

American Board of Chiropractic Acupuncture (ABCA) PROCTOR'S MANUAL

For Administering Certification Examinations

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GENERAL INFORMATION

INTRODUCTION

This manual contains important information regarding the security of the examination, supervising candidates, and other procedures to be followed throughout the test administration. It is imperative that proctors be familiar with all of the procedures outlined in this manual. Administering the examination in a standardized fashion, as outlined in this manual, is essential to ensure all candidates have the same opportunity to demonstrate their level of competence as measured by the examination.

TEST SITE ADMINISTRATOR'S (TSA) PRIMARY CONCERNS:

1. Safeguard all aspects of test security.
2. Maintain the best possible conditions for testing (e.g., quietness, no disturbances, comfortable testing conditions).
3. Ensure the safety of all candidates and testing personnel.
4. Conduct the test effectively in a standardized fashion.
5. Return the testing material promptly.

SECURITY

Security of the examination is critical to the integrity of the examination. You are responsible for the security of the examination material from the time you receive them until you ship them back to the ABCA. After receiving the testing material, please follow the guidelines below:

1. Within 24 hours of receiving your shipment, inventory the material, complete and sign the shipping record, and fax the shipping record back to the ABCA.
2. Notify the ABCA immediately if your shipment is not an exact match to the shipping record.
3. Lock all materials in a secure place.
4. During the examination, make sure that each candidate receives only one (1) test booklet and one (1) answer sheet.
5. During the examination, keep all unused examination booklets in an area, guarded by a proctor, away from candidates, exits, entrances and candidate traffic areas.
6. During the examination, assign a proctor to monitor the unused examination material during the exam in a location inaccessible to candidates.
7. After the examination, you are responsible for counting the test booklets and answer sheets to ensure that all examination materials are returned by the candidates.
8. **NEVER** leave the examination room unattended.
9. The use of scratch paper is **PROHIBITED**.
10. **NO ONE** is allowed to duplicate or retain any portion of the examination.
11. **NO ONE** is to view the contents of an examination booklet prior to the test administration.
12. Defective examination booklets should be marked as such and set aside in a secure place until they are returned to the ABCA with the remaining test booklets.
13. If it is necessary for a candidate to use the restroom during the examination, that person must give the proctor **BOTH** his/her test booklet and answer sheet to hold until his/her return. **Only one candidate may leave the room at a time.**
14. **Proctor to accompany candidate to restroom.**
15. Visitors, including children, are never permitted in the examination room.
16. If a candidate is disruptive to the extent that other candidates are distracted, or if a candidate engages in rude or inappropriate behavior or uses inappropriate language, the room supervisor must escort the individual out of the room. Such inappropriate conduct is grounds for dismissal of a candidate.

17. When candidates have completed the examination, they are instructed to raise their hands. A proctor will then come to their table to take the answer sheets and test booklets from them and check off their names.
18. As test booklets are picked up, place them in a secure place away from where the candidates are seated and be sure that the testing materials always remain under the close supervision of the testing staff. As candidates exit the room, they should not be allowed to walk near the area containing the secured materials. **All used AND unused materials must be shipped back to the ABCA within 24 hours after administration of the exam (or the next business day).**

EXAMINATION BOOKLET TRACKING FORM

In order to guarantee that each booklet is accounted for throughout the entire testing cycle, it is important that the examination booklet tracking forms are completed in their entirety during each administration.

ABCA will pack all booklets in groups of 25, depending on the candidate/proctor ratio for each particular examination. We will place a tracking form on top of each stack noting the number of booklets in each stack and their corresponding serial numbers. These are considered the "master numbers" to which all subsequent inventories must match. The proctors will conduct a series of inventories at each stage of the testing cycle:

1. Immediately upon receiving the booklets from the ABCA.
2. Immediately before the examination begins.
3. Immediately after the examination ends.
4. Upon packing the materials to be returned to the ABCA.

By performing each inventory, the TSA and proctors can determine immediately if a booklet is missing at each stage of the exam process and take appropriate action to recover the booklet. It is important to contact the ABCA immediately if a booklet is missing so that the ABCA can give you instructions on recovering the booklet. **Candidates should not be dismissed if a booklet is missing until the ABCA authorizes you to dismiss them.**

PREPARING FOR ADMINISTERING THE EXAMINATION

KEY TESTING PERSONNEL

Testing personnel must be at least 21 years old, dependable, professional, and should not be a part or potential candidate of the examination you are administering. **The ABCA president will either hire or select from the testing board the following personnel:**

- A. TEST SITE ADMINISTRATOR (TSA):** One TSA per examination site to manage all administration activities, including coordinating testing personnel, safeguarding examination materials, ensuring the secure and standardized administration of the examination, etc.
- B. Room Supervisor:** One room supervisor per examination room. If only one room is used, the TSA may act as the room supervisor. The room supervisor coordinates the administration for his/her examination room.
- C. Section Proctor:** The ABCA tests in a 25:2 ratio. This means the TSA will need 2 proctors to supervise a section of 25 candidates taking the examination.
- D. Restroom Proctors:** Two restrooms proctors are available; one male and one female to escort the candidates to and from the restroom, one at a time to ensure that candidates do not communicate with others outside the examination room, make phone calls, leave

the building, have any unauthorized material, etc. **Please note, section proctors, TSA's, and room supervisors can fill their roles of hall and restroom proctors for small candidate groups.**

Proctors assigned to read instructions or be a reader for a candidate receiving reasonable accommodations should speak fluent English and be able to read clearly.

PHYSICAL ARRANGEMENTS

The following is a list of physical arrangements to be provided for the test administration. Each TSA should make these arrangements well in advance of the test administration.

1. Handicap accessible
2. Good lighting and ventilation
3. A quiet place (free of outside noises)
4. Adequate room for spacing candidates (at least three, preferably four feet between candidates)
5. Adequate desk space for candidates to open their test booklets
6. Comfortable chairs and tables
7. A blackboard and chalk to post time
8. Table(s) inaccessible to candidates for completed Test Booklets and Answer Sheets
9. Accessibility to a water fountain
10. Accessibility to restrooms
11. Tables in front of classroom for personal belongings (to be tagged with name and specific items collected)
12. Wall clock (If not present, proctors to wear synchronized watches and post time in room at 30 minute intervals)

PROCTOR ORIENTATION SESSION

The proctors are to meet prior to the test administration to review the procedures for the test administration and to check the testing facilities to ensure that all physical arrangements have been made. At this meeting, proctors should be informed of the time they are to report to the site, the location of the test site, and the tasks they are to carry out, review the procedures for admitting candidates, supervising candidates, and distributing/collecting exam materials. All proctors, prior to the test administration, should review the schedule for the examination.

The TSA should carefully study the instructions for completing the answer sheet (see page 8) in order to read them fluently and correctly during the examination. The instructions to the proctors are in parentheses and should not be read to the candidates.

RECEIVING EXAM MATERIALS

Within 24 hours of receiving your materials, you must check the shipping /tracking form to be sure that all materials have been sent. After checking your shipment, **fax the ABCA a copy of your signed shipping/tracking form.** Report any discrepancies to the ABCA immediately and the missing or damaged material will be replaced. **Once you have inventoried the materials and faxed back the shipping/tracking form, store the test materials in a locked secure area:**

1. Accessible only to the TSA and one other trusted person
2. A vault, safe, or tamper-proof heavy duty cabinet
3. Secure, locked closet or room

CANDIDATE ADMISSION PROCEDURES

IDENTIFICATION OF CANDIDATES

Each candidate must present proper photo identification (same photo previously submitted with application) with signature to the TSA. Identifications may not be expired. Examples of acceptable identification are:

1. Driver's License
2. Passport
3. Government Issued Identification

Examples of non-acceptable identification are:

1. Expired IDs from the list above
2. Gym memberships
3. Warehouse memberships
4. Identification with signature only
5. School identification

Candidate must present exact photo previously submitted with application. The candidate WILL NOT be admitted for testing should this photo not match. In addition to matching the photo with the candidate, proctors must also match the signature from ID with the candidate's signature when signing the roster since picture on the ID may not always be clear.

REGISTERING CANDIDATES

The test site administrator should set up at least one table to admit registered candidates. If you have more than 30 registered candidates it will be easier to divide the roster alphabetically between two or more tables.

ROSTERS

At the time of registration, a candidate will be given an admission ticket upon submitting their official notification to test (after candidates application review, **the ABCA will send an official notification to test**). The candidate must then present their admission ticket for entry into the testing room.

1. Locate his/her name on the roster
2. Check the candidate's identification (see Identification of Candidates)
3. Have the candidate sign his or her name in the space provided on the roster
4. Present candidate an admission ticket (must have to enter testing room)

If a candidate shows their **official notification to test** but their name is NOT on the roster, contact the ABCA. If a candidate is on the ABCA list and can present proper identification, the candidate will be able to sit and take the exam. If the candidate is not able to present proper identification, he/she will be asked to leave.

SEATING THE CANDIDATES

Candidates should be seated with no less than three feet between each other, however, four feet of space between each candidate is preferred.

Proctors should direct candidates to their seats. Do not permit candidates to select their own seats. This way the proctor ensures that "friends" are not allowed to sit together.

Once candidates are seated, prepare a seating chart by writing each candidate's ID number onto the seating chart.

GENERAL EXAMINATION ADMINISTRATION PROCEDURES

EXPECTATIONS FOR CLOTHING WORN BY TESTING STAFF

Candidates have selected this examination series for its excellence from among its competitors. Please dress professionally to lend an air of authority to yourself and all the testing staff. Please refrain from wearing t-shirts, hats, jeans, etc. All testing staff members are required to wear staff badges.

PROCTOR CONDUCT

Proctors should conduct themselves in a professional manner. Proctors should always act in ways that cannot be misconstrued as favoritism, discriminating, flirting, etc. Proctors should avoid touching candidates.

QUESTIONS/COMMENTS FROM CANDIDATES

If a candidate asks a question pertaining to the content of a specific question, the proctor should state that he/she cannot help with that type of question. The proctor should advise the candidate to answer the questions to the best of his/her ability, and not to skip the question. If a candidate wishes to make a comment to the ABCA regarding a specific item, he or she may write the comment/concern on his/her instruction page of the exam.

PROHIBITED MATERIALS

Examinees are not allowed to use aids of any kind. Only test booklets, answer sheets, pencils, erasers, and admission tickets should be allowed on candidate's desks. **Under no circumstances may candidates bring dictionaries or language dictionaries, telephones, or pagers into any testing room. Personal belongings, such as book bags, coats etc., must be kept on the designated table in the front of the room.**

Candidates who refuse to cooperate shall be dismissed from the test site, and this dismissal must be recorded on the Test Site Administration Report. **No food or beverages (with the exception of bottled water) are allowed in the testing room unless prior approval has been received for medical reasons.** As a courtesy to the candidates, testing personnel must not bring food or drink (with the exception of bottled water) into the testing room.

DISTRIBUTING EXAMINATION MATERIAL

Once all candidates have submitted photo identification, signed the roster, are given their admission ticket and have been seated, begin reading the instructions for the candidates.

Proctors must distribute exam booklets to the candidates **one at a time (do NOT pass examinations down the row) keeping the booklets in strict numerical sequence.** Booklets are only to be given to candidates and may not be placed on empty tables or held out for missing candidates.

Proctors will return all unused booklets to the room supervisors.

COLLECTING EXAMINATION MATERIALS

Candidates who complete the test before time expires may be permitted to turn in their completed examination and leave the building. The answer sheets, examination booklets, admission tickets, pencils, and any other items that were distributed to candidates are to be picked up by the proctor using the following procedures:

1. Instruct the candidates to raise their hands when they complete the exam and remain seated.
2. Make certain that the examination booklet(s), answer sheet(s), and admission ticket(s) are picked up by the proctor one by one from the candidates (**do NOT have candidates pass them down the row**).
3. **DO NOT** place the answer sheets inside the exam booklets.
4. The proctor will check to be sure the candidate has written his/her name and identification number on the test answer sheet correctly.
5. The proctor will check to see that the candidate has correctly blackened the numbered circles to correspond to the written registration number.
6. The proctor will then escort the candidate to the check out table where the room supervisor will ensure that an exam book, answer sheet and all other materials have been collected before dismissing the candidate.
7. Place a check by the candidate's name on the roster once you have double-checked that you have received all examination materials from the candidate.
8. Allow the candidate to collect any personal belongings they left on the designated table in the front of the room. Instruct the candidate to exit the building entirely without talking with others; no talking is permitted in the halls outside of rooms since the others inside are still taking the test.

Please note: When there are only ten minutes of exam time left, all candidates must remain seated until time is called and all examination materials have been collected, inventoried, and the TSA has accounted for all materials.

SUPERVISING CANDIDATES

The best deterrent to cheating is the constant and overt supervision of candidates. Proctors must patrol all parts of the testing area frequently and take positions where they can observe all candidates. **Proctors must never leave their assigned area unattended.**

If a proctor observes cheating aids (i.e. notes, books, cell phones, etc.) in the possession of a candidate, or within reach of a candidate, confiscate such material immediately, instruct the candidate to remain seated, and summon the room supervisor. The room supervisor should advise the candidate that a report will be made to the ABCA, that the candidate may submit an explanation for their defense. If caught cheating, the candidate is to be escorted from testing site.

If the behavior of a candidate is otherwise suspicious or disruptive, warn the candidate immediately. If the candidate persists, remove the candidate from the testing site.

COMPLETEING ANSWER SHEETS

Ask candidates to re-check their names and registration numbers. Double checking now will help ensure that the candidate's scores are reported without delays due to candidate errors. Evaluation forms should be completed before leaving the test site.

SCORE CANCELLATION REQUESTS

If a candidate does not want his/her score reported, that candidate must sign a statement on the Test Site Administration Report stating that he/she does not wish his/her score to be

reported. **NOTE: The candidate will not receive a refund of examination fees due to inability to finish the exam.** Proctor must collect any unfinished answer sheet.

CANDIDATES RECEIVING REASONABLE ACCOMMODATIONS

Occasionally, we have candidates who request reasonable testing accommodations. We want to be sure to be sensitive to their needs. Some of the common requests include: extra time, separate room, non-Saturday administration, reader, writer, etc. We ask that these granted requests be handled in the same professional manner, in accordance with ADA. All Non-Saturday (or Sabbath Observer) candidates must test within 3 days after the regularly scheduled exam date. Must coincide with Candidate's Handbook: Page 10 non-discrimination.

EMERGENCY PROCEDURES

If an emergency arises during testing, proctors must follow the procedures specified at the testing facility. The safety of the candidates and testing staff is the first concern. If required, take immediate steps to ensure physical safety.

If evacuation is necessary, proctors should:

1. Conduct a calm, but immediate, departure from the room.
2. Collect and count examination materials from candidates as they exit, if possible.
3. If a candidate needs food/meds intake for a condition, he/she is to make prior arrangements and meet with proctor to be taken outside.
4. Ensure that all materials are secure by taking them with you.
5. After evacuating to a safe location, inform candidates that discussion of examination content is forbidden.
6. Upon return to the testing facility or upon completion of the administration, inform candidates concerning resolution of any test administration problems.
7. Keep track of the time of departure from the testing room(s).
8. In the event that re-entry to the test room is not possible, candidates will not be permitted to complete the examination. The ABCA will contact candidates with instructions about rescheduling the examination. Inform the candidates that a new form of the examination will be administered and that discussion of the examination content is forbidden.

If a medical emergency arises, the proctor should:

1. Make sure the candidate gets the proper immediate care necessary.
2. Minimize the amount of disruption to other candidates.
3. If necessary, stop the testing procedure, keep up with the time lost and, once the emergency is over, resume the test, giving the candidates the time lost to complete the examination.
4. Write the incident on the Test Site Administration Report.

If a candidate becomes ill and/or is unable to finish the exam, he/she will not receive a refund. Write the incident on the Test Site Administration Report.

PROCEDURE INSTRUCTIONS FOR RETURNING TEST MATERIALS AFTER THE EXAMINATION

Return the following to the ABCA immediately after the examination ends, or on the following business day:

1. Test Site Administration Report
2. Shipping/Tracking Form
3. Used answer sheets (**in alphabetical order**)
4. Rosters
5. All test booklets (used and unused) in serial number order, in groups of 25
6. No. 2 pencils
7. Defective test booklets, if any. Print the words “**Defective Material**” on the front cover and indicate the nature and location of the defect
8. Admission tickets

ABCA to keep TSA Report, Shipping/Tracking Form, Rosters and answer sheets for six months after examination date.

ORAL EXAMINATION PROCEDURES

The Testing Board President will select 2 board members to administer the oral test. He/she will either hire or select a proctor for the candidates waiting room.

1. No communication or communication device is allowed in the holding or testing rooms.
2. All candidates will check in with previous signature and photo. Candidates will be given a number.
3. All candidates will remain in the waiting room until their number is called for the oral test.
4. Both board members are present in the testing room with a majority ruling on the points. All points are recorded with video or camera with number and candidate in picture for review if questions should arise. Candidate will pass/fail depending on the points accumulated.
5. After finishing the oral test, the candidate is required to leave the building immediately.