

WISCONSIN PERSONNEL PARTNERS PROCTOR MANUAL

101 East Wilson Street, 4th Floor
PO Box 7855

Madison, WI 53707-7855

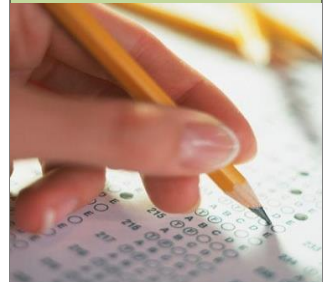
Phone: (608) 266-1088

Fax: (608) 267-1000

E-mail: wpp@wisconsin.gov

Internet: <http://wpp.wi.gov>

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BEFORE EXAM ADMINISTRATION

NOTIFYING APPLICANTS

Every applicant that will be testing should be notified of:

- Exam title
- Position title
- Exam date and time
- Address and directions
- Bring a sharpened #2 pencil and identification
- Reference materials and calculators are not allowed

REUSE APPLICANTS

You should also notify the Reuse Applicants that they DO NOT NEED TO TEST. Your communications could include:

- Exam title
- Their previous test date
- Waiting period is 184 from their previous test date
- Their reuse score will be forwarded to you from Wisconsin Personnel Partners (WPP)
- WPP contact information

REVIEW SHIPPED MATERIAL

As soon as you receive your materials, look through the materials that were sent from Wisconsin Personnel Partners (WPP). Count the number of exams and compare it with the number listed on the enclosed proctor letter. 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.

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.

APPLICANT CHECK-IN

All examinees should provide proof of identity. Any ID is acceptable if it contains a signature. The applicant may leave the exam location to retrieve ID.

DISTRIBUTE MATERIALS TO EXAMINEES

- General Purpose Record (GPR)
- scratch paper
- #2 Pencil (if applicant did not bring)

INSTRUCTIONS TO EXAMINEES

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.

FILLING OUT THE GPR

- Instruct the examinees to fill out the GPR
 - Exam Title
 - Exam Date
 - Test ID Number will need to be filled in when they receive the exam booklet.
- Direct the examinees to fill out their Last Name, First Name and Middle Initial and last 4 digits of the SSN number by placing one letter/number per box, in the correct section, starting with the first box. Then blacken the corresponding circle beneath each letter.
- Ask the examinees to complete additional information for statistical purposes only
 - Date of Birth
 - Ethnicity
 - Gender
 - Exam location is not necessary

ADDITIONAL REMINDERS

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

Use only a number 2 soft lead pencil to mark your answers. Be sure to fill in the bubbles completely and avoid making any stray marks on the GPR. If you make an error, make sure you erase it completely.

Do not make marks in the booklet. Do all your figuring and scribbling on the scratch paper provided. This scratch paper is collected with the exam and returned to WPP.

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.

Record all your answers on the GPR sheet. Your score is based only on the number of correct responses. Remember to choose only one answer.

Smoking, eating, drinking and talking are prohibited during the exam.

If you need to use a restroom during the exam, turn in all of your materials.

During the exam, please keep your materials flat on your writing surface and directly in front of you. Nothing else should be on the desk space.

Calculators, cell phones, outlines, and any other study aids are not allowed during the exam.

When you finish your exam, bring all test materials to the proctor. Please exit using the **same** door you entered.

It is in your best interest to review all of the items on your general purpose record sheet for completeness.

If you have any questions during the exam, please raise your hand or come up to the proctor.

All applicants' scores will be sent to the appropriate jurisdictional contact. WPP 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.

REUSE/WITHDRAW

There is a waiting period of 184 days to retake this exam.

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, 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 184-day retest period.

DISTRIBUTING THE EXAMS

Distribute the exam booklets. Remember to copy the test identification number from the front of your exam booklet onto your GPR. 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.

OBSERVATION & MEMORY EXAMS (if applicable)

The purpose of an 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.

Some exams may have a timed Observation & Memory booklet (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.

The test has been designed so that most people will complete it in the suggested time limit on the cover of the examination.

Announce the time from the wall clock in the room and write "Start: (that time) on the blackboard and on the proctor letter. Print the exam's end time on the board.

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.

SUGGESTED TIME LIMIT

The front cover of the exam booklet gives a suggested time that it takes the average applicant to complete the particular exam. Examinees must be allowed the full time limit to complete and hand in their test materials.

DURING THE EXAM

PROCTOR LOCATION

Once the examinees are writing their exams each proctor should keep close watch 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 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. Proctors should not hesitate to ask for identification before handing back the exam materials. Time used for breaks will not be added to the examinee's time.

MISCONDUCT

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.

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 proctor letter. Please be specific in reporting the incident, as WPP will need proctors' detailed observations in order to conduct its investigation. Proctors must sign and date notes sent to WPP.

COLLECTING EXAMS

PROCTOR REVIEW OF 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

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

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.

EXAM IRREGULARITIES

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.

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 proctor letter. 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 WPP will make a decision.

The examinee can expect a letter or phone call from WPP 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).

EMERGENCY EVACUATIONS

The following guidelines will prove useful if evacuation of a room or building is necessary. Proctors should note where the exits are and develop a general plan of evacuation to the outside or a Tornado Shelter.

Each proctor should note the time the emergency occurs and how he or she became aware of the problem.

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.

Exam materials may be left in the room if it is impractical to remove the materials to a secure place.

If a decision is reached to re-enter the building:

1. Announce to applicants that the exam 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.
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 proctor letter that the starting time for the emergency, the time persons restarted their exams and the amount of additional time given.

If security personnel decide it will not be safe to enter

the building, there is no sign of approval to re-enter, 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 WPP as to the next step in the exam process.

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 WPP with the proctor letter. The proctor should also telephone a WPP Representative at (608) 266-1088 preferably that day, so that WPP may be prepared to respond to applicants' inquiries.

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 QUESTIONS

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

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

When all examinees have left, count, record and pack exam materials for shipment back to WPP.

COUNTING & DOCUMENTING EXAM BOOKLETS

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

Count the books. Verify that the number of exams in your possession is the same as the number that was shipped on the proctor letter. 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, WPP 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 WPP 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

When your testing is complete, please return all examination materials (proctor letter, used and unused scratch paper and GPRs, exam booklets and proctor manual) to WPP.

If using a box for your return, securely seal the box and keep in a secure location. Notify WPP and we will issue a call tag to have UPS pick up your package. UPS will print and bring the label when they pick up your package from the same location where they delivered your exams. If using the return envelope, simply place all testing materials inside, seal and hand it to a UPS driver. Your return label is already on the envelope and in the UPS system.

UPS will pick up your package in 1 – 2 business days after the call tag is issued. If UPS does not pick up, please notify WPP. However, we will track the progress of your package. WPP will receive the package in 1 – 3 business days following pick-up. When we receive the exams, they will be scored and you should have results in 2 to 5 business days. The appropriate contact at your jurisdiction will receive a CONFIDENTIAL email with the results. WPP contact information is:

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Madison, WI 53702
Phone: 608-266-1088
Fax: 608-267-1000
Email: wpp@wisconsin.gov
Website: <http://wpp.wi.gov>

PROCTOR EXAM ADMINISTRATION CHECK LIST

Print off checklist and mark tasks completed when done.

ORDER	INSTRUCTION	MARK WHEN COMPLETED
1.	Notify testing applicants and reuse applicants	
2.	Review shipped materials; count booklets	
3.	Set up exam room	
4.	Seating arrangement	
5.	Check in applicants	
6.	Distribute GPR, scratch paper, pencil	
7.	Give applicants instructions	
8.	Fill in front side of GPR	
9.	Fill in bubbles carefully with #2 pencil	
10.	Do not write in booklets	
11.	Read booklet instructions	
12.	Answer all the questions	
13.	No smoking, eating, drinking, talking	
14.	No cell phones, calculators, other material	
15.	Keep materials flat on desk	
16.	Restroom breaks	
17.	Finishing the exam	
18.	Questions	
19.	Scores	
20.	Reuse period	
21.	Withdrawing	
22.	OMB instructions (if applicable)	
23.	Distribute exams	
24.	Fill in test ID #	
25.	Collect exam materials	
26.	Count exam booklets	
27.	Pack for shipment	
28.	Request call tag/give package to UPS	