

## PROCTOR MANUAL

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## PROCTOR INSTRUCTIONS OVERVIEW

### Review Shipped Material

Look through and verify all of the necessary materials were sent from Wisconsin Personnel Partners.

### Process Applicants

Verify identity of all examinees with a valid proof of identity.

### Determine Seating Arrangement

Maintain exam security by determining a seating arrangement that will allow efficient distribution and administration of exams.

### Issue Materials to Examinees

Check that examinees have a pencil, a General Purpose Record (GPR), and scratch paper.

### Read Exam Instructions to Examinees

For uniform exam administration, please read the final reminders portion of the Exam Instructions section.

### Distribute Exam Booklets

Distribute the Exam Booklet to each examinee. For Exams with OMBs, please follow the instructions on page 8 of this manual.

### Maintain Security during the Exam

Keep a close watch on the exam room and the examinees.

### Collect Exam Materials

Maintain exam security while collecting the exam materials.

### Count and Document Exam Booklets

Separate used from unused booklets and count the books. Verify the number of exams in your possession is the same as the number of exams shipped and record on the voucher. If the counts differ, correct or explain difference.

### Return Exam Materials to Wisconsin Personnel Partners

Follow the shipping instructions on the voucher and return all GPRs, scratch paper, timesheets (if applicable), travel vouchers (if applicable), exams, and voucher in the envelope provided or return to box and seal for UPS pickup.

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## EXAM ADMINISTRATION

### REVIEW SHIPPED MATERIAL

Look through the materials that were sent from Wisconsin Personnel Partners. Count the number of exams and compare it with the number listed on the enclosed voucher. Make sure you have enough General Purpose Record (GPR) sheets and scratch paper.

### SET UP OF EXAM ROOM

If possible, proctors should enforce a single entrance/exit point for the exam room. This limits traffic and contributes to exam security. Only proctors and examinees may enter the examination rooms.

### PRE-PROCESSING APPLICANTS

All examinees should provide proof of identity. The applicant may leave the exam center to retrieve ID, only if they have not been allowed in the room.

Any photo ID is acceptable if it contains a signature.

### SEATING ARRANGEMENTS

The proctor determines a seating arrangement that will satisfy the needs of exam security and permit proctors to distribute and administer exams efficiently. Proctors should attempt to seat examinees in every-other-seat in a row and behind one another.

### MATERIALS ISSUED TO EXAMINEES

Multiple-choice examinees need: a General Purpose Record (GPR), and scratch paper.

Proctors may distribute exams after they have read the instructions for completing the necessary forms.



## EXAM INSTRUCTIONS

Please review the exam instructions that need to be presented to the examinees prior to beginning the exam. To maintain uniform exam administration, it is important that examinees receive all the instructions. Therefore, proctors are encouraged to present all the information provided below.

Calculators are typically not allowed during the exam. Please read the front cover of the exam to determine if a calculator is allowed.

Some exams have a timed observation and memory booklet (OMB). Please read the OMB section of this manual for further instructions on observation and memory exams.

Verify that each examinee has a general purpose record (GPR) sheet, a sheet of scratch paper, and a number 2 soft lead pencil. Instruct the examinees to write the test title, exam city and test date in the top section of the GPR sheet.

Mention that the Test ID Number will need to be filled in when they receive the exam booklet. Please have your applicant(s) fill the Wisc.Jobs applicant ID section in with 9999999999.

Direct the examinees to print their last name, first name, middle initial, and social security number, placing one letter/number per box, in the correct section of the GPR, starting with the first box. Then blacken the corresponding circle beneath each letter.

Ask the examinees to complete the veterans, date of birth, gender, ethnicity, and education sections for statistical purposes only.

### FINAL REMINDERS

Before distributing the exam booklets, here are a few final reminders to share with the examinees:

1. Use only a number 2 soft lead pencil to mark your answers.
2. Do not make marks in the booklet. Do all your figuring and scribbling on the scratch paper provided.
3. Carefully read the instructions printed on the cover and first page of your exam booklet. Verify that your booklet contains the number of questions indicated on the instruction page of your exam booklet.
4. Record all your answers on the GPR sheet. Your score is based only on the number of correct responses. There is no penalty for guessing. Remember to choose only one answer.

5. Smoking, eating, drinking and talking are prohibited during the exam.
6. If you need to use a restroom during the exam, turn in all of your materials.
7. During the exam, please keep your materials flat on your writing surface and directly in front of you.
8. Calculators, outlines, and any other study aids are not allowed during the exam.

**Proctor Note:** Occasionally, there may be an exam which examinees may use calculators, adjust your directions accordingly. This information can be found on the front cover of the exam.

9. When you finish your exam, bring all test materials to me. Please exit using the **same** door you entered.
10. It is in your best interest to review all of the items on your general purpose record sheet for completeness.
11. If you have any questions during the exam, please raise your hand or come up to the front desk.
12. At this time, I will distribute the exam booklets. Remember to copy the test identification number from the front of your exam booklet onto your general purpose record sheet. After you record the number, place your exam booklet face up. Read the instructions on its cover. Do not open the exam booklet until directed to do so. We will begin all exams in this room at the same time.  
**Proctor Note:** Some exams may have a timed OMB. Instruct those examinees that the following exams have a timed observation and memory booklet, and that no one may take notes during the timed exercise; they must clear the desk top of everything but the OMB.
13. You are allowed four hours to complete this exam. You may begin now. Your examination start time is: \_\_\_\_:\_\_\_\_.

**Proctor Note:** Announce the time from the wall clock in the room and write "Start: (that time) on the blackboard and on the voucher. Print the exam's end time on the board, which is four hours after the Start time.

## OBSERVATION & MEMORY EXAMS

The purpose of an Observation & Memory Study Sheet (OMB) is to allow a fair appraisal of an examinee's ability to recall details observed. It is essential that the applicant not have access to the Examination booklet while studying the OMB. No one may mark an OMB. The applicant must not take notes while he or she is studying the OMB ("PUT YOUR PENCIL DOWN, PLEASE.") nor have a "second look" at any OMB page after the time limit has expired. Even if the applicant has forgotten to look at the last page of the OMB, she or he may not study it after the order to "STOP".

Before administering any OMB, proctors should either read aloud the instructions printed on the OMB cover, or direct them to read the cover instructions and look up at the proctor when they are ready for the signal to begin. Remember: they must clear their desks. Giving that instruction to applicants before distributing OMBs is important.

When each examinee has the OMB, ensure that they understand the time limit and other instructions, begin timing. At the end of the time limit, clearly give the order to "STOP. CLOSE THE BOOK."

Take the OMB away from each examinee and replace it with the Exam Booklet; note the time. Record this start-time, preferably on a blackboard. The applicants should begin immediately to answer the first questions in the exam, which relate to the page(s) in the OMB. Distribute one sheet of scratch paper to each examinee; remind the examinees not to make any marks in the Exam booklet.

A suggested time limit is stated on the exam booklet covers. Examinees must be given four hours to complete the exam.

## DISTRIBUTING EXAM BOOKLETS

Proctors must be cautious and conscientious when distributing booklets to examinees. Proctors should never allow examinees free access to exams.

Under ideal conditions, examinees should be seated in a manner that allows the proctor to distribute an exam booklet individually to each examinee. If these ideal conditions are not possible the examinees may pass exam booklets to the other examinees in the row. Proctors must be extremely careful when counting the number of exams being passed out per row.

## EXAM POINTS OF INTEREST

### SUGGESTED TIME LIMIT

The front cover of the exam booklet gives an approximate time that it takes the average applicant to complete the particular exam. However, examinees must be allowed the full four hours to complete and hand in their test materials.

### EXAM RESULTS

All applicants scores will be sent to the appropriate jurisdictional contact. Wisconsin Personnel Partners does **not** release scores to individual examinees. It takes six to ten business days from the exam date to process the scores. Each individual jurisdiction sets their own policy for releasing scores based upon their Release of Public Records policy.



## **EXAM SECURITY**

### **PROCTOR LOCATION**

Once the examinees are writing their exams each proctor should keep close watch on in the exam room to prevent attempts at cheating, using unauthorized aids or removing pages from exam booklets.

Multiple exits need to be carefully watched. Proctors should determine the point of exit for after the examinees have finished the exam.

Proctors should not talk aloud, nor read, during the exam. Under no circumstances should an exam room be left unattended.

### **EXAMINEE BREAKS**

Once an exam is underway, examinees are allowed to break for the following reasons: to make a phone call, use the rest room, or put money in a parking meter.

Proctors are to collect all exam materials before the examinee leaves and reissues them to the person upon their return. If possible, proctors should prevent more than one person from taking simultaneous breaks. If need be proctors should not hesitate to ask for identification before handing back the exam materials.

### **MISCONDUCT; DISMISSAL FOR CAUSE**

Proctors have the authority to discipline or dismiss an examinee for misconduct or disruptive behavior. Activities termed "misconduct" could include copying, using unauthorized books or calculators, or any other behavior that threatens exam security. Dismissal may have serious consequence for an examinee; proctors should dismiss only as a last resort. If a proctor observes such a behavior, she or he should quietly inform the examinee that they have seen him or her do that specific activity, and that it is prohibited. Inform him or her that if proctors see any more prohibited activity, the examinee will be asked to leave the exam center.

After a warning, the proctor should dismiss the offending examinee when that person: (1) persists in cheating or looking at another examinee's answers; (2) continues using prohibited aids (notes, calculators, etc.); (3) disturbs other examinees; or (4) continues eating, drinking or smoking in an examination room.

If dismissal is warranted, proctors should act as discreetly as possible so as not to cause a disruption. Immediately collect all exam materials and escort the examinee from the room.

Provide a full written account of the incident. Remember to state that the proctor observed behavior that is not permitted and that the examinee had been

warned. Also includes the examinee's name, exam title, names of the proctor(s) involved, descriptions of the prohibited behavior(s), the time(s) when they observed them, and what action they took. Attach this "incident report" to the examinee's GPR and enclose the materials with the voucher. Please be specific in reporting the incident, as Wisconsin Personnel Partners will need proctors' detailed observations in order to conduct its investigation. Proctors must sign and date notes sent to Wisconsin Personnel Partners.

## **COLLECTING EXAMS**

The collection of finished exam materials should be quick, accurate and done in a way that is least disruptive to others still taking exams.

The following guidelines contribute to organized collection and serve to alleviate congestion around the area of collection.

### **PROCTOR REVIEW OF AN EXAMINEE'S FINISHED EXAM**

When an examinee finishes the exam, collect all originally issued exam material and any other miscellaneous material used by the examinee, including the scratch paper. Proctor should review that all information is complete. This includes reviewing an examinee's General Purpose Record to ensure that it is accurately and completely filled out.

If you discover an incomplete or inaccurate section, return all materials to the examinee and direct the examinee back to a vacant seat or table for completion.

Do not collect exam materials unless they have been fully completed and are all present.

### **DEALING WITH CONGESTION**

The following are suggestions that may minimize the congestion and maintain exam security:

--Proctors should avoid in-depth conversations with examinees regarding the exam, exam results, and other questions related to the personnel process.

--Proctors should avoid being surrounded by examinees at the collection area. Exam security may be compromised when examinees are on all sides of a proctor. In cases where several examinees are waiting examinees should form a line.

## EMERGENCY EVACUATIONS

The proctor must be prepared for unexpected circumstances such as an applicant who is disruptive, or ill. Proctors must also act quickly to ensure an organized evacuation in the event of building emergencies, fire alarm, or severe weather warnings.

The following guidelines will prove useful if evacuation of a room or building is necessary:

- A. Proctors should note where the exits are and develop a general plan of evacuation to the outside or a Tornado Shelter.
- B. Each proctor should note the time the emergency occurs and how he or she became aware of the problem.
- C. Instruct applicants to:
  1. Remain calm. Persons needing assistance should request it of the proctors.
  2. Stop writing; put their GPR and scratch paper inside their exam booklet.
  3. Not discuss the exam or look at reference materials while they are out of the testing room.
  4. Turn in their exam materials to a proctor while leaving the room.
  5. Evacuate according to a plan described by the proctor.
  6. Stay as near to the exam site as allowed by the emergency to resume testing when possible, or learn how the situation will be handled.
- D. Exam materials may be left in the room if it is impractical to remove the materials to a secure place.
- E. The proctor is responsible for notifying emergency personnel and recording the time of the contact. The proctor should stay in direct contact with those persons who are responsible for correcting the emergency.
- F. As soon as possible, make necessary announcements to applicants.
- G. If a decision is reached to reenter the building:
  1. Announce to applicants that the exam center will reconvene at a set time, at the door of the testing room.
  2. Proctors should go in first to protect exam security. Redistribute exams by calling out applicants' names. Make a note on the exams of any applicants who do not return to the center. Make announcements regarding the policy for those who wish to withdraw (see page 14).
3. Answer any questions and record the time.
4. Extend the stop time for each exam by the amount of time between the first alarm and when all exams are passed out and persons are ready to begin writing. Inform applicants of the new time limits. Start the exams, starting everyone in a room at the same time. Note on the voucher that the starting time for the emergency, the time persons restarted their exams and the amount of additional time given.
- H. If security personnel decide it will not be safe to enter the building, there is no sign of approval to reenter, or the delay is 60 minutes or more, the proctor should tell the examinees that the exam is canceled. The proctor should state that the applicants will hear from Wisconsin Personnel Partners as to the next step in the exam process.
- I. Despite the outcome, the proctor will write a situation report of the incident. The report should include the time of the event, the title of the exam in the room, the names of any examinees who did not return, and the stop times of their exams. Return the report to Wisconsin Personnel Partners with the voucher. The proctor should also telephone a Wisconsin Personnel Partners Representative at (608) 266-1088 preferably that day, so that Wisconsin Personnel Partners may be prepared to respond to applicants' inquiries.



## EXAM IRREGULARITIES

Proctors must often contend with situations or inquiries from examinees that require immediate attention. Listed below are some of the more common irregularities that occur at exam centers.

### DEFECTIVE EXAM MATERIALS

Defective exam materials include: missing pages in an exam booklet, mis-numbered exam questions, duplicate pages in an exam booklet or illegible print. Exam booklets that have been written in should be replaced. Marks left by a person who used the book in the past can usually be ignored if it is impossible to replace the book.

On the other hand, if an examinee alerts a proctor to a missing page or a series of missing items, the proctor should have all examinees check their test booklets. If non-defective booklets can replace defective exam booklets, simply issue new booklets. If there are not enough non-defective booklets for examinees, proctors should direct the examinees to skip the items or series of items in the book, leaving answer sheet temporarily blank. When the complete booklets become available use them to replace the defective ones.

### WITHDRAWAL POLICY

If an applicant decides to withdraw from the exam, they must write: "I withdraw" across the face of the General Purpose Record (GPR) sheet and then sign and date, as well. Their name and social security number and the test title must be completely filled out on the GPR. Remind the applicant that they will not be allowed to take this exam within the six-month retest period.

### UNEXPECTED ILLNESS OF AN EXAMINEE

An examinee might become ill once an exam is underway. In this situation, the proctor should collect all exam materials from that examinee, write a report about the incident and staple or paper clip a full account of the incident to the Voucher. Record the examinee's name, social security number, daytime telephone number, title of the exam, question number where the examinee discontinued writing, and the time of day. Also attach a note to the examinee's GPR. If the examinee questions you about the uncompleted portion of the exam, simply state that Wisconsin Personnel Partners will make a decision.

The examinee can expect a letter or phone call from Wisconsin Personnel Partners within the next week.

If medical services may be needed the proctor should contact the proper authorities (i.e., facility security, 9-1-1 emergency services).

## LATE ARRIVAL EXAMINEES

Proctors may provide personalized instructions for examinees arriving late, if necessary. They should whisper these instructions, preferably outside the testing room. After the examinee fully understands the instructions, the proctor can give the examinee an exam booklet. The stop time will be the same as all others.

## EXAMINEE EXAM QUESTIONS

The intent of most exams is not only to test an applicant's knowledge, but also to test of the examinee's skill at reasoning or comprehending the underlying process involved, for this reason proctors may not provide interpretation of exam questions.

Proctors should direct the examinee to answer the item as best they can. Comments on the contents of the exam should be put in writing, on a full sheet of paper, which must contain the test title, question number, page number, his or her name, and daytime telephone number.



## **AFTER THE EXAM ADMINISTRATION**

When all examinees have left the exam center, count, record and pack exam materials for shipment back to Wisconsin Personnel Partners.

There should be the same number of completed General Purpose Records as the number of exam booklets used. If there are any discrepancies, proctors must immediately resolve or explain why.

### **COUNTING & DOCUMENTING EXAM BOOKLETS**

Count the books. Verify that the number of exams in your possession is the same as the number that was shipped. If the counts differ, the difference must be corrected or explained.

A missing exam booklet is the most serious breach of security; proctors must prevent it. If it occurs, Wisconsin Personnel Partners expects that proctors search the entire testing location, including rest rooms, trash baskets and the examinees' papers. The time to act is when they discover such a breach. The proctor must write a detailed report, and should phone a Wisconsin Personnel Partners Representative at (608) 266-1088 as soon as possible. The report should detail the exam title and the quantities of booklets, applicant notices if applicable, and the number of GPRs for that title. The report should contain the name and daytime phone number of the proctor involved in the investigation, and a sequence of events. Who discovered that a booklet was missing? At what time? How did proctor proceed? Where did they search? Did they confront any examinee about the missing booklet?

### **RETURNING EXAM MATERIALS**

Follow the shipping orders on the voucher. Please return completed voucher, scratch paper (used and unused), unused GPRs (answer sheets), exams and proctor manual to the box or return envelope. A call tag will be issued by a Wisconsin Personnel Partners Representative for the exam materials. Please seal the box/envelope and keep in a secure location until UPS comes to pick them up, usually within 24 to 48 hours from the date on the voucher.