NEWL PROCTOR INSTRUCTIONS

GETTING STARTED

As an assigned proctor, you are responsible for:

- Preparing the lab
- Logging in examinees
- Monitoring the exam

PREPARING THE LAB

Please plan to arrive to the lab at **least one hour prior to the scheduled start time** to make sure you are able to log in to the exam site, verify that all examinees are accounted for, **and download the test audio**. The time it takes to download the test audio, depending on the connection and the number of students, may vary, but should be completed within an hour. The NEWL exam contains 4 sections: Reading, Listening, Writing and Speaking. For the productive skills (Writing and Speaking) the examinees will complete one or more tasks during the time allotted. To verify the duration of the exam please visit the NEWL website (https://www.americancouncils.org/newl-dates-deadlines-fees)

To prepare for the writing component, please check to make sure that the keyboard in the target language is installed/enabled on each workstation. If the correct keyboard is not enabled please contact your designated lab technician. If an examinee requests a keyboard that has not been enabled do your best to accommodate this request, enlisting the assistance of the lab technician, if needed.

CHECKLIST FOR EXAMINEES

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

Examinees should **NOT** bring the following:

- Books, dictionaries, or note paper (You as the proctor will provide note paper for your exam)
- Watches that beep or have an alarm
- Portable listening or recording devices (even with headphones) or photographic equipment
- Beepers, cell phones, or personal digital assistants (PDAs)
- 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.

ONCE IN THE LAB, YOU SHOULD:

1. Coordinate with your local lab technician to identify the machines that have been reserved for the exam.
2. 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 angle of the screens or push the computers apart (if possible). Please check with your lab tech before making any major adjustments.

3. Select a machine that has NOT been reserved for an examinee and log in to the **Exam Monitor**. (See page 3)
4. Use the chat interface to inform your online tech support specialist that you are getting ready to start, indicate when your examinees will take a break during the exam, and ask any lingering questions that you may have.
5. Proceed to the examinee login process.

LOGGING INTO THE EXAM

Once you have identified which machines will be used for the exam administration, sit at one of these machines and open an Internet browser. Please check with your lab technician to make sure that you are using the same browser (i.e. Internet Explorer, Firefox, etc.) that was tested in the setup phase.

To log in, you will go to the [Exam Login](https://exams.actesting.org/?isAdmin=1) page (https://exams.actesting.org/?isAdmin=1), where you will be prompted to enter your username and password.

Once you have entered your username and password, please select the name of the exam that you have been assigned to, and then select **EXAMINEE LOGIN.** (See Figure 1)

DOWNLOADING THE TEST AUDIO

Before you can log in any examinees, you will be asked to download the exam audio for every workstation that was set up. Once you click the button to download the audio, your browser may ask you to increase the limit of your local storage. If such a question pops up (depending on the browser, it may be at the top or bottom of the window), please click yes. Once the download is completed, you will be able to log in your examinee. You do not need to wait for one computer to download the audio before proceeding to the next.

EXAMINEE LOGIN

The final step in logging into the exam is to select an examinee for the workstation where you are seated. You will be presented with a list of the registered examinees for your testing center. (See Figure 2) To select an examinee, click on the examinee's name. Once you click on the examinee's name, the exam will be launched and ready for that examinee to begin.

Note: If the exam has two test forms - A & B - there will be a drop down menu at the top left-hand corner of the screen to switch between the two test forms.

When the exam launches, you should see the opening survey with the selected examinee's name displayed at the top of the page. At this point, you may continue on to the next machine.

SEATING THE EXAMINEES

After all examinees have been logged into the exam, check back with your tech support specialist via the Exam Monitor (explained on the following page) to confirm that everyone is logged in.

As each examinee enters the room, please direct him/her to the workstation assigned. Please space out the examinees as much as possible. This is especially important for the Main NEWL exam, which contains a speaking component. Instruct examinees NOT to touch
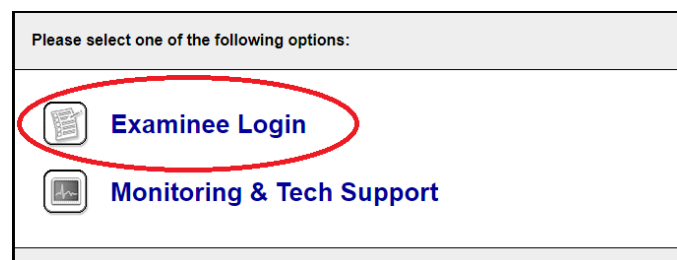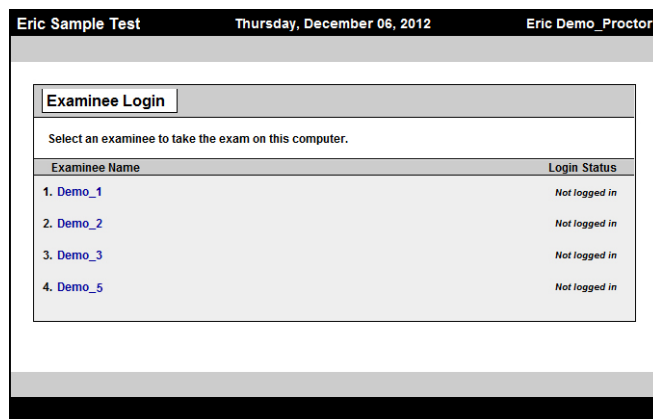
FIGURE 1. EXAMINEE LOGIN

FIGURE 2. EXAMINEE LOGIN SELECTION

the keyboard until you tell them to do so. Once all the examinees are seated and waiting, ask them to fill out the bio-data survey that is on the screen. Inform the examinees that answering the survey questions will not affect their score. Ensure that each examinees' keyboard is switched to English when completing both the initial and exit surveys. When they are finished, they will hit **'Submit'** and wait for you to read the exam instructions.

LOGGING OUT:

After an examinee has indicated completion of the exam you may log them out by entering your login credentials when prompted, if such a window does not appear simply close your browser. Collect all notes from the examinee before they exit the lab.

TAKING NOTES:

The examinees are allowed to take notes during the exam administration. However, it is important that the proctor 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 may securely discard the notes.

EXAM MONITORING & TECH SUPPORT

Before and during the exam, you may communicate with American Councils technical support and monitor the examinees' progress using the **Monitoring & Tech Support** function. You should log into the monitor when you first arrive at the computer lab and check in with your AC tech specialist. Please remember that you will need your own computer (one that has not been reserved for examinee use) to monitor the exam. To access the Exam Monitoring function please use the following link:

EXAM MONITORING & TECH SUPPORT   (http://exams.actesting.org/?isAdmin=1)

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 not connected to the internet.

Note: Our timer counts down dynamically, meaning that no time will be lost if there are any connection issues. We are constantly communicating with the web browser, and if anything interrupts that communication, we reset the timer to the last known time. Please remind the examinees, that in the event of connectivity issues, they will not be penalized due to a technical related problem.

CHATTING WITH TECH SUPPORT

The primary 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 reach 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.

Our telephone number is (202-833-7522). If you are calling during normal Washington, DC business hours (9:00 AM – 5:00 PM ET), the person who answers your call will take your information (name, school, problem, and your contact number) and pass it to your designated tech specialist. Your tech specialist at American Councils will then contact you first, **VIA CHAT.** If you do not respond to our chat message at this time, we will then give you a phone call. To avoid delays and to solve the issue in a timely manner, **WE STRONGLY RECOMMEND USING OUR CHAT FEATURE FOR THE QUICKEST RESOLUTION.**

FREQUENTLY ASKED QUESTIONS

DO THE EXAMINEES GET A BREAK BETWEEN SECTIONS?

That decision is up to the proctor and should be decided before exam administration begins. We recommend the break be about 10 minutes long and taken after the first section is complete. 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.

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 in to 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?

Examinees should only skip out of a section if they have completed the section in its entirety and have reviewed their work. Once they skip out, they will not be able to return to that section.

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 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.

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?

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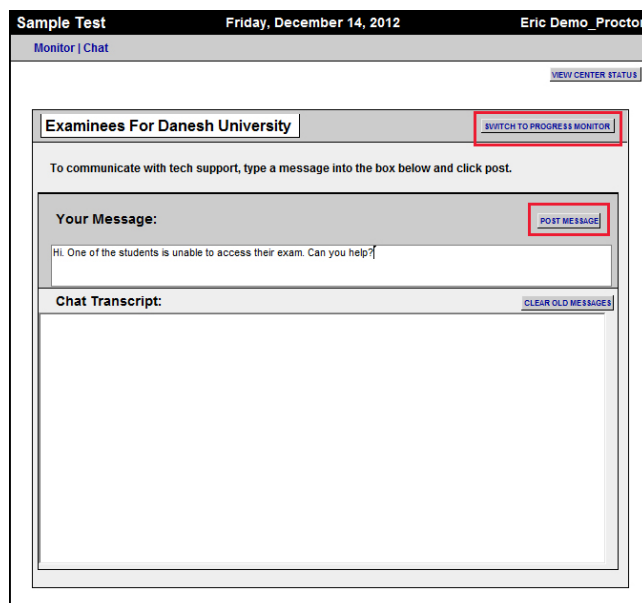
Yes, American Councils will provide tech support for the duration of the exam through the chat interface on the Exam Monitor site. (**See Figure 4**)

How do I exit the exam?

To exit the exam, enter your login and password when prompted. If you do not see a window that will let you enter your login information you may simply close the browser window.

What does it mean if an examinee's status bar suddenly appears red?

This may have to do with Internet traffic or speed. If the status bar does not switch back to green after a minute or two, contact American Councils support staff via the chat interface.

What happens if an examinee closes 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 in to the exam. The exam will pick up where the examinee left off and no time will be lost for the section.