....              | 5         | Answer Sheets .....                         | 21        |
| Delivery Method .....                     | 6         | Reporting Results.....                      | 21        |
|   |           | Requesting Hard Copies                      |           |
| <b>Section 4</b>                          |           | of Score Reports .....                      | 22        |
| <b>Coordinator Responsibilities</b> ..... | <b>7</b>  | Reporting Format .....                      | 22        |
| Overview .....                            | 7         |   |           |
| Specific Duties .....                     | 7         |   |           |
|   |           | <b>Section 9</b>                            |           |
| <b>Section 5</b>                          |           | <b>Quality</b> .....                        | <b>23</b> |
| <b>Before Administration</b> .....        | <b>11</b> | Validity.....                               | 23        |
| Administration Conditions.....            | 11        | Standards and Norms .....                   | 23        |
| Order Timelines.....                      | 11        | Setting Cut Scores (Pass/Fail) .....        | 23        |
| Ordering Materials.....                   | 11        |   |           |
| Return Policy.....                        | 12        | <b>Section 10</b>                           |           |
| Receipt of Assessment Materials .....     | 13        | <b>Pricing and Billing Procedures</b> ..... | <b>24</b> |
| Online User Codes .....                   | 13        | Assessment Materials and                    |           |
| Securing Assessment Materials .....       | 13        | Scoring .....                               | 24        |
| Distributing Information .....            | 14        | Pricing Information .....                   | 24        |
| Online Assessment System                  |           |   |           |
| Requirements.....                         | 14        | <b>Appendix A</b>                           |           |
| Multiple Sessions .....                   | 14        | <b>One-Page Checklists</b> .....            | <b>27</b> |
| Accommodations and Exceptions             |           |   |           |
| for Assessment Sessions .....             | 15        | <b>Appendix B</b>                           |           |
|   |           | <b>Security Policy</b> .....                | <b>31</b> |
| <b>Section 6</b>                          |           |   |           |
| <b>Coordinator Cover Sheet</b>            |           |   |           |
| <b>and Answer Sheet</b> .....             | <b>17</b> |   |           |
| Coordinator Cover Sheet.....              | 17        |   |           |
| Answer Sheet.....                         | 19        |   |           |

## **Section 1**

### **Introduction**

The Whitener Group is a wholly owned subsidiary of NOCTI, a national leader with over 40 years experience developing competency assessments that are fair, reliable and affordable. Working with management, unions and employees to translate skills-based knowledge into practical work-related gains, The Whitener Group can serve as an integral piece of any continuous improvement process.

In today's changing technological environment, employers and educators are faced with the difficult challenge of developing a skilled workforce. Recognizing this challenge, The Whitener Group offers a wide variety of testing services that have proven successful for over 40 years.

As the Site Coordinator, you play a critical role in overseeing the testing program at your organization. It is important for you to remain informed on The Whitener Group's testing services, policies and procedures. We have prepared this guide to assist you in understanding how to implement and manage a quality testing program.

## Section 2

### Contact The Whitener Group

Phone: 1-800-334-6283 Fax: 231-796-4699

[www.whitenergroup.com](http://www.whitenergroup.com)

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[eric.sawicki@nocti.org](mailto:eric.sawicki@nocti.org)

***Need help? Contact us at 1-800-334-6283.***

**QuadNet (Online Systems)**

Technical assistance, customer service specific to online systems

**800-278-8506**

**Orders**

Verification of order status

**extension 226**

**Payment Information**

Accounts payable/receivable, invoices, credit card payments

**extension 222**

**Project/Account Services**

Customer services specific to state, agency, or organization accounts or projects

**extension 232**

**Returns/Credits**

Inquiries on returns or credits

**extension 234**

**Scoring**

Verify receipt of answer sheets, check status of scoring, special report requests

**extension 215**

**Test Quality**

Questions or comments relating to test content, information about test revision or becoming a subject matter expert, customized test development

**extension 211 or 219**

**Training**

Training, customer service needs, test administration questions

**extension 232**

**Website Addresses**

The Whitener Group Website

[www.whitenergroup.com](http://www.whitenergroup.com)

Client Services Center

<http://clientservices.nocti.org>

Online Testing Site

<http://testing.whitenergroup.com>

## Section 3

# The Whitener Group Assessments

Standardized or customized assessments assist HR and training managers with EEOC accountability requirements and budget/asset productivity requirements to:

- Select skilled workers
- Promote based on objective, verifiable standards
- Provide blueprints for employee development
- Analyze job requirements and develop:
  - precise job descriptions
  - training curriculum
  - performance analysis charts
  - objective performance appraisals
  - valid interview protocol
  - career paths
- Identify skill gaps and needs analysis

### Standardized Assessments

The Whitener Group offers standardized assessments in over 70 occupational areas at various levels. Standardized assessments must be reviewed by representatives from the organization prior to placing an order for administration. This process is required by The Whitener Group to ensure that the assessment fits the needs of the testing/training program.

*Application for Test Review* – This form is used to request assessment titles for review. Assessments may be reviewed for up to 15 business days from the time they are received at the organization and must then be returned to The Whitener Group. The organization will be charged for shipping of the review materials. Fees will be incurred if the assessment materials are not returned within the review period timeline.

*Certification of Test Validity* – Once a test has been reviewed and determined to fit the needs of the testing program, a Certification of Test Validity statement must be signed and faxed to The Whitener Group prior to placing an order. Validity statements are kept on file, so this process only needs to be completed once per test title providing the purpose of the test administration does not change.

Standardized assessments are available in a variety of titles in three different categories: Job Ready, Experienced Worker, and Industrial.

Job Ready Assessments are designed to assess entry-level performance. They are based on available national and/or industry standards and are designed to support high-quality educational and training programs.

Experienced Worker Assessments are designed to assess professional and journey worker skills (experienced candidates).

Industrial Assessments are designed to assess areas specific to industrial settings (i.e., maintenance, mechanical, or electrical).

### **Assessment Blueprints**

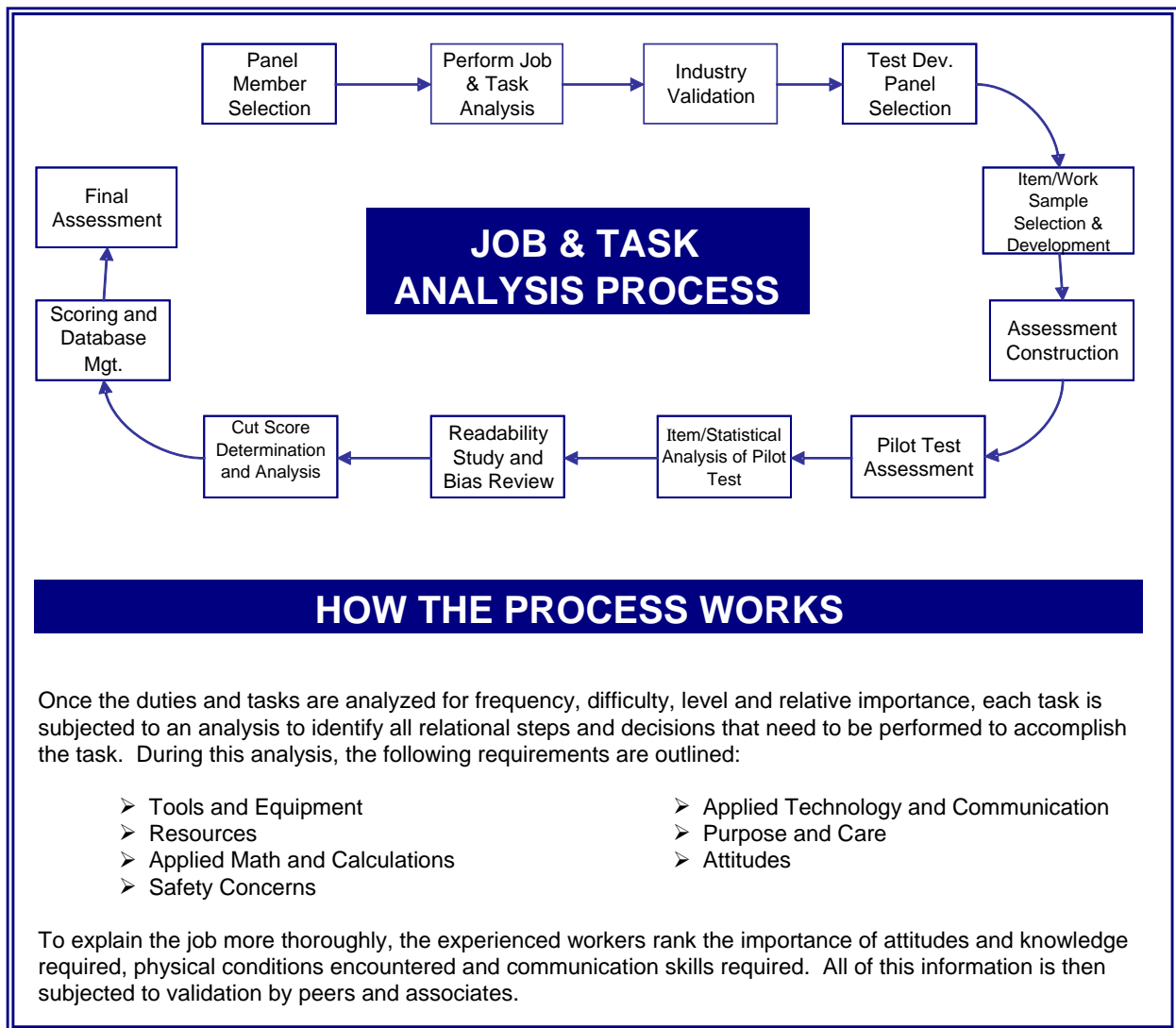
To assist Site Coordinators, assessment blueprints are available at [www.whitenergroup.com](http://www.whitenergroup.com). The blueprints are provided in Adobe Acrobat for convenient downloading or printing.

Assessment blueprints are available for all standardized assessments. The blueprints provide an outline of the assessment and in most cases include:

- Core competencies and tasks
- Sample questions for written (cognitive) assessments
- Sample jobs for performance (psychomotor) assessments
- Administration information (time, number of questions/jobs, etc.)

### **Customized Assessments**

The Whitener Group develops customized assessments for specific applications when an appropriate standardized assessment is not available. Customized tests are designed to meet the client's specific testing needs using a job and task analysis process. Once the job and task analysis is complete, written (cognitive) and/or performance (psychomotor) tests are developed. Pilot testing and a cut score workshop conclude the process.



Customized assessments become the property of the organization; however, the individual items/jobs that make up the assessment remain the property of The Whitener Group. The Whitener Group serves as the assessment provider and as such, collects and stores the customized testing data for the organization.

### Delivery Method

Whitener assessments may be administered via the online assessment system or in paper/pencil form. To learn more about online administration, refer to the Online Systems Coordinator Guide available at the Client Services Center at <http://clientservices.nocti.org>.

## Section 4 Coordinator Responsibilities

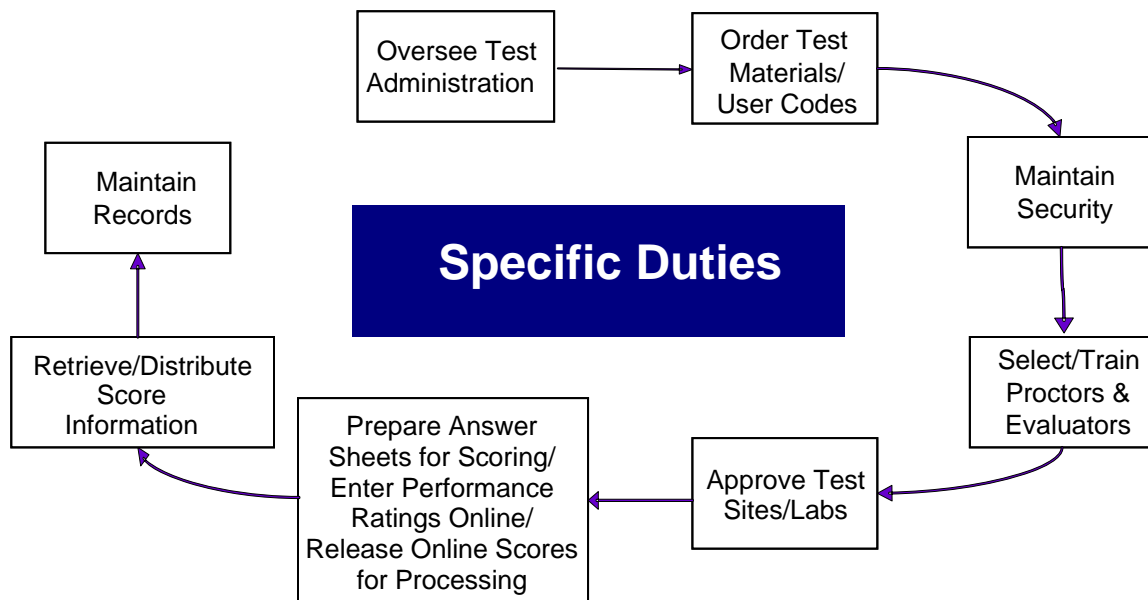
### Overview

As the coordinator for your site, you are responsible for the overall promotion, guidance, monitoring and facilitation of the testing program and must adhere to the policies and procedures set forth by The Whitener Group.

A one-page checklist for Getting Started is provided in Appendix A.

### Specific Duties

Site Coordinators act as The Whitener Group liaison to carry out the needed services for the site. Specific responsibilities include:



#### 1. Oversee Test Administration

You are responsible for the overall testing program at the site and serve as the liaison between the site's HR and Training personnel, employees, and The Whitener Group.

## **2. Order Test Materials/User Codes**

Using an order form (download at [www.whitenergroup.com](http://www.whitenergroup.com)), orders should be placed via one of the following methods:

**Fax:** 231-796-4699  
**Mail:** The Whitener Group  
500 North Bronson Avenue  
Big Rapids, MI 49307

Expedited orders may be accepted by telephone and will incur an additional charge.

Orders are shipped within two business days of receipt via UPS GroundTrac, unless other shipment methods are requested. A shipment notification email is generated at the time the order is shipped provided your email address is on file. The email will provide the date the order was shipped, a tracking number to use for identifying the location of the package and the estimated date of arrival.

### Online Assessment

The online delivery method is available for most assessments; please check with The Whitener Group to confirm online assessment availability. To order online assessments, complete the order form and return to The Whitener Group via one of the methods described above. Orders are filled electronically and are available at the online Client Services Center within two business days from the time the order is received at The Whitener Group.

When your online order is processed, you will receive an email informing you that user codes and passwords can be accessed at the online Client Services Center. To learn more about online administration including our system requirements, refer to the Online Systems Coordinator Guide available at the Client Services Center (<http://clientservices.nocti.org>).

## **3. Maintain Security**

Upon receipt of your shipment, the assessments and related materials should be inventoried to verify shipment matches your order and then these materials are to be put in a safe, locked cabinet or closet to which only the Site Coordinator or specifically authorized individuals have access. If an irregularity occurs which might affect the security/results of the session or materials, the circumstances must be reported on the Irregularity Report which can be found in the Proctor Guide: Instructions for Assessment Administration. If you encounter defective materials, call The Whitener Group immediately for assistance.

Organizations are entrusted with the security of all standardized or customized assessment materials to be administered at their site. Along with testing materials, sites are responsible and liable for the conduct of staff and consultants employed by the organization as related to the testing program. If there is a breach of security with copyrighted materials, the Site Coordinator must be able to determine when it occurred, how it occurred, who was responsible, and then contact The Whitener Group immediately.

It is also important that your list of online user codes and passwords be treated as confidential. If the security of this information is compromised in any way, please contact The Whitener Group immediately to disable the user codes and passwords so unauthorized individuals cannot use them.

Further details about security are described in The Whitener Group Security Policy (Appendix B).

#### **4. Select/Train Proctors and Evaluators**

##### **4a: Selecting Proctors for the Written (Cognitive) Assessment**

Proctors chosen for the written assessment need not be skilled in a particular occupation area but should be:

- Knowledgeable regarding administration of objective-type tests.
- Detail-oriented, able to monitor groups of people and observe time limits.
- Capable of speaking and reading clearly and audibly.

##### **4b: Selecting Evaluators for the Performance (Psychomotor) Test**

Experience has shown that training evaluators with proper focus on the items to be evaluated and rating scales can produce agreement among different evaluators. A high degree of reliability between evaluations of the performance assessments has been proven when these conditions have been met. Third party individuals must be selected when identifying evaluators. Performance assessment evaluators should be experts in their fields and must be available for training and for the scheduled performance testing. Each performance assessment evaluator should be:

- Knowledgeable in the particular occupation being tested.
- Qualified to evaluate participant's performance objectively.
- Capable of setting up the necessary machines, equipment, and supplies according to directions provided.
- Able to follow directions for conducting evaluations.
- Experienced in the administration of performance assessments.

##### **Participant Ratio**

In most cases, one proctor can monitor up to 25 written assessment participants in one room. Participants should be arranged with sufficient space for test security. The written assessment for all titles may be administered on the same date, at the same place and time, if feasible.

The nature of performance evaluation limits the number of participants an evaluator can observe. Experience has shown that for most occupations the number of participants that can be observed effectively by one evaluator is four to six. The Site Coordinator should discuss the ratio with the evaluator prior to testing. Factors to consider would be complexity of the test, comfort level of the evaluator, size of testing facility, etc.

## **5. Approve Test Sites/Labs**

The Site Coordinator is responsible for approving administration sites and labs and for ensuring that the appropriate materials, equipment and supplies are available.

## **6. Prepare Answer Sheets for Scoring/Enter Performance Ratings Online/Release Online Scores for Processing**

The Site Coordinator is responsible for preparing the answer sheets for scoring. It is important that all steps outlined on pages 17 to 19 are followed to ensure a timely processing of your score reports.

When using online administration, the Site Coordinator is responsible for entering performance ratings online and releasing all online scores for processing. Refer to the Online Systems Coordinator Guide (download from Client Services Center at <http://clientservices.nocti.org>) for specific details on entering performance ratings and releasing scores.

## **7. Retrieve/Distribute Score Information**

Details pertaining to score report information are provided on pages 21 and 22.

## **8. Maintain Records**

The Whitener Group encourages Site Coordinators to maintain records of each assessment session. This may include a list of test participants, performance evaluation worksheets (if applicable), supplemental materials that were used during administration, and coordinator score reports.

## **Section 5**

### **Before Administration**

#### **Administration Conditions**

To accurately measure an individual's job proficiency, assessments must be administered under well-controlled conditions. As the Site Coordinator, it is your responsibility to ensure all sessions are conducted properly and that each participant has an equal chance of demonstrating his/her skills and occupational knowledge. It is very important that conditions are consistent for all participants. Our standardized assessments are developed to be given in their entirety, under the same conditions, each and every time.

A one-page checklist for Before Administration is provided in Appendix A.

#### **Order Timelines**

Orders for paper/pencil assessments will be processed within two business days of receipt. Please allow additional time for large orders (i.e., more than 50 assessment booklets). All orders will be shipped regular UPS GroundTrac unless other shipment methods are requested. The Whitener Group's UPS system will generate a shipment notification email at the time the order is shipped for each site coordinator with an email address on file. This email will provide the date the order was shipped, a tracking number to use for tracking the location of the package, and the estimated date of arrival.

Orders for approved online administration will be filled within two business days of receiving a completed order form. The Site Coordinator will receive an email notification that online user codes are ready for pick up at the online Client Services Center. Refer to the Online Systems Coordinator Guide for instructions for using the Client Services Center (<http://clientservices.nocti.org>).

#### **Ordering Materials**

The Site Coordinator is responsible for overseeing the ordering of assessments. The following steps should be taken to ensure a timely and accurate delivery of materials:

- Identify an accurate count of tests needed. This number is important when placing an order because The Whitener Group customizes each order to meet your specific needs.
- Place orders well in advance of the test date. Orders will be processed within two business days. Watch for the UPS email notification of shipment or email notification for online user codes availability described in Order Timelines.

Follow the steps below to ensure a timely and accurate delivery of your testing materials:

1. Complete **ALL** fields on the order form
2. All online orders require a purchase order, credit card or check to process

An order form may be downloaded at [www.whitnergroupp.com](http://www.whitnergroupp.com). Place orders via one of the following methods:

**Fax:** 231-796-4699  
**Mail:** The Whitener Group  
500 North Bronson Avenue  
Big Rapids, MI 49307

Orders must be in writing and sent using one of the methods listed above. Expedited orders may be accepted by telephone for an additional charge.

### **Return Policy**

- (1) All returns must be accompanied by a completed Request for Return for Credit form. All requested information must be provided, including site code, invoice number, etc. to process for credit.
- (2) Credit for return of unused online testing User Codes will be granted under the following conditions:
  - a. User Codes must be provided
  - b. Unused performance books must be returned when returning User Codes purchased as a written/performance set
  - c. Unused status of User Codes will be verified before credit is granted
  - d. User codes returned for credit will be removed from customer's Client Services Center
  - e. No credit will be given for expired user codes or those purchased more than 180 days prior to the request for return
- (3) Only unopened, unused, test booklets accompanied by unused answer sheets will be accepted for return.
- (4) Unopened test booklets and accompanying answer sheets must be returned to us within 180 days of receipt. No credit will be given for products purchased more than 180 days prior to the request for return.
- (5) Shipping charges will not be refunded.
- (6) Credits for returns are placed on customer's account and will be applied to future invoices.

***ALL RETURNS ARE SUBJECT TO A HANDLING FEE AS LISTED BELOW***

Paper/pencil test booklets - **\$7.00** per booklet (written or performance)

Online test User Codes - **\$5.00** per User Code

## Receipt of Assessment Materials

As the Site Coordinator, the entire shipment of assessments and related materials will be sent to your attention. Immediately upon receipt of the materials, examine and inventory the contents to make sure you have received your entire order. Make certain that the number of booklets, test titles, and answer sheets received agrees with the packing slip and your order. It is important to verify you have all the materials ordered. If there are any discrepancies, contact The Whitener Group immediately. The following items will be included in your shipment:

- Written and/or performance booklets (one for each participant)
- Evaluator Guide (one for every 5 performance tests ordered per occupation; additional guides are available at an extra cost)
- Supplemental Books (for some performance tests)
- Demographic Information Sheets (one for each participant)
- Proctor Guide: Instructions for Assessment Administration (one for each title ordered)
- Answer Sheets (one per participant)
- Coordinator Cover Sheet (at least one cover sheet with each order)
- Attendance Roster (one for each title ordered)

## Online User Codes

An email will be sent to the Site Coordinator when online user codes are ready for pick up at the Client Services Center (<http://clientservices.nocti.org>). Verify you have received the correct number of user codes for the correct assessment codes. If there are any discrepancies, contact The Whitener Group immediately.

## Securing Assessment Materials

Upon receipt of your shipment, the assessments and related materials are to be put in a safe, locked cabinet or closet to which only the Site Coordinator or specifically authorized individuals have access. If an irregularity occurs which might affect the security/results of the session or materials, the circumstances must be reported on the *Irregularity Report* which can be found in the Proctor Guide: Instructions for Assessment Administration. If you encounter defective materials, call The Whitener Group immediately for assistance. Should there be a breach of security, the Site Coordinator must be able to determine when it occurred, how it occurred and who was responsible. The Whitener Group must be contacted immediately.

It is also important that your list of online user codes and passwords be treated as confidential. If the security of this information is compromised in any way, please contact The Whitener Group immediately to disable the user codes and passwords to avoid unauthorized use.

## **Distributing Information**

The Site Coordinator should plan to meet with proctors/evaluators prior to administration to allow them an opportunity to review guides/procedures that will be necessary for administration. It is essential that the proctors have time to review the materials in advance to make sure they understand the policies and procedures outlined in the Proctor Guide: Instructions for Assessment Administration. Performance evaluators should also review the Evaluator Guide for the specific occupation being assessed. For security purposes, materials should be returned to the Site Coordinator after they have been reviewed. The materials should then be distributed to the proctors and/or evaluators on the day of the assessment session.

## **Online Assessment System Requirements**

When setting up your computer lab, it is vital to work closely with your technical support staff. For a complete list of system requirements, refer to the Computer Setup section of the online Client Services Center (<http://clientservices.nocti.org>).

## **Multiple Sessions**

The Whitener Group assessments may be administered in multiple sessions provided the maximum testing time does not exceed the total time allocated for the assessment being administered. Multiple sessions of one hour or more are recommended, and no more than three testing sessions should be allowed. The decision to administer in multiple sessions should be made well in advance of the planned test date.

To ensure validity of the assessment results, it is suggested that consideration be given to the schedules below as they best fit into your available time blocks.

### Written (Cognitive) Assessment Administration

- Three-day Schedule: Approximately one-third of the assessment will be administered each day for three days.
- Two-day Schedule: Approximately one-half of the assessment will be administered each day for two days.
- One-day Schedule: The entire assessment will be administered in one day.

### Performance (Psychomotor) Assessment Administration

- Three-day Schedule: The performance jobs can be divided equally over three days making sure that all participants complete the same jobs each day. Example: Jobs 1 and 2 – day one, Jobs 3 and 4 – day two, Job 5 – day three.
- Two-day Schedule: The performance jobs can be divided equally over two days making sure that all participants complete the same jobs each day. Example: Jobs 1,2,3 – day one, Jobs 4,5 – day two.
- One-day Schedule: The entire test will be administered in one day.

## Accommodations and Exceptions for Assessment Sessions

At times it may be necessary to allow accommodations or exceptions when administering The Whitener Group assessments. Below are several examples of allowable accommodations and exceptions to assist with administering a quality testing program.

### Subpart Scoring

On occasion it may be desirable to administer only a portion of an assessment. As an example, one job on the performance assessment may not be relevant for the particular assessment purpose, thus administering that particular job would not benefit the test taker or the organization. For this type of circumstance, the site may request "Subpart Scoring" for the performance component. Subpart scoring may be requested for written and performance assessments.

A Subpart Scoring Request form **must** be submitted with answer sheets designated for subpart scoring. The Subpart Scoring Request form may be downloaded from the Client Services Center (<http://clientservices.nocti.org>). The form must be completed and returned with the answer sheets that are to be scored as subpart only. If an answer sheet intended for subpart scoring is submitted without the accompanying form, it will be scored as an entire test and the resulting score will be reflective of an incomplete assessment.

***NOTE: Subpart scoring requires that ALL items (questions or performance criteria) within the subpart (duty or job) being omitted MUST be left blank. All other items on the assessment must be completed to ensure proper scoring.***

Subpart scoring should **NOT** be used by organized testing programs unless approval has been granted by the governing agency. Subpart scoring is only available for the paper/pencil delivery option.

### Special Needs Accommodations

Participants may be assessed in small groups or individually, as necessary, for proctor supervision and support and/or for the provision of other accommodations. It is important to provide a favorable environment for every participant during the assessment session. It would be appropriate to assess a participant individually if that participant is likely to be distracted easily during administration.

### Readers

A reader may be used to read and clarify, as appropriate, all sections of the assessment to participants who have been identified as needing this accommodation. However, the reader may not provide clues or any other form of feedback to the participants. Participants having this accommodation may be assessed individually or in small groups.

### Assessment Booklets

If necessary, participants may circle their answers for the Written (Cognitive) questions in their booklet. However, the Site Coordinator is responsible for transferring the responses to the original answer sheet. Special care should be taken to ensure that the participant responses are correctly and accurately coded on the answer sheet.

### Time Extensions

Time extensions may be granted to participants whose disability makes completion of the assessment within prescribed time limits unreasonable. Participants who receive extended time should have the assessment administered separately from those participants assessed under standard time limits. If such factors as mental and/or physical fatigue or disruptive behavior present a problem, it is acceptable to plan breaks within the session or spread out administration over several sessions. Care should be taken, however, to ensure that participants do not have an opportunity to share/compare test information during any breaks that are provided.

Time extensions for online test administrations must be requested in writing (email is acceptable) at least three days in advance of the test administration date.

### Large Print Edition

If a participant's disability requires a large print version of the assessment, the request must be made to The Whitener Group well in advance of the assessment date (at least four weeks) and at time of order. Large print versions of the answer sheet are not available at this time. Participants may respond directly in the large print test booklet. The Site Coordinator is responsible for transferring the responses to the answer sheet. Special care should be taken to ensure that the participant's responses are correctly and accurately coded on the answer sheet.

## Section 6

# Coordinator Cover Sheet and Answer Sheet

### Coordinator Cover Sheet

An **original** Coordinator Cover Sheet **must** accompany the answer sheets each time a batch is sent to The Whitener Group for scoring from your site. Coordinator cover sheet and answer sheet colors must match for accurate scanning (i.e., submit red cover sheet when using red answer sheets). Scoring cannot be processed without this cover sheet. A sample coordinator cover sheet is provided on page 18. Please review the following items before completing the cover sheet:

- **Site Name:** Use the site name that was provided on The Whitener Group testing agreement.
- **Coordinator’s Name:** This is the name of the person responsible for the overall assessment program at your site—the Site Coordinator. This name **must** match the name provided on the testing agreement. A discrepancy could result in a delay in scoring.
- **Address, Phone, Fax and Email Address:** Correct shipping, telephone, fax and email information is essential if questions arise while processing and scoring staff need to contact the Site Coordinator.
- **Site Code:** Your site code is **required**. Your site code serves as your customer ID and will be needed in ALL correspondence with The Whitener Group. Your scores will be maintained in our database by site code. Site codes are either four or five digits. **DO NOT** add a zero to a four-digit site code when completing cover sheets and answer sheets. If you have questions regarding your site code, please contact The Whitener Group.
- **Testing Level:**
  - *Pilot Test:* A pilot test is a test that is being administered to determine the test’s reliability and validity. If a test is a pilot, the word “PILOT” will be generally be displayed on the front cover of the test booklet. This should only be marked if your site is participating in a pilot test program.
  - *Pre-Test:* Pre-tests are written tests and are usually administered to participants who have just entered a training program and the participants will be taking the test again at the end of the training program.
  - *Post-Test:* Post-test is used for most test administrations. Always select Post-Test unless another testing level classification described in this section applies. Post-tests may include both written (cognitive) and performance (psychomotor) components of the assessment.
  - *Retake:* Retake is used for participants taking the test more than one time.

Most test administrations are identified as **Post-Test**.

- **Testing Group:** This gives you the opportunity to differentiate between groups of participants taking the same assessment. Fill in the bubble for Group A if you want all participants (taking the same assessment) scored as one group. Separate cover sheets and group codes **must** be used in some situations.

When do I use a separate Coordinator Cover Sheet?

The information on the Coordinator Cover Sheet must apply to every answer sheet submitted with that particular cover sheet. If groups need to be broken out, a separate cover sheet must be used for each one.

- **Classification Level:** The classification level is prefilled.
- **Education Level:** The education level is prefilled.

### Site Coordinator's Cover Sheet

**SITE NAME:** (Please print in boxes provided)

XYZ Company

**COORDINATOR'S NAME:** (Must match Coordinator's name on file at The Whitener Group office)


Last Name: Smith  
 First Name: John  
 Middle Initial:

**ADDRESS:**

Street Number and Name: 1111 Rose Drive  
 City: Baldwin MI  
 Zip: 49494

Phone Number: 555 111 1212 Fax Number: 555 111 1213

EMAIL ADDRESS: jsmith@xyz.com



Return for scoring to: 500 North Bronson, Big Rapids, MI 49307

A site code may be four or five digits. Please enter the code from left to right. Do NOT add a "0" to a four-digit site code.

**SITE CODE**

0000  
0001  
0002  
0003  
0004  
0005  
0006  
0007  
0008  
0009

SAMPLE

**MARKING INSTRUCTIONS**

- Use number 2 pencil only.
- Make dark marks that fill the oval completely.
- Erase cleanly any mark you wish to change.
- Make no stray marks.

Correct Mark Incorrect Marks

An original coordinator's cover sheet is required; photocopies will NOT be accepted. Please contact The Whitener Group for additional Coordinator Cover Sheets. All fields must be filled out completely and correctly to ensure timely and accurate processing of results.

Answer sheets to be subpart\* scored MUST include a Subpart Scoring Request form available in the Resource section of the Client Services Center

(\*See Site Coordinator Reference Guide for explanation.)

**Testing Level**

Pilot Test  
 Pre-Test  
 Post-Test  
 Retake

**Testing Group**

(Mark A unless otherwise instructed)


Group A (default)  
 Group B  
 Group C  
 Group D

**Classification Level**

Business/Industry

**Education Level**

Post Secondary

 Mark Reflex® EM-201022-3454321 EDG

## Answer Sheet

The Whitener Group answer sheets must be used for all paper/pencil assessment administrations. Photocopies of answer sheets **cannot** be used. It is important to take the time to become familiar with these forms so that you can properly train your proctors.

Answer sheets must be completed with a #2 pencil. **Answer sheets must be filled out completely and correctly to ensure timely and accurate processing of results.** Answer sheets that are not filled out completely or correctly may be returned for correction and may incur additional fees (see pages 24 through 26 for fees).

Specific details for completing answer sheets are provided in the proctor/evaluator instructions supplied with each assessment order. A sample answer sheet is provided below.

**THE WHITENER GROUP INC.**

### PARTICIPANT INFORMATION

**MARKING INSTRUCTIONS**

- Use number 2 pencil only.
- Make dark marks that fill the oval completely.
- Erase cleanly any mark you wish to change.
- Make no stray marks.

USE A NO. 2 PENCIL ONLY

**A Participant Information**

| 1          | 2          | 3  | 4              |
|------------|------------|----|----------------|
| LAST NAME  | FIRST NAME | MI | PARTICIPANT ID |
| Flintstone | Fred       | L  | 20084932       |

**B Assessment Information**

| 5          | 6         | 7              | 8         | 9                |
|------------|-----------|----------------|-----------|------------------|
| TEST DATE  | TEST CODE | VERSION NUMBER | SITE CODE | DEMOGRAPHIC CODE |
| 07/30/2008 | 9001      | 02             | 9999      | 1121             |

All fields must be filled out completely and correctly to ensure timely and accurate processing of results.

**10 Title of Assessment (Taken from Booklet Cover)**

Electricity

**C Demographics**

|    |    |    |
|----|----|----|
| 1  | 19 | 19 |
| 2  | 19 | 19 |
| 3  | 19 | 19 |
| 4  | 19 | 19 |
| 5  | 19 | 19 |
| 6  | 19 | 19 |
| 7  | 19 | 19 |
| 8  | 19 | 19 |
| 9  | 19 | 19 |
| 10 | 19 | 19 |
| 11 | 19 | 19 |
| 12 | 19 | 19 |
| 13 | 19 | 19 |
| 14 | 19 | 19 |
| 15 | 19 | 19 |
| 16 | 19 | 19 |
| 17 | 19 | 19 |
| 18 | 19 | 19 |

PLEASE DO NOT WRITE IN THIS AREA

300437

## Section 7 After Administration

By taking the time to organize and accurately complete the answer sheets and accompanying materials, you can expect prompt and accurate scoring services.

A one-page checklist for After Administration is provided in Appendix A.

### Shipping Answer Sheets

Make sure that all required fields are **completed correctly** and sort answer sheets by test title to avoid delays in scoring or additional charges (see pages 24 through 26 for fees).

Include the following:

- Coordinator cover sheet (completed)
- Used answer sheets
- Attendance roster
- Irregularity reports
- Comment sheets

Do **NOT** include:

- Unused test booklets
- Unused answer sheets
- Any other items

Ship the answer sheets directly to ***The Whitener Group, 500 N. Bronson, Big Rapids, Michigan 49307*** via a service that can be tracked. In order to track delayed or missing packages, shipping receipts should be retained until answer sheets are received by The Whitener Group.

### Destroying Used Materials

Sites are responsible for the disposition of assessment booklets by one of the following methods:

- Books should be destroyed after the assessment session in such a way that they cannot be retrieved.
- Books should be returned to a central location, if required by your testing organization.

### Handling Unused Materials

Unused assessments can be returned for credit **ONLY** if the booklet is unopened (sealed) and accompanied by an unused answer sheet, within 180 days of purchase, and with The Whitener Group authorization. There is a charge for handling returns, so be careful to order the exact number of tests that you need. Once the materials have been returned and verified, a credit will be placed on your account. Please refer to the Return Policy located on page 12.

## **Section 8**

### **Scoring and Reporting**

As part of the standard assessment package, The Whitener Group provides a comprehensive report of the participant results. The standard scoring package includes a test coordinator report, comparative report and individual report for both the written and performance portions of the assessment.

A score interpretation report is available on the Client Services Center (<http://clientservices.nocti.org>). This one-page summary is provided to help you interpret the scoring information and is useful for presenting scoring information to others.

As always, The Whitener Group is available to answer any questions you may have regarding your score reports. In addition, we have the capability to customize reports if more detailed information is needed. Customized reports may range from a comprehensive year-end report with graphs and charts to a more detailed score report broken down to the task level data. Please contact The Whitener Group for a quote if you are interested in customized reporting. Our goal is to provide you with information that is useful.

#### **Turnaround Time**

Score reports are available at the online Client Services Center (<http://clientservices.nocti.org>) within two business days of the date the answer sheets are received at The Whitener Group, providing that correctly completed answer sheets have been submitted. Answer sheets not sorted or completed correctly will be delayed and additional fees may apply. A notification email is sent to the Site Coordinator when the score reports are available for access/printing in the system.

#### **Incomplete/Incorrectly Completed Answer Sheets**

Answer sheets that cannot be scored may be returned to the Site Coordinator for completion/correction or additional fees may be charged if The Whitener Group is required to make corrections (see pages 24 through 26 for fees).

#### **Reporting Results**

Scores are reported to the Site Coordinator who then provides results to participants and others as appropriate.

## Requesting Hard Copies of Score Reports

Score reports are available at the online Client Services Center (<http://clientservices.nocti.org>) for one year from the test date. Access to a previous year's scores may incur additional charges. Printing of score reports may be requested for an additional charge. To request hard copies, please contact The Whitener Group at 800-334-6283, extension 215 or 226.

## Reporting Format

### Test Coordinator's Report

The Test Coordinator's Report is a summary of all of the participants within a particular group and is provided for both the written (cognitive) and performance (psychomotor) assessments (on separate reports) for each title that is administered. Participants are listed alphabetically and individual scores are displayed.

### Comparative Data Report

The comparative data report provides a wealth of information that can be helpful in making inferences about the data. Group, site, state and national information is provided for both written (cognitive) and performance (psychomotor) assessments.

### Individual Report

Score reports are provided for each participant for both written (cognitive) and performance (psychomotor) assessments. This report displays the individual's score and also includes the comparative data including group, site, state and national averages. This report also displays the percentage change between the pre and post-test scores if the test was used in that application.

## **Section 9**

### **Quality**

The foundation of each of The Whitener Group's assessments is an occupationally validated task analysis that carefully defines the critical core competencies necessary to achieve occupational competence.

#### **Validity**

A key strength of all of The Whitener Group's standardized assessments concerns content validity. That validity is based upon the fact that each assessment is built upon national/industry standards and reflects the critical core competencies required in the occupation as reflected in associated job-task analyses performed during the development/revision process. Since The Whitener Group's assessment development methods rely on subject matter experts to assess the relationship between the assessment content and the defined universe of the job title, assessments are a content valid measure of the required skills in a given job title. The Standards for Educational and Psychological Testing (1999) state that content-related evidence demonstrates the degree to which the sample of items, tasks, or questions on a test are representative of some defined universe or domain of content. The methods often rely on expert judgments to assess this relationship. Thus, the content validity of The Whitener Group's assessments is in accordance with the Standards endorsed by the American Educational Research Association (AERA), the American Psychological Association (APA) and the National Council on Measurement in Education (NCME).

#### **Standards and Norms**

Comparative data are collected and maintained for each assessment to assist in the determination of "pass or fail" levels. The Whitener Group does not set the pass or fail level for any of its occupational competency assessments. It is important to note that a The Whitener Group's assessment norm is a standard scale, a measure of typical performance, not a standard of excellence.

#### **Setting Cut Scores (Pass/Fail)**

A cut score or standard is a point on an assessment score that is used to "sort" examinees into categories that reflect different levels of proficiency. When a cut score is used to determine those participants that are qualified or unqualified, there must be sufficient proof that the cut score was not established in a capricious or arbitrary manner. The Whitener Group can assist customers in setting cut scores through a one-day workshop.

## Section 10 Pricing and Billing Procedures

### Assessment Materials and Scoring

The cost of the assessments includes the booklets, guides, and answer sheets needed for administration, along with score reports once the answer sheets are returned for scoring. Clients are invoiced at the time the order is placed. Shipping charges are also billed at this time and are determined from rates set by the carrier service based on package weight.

With your order, you will receive a packing list indicating what was shipped. Remember, unused assessments can be returned for credit ONLY if the booklet is unopened (sealed) and accompanied by an unused answer sheet. There is a handling charge for returns, so be careful to only order the exact number of assessments that you need.

### Pricing Information

#### ASSESSMENT SERVICES

##### Customized Assessments:

|   |         |
|---|---------|
| Written                                       | \$25.00 |
| Performance                                   | \$25.00 |
| Online Written only                           | \$25.00 |
| Pre-test Written only; online or paper/pencil | \$20.00 |

##### Business/Industry Standardized Assessments:

|   |         |
|---|---------|
| Written                                       | \$75.00 |
| Performance                                   | \$75.00 |
| Online Written only                           | \$75.00 |
| Pre-test Written only; online or paper/pencil | \$45.00 |

Industry Resource Center (IRC): Contact The Whitener Group for pricing.

#### ASSESSMENT DEVELOPMENT SERVICES\*

|  |             |
|--|-------------|
| Job and Task Analysis                                      | \$8,000     |
| Modified Job and Task Analysis                             | \$5,000     |
| Assessment Blueprint                                       | \$3,000     |
| Assessment development – multiple choice (up to 200 items) | \$4,250     |
| Assessment development – performance (up to 10 jobs)       | \$4,250     |
| Pilot testing (paper/pencil administration)                | \$7.50/test |
| Pilot testing (online administration)                      | \$5.00/test |
| Cut score workshop   | \$3,000     |
| Facilitator travel expenses                                | Actual      |

*\*Contact The Whitener Group for information on these services.*

## OTHER SERVICES\*

|  |                    |
|--|--------------------|
| Item analysis (up to 200 items)          | \$750              |
| Additional items                         | \$3.50/item        |
| Bias review (up to 200 items)            | \$500              |
| Additional items                         | \$3.50/item        |
| Readability analysis                     | \$300              |
| Data analysis                            | \$75/hour          |
| Data extraction                          | \$75/hour          |
| Task link report (based on availability) | \$5.00/ind. report |
| Custom report design                     | \$75/hour          |

*\*Contact The Whitener Group for information on these services.*

## SERVICE FEES

A purchase order or payment must be provided prior to the requested service. Fees do not include postage/shipping costs.

### Ordering Fees

Order by phone \$10.00 per order

Additional Test Proctor Guides

(The Whitener Group provides 1 for every test title ordered)

\$3.00 each

Additional Evaluator Guides for Performance Tests

(The Whitener Group provides 1 for every 5 performance test books ordered)

\$3.00 each

### Scoring Fees

Sort answer sheets by test title and date

\$1.00/answer sheet

Fix and score incorrect/incomplete answer sheet

\$2.50/answer sheet  
\$25.00 minimum

Transfer answers to a new answer sheet

\$30.00/answer  
sheet

Rescore answer sheets

\$20.00 each

Printed copies of score reports

\$20.00 per report

Other Fees

Shred used test books \$1.00 per book

Handling charge for returns (paper/pencil test booklets) \$7.00 per test book

Online Testing Fees

User code setup change \$3.00 per user code

Release scores \$3.00 per user code

Handling charge for returns \$5.00 per user code

## Appendix A

### One-Page Checklists

Getting Started

Before Administration

After Administration

# GETTING STARTED

- Thoroughly review your Coordinator Guide, other instructional guides (e.g., Online Systems Coordinator Guide) and The Whitener Group Security Policy.
- Review the standardized assessment blueprints.
- Select standardized assessment titles to review.
- Submit Application for Test Review to The Whitener Group (for standardized assessments).
- Review the assessments and select assessments to order.
- Return reviewed assessments to The Whitener Group within 15 business days.
- Complete Certification of Test Validity form and submit to The Whitener Group.
- Choose the method of test delivery (online or paper/pencil).
- Determine any special accommodations to be addressed.
- Determine testing dates and administration schedule (e.g., multiple sessions).
- Complete order form (keep a copy for your records) and submit to The Whitener Group.
- Identify proctors and/or performance assessment evaluators.
- Conduct proctor/evaluator training.
- Identify and approve testing sites (e.g., testing rooms, labs, etc.).
- Provide computer setup requirements to technical staff (for online testing) and confirm your site meets the minimum technical specifications required for online delivery.
- Receive test shipment and/or retrieve online user codes from Client Services Center.
  - Conduct inventory of shipped materials comparing to both your original order and the provided packing list.
  - Verify test codes and quantities for online user codes by comparing to your order.
- Contact The Whitener Group immediately if there are discrepancies in the materials or user codes received.
- Review list of materials, tools, and equipment required for performance assessments and ensure sufficient quantities for participants.
- Determine if any reference materials are allowed for written assessments and obtain copies for participants.
- Secure testing materials in a locked room and maintain security of user codes and passwords (online testing) to prevent unauthorized use.
- Report any security breach to The Whitener Group immediately.
- Contact The Whitener Group with any questions or concerns.

# BEFORE ADMINISTRATION

## General

- Confirm any allowed reference materials are available for written test participants.
- Confirm tools, materials and equipment are available for performance test participants.
- Gather miscellaneous testing supplies and ensure sufficient quantities (e.g., scrap paper, extra #2 pencils, pencil sharpener, non-programmable calculators, etc.).
- Check testing rooms/labs and confirm setup.
- Determine procedures for handling breaks and participants who complete their assessment early.
- Confirm proctors and evaluators and review instructions with each.
- Ensure one copy of proctor instructions is available for each proctor.
- Remind facility staff of testing dates to minimize chances of untimely interruptions or scheduling conflicts.
- Review and reinforce security policy and procedures with proctors.
- Contact The Whitener Group with any questions or concerns.

## Online

- Confirm technical staff have properly configured computers for test administration.
- Confirm user code quantities and specifications are correct.
- Assign user codes to participants (optional).
- Print hard copies of user code lists.
- Provide The Whitener Group technical support contact information to technical staff and proctors.
- Notify The Whitener Group immediately if testing dates change.

## Paper/Pencil Administration

- Organize test materials by room ensuring there are one answer sheet, one test booklet, and one demographic sheet for each participant.

# AFTER ADMINISTRATION

## General

- Collect all testing materials from proctors and evaluators.
- Check testing rooms and labs to verify all testing materials have been removed.
- Inventory all testing materials to ensure nothing is missing.
- Secure all testing materials in a locked room until you are ready to process for scoring.
- Review any Comment/Irregularity forms submitted by proctors and send to The Whitener Group.
- Contact The Whitener Group with any questions or concerns.

## Online

- Enter performance ratings for participants, if appropriate, at the Client Services Center.
- Check the status of user codes to verify they are ready for release.
- Complete information for those still in process (e.g., missing demographics, missing performance ratings).
- Release user codes to be processed for scoring.

## Paper/Pencil

- Separate test books from answer sheets.
- Sort answer sheets by test title.
- Review information on answer sheets to ensure all required fields are filled out and bubbled.
- Erase any stray marks.
- Complete a Coordinator Cover Sheet for each package to be shipped.
- Locate attendance rosters for testing session, if appropriate, and include with answer sheets.
- Ship answer sheet package to The Whitener Group via a trackable shipping service.
- Dispose of remaining test materials per The Whitener Group guidelines.

## **Appendix B**

### **Security Policy**

The Whitener Group's test security policy is designed for the protection of standardized assessments and normative data. When all parties involved in the testing process adhere to the security policy, test participants are ensured an equal opportunity to demonstrate knowledge and skills in their chosen occupational area.

#### **Test Material Security**

The Whitener Group's standardized assessments are copyrighted and may not be used for any purpose other than the legitimate assessment of authorized test participants. Entire assessments, individual questions or special projects may not be copied, transmitted or reproduced in any manner, under any circumstances, unless prior written authorization is granted by a Whitener Group representative. Customized assessments are the property of the institution/company for which they were developed.

#### **Breaches of Security**

The Whitener Group must be notified immediately if any breach of security occurs for a Whitener Group standardized assessment. A breach of security is ultimately the responsibility of the institution/company. Once The Whitener Group has been notified of a breach, steps will be taken to determine the extent of damages as well as the steps needed to remedy the breach. This may include, but is not limited to, consultation with legal counsel, legal action, test revision with costs incurred by the test site, and probation or suspension of the institution/company as an authorized user of Whitener Group assessments.

#### **Test Administration Security**

All institutions/companies must be approved by The Whitener Group prior to test administration. The Whitener Group reserves the right to approve or deny testing sites in its sole discretion based on the information provided at the time of application and based on the performance of the testing site any time after approval is granted. Sites that display inappropriate or questionable testing practices or breach the security of any standardized assessment materials are subject to review, probation, and/or termination.

#### ***Company/Institution Responsibilities***

Companies and institutions are entrusted with the security of all Whitener Group standardized assessment materials that are being administered at their site. Along with testing materials, they are responsible and liable for the conduct of staff and consultants employed by the corporation or institution as related to the testing program, including the Site Coordinator, Proctor, or Evaluator.

A company/institution will be liable for the full development cost of a replacement standardized assessment (up to \$100,000.00) if said instrument or individual test items or jobs are compromised through loss, unauthorized copying or permitting access by any unauthorized person or persons.

### ***Site Coordinator Responsibilities***

Each approved test site must have a Site Coordinator appointed for the overall promotion, guidance, monitoring and facilitation of the testing program. All Site Coordinators must adhere to the policies and procedures set forth in the Site Coordinator Reference Guide provided by The Whitener Group.

Maintaining security is a critical piece of the testing program. Site Coordinators are responsible for the on-site security of the tests and related materials. All test materials received must be accounted for and kept in a secure location until the test date. All test materials must be returned to the secure location at the end of each testing session and following completion of all testing until such materials are returned to The Whitener Group. If a breach of security occurs for a standardized assessment, the Coordinator will be in a position to determine when the breach occurred, how it occurred, and who was responsible.

### ***Proctor and Evaluator Responsibilities***

Proctors and Evaluators are responsible for the actual administration and evaluation of written and performance assessments. This responsibility includes the security of test materials in their possession during administration of the test and the prompt return of all test materials to the Site Coordinator after administration of the test. Proctors and Evaluators are expressly prohibited from coaching participants during testing and altering or interfering with a participant's responses in any way. Specific duties include:

- Familiarizing oneself and complying with the requirements outlined in the Proctor Guide: Instructions for Assessment Administration.
- Confirming the accurate identity of test participants.
- Distributing, collecting and ensuring overall security of all testing materials.
- Informing test participants of testing procedures.
- Monitoring the testing process during administration by moving unobtrusively around the room.
- Being present at all times during test administration so that testing is conducted in a quiet and efficient manner.
- Protecting the participants from disturbances and distractions.
- Ensuring that test participants follow the testing procedures and security policy requirements and enforcing proper procedure in the event of non-compliance.
- Promptly completing the Comment Sheet and/or Irregularity Report (when appropriate).
- Promptly returning all testing materials to the Site Coordinator upon completion.

- Promptly reporting any breach of security for a standardized assessment, no matter how small or insignificant, to the Site Coordinator.

### ***Test Participant Responsibilities***

Testing procedures must be followed by all participants and monitored and enforced by test Proctors and Evaluators. If a violation of testing procedure occurs, the participant must cease testing and all of the participant's testing materials will be collected by the Proctor or Evaluator. The time and nature of the incident must be recorded on an Irregularity Report and the report shipped with the answer sheets being returned to The Whitener Group for scoring.

The following behavior is prohibited by the test participants during administration:

- Looking at another participants' materials or answer sheet.
- Giving or receiving any assistance from the Proctor, Evaluator, Site Coordinator, another participant, or anyone else.
- Using unauthorized calculators, reference guides, manuals, tools, etc.
- Copying, transmitting or reproducing any portion of the test in any manner whatsoever.
- Attempting to remove testing materials or notes from the test site.
- Creating a disturbance or allowing a cell phone, pager, or alarm to sound in the testing room.
- Failing to follow the test procedures as outlined by the test Proctor or Evaluator.
- Presenting or using inaccurate identification documents.



