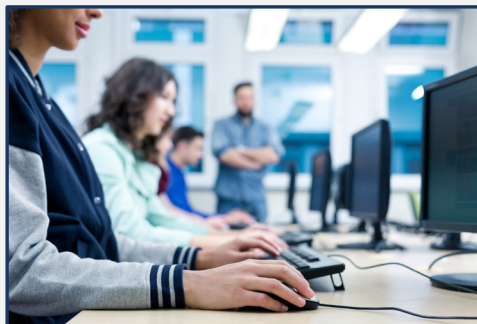


Introduction

As a proctor, you are responsible for:

- Preparing the lab
- Seating examinees & helping them login
- Reading aloud the [proctor script](#)
- Monitoring the exam
- Logging out and releasing examinees



Exam Duration

NEWL Sections and Times

- Reading Comprehension: 60 minutes
- Listening Comprehension: 45 minutes
[10-minute break]
- Integrated Speaking: 45 minutes
- Integrated Writing: 45 minutes

Total Duration: Approximately 3 1/2 hours

Preparing the Room for Testing

You should plan to arrive at the lab approximately 15 minutes prior to the scheduled start time to make sure you are able to check in with your online support specialist and get the room prepared.

When you arrive, you should:

1. Where possible, make sure that the examinees are not seated in close proximity to one another where they have direct views of one another's screens. You may need to adjust the desks, chairs or tables in the room to ensure the maximum distance between students.
2. You should bring a computer of your own to log into the Exam Monitor.
(See: *Exam Monitoring & Tech Support*)
3. Use the chat interface to inform your online tech support specialist that you are in the room.

Computer Setup & Required Equipment

Because this is a classroom-based exam, where examinees will be using their personal laptops or Chromebooks, all your examinees have been instructed to set up their own computers to demonstrate that their equipment passes all of the technical tests.

Here are the instructions that your examinees have received:

[Classroom-Based Examinee Computer Setup Instructions](#)

PHYSICAL KEYBOARDS

In most cases, examinees use standard American keyboards to type. However, if your school can provide physical keyboards with the target-language characters on the keys and examinees wish to use them, they are permitted to do so.

HEADPHONES AND MICROPHONES

Each student will need a working pair of headphones to test listening and a microphone to test speaking. We have asked your designated lab technician to test and verify that the equipment is working properly.

NOTE PAPER:

The examinees are allowed to take notes during the exam administration. Please be sure that you have plenty of blank paper to distribute to them. At the end of the test, please collect **ALL** notes from each examinee before the examinee leaves the room. Once all of the notes from all of the examinees have been collected, and all of the examinees have exited the room, the proctor should securely discard the notes.

Helping Students Log into the Exam

Your examinees have been instructed to log themselves into the exam once they are seated by:

1. Going to <https://exams.actesting.org>
2. Entering their access code
3. Clicking on “Begin Exam”
4. Downloading the audio for the exam
5. Completing the language survey (1st-time users only)
6. Waiting at the section cover of the Reading section until you begin reading the script and provide them with the 4-digit passcode that will allow them to begin the exam after you have read them the instructions.

SWITCHING LANGUAGE FOR WRITING

To help students prepare for the writing component, please be sure that you are familiar with how to change the computers’ language settings so that, before the writing section, you can assist any examinee who might need help with this. Please note that this is a simple process, and each examinee has also been instructed to familiarize themselves with how to change their language settings. To familiarize yourself with how to switch languages, you can follow the link(s) that apply to the computers in your lab.

[Directions for Mac](#)

[Directions for Windows](#)

[Directions for Chromebooks](#)

Admitting and Seating Examinees

After the lab is ready and all examinees have been logged in to the exam, you are ready to start admitting students into the lab. Examinees have been instructed to bring a form of identification with them (a school id, driver’s license

or passport) to present upon entry. If you do not know the students personally, you will need to ask them to present their identification.

As each examinee enters the room, please direct them to the computer to which they have been assigned and instruct them to complete the language survey if it appears on their screen.

CHECKLIST FOR EXAMINEES

Examinees should bring sharpened No. 2 pencils or ink pens for note-taking.

Examinees may **NOT** bring the following into the lab:

- Books, dictionaries, or note paper (You as the proctor will provide note paper for your exam)
- Any electronic devices that beep, ring or have an alarm
- Portable listening or recording devices or photographic equipment
- Smartwatches
- Tablets or computers (cell phones must be turned off and stowed)
- Food or drinks

Examinees are not allowed to open any other applications or Web pages during the exam. They are strictly prohibited from conducting Web-searches or using any other form of electronic resources to assist them with the exam. The system can easily detect this and doing so may be grounds for disqualification.

Starting the Exam

Once all the students are seated and have completed the language survey, you may begin to read aloud the [proctor script](#), which will serve as your guide through the exam administration.

Exam Monitoring & Tech Support

Throughout the exam administration, you may communicate through American Councils' remote technical support chat and monitor the examinees' progress on each section. To access the chat and monitoring tools, you should:

[Login](#) and click on **Monitoring & Tech Support**.

Please remember that you will need your own computer (one that has not been reserved for examinee use) to monitor the exam.

MONITORING EXAMINEE PROGRESS

The Exam Monitor allows you and the American Councils support team to observe how the exam is progressing for each examinee. The monitor provides a view of how much

time is remaining in the current section and the percentage of questions that each examinee has answered. (See Figure 3)

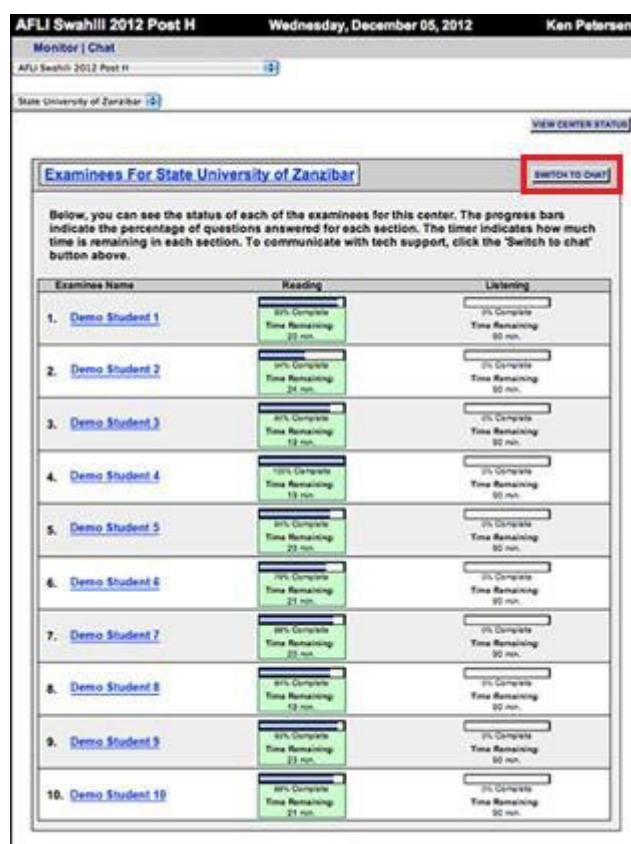
The yellow highlight on the examinee's progress bar means that the examinee has not started the section.

The green highlight indicates the examinee is working on the section.

If you notice a red highlight on an examinee's progress bar, it means the examinee's computer is having issues connecting to the testing servers.

Note: The exam timer counts down dynamically, meaning that no time will be lost if there are any connection issues. We are constantly communicating with the examinees' web browsers, and if anything interrupts that communication, we have the ability to reset the timer or add time for any examinee. Please remind the examinees that they will not be penalized due to a technical problem.

FIGURE 3. PROGRESS MONITOR



CHATTING WITH ONLINE TECH SUPPORT

The other main function of the monitor is to keep you connected to a tech support specialist in case you have any problems or questions (See Figure 4). To access the chat interface from the Exam Monitor, click on the 'Switch to Chat' button on the right-hand side of the Exam Monitor. The chat interface is the fastest way to get any assistance that you might need. On exam day, please avoid using email to get assistance and only use the phone in the event that your school is having connectivity issues and cannot access chat.

FIGURE 4. CHAT INTERFACE

The screenshot displays a web-based chat interface. At the top, a header bar contains the text "Sample Test", "Friday, December 14, 2012", and "Eric Demo_Proctor". Below the header, there is a navigation bar with "Monitor | Chat" and a "VIEW CENTER STATUS" link. The main content area is titled "Examinees For Danesh University" and includes a "SWITCH TO PROGRESS MONITOR" button. A message prompt states: "To communicate with tech support, type a message into the box below and click post." Below this is a "Your Message:" section with a text input field containing the text "Hi. One of the students is unable to access their exam. Can you help?" and a "POST MESSAGE" button. At the bottom, there is a "Chat Transcript:" section with a "CLEAR OLD MESSAGES" link and a large empty text area for the chat history.

Logging Out of the Exam

After each examinee has completed the exam, they will see a summary of the answers they have submitted with a logout button (see Figure 5). Once each examinee has logged out of the testing system, they are free to quietly leave the room and be released from testing for the day. Please collect all notes from the examinees before they exit the lab.

FIGURE 5. LOGOUT

Exam Complete

Reading: You have saved 44 answers.

Listening: You have saved 44 answers.

Writing: You have saved 4 answers.

Speaking: You have saved 4 answers.

You are now finished with the exam and can log out by clicking the button below.

Logout

HONOR CODE AND GROUNDS FOR DISQUALIFICATION

American Councils encourages all examinees to practice intellectual honesty and academic integrity when completing their online language exam. Any act of academic dishonesty will result in no score being provided by American Councils in addition to any penalty deemed necessary by the program in which you are participating. Examinees have been provided with clear rules for what constitutes prohibited behavior during the exam. Please acquaint yourself with those examinee rules.

We ask our proctors to monitor and report suspicious behavior during the exam. In today's context, most forms of academic dishonesty involve electronic forms of cheating, such as use of online auto corrects, online dictionaries, etc. Therefore, to maintain the integrity of our exams, we ask that you frequently move throughout the room to make sure that examinees are staying on the exam screen: They should not have other documents, browsers, or programs open on their screen during the exams.

Frequently Asked Questions

DO THE EXAMINEES GET A BREAK BETWEEN SECTIONS?

There is a scheduled 10-minute break between the Listening and Speaking sections. During the break, examinees may not discuss anything related to the test or look at any materials related to the language being tested, i.e., dictionaries, papers, websites, etc.

ARE EXAMINEES ALLOWED TO LEAVE THE ROOM DURING THE TEST?

In non-emergency situations, such as a restroom break, the examinees are allowed to leave. **HOWEVER, THEIR TEST TIMER WILL CONTINUE TO COUNT DOWN AND TIME WILL BE LOST.** We recommend that all breaks be taken after the examinee has completed the

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first section of the test. Emergencies will be handled on a case-by-case basis, and we will work together with the examinee to find the best solution.

DOES THE PROCTOR NEED TO LOG IN THE EXAMINEE AGAIN WHEN TRANSITIONING TO THE NEXT SECTION?

No. The examinee will be automatically prompted to proceed to the next section.

IF THE EXAMINEE SURVEY DOES NOT SHOW UP BEFORE THE EXAMINEE BEGINS THE EXAM, WHAT DOES THAT MEAN?

When you are logging the examinees into the exam and you notice that the survey does not come up for an examinee, it means that the examinee has previously taken an exam with American Councils. The examinee may continue to the exam without completing the survey.

CAN EXAMINEES SKIP OUT OF A SECTION BEFORE THE TIME LIMIT IS EXPIRED?

No. Because there are specific instructions that the proctor will read aloud between sections, examinees cannot skip ahead to the next section until their time expires. They should use any extra time to review their answers for that section.

WHAT HAPPENS IF AN EXAMINEE'S COMPUTER FREEZES DURING THE EXAM?

If a computer freezes, please refresh the browser. If that does not work, completely close the browser and log the examinee back in. The timer on the exam section will not continue nor will the examinee's progress be lost.

WILL TECHNICAL SUPPORT BE PROVIDED?

Yes, American Councils will provide tech support for the duration of the exam through the chat interface on the Exam Monitor site.

WHAT HAPPENS IF AN EXAMINEE CLOSSES THE BROWSER WINDOW BEFORE COMPLETING THE EXAM?

If the examinee closes the web browser during the exam, re-open the browser and log the examinee back into the exam. The exam will pick up where the examinee left off and no time will be lost for the section.