

## TRIO Program - Remote Proctoring Manual: TSI Exam

### **Email Steps:**

- Student will call appropriate TRIO department and verify that TRIO will issue them a waiver for TSI fee.
- The student will then go to the following and complete the steps by submitting the electronic forms:
  - [TRIO TSI Contract](#)
  - [Coastal Bend College Remote Proctoring Acknowledgement Form](#)  
(If the student states that they are a TRIO student on the last field of this form – then the CBC Testing Center will forward a copy of this form to the TRIO Program Director)
  - Once this is received a Voucher can be created
- Upon receipt of TRIO TSI Contract, contact the tester via email to confirm technical requirements, and provide testing information
- For technical questions you don't have an answer for, check with the testing center team before replying to the tester
- Email student the following message:

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Subject: Your Appointment for Testing at Coastal Bend College

We're excited for you to attend Coastal Bend College. The first step in your enrollment is to take a placement test which will help determine which courses are best for you. Because of the current COVID19 situation, we are temporarily testing remotely using TEAMS. To test, you will need a computer (desktop or laptop) with a webcam and audio capabilities. Unfortunately, other devices such as cell phones, iPads, Surface, and other tablets, will not work.

### **If CBC TRIO proctors will be administering exam – then:**

Please complete steps 1 and 2 below so that a voucher can be created for you.

- 1. [TRIO TSI Contract](#)

- 2. Please read the [CBC Remote Proctoring Tester Information Page](#) and submit the [CBC Remote Proctoring Acknowledgement Form](#).
  
- 3. Once those two forms have been submitted the TRIO Department can process your request for a CBC TRIO Voucher.

You will need to contact your TRIO Department – to schedule a time and date with their staff to administer the TSI exam.

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**Please follow these steps BEFORE your testing appointment:**

**The day prior to your test** please verify that your computer meets the technology requirements below:

- Desktop computer or laptop (tablets, Chromebooks, and cell phones do not meet our requirements)  
*If it is an Apple computer and Mac OS Catalina – do the following:*  
Click the Apple menu icon / Click on Security and Privacy / In the Privacy tab, make sure Teams is allowed for all of the options on the left (e.g. Accessibility, Files, and Folders, screen recording, etc....)
- Functional built-in or external webcam and microphone – test them
- Internet speed must be at least 2 Mbps download and 2 Mbps upload. Hot spots are not recommended.
- Chrome browser with pop-up blocker disabled
- TEAMS app – download here – <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app>
- Click the Download for desktop link.
- Go to Accuplacer.org to verify the system compatibility or click on the link: <https://www.accuplacer.org/#/systemRequirement>  
Note: if you have technical difficulties before or during an exam, you can connect with our proctor team either via e-mail, or on your call live chat feature.

You will receive the session link 15 minutes prior to your session start via email.

The authentication and space validation process is not part of your exam time. The timer on your exam does not start until you click **start the test**. Please be prompt and ready with the following:

- Identification (with your full name and picture)
- 3 sheets of scratch paper – empty
- 2 pencils
- Eraser

**Please complete the [CBC Remote Proctoring Acknowledgement Form](#) now**

**Your appointment is scheduled for: (Day, Date @ Time here).**

When it's time for your appointment:

1. Sit in a quiet place where you will be undisturbed while testing.
2. Clear a workspace for your monitor, mouse, keyboard, blank scratch paper, and pencil. All other items must be removed from your table/desk.
3. You will need to be able to show us a 360 view of your testing area with your web camera including the ceiling, floor, and under your table/desk to make sure that there are not prohibited materials or other people in the immediate testing area.
4. Calculators are not allowed unless you have a prescribed accommodation.
5. Be sure to have your photo ID ready. You will need to show it to your proctor.
6. The voucher number you will use to start your test is **XXXXXXXXX**. Be sure to write down this down.

7. Before you join the Teams Meeting – make sure to reboot your computer. The only programs open should be Google Chrome and your Teams application. If any applications are running in the background this could keep the Teams app from working properly.

We look forward to meeting you! Good luck!

### **TECHNICAL REQUIREMENTS/Internet:**

- The requirements are posted on the website and will be communicated to the tester after they register

### **TESTER & PROCTOR – must both have these functioning features to test**

- Have a laptop or desktop computer, camera, microphone (built-in microphone/cameras suffice if external is not available).
  - TEAMS app – download here: <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app> (*browser based has limited functionality*)
  - If something happens to TSI / Accuplacer session and the student's screen freezes/doesn't load, restart the session and tell them to rejoin the Teams meeting so that you can reenter the password.
  - **What if the proctor's internet or student's internet goes out?** - Rejoin the meeting in Teams as soon as possible and then make a notation of the time start and stop - to reengage the session with the examinee. You'll enter all of this information on the [CBC Proctor – Remote Testing Chart](#)
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## Instructions for Creating Vouchers for Proctoring with a Video Chat Service:

The instructions below outline the steps required to create vouchers for test administration with a video chat service.

**[Right now – each proctor will create just one voucher at a time – so you can skip the Student Pre-Registration instructions.**

**Instead click on Generate Vouchers – then select Standard Print Voucher. Check to see if the student already has a file in Accuplacer – by clicking on the (2) Find Student button. If not – then click the (3) Create Single Student Record and enter complete all fields.]**

1 Load Pre-Registered Student Records

Select Pre-Registered Students

Select Branching Profile

-Select One-

Select Voucher Expiration

90 Days

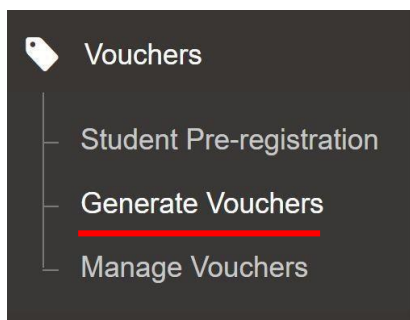
Select Voucher Type

Standard/Print Voucher

Reset Generate Voucher

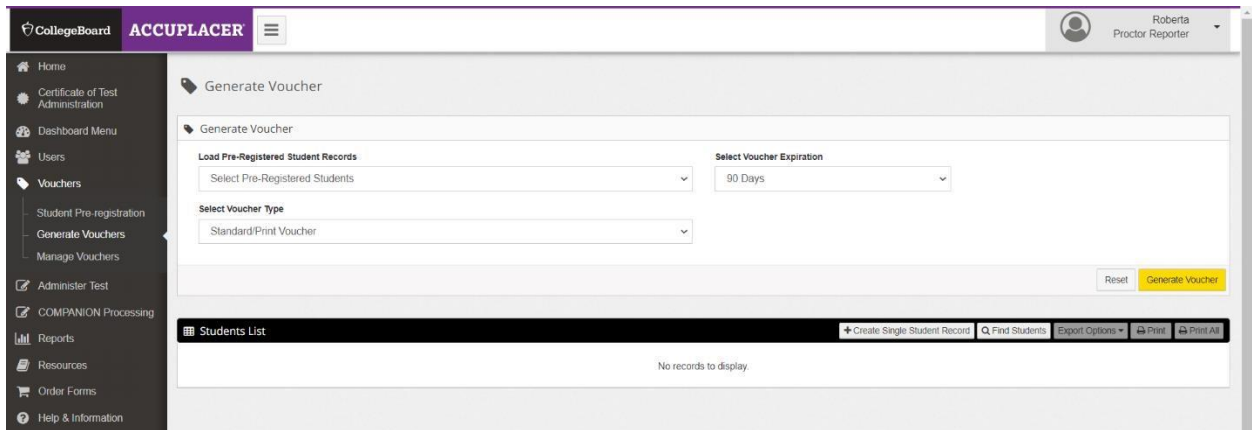
Students List + Create Single Student Record Q Find Students Export Options Print Print All

1. You can generate a voucher. Under Vouchers, select Generate Vouchers.



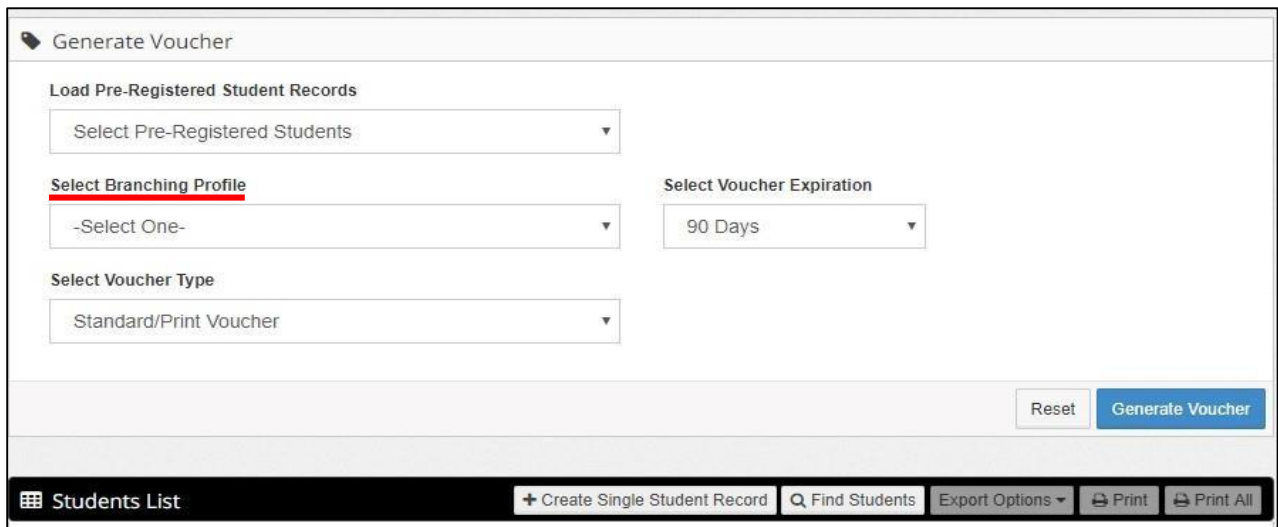
2. The following page will appear. Add student(s) by (1) utilizing the Find Students tool to search for a student who has tested before, or (2) creating a single student record.

3. Assign the Branching Profile, only one branching profile can be assigned per file



See the above screen which was updated June 1, 2020

First check – Find student and enter the CBC ID# or student name. Since each proctor will start proctoring only 1 student at a time.



5. Select your Voucher Type, chose Standard/Print Voucher and then click Generate Voucher and confirm the request.

**Generate Voucher**

Generate Voucher

Load Pre-Registered Student Records  
Select Pre-Registered Students

Select Voucher Expiration  
7 Days

Select Voucher Type  
Standard/Print Voucher

Reset Generate Voucher

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**Students List** Remove Students Create Single Student Record Find Students Export Options Print Print All

Select Branching Profile Apply To Selected Apply To All 10

<input type="checkbox"/>	Student ID	First Name	Last Name	Date of Birth	Email Address	Branching Profile	Voucher No.	Expires On
<input type="checkbox"/>	+ 540677393	Macey	Hein	14-Apr-2004	glhein302@gmail.com			17-Jun-2020

With the update from June 1, 2020 – the Branching profile information is under – Students List -

You'll click on the box to select the student and then select the branching profile – before you click Generate Voucher

**Generate Voucher**

Load Pre-Registered Student Records  
Select Pre-Registered Students

Select Branching Profile  
-Select One-

Select Voucher Expiration  
90 Days

Select Voucher Type  
Standard/Print Voucher

Reset Generate Voucher

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**Students List** Create Single Student Record Find Students Export Options Print Print All

No records to display.



- Since you are creating one voucher at a time – you will e-mail the examinee the TSI Tester Information - [CBC Remote Proctoring Tester Information Page](#) along with their Voucher # Now that your vouchers are created, export the vouchers into Excel so that you have a roster of your students with their voucher information. The voucher numbers for each student will be needed to add to the Student Email Template for Remote Testing Using a Video Chat Service.

Generate Voucher

Load Pre-Registered Student Records

Pre-Reg Template Example.xls | 17-Mar-2020, 02:30:01 PM

Select Branching Profile

-Select One-

Select Voucher Expiration

90 Days

Select Voucher Type

Standard/Print Voucher

Reset Generate Voucher

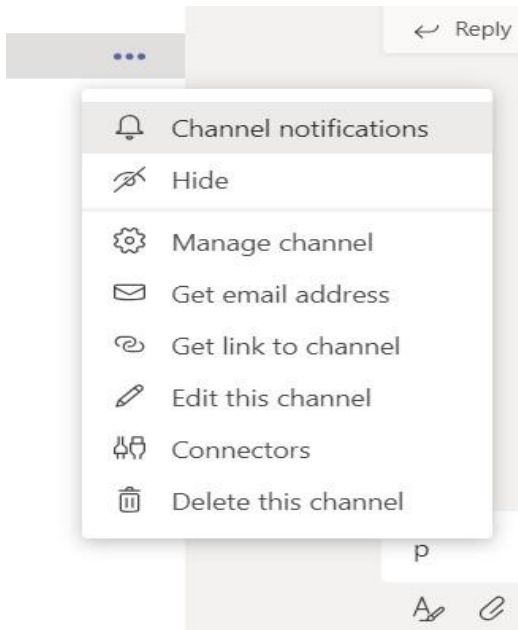
### Proctor Steps:

Create a meeting in a channel i.e. to schedule students

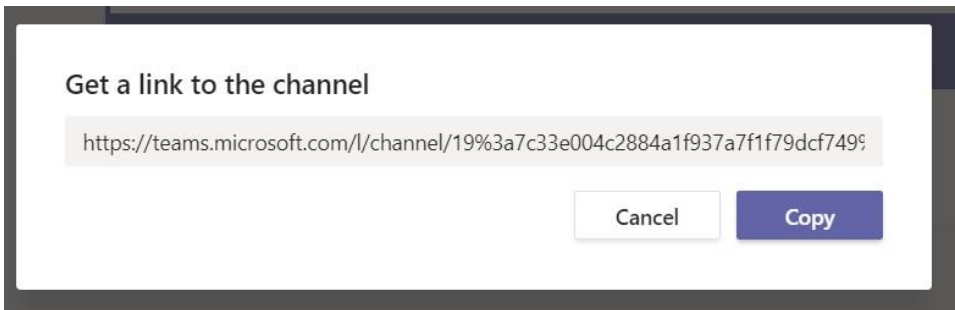


## REMOTE TESTING PROCESS

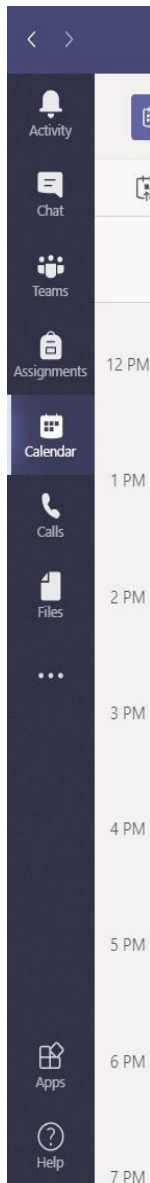
1. 1<sup>st</sup> – under Teams icon – find your name in the CBC TRIO Remote Proctoring Team area – **each Director will need to create a Team area for their Program and add channels – with the names of their staff who will remotely proctor the TSI exam.** Then right click on the 3 dots --- to the right of your name / Channel – you’ll then see a drop down screen:



2. Click “Get link to channel”:
3. You will then see this:



4. You’ll click on Copy  
Then you will do the following:



1. In Teams on the left side of the screen click on the Calendar icon on the left side of the screen.

2. Select **+ New meeting** – upper right side of screen

3. Enter the tester’s name, date, and start time - as the name for the meeting

4. E-mail address of the examinee - for required attendees

5. Enter the date and time ranges – you’ll want to schedule 3 hours for 1 area of the TSI test –just in case the examinee takes a while to test.

6. Under **Select a channel to meet in**, select the arrow and choose a channel. – This will be the name of the proctor

7. Copy and paste the channel info in **Location**. This is what you copied from your Channel link.

In the message “details for the new meeting” You’ll type the following:  
*Hello (name of Examinee):*

*You are scheduled to take your **TSI** exam remotely with Coastal Bend College – TRIO -----Program on (Date)/(Day)/ start time of (Time).*

*You must have a government-issued Photo ID for us to confirm your identity before the exam may be administered.*

*(Proctor’s Name)*

8. Select **Schedule**.

**Make sure to Join the Teams meeting using the Windows Teams App – not the browser based Teams.**

***The meeting will be visible to everyone in the TRIO Program Team should other proctors need to swap during the test session.***

## The Day of Testing:

- ***Log in 15 minutes prior to the test session*** – Open the meeting. To invite the testers to join, click the link icon to copy the link to the meeting, and send it via email to the tester. If the meeting was setup on a PC with scheduling capability, click Join on the meeting with the tester's name.
- When the tester has joined, **START RECORDING** from the three dots in the meeting toolbar.
- Verify student's identity. Ask student to provide their full name and place their Photo ID next to their face within the camera frame.

Ask student to:

- Use their web camera to show that they are alone in a testing room (preferably with a closed door) and that their testing area is free of all prohibited items. The testing area must be clear of anything other than a single-monitor computer, mouse, keyboard, writing instruments –pencils.
  - Show you a 360 view of their testing space that includes the ceiling, floor, and under their table/desk, to make sure there are no prohibited materials of other people in the immediate area.
  - Show the surface of their work area and under their keyboard/mouse (if applicable). Look for prohibited items.
  - Hold up each piece of scratch paper. Review the front and back of each to ensure they are completely blank. Refer to Program Manual for complete list of unauthorized items. If the environment is not secure, inform student they will not be permitted to test.
- Alert student that they cannot leave the room during the testing session.

Alert the student that if something happens to Accuplacer.org and the screen freezes, restart the session and tell them to rejoin the Teams meeting so that you can reenter the password.

## What if the proctor's internet or student's internet goes out?

- Rejoin the meeting in Teams as soon as possible and then make a notation of the time, start and stop. You'll enter all of this information on the [CBC Proctor - Remote Testing Chart](#)
- Advise student to use the Chat function to communicate with you if they have questions or when they have completed testing (the chat will remain available as a recording and in the meeting chat)
- In the chat box enter the student's info i.e. name, date/time, room number, channel (which is the name of the proctor), # of scratch paper, and the [CBC Proctor - Remote Testing Chart](#) after entering the info into the [Chart](#) at the end of the session:

- Save a copy for yourself on your desktop for ease of access and name it: Your Name Here - CBC TRIO - Proctor - Remote Testing Chart

**Note:** so at the end of the sessions it should be the student info, PDF of scores, & Excel file of sign-in sheet in the chat.

- Advise the student that they cannot blur their background during the test. **STOP Recording**
- Go over Script (see [Script](#) - pg. 14)
- Watch for suspicious activity (e.g., suspicious eye movement, moving out of camera frame or cellphone glow in glasses and/or mirrors). Interrupt test session if questionable activity occurs, or if there are room interruptions and conduct another room scan to ensure that the testing environment is secure. If egregious testing behavior occurs (e.g., use of cell phones, notes), STOP and end the test session and invalidate the test, if appropriate.
- Have student share their screen in Desktop mode (see [Sharing The Screen](#) pg. 16) and log into Accuplacer for TSI by going to the link: **Accuplacer TSI examinees** – Have them go to [accuplacer.org](https://www.accuplacer.org) (Use **Google Chrome Browser**) and click on “**System Check**”, or click on the link: <https://www.accuplacer.org/#/systemRequirement>

- Write down student name, (room number- which is the Channel –the name of the proctor), [For TSI – scratch paper allowed – **count** the number of blank sheets of scratch paper they possess (the chat will remain available as a recording and in the meeting chat) in the chat box and then enter info into the [CBC Proctor - Remote Testing Chart](#).

- Request control and put in your Accuplacer password (see [Requesting Control](#) pg. 17)
- Give them back access and mute your mic & camera
- Request control of their screen and save the TSI scores as a PDF on **their** desktop.
  - To save as a PDF: go to the scores, go to “print,” change it to “**save as a PDF**” and name it the student’s name.
  - Then save to desktop
  - Go to the student’s Teams chat and have to student upload the PDF within **their** chat and it’ll appear in yours (it wouldn’t let the proctor upload it)
  - Save PDF scores to your desktop as a backup.
    - Once the exam is over, **START Recording** again and check the student’s paper and have them shred it for the camera and go over scores if they wish. End the recording & the call.

[CBC Proctor - Remote Testing Chart](#)

(see [Uploading Scores](#) pg. 19)

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Then

**Update the Share Point  
TSI file for student**

### **Script:**

Welcome to your TSI Exam. Before you begin, I will share a few reminders. You are required to adhere to ACCUPLACER's policies and procedures as outlined in the student Privacy Policy that will be displayed at the start of your test session. Before you begin testing, I will verify your identity by checking your ID and ask that you utilize your web camera to show that you are alone, and your testing area is free of all prohibited items. The only items allowed in your testing area are your government-issued Photo ID, computer, mouse, keyboard, pencil, and blank scratch paper.

This TSI exam session may take an individual anywhere from 1 hour to 3 hours to complete.

As your proctor, I will be present and actively monitoring you throughout the duration of your test. I will not be able to assist you with any test questions; however, if you have technical difficulty with the platform, please alert me by using the chat feature.

If I believe you are engaging in improper test taking practices, I will interrupt your test and may end your test session immediately.

Once we begin the exam, do not click outside of the ACCUPLACER testing platform or you will be locked out of the exam. If you accidentally lock yourself out, notify me using the chat feature. If this happens, I will request "remote access" of your screen, then I'll enter my credentials and resume your exam. Then I will give the access of your screen back to you.

When you get to the survey question asking if you've completed the PAA – Pre Assessment Activity – you must answer "Yes" otherwise your voucher will be voided and we won't be able to administer the exam for you.

If you are taking the TSI math exam today – note that no handheld calculators are allowed for the exam. You may use the calculator function which is embedded in the Accuplacer platform of the exam.

Are there any questions?

I will now [virtually move you into individual testing rooms – this doesn't apply until Teams will allow us to have more than 1 individual to proctor and see screen and camera views for each], check your ID and have you provide your full name and place your ID next to your face within the camera frame, and complete the room scan. This may take a few minutes. I appreciate your patience.

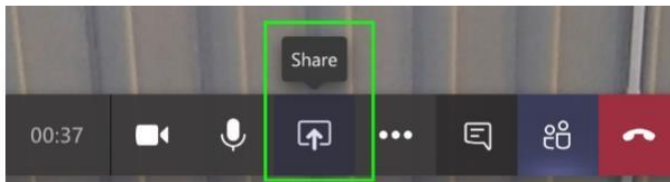
- **Once you have finished saying the above script – then move individual to their break out rooms and record the student name, room number, and the number of blank sheets of scratch paper they possess on your CBC Proctor – Remote Testing Chart.**

## How to Begin Exam:

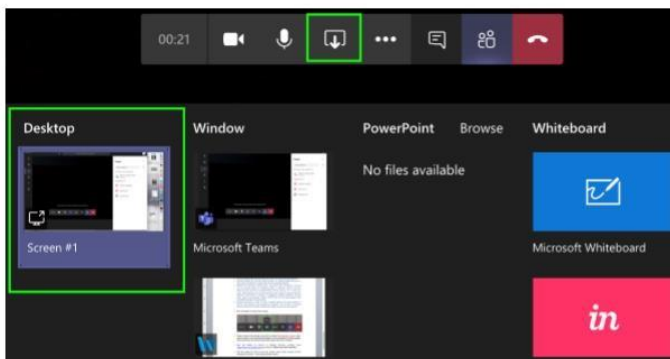
### Sharing The Screen:

#### STARTING THE TEST

- Ask the tester to share their screen



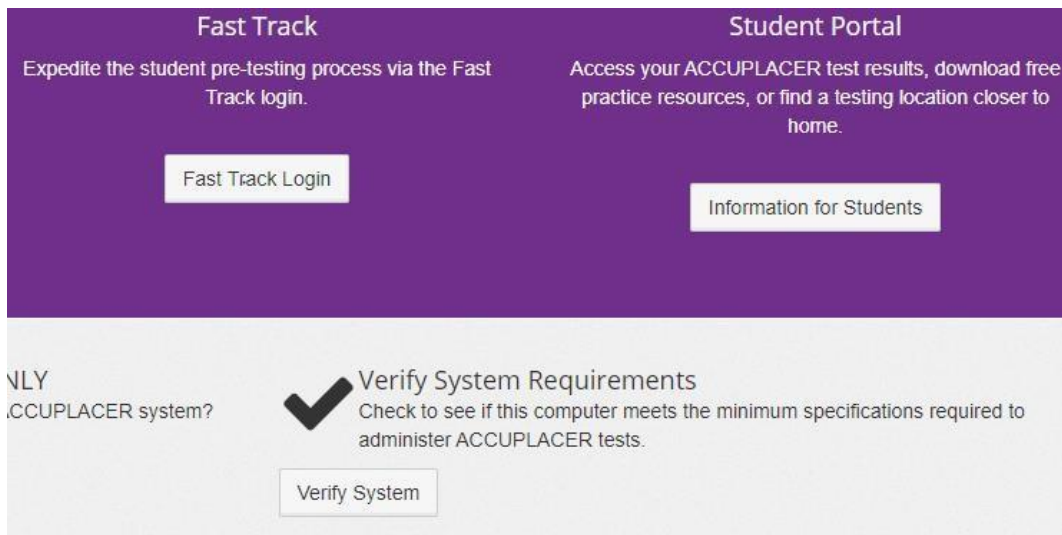
- When sharing the screen ask the tester to select the **desktop share** view, which allows us to see that the tester is not navigating to other pages.



The control bar will move to the lower right side of their screen.

## For Accuplacer TSI -

- Ask the tester to launch a Google Chrome window, type - <https://www.accuplacer.org/> and to click on the System Check button at the bottom of the screen before the exam is started.



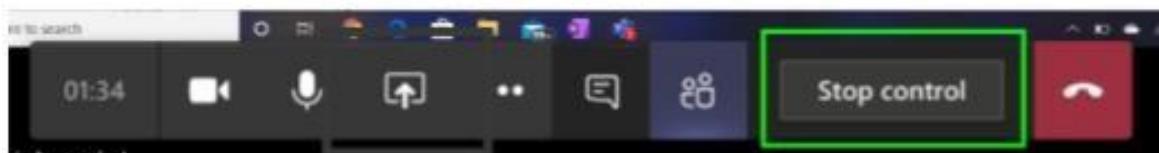
### Requesting Control:

- If that checks out. Ask the tester to hover to the top center part of their screen and to select "Give Control" and select the proctor name



- The proctor will enter the passcode after selecting the exam. Then the proctor will release screen control (green) at the tester information of exam page.

□ Administer the exam





- Tell the tester that you will mute your mic and stop your video as they start the test so they can have better online experience, however, they can always chat with you throughout the test in the chat area.
- When they are ready, ask the tester to confirm and **Start The Test**
- At the end of the test session ask the tester to give control to the proctor to print the scores
- The proctor will click print and save as PDF on the tester's computer desktop
- Attach the scores to the meeting chat by clicking the paperclip icon in the meeting chat toolbar. The score will remain in the meeting conversation for future review
- Ask the tester if they have any question, thanks them for testing with us, end the recording, and hang up.

The recording will have the tester's name and date the test was proctored, and will remain in the channel for future review.

- Note: If the student gets locked out of the exam, repeat the above steps: Ask for screen control and then reenter your login information

### Uploading Scores:

- Once the session has ended and you've signed the student out of Time Tap and entered their information into the [CBC Proctor - Remote Testing Chart](#), save the TSI PDF Scores file to your desktop
- Go into the chat, click the 3 dots on the document, click download, & save to desktop
- Once downloaded, go into Share Point and upload the student's CBC Proctor Remote Testing Chart / TSI Contract / Acknowledgement Form for Remote Proctoring / TRIO Voucher/ and copy of TSI Score Report – all in 1 pdf file named for the student:  
Example: Smith, Joe – 2020 BETS Documentation – 6-29-20