

CERTIFICATION

Proctor Guide

Instructions for Online
Assessment Administration

Revised August 2015



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Acknowledgement

This Proctor Guide contains instructions for exam administration. It is extremely important that all proctors follow the same procedures. You should become familiar with the instructions presented in this guide before administering the exam. In following these procedures, you will assure the validity of the exam results and greatly reduce the likelihood of confusion or error before, during, and after the exam.

When you have finished reading this guide and are familiar with the instructions provided, please acknowledge by signing below. Return this page to SME prior to the administration of the exam. You can email the form to certification@sme.org or fax it to 313.425.3404.

I have read the Proctor Guide, understand my role and responsibilities as a proctor, and agree to abide by the guidelines provided. I understand I must be present and remain in the exam room for the entire duration of administering the exam.

Proctor Signature

Date

Proctor Name (printed)

Examinee Name or Group Name

Email: _____

Daytime Phone: _____

Exam Administration

Proctor Responsibilities

- Be familiar with the administration procedures in this guide.
- Be present at all times during the administration of the exam.
- Communicate instructions for the exam session to participants.
- Inform participants that any unanswered questions will be scored as incorrect.
- Conduct the exam session in a quiet and efficient manner.
- Be aware of participants who may be experiencing problems with equipment, connectivity, or any other technical issue.
- Refrain from answering any questions related to the meaning or intent of the exam items.
- Document unusual conditions or situations that may affect a participant's score using the Irregularity Report at the end of this guide. All Irregularity Reports must be returned to SME after the exam.
- Notify SME in the event of technical or other administrative difficulties.
- Report any breach of security, no matter how small or insignificant, to SME.
- Be aware of the time elapsed for a test administration. This information is required by SME if a request is made to add time to an online test due to an interruption of the test administration.

The Day before the Examination

The proctor will:

1. Review the Proctor Guide completely.
2. Verify that a user code and password has been received for all participants. Each participant must have a unique user code and password in order to access the online testing system.
3. Verify the number of sessions for administration (multiple-sessions, if applicable).
4. Inform SME if any special accommodations will be needed for any participant(s) during the exam administration.
5. Verify the URL address to access the online testing system (see next page) is working.

The Day of the Examination

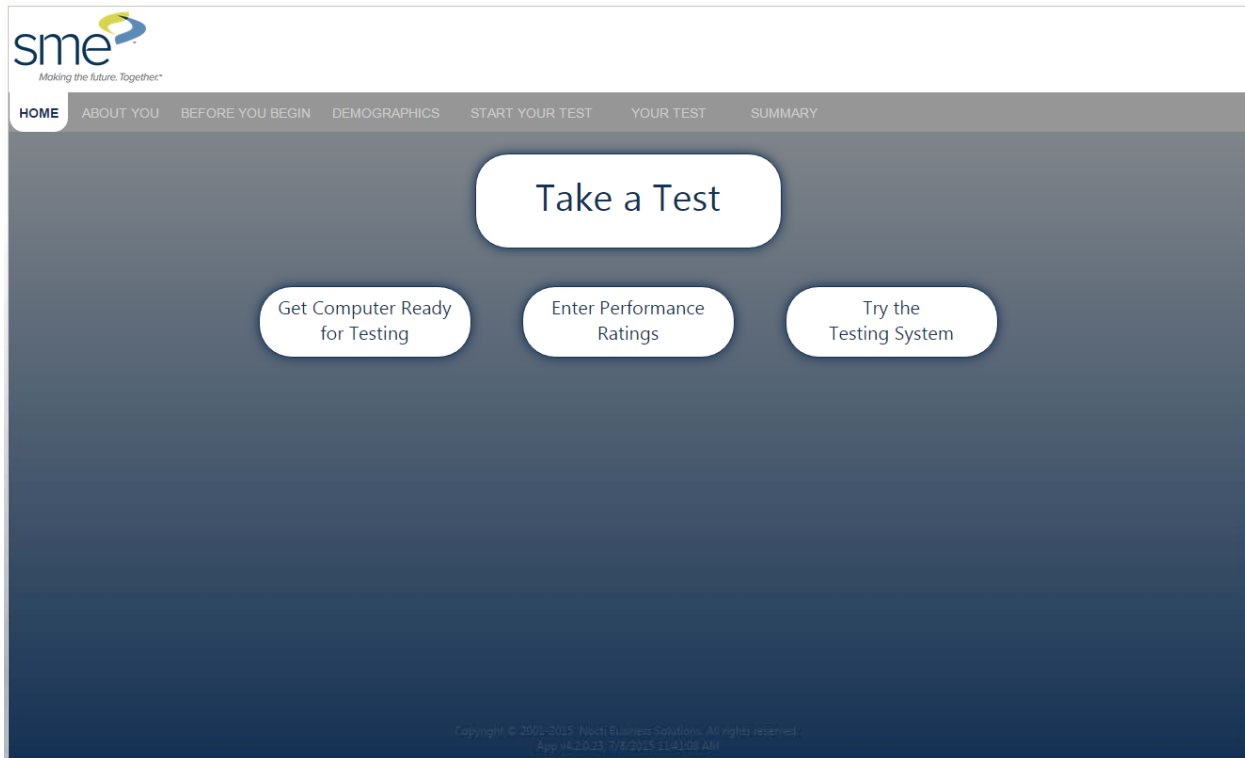
The proctor will:

1. Verify that the workstations have calculators, scratch paper, and pencils as needed (when applicable).

2. Notify participants that the exam may be taken on a computer, iPad®, or other tablet device.
3. Inform participants that this exam is open book, open notes, and that a calculator is allowed. Sharing of books, notes, etc. is strictly forbidden.
4. **Technical exams (CMfgT and CMfgE) only:** eBooks can be used during the exam, however, the eBook **must be on a different device** than the device on which the participant is taking the exam.
5. The following calculators can be used for the exam:
 - Technical exams (CMfgT and CMfgE): Any quiet, hand-held, non-broadcasting or receiving calculator may be used. All programmable memory **MUST** be cleared before and after the exam.
 - Lean Certification exams: A basic calculator can be used.
6. **Internet use is prohibited** for anything other than taking the exam (i.e. looking up information).
7. Access the online testing system at each workstation so that the testing homepage is displayed when participants arrive for the exam. If participants are using their own device, provide the appropriate exam URL to participants.
 - <http://testing.noctibusiness.com/sme> – Certified Manufacturing Technologist (CMfgT) and Certified Manufacturing Engineer (CMfgE)
 - <http://testing.noctibusiness.com/lean> – Lean Bronze, Lean Silver, and Lean Gold
 - <http://testing.noctibusiness.com/IEEE> – EET Outcome Assessment
 - <http://testing.noctibusiness.com/SMEgreen> – Green Manufacturing Specialist Outcome Assessment and Green Frontline Worker
8. Provide each participant with their unique user code and password prior to the start of the exam (i.e., as they enter the room).
9. Communicate the **Exam Instructions** by reading all the instructions highlighted in grey. All other instructions and screenshots are for your reference and should not be read aloud.
10. Ensure participants are working independently by observing from the side and behind the workstations. Do **NOT** define terms for participants or otherwise guide them on anything related to the exam content.
11. Be available to answer questions regarding navigation in the testing system.
12. With the exception of the device used to take the exam and the separate device used for eBooks (CMfgT and CMfgE only), notify participants that the use of iPhones®, smart phones, mobile devices, cellular phones, wrist watches with calculators, devices that can record data, and similar technology is **not allowed during the session**.

SAY:

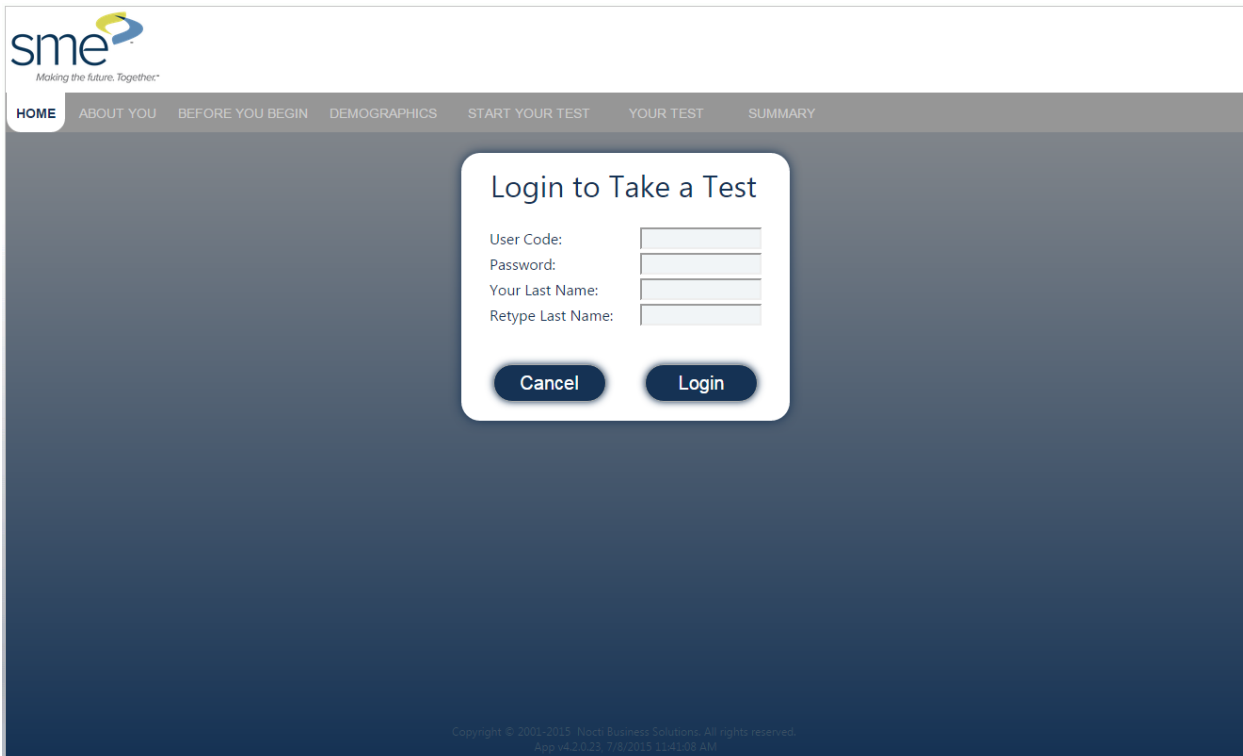
Good morning/afternoon. My name is [insert name] and I will be serving as the proctor for today's examination session. On behalf of SME, I want to welcome you and wish you success in your efforts. Please complete the examination to the best of your ability. Your workstation should display the online testing system and you should see the "Take a Test" button.



Verify that all participants have the correct page displayed on their screen. The screen shot will vary based on the examination you are proctoring.

SAY:

Click on the “Take a Test” button located in the middle of your screen.



The screenshot shows the SME (Making the Future Together) website interface. At the top left is the SME logo. A navigation bar contains the following links: HOME, ABOUT YOU, BEFORE YOU BEGIN, DEMOGRAPHICS, START YOUR TEST, YOUR TEST, and SUMMARY. The 'START YOUR TEST' link is highlighted. In the center of the page is a white modal box titled 'Login to Take a Test'. This modal contains four input fields: 'User Code:', 'Password:', 'Your Last Name:', and 'Retype Last Name:'. Below the input fields are two buttons: 'Cancel' and 'Login'. At the bottom of the page, there is a small copyright notice: 'Copyright © 2001-2015 North Business Solutions. All rights reserved. App v4.2.0.23, 7/8/2015 11:41:08 AM'.

SAY:

When you entered the room, you were provided with a user code and password. Enter this information along with your **last name twice** in the appropriate fields. Make sure to enter the user code and password **exactly as you see it** on the information provided.

Verify that all participants have successfully logged in to the testing session. Provide assistance as needed.

SAY:

The first page of your session should now be displayed on your screen. The exam title will be located in the middle of the screen on the right side in the “About Your Test” section. Please verify that the exam title is correct.

Type your first and last name and your unique participant ID in the fields provided on the left. When you are finished, click the “Next” button.

The screenshot shows the 'About You' and 'About Your Test' sections of the SME testing system interface. The 'About You' section has input fields for First Name, Middle Initial, Last Name, and Unique Participant ID, with 'Logout' and 'Next' buttons below. The 'About Your Test' section displays test details:

Test Title:	TTS Demonstration Test
Test Code:	9000
Test Type:	Practice
Classification:	Business and Industry
Text-to-Speech Activated (TTS):	No
Current Session:	1
Questions in This Session:	7
Time Allowed in this Session:	30 Minutes
Total Sessions:	1
Total Questions:	7
Total Time Allowed:	60 Minutes

The screenshot shows the 'Before You Begin' section of the SME testing system interface. It includes a message: "Your computer was inspected to verify compatibility with the online testing system. No problems were detected. Press Next to continue." Below this is a note about the 'Try the Testing System' button. At the bottom are 'Logout', 'Try the Testing System', and 'Next' buttons.

Verify that all participants are now on the Before You Begin webpage.

SAY:

Take a minute to review the features of the online system by clicking on the “Try the Testing System” button.

Participants are now viewing question one of the nine practice questions.

SAY:

The practice test contains nine practice exam questions. Read the sample questions and answer each of them. Only one answer may be selected for each item. You are able to move back and forth between questions using the “Previous” and “Next” buttons.

Note the “Mark This Question” box, which allows you to flag a question so that you may return to it at a later point in the examination session.

When you feel comfortable with the tools of the online testing system, click the “End” button.

Verify that everyone has clicked “End” and is back on the “Before you Begin” webpage.

SAY:

Please click “Next.”

This page contains demographic questions. Demographic data is important and is always kept confidential. Please take a few minutes to complete the demographic questions listed. To continue through the questions, use the scroll bar on the right. When you are finished, click the “Next” button.

Do not begin the examination until you are instructed to do so.

The screenshot shows a web interface for the SME Demographics test. At the top, there is a navigation menu with links: HOME, ABOUT YOU, BEFORE YOU BEGIN, DEMOGRAPHICS (highlighted), START YOUR TEST, YOUR TEST, and SUMMARY. Below the menu, the page title is 'Demographics'. A message states: 'Please take a few minutes to complete the demographic questions below. Demographic data is used to assist with quality assurance, research, and future test development and revision. Demographic information is NOT REQUIRED and responses do not affect your test score in any way.' The user's name, 'Anne Gielczyk (SME)', is displayed. The test consists of three questions:

1. What is your gender?
 - A. Female
 - B. Male
2. Which of the following ethnic categories best describes you?
 - A. White
 - B. Hispanic or Latino
 - C. Black or African American
 - D. Native Hawaiian or Other Pacific Islander
 - E. Asian
 - F. American Indian or Alaska Native
 - G. Two or more races
3. Which of the following age groups best describes you?
 - A. 16 or under
 - B. 17 years old

Allow a few minutes for participants to complete the demographic questions and move to the next page.

SAY:

You should now see a “Begin Your Test Now?” screen. Read the instructions on the screen and let me know if you have any questions.

Once you begin the exam, you will notice a running clock at the top your screen. You will have [insert exam time from below] in which to complete the exam.

- **Certified Manufacturing Engineer (CMfgE) = 240 minutes (4 hours)**
- **All other exams = 180 minutes (3 hours)**

When you have completed all questions, a summary page will display showing the questions you have completed, marked, or left unanswered. You can return to a question by clicking the link on the question number or you may use the “Review Marked” or “Review Unanswered” links. These links will take you to the first marked or unanswered item and will let you proceed through these items until all have been viewed. **Any questions left unanswered will be scored as incorrect.**

When you are sure you are finished, click the “Score Your Test” button at the top of the summary page. Once you score your exam, you may not access it again. Your exam results will not be processed if you do not click the “Score Your Test” button. Once your exam has been scored, a screen will appear to let you know that you have completed your testing session.

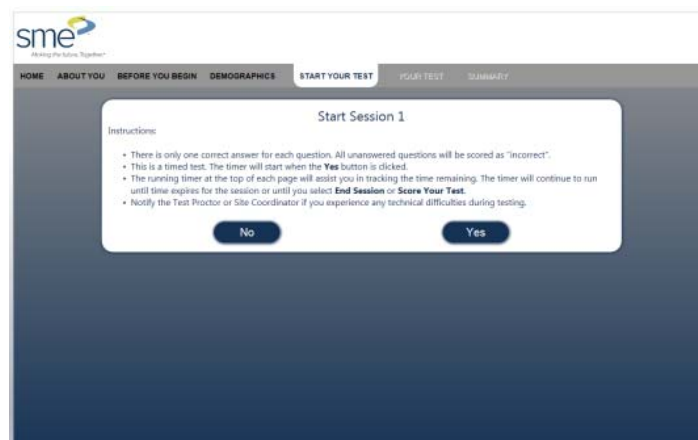
If you encounter any type of technical difficulty during the session, please raise your hand and I will assist you. I am only able to provide technical assistance and will not be able to answer any questions directly related to the exam content.

Sites will decide whether participants may leave the room after completing an exam or whether they should remain seated until the examination time is over.

SAY:

When you have completed your exam, [Insert site preference here]. Are there any questions regarding the instructions?

You may begin your exam by clicking the “Yes” button. Good luck.



During the Examination

During the examination, make sure that participants are working independently. You may NOT define terms or otherwise guide them on anything related to the examination content.

- Document unusual conditions or situations, which may affect participant scores using the Irregularity Report found on the last page of this guide. All Irregularity Reports must be returned to SME after the exam.
- Notify SME in the event of technical or other administration difficulties.

After the Examination

- Collect and dispose of all scratch paper.
- Make sure all programmable calculator memory is cleared.
- Report any breach of security to SME.
- Return the Irregularity Report and Comment Sheet to SME.

Assistance

Technical Assistance

Technical assistance for online testing is available by calling 800.278.8506, Monday through Friday, 8:00 a.m. – 5:00 p.m. Eastern Time.

Be aware of participants who may be experiencing problems with equipment, Internet connection, or any other technical difficulty. Monitor the lapse of time for the examination session. This information is required by our exam vendor if a request is made to add time due to an interruption of the examination administration.

If connection is lost during the administration session, follow the instructions below to resume testing.

1. Close the Internet browser and open a new browser.
2. Go to the testing URL.
3. Have the participant login using the original user code, password, and participant's last name.
4. After logging back into the test, the participant should be taken to the last unanswered question. If not, instruct the participant to go to the summary screen and click on the next available unanswered question.
5. Resume testing.

If the participant cannot resume testing by closing the browser:

1. Restart the participant's computer/iPad®/other device.
2. Follow steps two through five above.

If the participant is still experiencing technical difficulties and testing cannot resume after attempting both of these options, please contact technical support at the number provided above.

Testing System Screenshots

Below are screenshots of the online testing system. Notice the time remaining is at the top of each page. There are “Next” and “Previous” buttons in two locations for participants to navigate through the system. Participants can select “Mark This Question” to return to later for further review. Participants can visit the summary screen by clicking the “Summary” button at any time throughout the exam to view their progress.

Time Remaining: 00:28:23

The screenshot displays the SME testing system interface. At the top, a dark blue bar shows the time remaining as 00:28:23. Below this is the SME logo with the tagline "Making the Future Together". A navigation menu includes links for HOME, ABOUT YOU, BEFORE YOU BEGIN, DEMOGRAPHICS, START YOUR TEST, YOUR TEST (highlighted), and SUMMARY.

The main content area shows a question: "1. What is NOCTI's website address?". Below the question is a screenshot of the NOCTI website. The website screenshot includes the NOCTI logo, navigation tabs (ASSESSMENTS, PRODUCTS & SERVICES, DEVELOPMENT & REVISION, ONLINE SYSTEMS), and various content blocks like "Why NOCTI?", "Teacher's Corner", and "Sign up for NOCTI Alerts!".

Below the website screenshot are four multiple-choice options:

- A. www.nocti.org
- B. www.nocti.edu
- C. www.testing.com
- D. www.natloccupcomptstg.org

At the bottom of the question area are "Previous" and "Next" buttons.

On the right side, there is a summary panel with the following elements:

- Buttons for "Previous", "Next", and "Summary".
- A "Mark This Question" button with the text "You have marked 0 questions."
- A "Tools" section with links for "Expand Image" and "Calculator".
- A progress and time section showing:
 - Questions Answered Total: 1 of 7
 - Unanswered questions: 6
 - Time Remaining: [Progress Bar] 95%
 - Items Remaining: [Progress Bar] 86%
- A "Test Title" field containing "TTS Demonstration Test".
- A "Duty" field containing "Typical Items".

The summary screen (shown below) is the only location from which participants can score their test utilizing the “Score Your Test” button.

A red X next to an item number in the summary section on the right indicates that no answer has been provided for that question. A blue question mark means that the item has been marked for further review. Participants can utilize the “Review Marked” or “Review Unanswered” buttons at the top right of the screen. Items can also be reviewed by clicking directly on the item number.

Summary Screenshot

Time Remaining: 00:27:04

sme
Making the future. Together.

HOME ABOUT YOU BEFORE YOU BEGIN DEMOGRAPHICS START YOUR TEST YOUR TEST SUMMARY

Summary

This page allows you to easily identify questions that were left unanswered or marked. Click a question number to review individual questions.

X = Unanswered ? = Marked

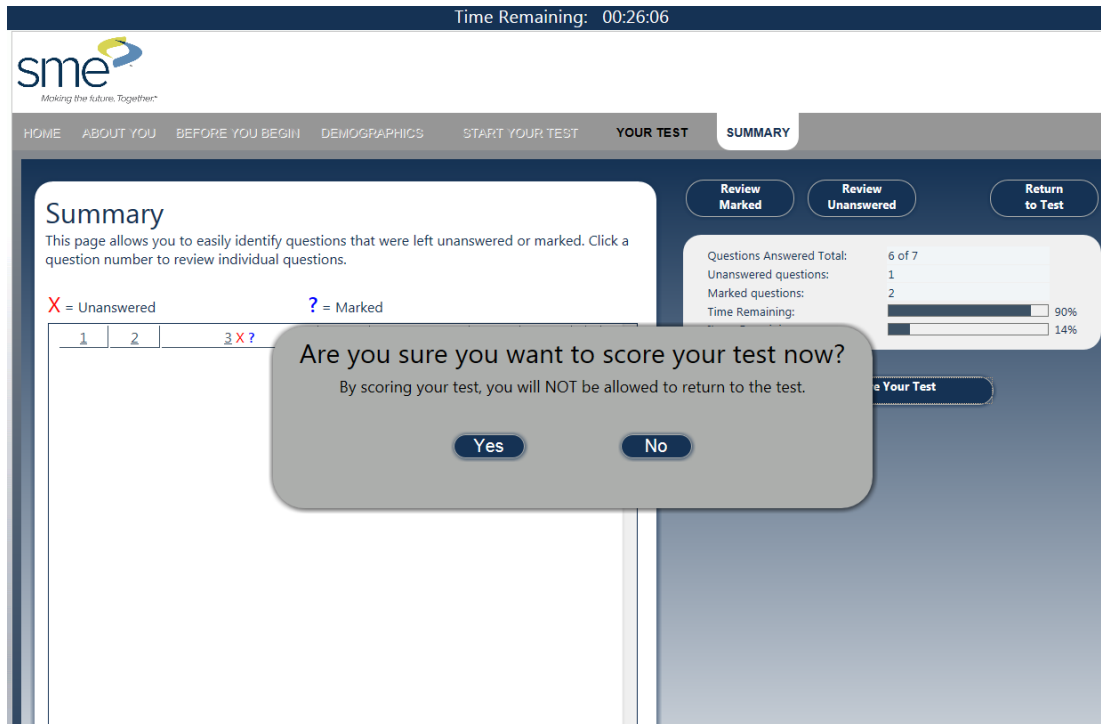
1	2	3 X ?	4	5 ?	6	7		
---	---	-------	---	-----	---	---	--	--

Review Marked Review Unanswered Return to Test

Questions Answered Total: 6 of 7
 Unanswered questions: 1
 Marked questions: 2
 Time Remaining: 90%
 Items Remaining: 14%

Score Your Test

Once a participant has clicked the “Score Your Test” button, a box verifying that they want to score their test will appear.



Irregularity Report

If you have any test administration irregularities to report, document them on this page and return this report to SME.

Site Name: _____

Proctor's Name: _____ Email: _____

Site Code: _____ Date: _____

Online Test Title: _____ Test Code: _____

Irregularities:

Additional Comments:

Comment Sheet

If you have any suggestions or comments to report, please include them here and return to SME. Make additional copies as needed. A separate comment sheet should be completed for each exam.

Site Name: _____

Proctor/Evaluator's Name: _____ Email: _____

Site Code: _____ Date: _____

Test Title: _____ Test Code: _____