

Child Welfare Training Centers

Proctor Manual

Version 2.1

SkillNetTM

Proctor Manual for Child Welfare Training

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Introduction

We have observed many tests being proctored throughout the state. Our observations led us to the conclusion that the most successful proctors are the ones who have control over the classroom. You can practice this control by treating the pretest as seriously as the posttest. By the time the posttest is administered, you and the students have formed a closer relationship, so the students often feel that they can talk, joke, and disrupt during the testing session. The testing environment is different from the classroom environment, and so a more serious and formal demeanor is necessary.

Sometimes unforeseen circumstances occur; for example, the computers go down, or the internet connection is lost. These potential disrupting events can be much less painful to you and the students if you maintain control of the classroom, assure the students that their answers have not been lost, and encourage patience until the problem is resolved. While inconvenient, a disruption in service should not have a serious effect on the students.

Prior to the Test

Prior to proctoring a test, the test proctor should have read and signed an *Affidavit of Confidentiality* to personally ensure that he or she will maintain the confidentiality of the examination's content. **(See Appendix A, p. 12)** The test administrator shall maintain on site the signed document for each proctor.

The day before the test, you should prepare so that your duties the next morning are as light as possible. You should verify that the test room is available and make sure that it is set up properly. If you have to post signs or directions for students, do so the evening before the test, if possible.

Talk to your registrar and confirm that you have been assigned as the proctor of the test, and be sure to get a copy of the roster that was sent to you. Prepare a plan for how you will handle walk-ins and communicate that strategy to your registrar.

BE SURE TO GO OVER THE CHECK LIST! (See Appendix B, p. 13)

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Logging on and Selecting a Test

1. Type the following address into your Microsoft Internet Explorer browser: <http://skillnet.dcf.state.fl.us>. You may want to bookmark the site for future use. Only Microsoft Internet Explorer version 5.0 or higher may be used.
2. Select Testing and Evaluation. This should bring you to the Skillnet Testing Software page.
3. Click Take the proctored exam to go to the log-in screen.
4. Select the I UNDERSTAND check box after the A.D.A. message.
5. Type in your user id and password and then click on LOGIN.
6. If you are only a proctor in the system you will be taken to the Select Course page; but, if you are in the system as a trainee and a proctor/monitor, you will be taken to the Choose Role page. Choose the proctor/monitor role and you will be taken to the Select Course page. If the screen is blank after logging in, see the troubleshooting section.
7. Select the appropriate test by clicking the go icon under the Choose Course column (remember, there can be more than one test). You should now be at the Proctor Administration page.

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Status and Version

When you arrive at the proctor's screen, you will see a table with the students' information. The students have six columns of actions and information: Name, Id (this is their log in ID), status, version, action, and password.

Status

There are five status codes:

1. **NO STATUS** - By default, the status of all students is at No Status, meaning that they have not shown up or are not taking the test.
2. **READY TO START** - The proctor should set the students to this status after **AND ONLY AFTER** the student has arrived, has shown proper identification, and has intentions of taking the test. This is **NOT TO BE DONE PRIOR TO THE STUDENT'S ARRIVAL**. The process of setting the student to *READY TO START* status initializes the test tables in the database and does the work to get the system ready for the student to take the test. In the event a student gets set to *READY TO START* status by mistake and the person is not taking a test, you should set that student to *LOCKED* status and then relay that information to the Central Office.
3. **IN PROGRESS** - This status is set automatically when the student accepts the instructions on the instructions page; it can not be set by the proctor.
4. **LOCKED** - This status is used for security reasons. At any time, the proctor can set a student into *LOCKED* status, which will stop that student from continuing with the test. Setting the student back to *READY TO START* status and having him log in again will allow him to continue with the test.
5. **COMPLETE** - This status is automatically set when the student finishes the test **AND** the survey. The proctor can not set the student to this status.

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Version

There are three possible versions of each test. You should assign versions of the test to the students and THEN tell them where to sit. In this way, students who are sitting next to one another or who have a direct line of sight to another student's computer do not have the same version of the test.

The proctor should set the student to the READY TO START status, select the version for the student, and then click the GO link under the Action column. The proctor must do this individually for each student (one at a time) and wait for the screen to refresh between students.

*NOTE: Do not attempt to change a student's version of the test once you have clicked the GO link.

Passwords

If a student does not know his or her password or has forgotten it, click on RESET under the password column to reset that student's password to the following value:

PASSWORD

Proctor's Script

The Proctor's script is the test script to be read to the students before letting them log onto the system. (See Appendix C, pp. 14-15.) Included in the Proctor's script are instructions for the Examinee Test Item Comment Form. This form can be found in Appendix D, p. 16. Either mail or fax the completed forms to the Registrar assigned to your district at the Child Welfare Training Academy.

Test Incident Report

Occasionally, events occur during testing that will need to be documented and forwarded to the Child Welfare Training Academy. For example, a candidate may become ill or have a family emergency and leave after starting the test, or a technical problem may occur that affects one or more candidates. In such cases, the test proctor should complete the Test *Incident Report* and forward the report to the Certification Testing Manager at the Child Welfare Training Academy. (See **Appendix E, p. 18**)

Candidate Check-Out Sheet

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Since the examination usually will take the candidate no longer than 3 hours, there will be no official recess or break. However, if a candidate needs to leave the testing room for a restroom break or for any other *temporary* reason, the following conditions apply:

1. Candidates are excused one at a time and not in groups
2. The test proctor checks the candidate out of the testing room and back into the testing room using the Candidate Check-Out Sheet. (See Appendix F, p. 19)
3. The test proctor confirms the candidate's identification when the candidate reenters the testing room.
4. The examinee is NOT allowed extra testing time to compensate for his or her time out of the testing room.
5. Test proctors should periodically check restrooms for signs of materials, writing, etc., that might pertain to the examination. If the proctor observes anything unusual, he or she should document the observations on a Test Incident Report.

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Starting the Test

When the students are in the **READY TO START** status, they can only get as far as the instructions page. Once the proctor clicks the **START TEST** link, the students can then start the test. At this time, the **START TEST** link is toggled to the **CLOSE TEST** link.

Refreshing the Proctor's Page

As students begin the test, their status changes from **READY TO START** to **IN PROGRESS** status. If you click the **REFRESH PROCTOR'S PAGE** link, you will see the updated statuses as well as the status of those students who have finished the test and have been changed to a **COMPLETE** status.

Locking and Restarting Test Sessions

Locking and Restarting a Student

Simply changing a student's test status to **LOCKED** and pressing the **GO** link will take the student out of the test when he or she attempts to go to the next question. If you would like to reinstate the student, you must set their status to **READY TO START** and then click the **GO** link.

Locking and Restarting the Entire Class

You may need to lock the entire class out of the test for reasons such as a fire drill or some other unplanned event. You can do so by using the **CLOSE TEST** link. Selecting the **CLOSE TEST** link will direct you to the **CLOSE TEST SESSION** page where you can close the test session by clicking on the picture of the lock. The test session will then be closed, and all users will be set to **LOCKED** status. Once the situation has been handled, you may go back into the test and individually setting each student to **READY TO START** status and clicking the **GO** link for each Proctor Manual for Child Welfare Training student. Once the students are back to **READY TO START** status, you may then click the **START TEST** link so the students will be able to re-enter the test. The students will be brought back to the last question for which they submitted an answer.

NOTE: If a student is currently at a **COMPLETE** status, that student cannot be set to **LOCKED** status. Once a student has entered a **COMPLETE** status, he or she has finished the test, and the proctor does not have control over the student's test.

Scores

Clicking on the **SCORES** link opens a new window. Scores are **LIVE** and are recorded as the students complete the test. Since the scores update every time the window opens, to see the score of a student who just finished, close the window and re-open it. The scores can be printed and posted if the proctor so desires. All but the last four

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digits of the student's social security number are blocked to protect the student's identity. There are two scoring links:

1. Scores Numeric – Gives the numeric score the student received.
2. Scores Pass/Fail – Tells simply if the student passed or failed.

Back

BACK allows you to navigate back to the Scheduled Courses screen, so you can enter a different test session.

Closing the Test Session

If the test has been started, then you will see the **CLOSE SESSION** link at the left-hand side of the page. Click on **CLOSE SESSION** to go to the close test session page where you can click on the icon of a LOCK to close the test session. Remember, all students who are not in a **COMPLETE** status at this point will be set to a **LOCKED** status.

THE TEST SESSION MUST BE CLOSED WHEN YOU HAVE COMPLETED THE TEST SESSION.

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Troubleshooting

- Q. When I log in, I get a blank screen.
A. You do not have a MONITOR role in the system. Call the SkillNet on-call person. Only trained proctors will receive a MONITOR role.
- Q. When I go to the Select Course page, the system tells me there are no tests to be proctored by me today.
A. Either you are not supposed to be proctoring a test today, or you have not been assigned as the proctor for the test. Contact your registrar to resolve the problem.
- Q. When I get to the Proctor page, no students are listed.
A. The registrar has not scheduled the students for the test. Contact your registrar to resolve the problem.
- Q. I have several students taking this test, and my screen won't scroll to the bottom.
A. Maximize your proctor screen window by clicking the middle box on the blue title bar of the upper right hand corner of your browser window.
- Q. When I assign a student's test version and hit the GO link, the screen goes back to blank.
A. The student has a test session already open, probably from the pretest. Contact central office immediately. This student will not be able to take the test until the other test situation is resolved.
- Q. My proctor screen goes white and gives me an error when I hit the REFRESH PROCTOR PAGE link.
A. The page has timed out from sitting without any activity for too long. Close your browser window and log on to the system again.
- Q. The student's test screen goes white and/or the student gets an error message saying "Too many concurrent requests."
A. Place the mouse pointer in the area that this has happened. Right-click the mouse, and a pop-up menu should appear. Click on refresh. Notify the SkillNet on-call person if this occurs.
- Q. I have everyone in READY TO START status, but the students can't get past the instructions screen.
A. The test session has not yet been started; click the START TEST link on the proctor screen.
- Q. The student completed her test but did not go into COMPLETE status although she has a score in the scores window.
A. Click the REFRESH PROCTOR PAGE link to see the updated statuses.
- Q. The student completed her test, but her status did not change to COMPLETE, and the test did not score.

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- A. The student probably did not complete the survey. Ask the student to log in again and complete the survey. If he has completed the survey, then ask the student if he is a re-hire and if he has previously taken the test. All re-hires must be relayed to central office, so we can do special processing before they can go through the cycle again and take the pre or post test for the second time.
- Q. I get an error when I try to set the student's status to **READY TO START**.
- A. Most likely the student has not had a log-on account created. This situation normally happens at the time of the pretest. Contact your administrator to get the problem resolved.
- Q. I have a student who arrives for the pretest but has not been registered for the test.
- A. The proctor or the student can contact the registrar to get the student registered. When the registrar has registered the student, then the student will appear on your Proctor Administration page when you click the **REFRESH PROCTOR PAGE** link. Have the student print and sign her name on the roster.

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APPENDIX A

CHILD WELFARE TRAINING ACADEMY

AFFIDAVIT OF CONFIDENTIALITY

I, _____, hereby agree to maintain the confidentiality of the examination materials produced, developed, reviewed, or administered by me in conjunction with my role as a consultant, test administrator, or test proctor for the Child Protection Examination Program, Child Welfare Training Academy, Department of Children and Families.

Unless authorized by the Child Welfare Training Academy, Department of Children and Families, I will not reproduce, divulge, or disseminate any portion of the examination materials to anyone, including, but not limited to, any candidates, employees, licensed contractors, or other consultants. I agree not to retain in any form the original or copies of the examination materials produced, developed, or reviewed by me after completion of any consultant project. I will not retain in any form my notes regarding any consultant project.

I understand and acknowledge that the overall integrity of the examination is of paramount concern to the State of Florida. I agree to indemnify and to hold harmless the State of Florida and the Department of Children and Families from any damages that may result from my actions or inactions which may compromise any exam or exam question. I further understand that any action or inaction on my behalf that compromises the integrity of the examination or any exam question may also subject me to disciplinary action.

NOTICE: Unlawful misuse of confidential information is a first degree misdemeanor under section 839.26, Florida Statutes.

Signature

Date

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APPENDIX B

CHECK LIST

Prior to the test...

- The room is available.
- All signs are posted and/or tables are set up.
- You have the registrar's and the administrator's telephone number, and they have verified that they will be available during the test.
- You know who is on test support at DCF Central office for this test, and you have their telephone number in case you have problems during the test.
- You have a copy of the roster.
- All students have been registered for the test.
- The appropriate proctor has been assigned to the test.
- The proctor has the monitor role assigned by the administrator.

Before starting the test session...

- All student identifications have been verified, and students have signed the roster.
- There is nothing on the tables: no drinks, books, keys, phones... anything.
- All devices, i.e., phones, pagers, etc., have been turned off.
- Only the students who have arrived are in READY TO START status and have had their version assigned.
- Read the instructions and make sure everyone understands the A.D.A. message.
- Note the time started on the sign in/roster sheet, announce it to the students, and start the test session.

During the test...

- Refresh the proctor page to see the students' statuses change to IN PROGRESS and then later to COMPLETE.
- Do not allow talking of any kind.

After the test...

- Check that all of the students' tests have been scored.
- Print the scores.
- CLOSE THE TEST SESSION

YOU ARE FINISHED.

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APPENDIX C

PROCTOR'S SCRIPT

- Good morning/afternoon. My name is _____ (your name). On behalf of the Department of Children and Family Services and _____ (your agency), welcome to the _____ (name of test).

*** Read for Pretest only:

For the post test, we will provide reasonable accommodations to anyone who has a disability. You have the option to take the pretest now without accommodations, or you can request to be excused from the pretest at this time. The pretest is for evaluation purposes only and will not affect your employment. If you would like to be excused from the pretest because of a disability, please raise your hand. (PAUSE) To receive reasonable accommodations for the post test, you will be required to complete a Request for Test Accommodations for Examinees with Disabilities application. The application, along with the practitioner documentation form, must be submitted at least one week prior to your taking the post test. You may obtain an application from the training center.

- No food or drinks are allowed in the computer room.
- Please remove all unnecessary objects from the top of your tables and turn off all portable devices such as cell phones and beepers.
- No talking is permitted during the test. If you have any questions, please raise your hand and someone will assist you as quickly as possible. We cannot answer any questions regarding the content of the test. We cannot provide assistance by rewording any test item, nor can we try to interpret technical words for you. However, if you have any questions on the proper method of completing the test process or any procedural questions, we will do our best to help you.
- For comments on any test item, an Examinee Test Item Comment Form is available upon request. Please use one form per test item. These forms will be forwarded to the psychometrician at the Child Welfare Training Academy.
- You have _____ hours to complete the test. Two announcements will be given indicating the time left – a 30-minute and a 5-minute announcement. That should be more than enough time for you to complete your test without hurrying.
- Please take your time. Read each item carefully. You should answer every question even if you are unsure of the correct answer. There is a chance that you

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may be right. The computer detects any items left unanswered and counts them as incorrect, so it is to your advantage to answer ALL of the questions.

- There will be no break during this time. If you should need to use the restroom, please raise your hand and a proctor will come by your computer and temporarily close your session. **Only one person will be allowed out of the room at a time.** When you return from the restroom, the proctor will check you in and restore your test session.
- When you finish the test, remain in your seats and face the proctor. The proctor will check your status and then tell you when you may leave. When you are given the okay to leave, please report to _____. (classroom, service center, etc...)
- Your test scores will be available _____. (varies by district)
- Are there any questions? (Pause)
- We will now begin to help you through the computer instruction screens. Please do not move ahead or click on anything until I tell you to do so.

Click 'ENTER' to be taken to the Log-on Screen.

Type your name on the login screen.

For your user name, input the first initial of your first name and of your last name and then the last four digits of your social security number (without spaces).

Type your password. (*For the pretest, the password should be "PASSWORD." Students must change their password and fill out the demographics page. Then, students must log on again with their new password.*)

If you do not know your password, please raise your hand.

Read everything in the blue box and then click on "I have read and I understand."

- **Click login.** Please read the instructions. (*Student should read their instructions at this time while you start the test session.*)
- If you **ACCEPT THESE INSTRUCTIONS**, please click on the button and begin your test; otherwise, raise your hand if you have any questions.

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- **GOOD LUCK!** The time is _____. (*Announce the official start time of the test and note it on the roster*).

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APPENDIX E TEST INCIDENT REPORT

Candidate(s) Name (s):	
1. _____	9. _____
2. _____	10. _____
3. _____	11. _____
4. _____	12. _____
5. _____	13. _____
6. _____	14. _____
7. _____	15. _____
8. _____	16. _____
District: _____	Date: _____
Site: _____	Time: _____

Incident:

Action Taken:

Proctor's Signature/Date: _____

Administrator's Signature/Date: _____

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APPENDIX F

CANDIDATE CHECK-OUT SHEET*

TEST: _____ DATE: _____

PROCTOR: _____ SITE: _____

CANDIDATE NAME	TIME OUT	TIME IN	PROCTOR'S INITIALS
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

**This sheet is to be used when candidates need to check out of the testing room for a restroom break or for any other temporary reason.*

