



**AUTHORIZED AMP**

**WEB-BASED TESTING  
ASSESSMENT CENTER PROCEDURES**

**Test Administration and  
Technical Support Manual**

**APPLIED MEASUREMENT PROFESSIONALS, INC.**

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<b>PREFACE .....</b>	<b>1</b>
<b>Overview of the AMP Assessment Center Network.....</b>	<b>1</b>
<b>SECTION 1: AMP CONTACT INFORMATION .....</b>	<b>2</b>
<b>How to Contact AMP .....</b>	<b>2</b>
<b>Log on and Passwords.....</b>	<b>2</b>
<b>Routine Communications .....</b>	<b>2</b>
<b>SECTION 2: OVERVIEW OF PROCTOR RESPONSIBILITIES.....</b>	<b>3</b>
<b>Candidate Verification .....</b>	<b>3</b>
<b>Monitoring Candidates .....</b>	<b>3</b>
<b>Monitoring the Examination Environment.....</b>	<b>3</b>
<b>SECTION 3: PROCEDURES TO DO BEFORE THE DAY OF THE EXAM .....</b>	<b>4</b>
<b>Log in to the Proctor Menu.....</b>	<b>4</b>
<b>Download Proctor Manual .....</b>	<b>4</b>
<b>Get Roster .....</b>	<b>4</b>
<b>SECTION 4: PROCEDURES ON THE DAY OF EXAM.....</b>	<b>6</b>
<b>Preparing the Workstations .....</b>	<b>6</b>
<b>Checking in Candidates .....</b>	<b>7</b>
<b>Verifying Candidates' Identification Documents.....</b>	<b>7</b>
<b>Candidates Signing the Roster .....</b>	<b>7</b>
<b>Guidelines for Candidates .....</b>	<b>8</b>
<b>Restroom Breaks .....</b>	<b>9</b>
<b>"Enable" Candidates for Testing and Print Scratch Paper.....</b>	<b>10</b>
<b>Escorting Candidates to the Testing Room.....</b>	<b>11</b>
<b>Special Candidate Accommodations.....</b>	<b>11</b>
<b>SECTION 5: STARTING THE TESTING PROCESS.....</b>	<b>12</b>

<b>Identification Number and Validation Code</b> .....	12
<b>Terms and Conditions</b> .....	12
<b>Welcome Screen</b> .....	13
<b>Help Screen</b> .....	13
<b>Practice Test</b> .....	13
<b>Timing the Examination</b> .....	14
<b>SECTION 6: MONITORING CANDIDATES AND CONDITIONS DURING THE EXAM</b> .....	15
<b>Warning Signs that Candidates are Cheating</b> .....	15
<b>Warning Signs that Candidates are Recording Examination Content</b> .....	15
<b>Reporting Irregularities</b> .....	16
<b>SECTIONS 7: CONCLUSION OF TESTING</b> .....	17
<b>Post-Test Survey</b> .....	17
<b>Score Reports</b> .....	17
<b>Post-Test Activities</b> .....	17
<b>APPENDIX 1: TROUBLESHOOTING</b> .....	18
<b>APPENDIX 2: AMP WEB TESTING SYSTEM REQUIREMENTS (Revised 9/4/2008)</b> .....	20
1. Purpose and Scope.....	20
2. Background .....	20
3. Objective .....	20
4. PC & Network Requirements .....	21
5. In Case of a Problem .....	21
<b>APPENDIX 3: VERBAL INSTRUCTIONS TO CANDIDATES</b> .....	22

## **PREFACE**

### **Overview of the AMP Assessment Center Network**

Applied Measurement Professionals, Inc. (AMP) is a Kansas City headquartered company that was founded in 1982 to provide high-quality, job-related examination services. AMP serves client organizations from a wide variety of career fields, from real estate to respiratory care. In January 2000, AMP launched its national Assessment Center Network to conduct secure, standardized, computer-based examinations. AMP continues to enhance its Assessment Center Network (ACN) and has now expanded to offer web-based examinations internationally and in colleges and universities.

To ensure that each examination is legally defensible, AMP follows strict examination design blueprints and standardized examination administration and scoring procedures. In addition to AMP's strict test design procedures, a vital part of ensuring legally defensible examination results is to ensure that all examinations administered by AMP are given under standardized and impartial conditions. Candidates must be given the same opportunity to successfully take an examination regardless of the location in which they take the examination.

The purpose of this manual is to help you provide web-based examinations that meet the same standards as those offered in our Assessment Center Network (ACN).

## **SECTION 1: AMP CONTACT INFORMATION**

This manual describes basic procedures the proctor must follow when administering AMP web-based examinations. If you have any questions regarding these operational procedures, or need training and technical assistance, please contact AMP during regular business hours Monday through Friday, 7:30 a.m. to 6:00 p.m. Central Time. If you have suggestions on how to improve our services, please ask to speak with an Operations Specialist.

### **How to Contact AMP**

The toll-free technical support and training number is 1-888-288-7480 during business hours. After 6:00 PM Central Time, you may contact the Technical Support personnel at 1-913-710-8344. This is a mobile number that is answered 24 hours a day.

### **Log on and Passwords**

The specific URL you need to access AMP's secure Internet site for testing, as well as your user name and unique password, will be provided to you separately from this manual. Once you log in to the AMP Assessment Center Network (ACN) proctor area, you will be able to access and print a candidate roster and enable candidates for testing, as explained later in this manual. If you misplace your personal login information, please contact the AMP Technical Support staff at 1-888-288-7480.

### **Routine Communications**

Examinations are scheduled on an appointment basis only -- no one may be admitted without a reservation. A final roster with the candidate information and login ID will be available to you online three days prior to the examination date. It will contain the candidate's name, address and identification number. You will be required to print the roster and to have each candidate sign the roster during candidate check-in so you can authenticate the signature.

## **SECTION 2: OVERVIEW OF PROCTOR RESPONSIBILITIES**

### **Candidate Verification**

Because the majority of AMP examinations are considered “high-stakes” examinations, it is very important that the candidate who reports to the AMP Assessment Center is properly identified. Verifying the identity of each scheduled candidate is crucial to ensuring the security of the examination. Therefore, the proctor must check each person’s identification carefully.

### **Monitoring Candidates**

AMP examinations are not available to the general public and must be administered securely. The proctor is responsible for both the standardized administration and security of the examination. You will need to check the testing room frequently to ensure that candidates never compromise the security of any examination, either by using notes, having discussions or attempting to copy or remove examination materials from the testing session in any format. You will need to walk through the testing room frequently and view each computer monitor to ensure candidates have not exited the AMP web testing system or opened any separate browser windows.

### **Monitoring the Examination Environment**

The proctor also will need to monitor the conditions inside and outside the testing room to make certain all candidates are offered an equal opportunity to take an examination under satisfactory conditions. If unsatisfactory conditions inside or outside the testing room arise, they should be remedied as soon as possible according to the guidelines set forth in this Manual. If this is not possible, the proctor should contact AMP Technical Support for further instruction. An example of an unsatisfactory condition outside the testing room would be excessive noise from office staff or equipment. Examples of unsatisfactory conditions inside the testing room would be poor lighting, one candidate disturbing others (e.g., talking, reading questions aloud), or extreme room temperature.

## SECTION 3: PROCEDURES TO DO BEFORE THE DAY OF THE EXAM

### Log in to the Proctor Menu

From the PC you will use to check in candidates for the examination, use the URL of <https://portal.goamp.com>, user name, and password previously provided to you to log in to the Proctor Menu as shown in the screen shot below.

## Login

---

[Prepare for Web Test](#) (No login required)

---

### AMP Web Testing Proctor Login Screen

User ID:

Password:

Once you log in to the Proctor Menu, there are several options available as shown in the screen shot below.

## Proctor Menu

---

Last Login Date: 9/2/2008 10:27:56 AM

### AMP Proctor Options

[Enable Candidate Logins](#)

[Get roster](#)

[Download Proctor Manual](#)

Last modified : 8/25/2008

### Download Proctor Manual

The most up to date version of this manual is available from the Proctor Menu. When you click on “Download Proctor Manual” the PDF file of this document will be presented on-screen for you to print.

### Get Roster

To generate and print the roster of candidates, click on “Get Roster”. If you have candidates scheduled to test in your location within the next three days, you will have the option to select the date for which you wish to print a roster as shown in the screen shot below.

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# Roster Report

Last Login Date: 8/6/2008 11:34:20 AM

Exam Date

8/6/2008

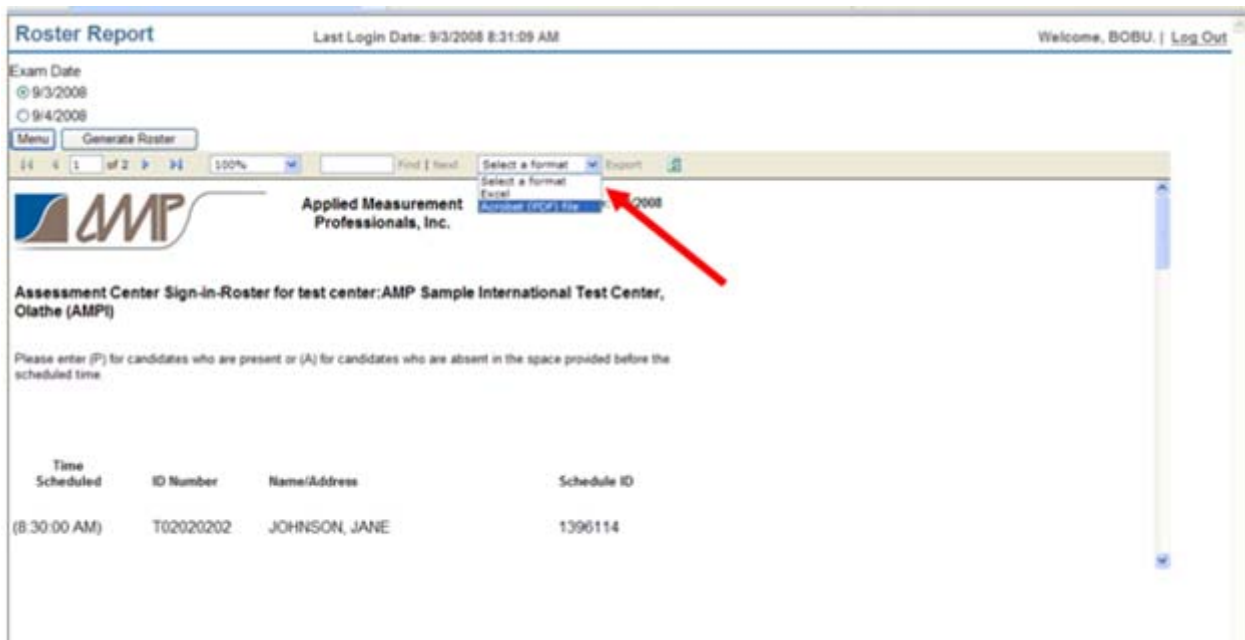
8/7/2008

8/8/2008

Menu

Generate Roster

The roster that is generated for on-screen viewing must be exported to a PDF file for printing. Once you see the roster on screen, click the “Select a format” pull down menu as shown in the screen shot below and select “Acrobat (PDF) file,” then click Export. The candidate roster will be created in PDF format, and should be printed from the PDF file. There will be a separate roster page for each candidate. **PLEASE NOTE:** Ensure your printer is not set to print on both sides of the paper; you must have a separate page for each candidate.



The screenshot shows the Roster Report interface with the following details:

- Page Title: Roster Report
- Last Login Date: 9/3/2008 8:31:09 AM
- Welcome, BOBU | Log Out
- Exam Date:  9/3/2008,  9/4/2008
- Buttons: Menu, Generate Roster
- Browser: 100% zoom, Find | Next, Select a format dropdown menu (with 'Acrobat (PDF) file' selected), Export button
- Logo: AMP Applied Measurement Professionals, Inc.
- Section: Assessment Center Sign-in-Roster for test center: AMP Sample International Test Center, Olathe (AMPi)
- Instructions: Please enter (P) for candidates who are present or (A) for candidates who are absent in the space provided before the scheduled time.
- Table:

Time Scheduled	ID Number	Name/Address	Schedule ID
(8:30:00 AM)	T02020202	JOHNSON, JANE	1396114

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## SECTION 4: PROCEDURES ON THE DAY OF EXAM

### Preparing the Workstations

Before the candidates arrive, you will need to prepare the workstation for testing. From each workstation to be used by candidates, you will need to type in the URL of <https://portal.goamp.com>. You will be presented with the proctor login screen shown below and you will click on “Prepare for Web Test”.

### Login

---

(No login required)

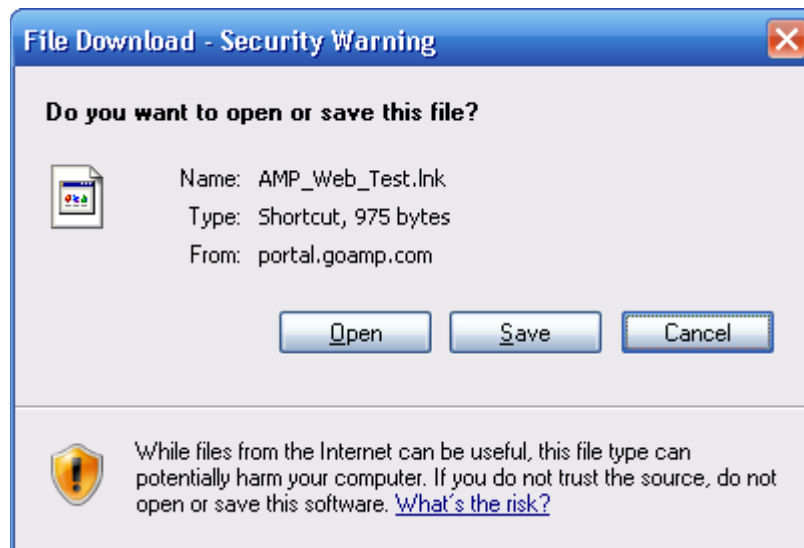
---

AMP Web Testing Proctor Login Screen

User ID:

Password:

You may be presented with a Security Warning as shown below; please click on “Open”.





Please enter the ID Number provided in the space provided then click CONTINUE. If you have difficulty with this step, the supervisor will assist you.

ID   
Validation Code

At this point, the workstations are ready for the candidates to log in once the check-in process and procedures has been completed.

### **Checking in Candidates**

There are several steps to follow when checking-in candidates. However, the two most critical steps are: 1) verifying candidates against the photos on their identification documents, and 2) verifying their roster signatures against the signatures on their identification documents.

### **Verifying Candidates' Identification Documents**

The proctor must ask candidates to present TWO forms of identification; at least one must have a recent photograph. Both forms of identification must be current and include the individual's current name and signature. The primary identification with the recent photograph must be one of the following:

- Valid driver's license with a color photograph and signature
- Valid passport or military identification card with a color photograph and signature
- A government-issued identification card with a color photograph and signature

The second identification item can be a signed, valid credit card, a signed bankcard, or any identification that has the individual's current name printed and includes a legible signature.

If the candidate does not have proper identification or does not match the identification photograph or signature, the person cannot be admitted to the testing session. Inform the candidate that proper identification is required and without such identification he or she cannot be admitted to the examination.

### **Candidates Signing the Roster**

Following identification verification, candidates must sign the roster in the space provided. Compare the roster signature with the signature on both official identifications. If there are any doubts about the validity of the signature, candidates will need to provide an additional form of identification with a signature, such as a credit card. Candidates must verify that the Identification Number supplied to them by AMP and the type of examination are correctly listed on the roster. If either the Identification Number or the examination type is incorrect, the examination will have to be rescheduled. Any collected identification items are to be returned to candidates.

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## Guidelines for Candidates

Prior to testing, it's recommend that each candidate download a Candidate Handbook from [www.goamp.com](http://www.goamp.com). It outlines the rules of testing, informs candidates that personal items are not allowed in the testing room, and explains if a calculator is allowed during testing.

Candidates sometimes ignore the rules, so the proctor should be prepared to explain and enforce the following:

- **Prohibited Personal Items.** The following items are absolutely NOT permitted in the testing room:
  - Cell phones
  - PDAs (Personal Digital Assistants)
  - Pagers
  - Radio or headset devices
  - Purses
  - Briefcases
  - Hats (ceremonial or religious headwear is allowed)
  - Food or drink
  - Personal papers
  - Calculators
  - Reference Materials

If a candidate did bring any of these items to the testing center, please indicate where the candidate may place them during the examination. AMP is not responsible for any prohibited personal items.

- **Allowable Personal Items.** The following items may be permitted into the testing room, but must first be inspected by the proctor:
  - Eyeglasses
  - Eyeglass Cases
  - Watches

**Please follow the inspection procedures for the following items.**

- **Eyeglasses:** Any candidate who is wearing heavy framed eyeglasses should remove them in order to demonstrate that no wire is attached. If a candidate's eyeglasses have an attached lanyard, the candidate should remove the lanyard to demonstrate that no wire is attached.
- **Eyeglass Cases:** Any candidate that has an eyeglass case in their shirt pocket should remove the case and either place it in their pants pocket or leave it outside the testing room.
- **Watches:** For candidates wearing digital wristwatches, the proctor must visually examine the watches to ensure that there is no camera lens and shutter button. If

there is suspicion that a watch may not be a normal wristwatch, the proctor must ask the candidate to remove it and place in his or her pocket. The candidate should be told that because time remaining on an examination can be checked on the computer, watches are therefore not needed.

### **Restroom Breaks**

Please inform candidates of the locations of the restrooms closest to the testing room. Inform candidates that only restroom breaks are allowed during the examination (i.e., smoking breaks are NOT permitted). While candidates may take as many restroom breaks as needed, each break should not last longer than 10 minutes. Also, only one candidate may be absent from the testing room at any given time. Candidates will not receive additional time to complete the examination for time lost during a break.

Candidates should never freely roam the testing area or leave the building. Monitor the length of time candidates spend on a restroom break and if a candidate exceeds the 10-minute limit, check on the candidate.

Closely observe candidates after they have returned from a break – in particular, pay attention to determine if they have returned to the testing room with any prohibited personal item or display suspicious or unusual behavior.

### “Enable” Candidates for Testing and Print Scratch Paper

As each candidate signs the roster, you should click on the “Enable” link to the left of the respective candidate’s name. You will notice that a Validation Code appears for each candidate after you click to “Enable” (second screen shot below). Candidates must log in to the testing system within 30 minutes of being “Enabled”. If for some reason a candidate does not get logged in within 30 minutes of when you click the “Enable” link, you can simply click on “Enable” again. (Please refer to the Troubleshooting section of this manual for information on what to do if a candidate has lost internet connection during the examination.)

#### Candidates View

Last Login Date: 9/3/2008 8:31:09 AM

Action	Validation Code	Name	Id	Exam Time	Exam
<a href="#">Enable</a>		BLAKE, TOM	T03-03-0303	08:30	RRT Examination Clinical Simulation Examination
<a href="#">Enable</a>		HENRY, JOHN	T01-01-0101	08:30	RRT Examination Written Registry Examination
<a href="#">Enable</a>		JOHNSON, JANE	T02-02-0202	08:30	RRT Examination Written Registry Examination
<a href="#">Enable</a>		JONES, JIM	T04-04-0404	08:30	RRT Examination Clinical Simulation Examination

Test Center Code:AMPI

Role:ACP

Menu

Print All with Validation Code

#### Candidates View

Last Login Date: 9/3/2008 8:31:09 AM

Action	Validation Code	Name	Id	Exam Time	Exam	
<a href="#">Enable</a>		BLAKE, TOM	T03-03-0303	08:30	RRT Examination Clinical Simulation Examination	
<a href="#">Enable</a>		HENRY, JOHN	T01-01-0101	08:30	RRT Examination Written Registry Examination	
	82039	JOHNSON, JANE	T02-02-0202	08:30	RRT Examination Written Registry Examination	<a href="#">Print Scratch Paper</a>
<a href="#">Enable</a>		JONES, JIM	T04-04-0404	08:30	RRT Examination Clinical Simulation Examination	

Test Center Code:AMPI

Role:ACP

Menu

Print All with Validation Code

You will also notice that a “Print Scratch Paper” link appears on the far right side of the page after you “enable” each candidate. You are required to click on the “Print Scratch Paper” link for each candidate. The scratch paper that is generated in a PDF format contains the candidates name, ID number and validation code. The candidates will need this data to log in to the examination. You may print the scratch paper for each candidate at the time you “Enable” them for testing if you have a printer close by; *it is important that no one other than you and the candidate have access to this document!*

As an alternative, you can wait until you have checked in and “Enabled” all candidates for this test session, and then click on “Print All with Validation Code” at the bottom of the screen and the scratch paper will be generated for printing for all candidates who

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have been “Enabled.” **IMPORTANT NOTE:** If you choose to print all scratch paper at once, you must ensure that your printer is not set to print on both sides of the paper.

The scratch paper will look like the following:

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SCRATCH PAPER FOR COMPUTER ADMINISTERED TESTS

Name: TOM BLAKE  
Test Date: 09/03/2008  
Candidate ID: T03030303  
Validation Code: 82039

**NOTE:** This paper is provided solely for your use during this examination. You must sign your name on the line below and hand this sheet to the testing supervisor at the conclusion of the examination. It is a violation of US and International copyright law to use this paper to copy test questions. It is a violation of testing rules to remove this paper from the testing center. If it is determined that this paper has not been returned following the examination, your test scores may be invalidated and you may not be allowed to attempt future examinations.

I have read and understand the statement printed above and agree to abide by its terms.

**Signature:** \_\_\_\_\_

### Escorting Candidates to the Testing Room

Once you have checked in all candidates, all candidates have signed the roster, you have “Enabled” each candidate who is present, and printed Scratch Paper for each candidate, accompany the candidates to the testing room. Ensure candidates take their scratch paper with them as it contains the candidates’ ID number and validation code, which are required for the candidate to log in to the web testing process.

### Special Candidate Accommodations

If a candidate requires a special accommodation, a member of AMP’s staff will contact you to discuss the required accommodation before the candidate is scheduled. If the accommodation only requires additional testing time, the examination time limit can be adjusted at the AMP Executive Office to allow additional time for that particular administration. You will not need to do anything to accommodate this candidate other than to observe the candidate for the extended time.

## SECTION 5: STARTING THE TESTING PROCESS



Please enter the ID Number provided in the space provided then click CONTINUE. If you have difficulty with this step, the supervisor will assist you.

ID   
Validation Code

### Identification Number and Validation Code

At the screen shown above, the candidate must enter his or her ID Number supplied by AMP (using NO DASHES OR SPACES) in the space provided; this number is provided on the scratch paper. Candidates must also enter the Validation Code as shown on the scratch paper you previously printed and provided to the candidate. These two numbers must be entered correctly for the candidate to be able to access the examination.

### Terms and Conditions

Candidates are first presented with a “Terms and Conditions” screen; candidates must agree to the Terms and Conditions as presented and must click on “Proceed with Test” to continue with the testing process.

#### TERMS AND CONDITIONS FOR TESTING

Please read the information below carefully before proceeding with your test. By choosing the option at the end of this message to “Proceed with Test,” you will be agreeing to be bound by these terms and conditions, in addition to all applicable laws that govern the use and reproduction of the information in this test. If you do not want to agree to these terms and conditions, choose the option labeled “Do not agree,” in which case you will not be able to take the test and will be excused from the testing facility. Your fee will not be refunded.

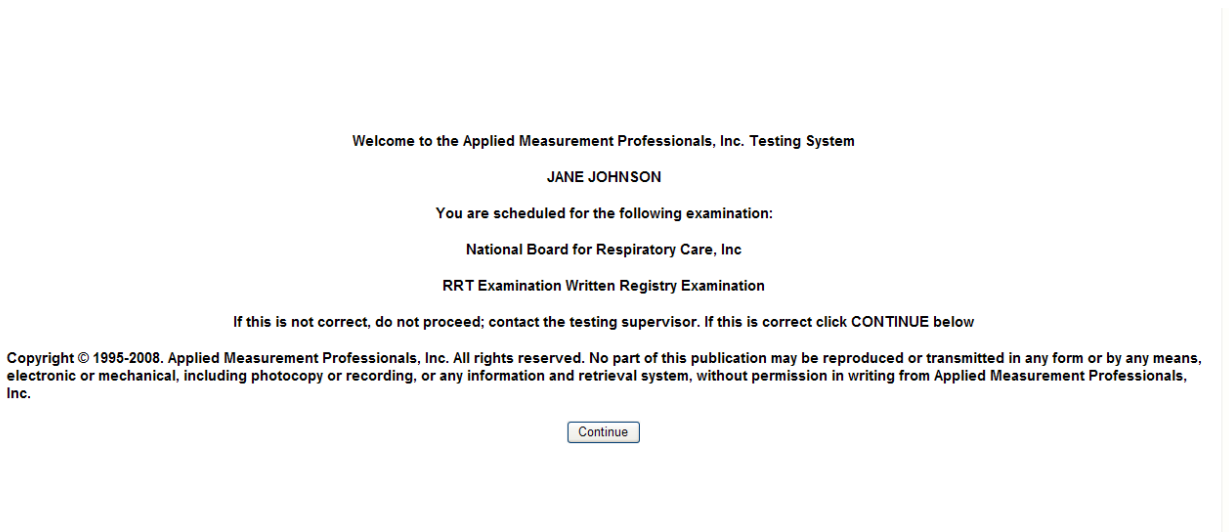
1. By proceeding, you will gain access to test questions that have been devised to evaluate the readiness of candidates for professional certification or licensure. You understand and acknowledge that the test questions, their arrangement, and the manner in which they are displayed, presented, and laid out is confidential and proprietary information on which a substantial amount of money and effort have been expended to develop.
2. You agree that, under no circumstances, may you remove test questions or any part of the test from the testing facility. Both during and after the test, you may not reproduce test questions or any aspect of the test by any means, including without limitation, paper or electronics. Both during and after the test, you may not disclose test questions or any aspect of the test to others by use of paper copies, electronic media, oral communication, or any other means.
3. You agree that, if you violate these terms and conditions, Applied Measurement Professionals, Inc. (AMP) will have the right to take all appropriate action against you. This may include, but will not be limited to, barring you from taking future tests prepared or administered by AMP, canceling your scores and refusing to report them, and forfeiting your registration fee. In addition, you agree that AMP or its clients may seek injunctive relief, as well as any other relief that the law may permit, against you for breach of your agreement to these terms and conditions, as well as for any other reasons the law may recognize. You also agree that AMP will not be required to post a bond or provide other security in order to pursue any remedies it may have against you.

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If the candidate does not agree to the Terms and Conditions, they cannot continue with the examination. Should this occur, you will need to press ALT + F4 keys on the keyboard to close the testing session on that PC. Please notify AMP Tech Support if you have a candidate who doesn't agree with the Terms and Conditions.

## Welcome Screen

After a candidate has agreed to the Terms and Conditions, the WELCOME screen (sample shown below) displays the candidate's name and the examination for which he or she is scheduled.



Ask each candidate to review the information on this screen to verify that it displays his or her name and the correct examination. If a candidate indicates that there is an error:

1. Check the roster to determine if it matches the test type indicated on the screen.
2. Ask the candidate to come with you to your proctor area after you have ensured that all other candidates have successfully logged in.
3. Call AMP for assistance.

## Help Screen

A Help screen is shown on-screen that explains how to use the keyboard and mouse to maneuver through the examination. Once the candidate begins the examination, he/she can click on the Help key in the lower portion of the screen at any time during testing to again review the on-screen Help screen. To close the Help Screen, the candidate should select the "x" in the upper right corner of the Help window.

## Practice Test

Prior to beginning the actual examination, candidates are given an opportunity to practice using the software and computer. Candidates are required to access the practice test before proceeding to the actual examination.

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### **Timing the Examination**

The software will automatically time the examination. Candidates may not request that an examination be stopped or paused. However, a candidate may terminate the examination at any time. If a candidate states that he/she is too sick to continue the examination, tell the candidate that he/she will have to decide whether or not to stop the examination. If a candidate elects to terminate the examination he/she should be instructed to contact AMP for information on scheduling for a future testing session.

The software will automatically terminate the examination when the time limit is reached. The candidate can click on the Time button at any time during the examination to determine the amount of time remaining.

## **SECTION 6: MONITORING CANDIDATES AND CONDITIONS DURING THE EXAM**

During the examination, the proctor is responsible for carefully monitoring the candidates as well as the testing room conditions. In fact, it is very important to ensure that both the lighting and temperature of the testing room continue to be acceptable during an examination session. Furthermore, during an examination session, it is important that noise outside of the testing room does not distract candidates.

**IMPORTANT:** During the examination session, the proctor must ensure that candidates neither talk nor eat or drink while in the testing room. If such prohibited activity is observed, the proctor must quickly ask the candidate(s) to stop. Inform the candidate(s) that if such prohibited behavior continues you are required by AMP to terminate the examination.

During the examination session, the proctor must ensure that candidates have not exited from the AMP web testing system or accessed any other browser connections. Walking through the testing room and visually inspecting what is displayed on each monitor is critical to maintaining the security of the examination. Once a candidate has logged in to the examination, there should no longer be a visible browser toolbar on-screen.

When monitoring candidates, if the proctor observes any suspicious candidate activity, which may indicate cheating or the recording of examination content, he/she should watch the candidates carefully to verify the suspicious behavior.

For instance, if candidates appear to be staring down into their laps or at their keyboards excessively, they may be looking at notes they have slipped into their laps or even under the keyboards.

### **Warning Signs that Candidates are Cheating**

In spite of warnings that they will be monitored during the examination session, some candidates may still attempt to cheat. The following candidate actions may be evidence of candidate cheating:

- Candidates are whispering or talking during the examination.
- Candidates appear to be exchanging notes or answers with one another by some form of “code system.”
- Candidates appear to be using notes – either in written or electronic format.
- Candidates switch seats during the examination.

### **Warning Signs that Candidates are Recording Examination Content**

Another form of cheating may involve recording of examination content by one candidate to later be shared with another candidate. Because the examinations are administered over a secure computer network, there are no physical examination booklets that candidates could be tempted to remove from the testing room. However,

examination content could still be removed from the testing room in a variety of methods.

- Candidates could write down examination content and remove it from the Assessment Center. This is why it is particularly important to collect the AMP security scratch paper from a candidate upon completion of the examination. This is also why the proctor must not permit candidates to bring any personal papers into the testing room.
- Because miniature recording devices are so widely available and affordable, it is possible for candidates to bring such devices (such as voice recorders, cameras and video recorders) into the testing room. Also, recording devices can be hidden in many everyday personal items, such as hats, pens, watches, eyeglasses, and even perhaps jewelry. Please conduct a careful inspection of allowable personal items that candidates may take into the testing room.

Due to the “high stakes” nature of the examinations, as well as the significant investment by AMP’s clients in developing these examinations, it is critical that AMP maintain the security of examination content at all times.

The following candidate actions may be evidence of candidate recording examination content:

- Candidates are reading out loud or whispering examination content.
- Candidates appear to frequently adjust their eyeglasses, watches, or other personal items.
- Candidates are observed to possess prohibited materials (such as personal papers, pens, or electronic devices).

### **Reporting Irregularities**

After the irregularity has been handled, please submit the information by e-mail to AMP. Please record important facts such as the date, time you noticed the event, the names of the candidates involved, any additional witnesses to the event, etc.

## SECTIONS 7: CONCLUSION OF TESTING

A screen appears at the conclusion of testing indicating the number of questions answered and the amount of time used. The candidate must confirm that he/she is ready to end the examination. If there is time remaining, the candidate can re-enter the examination and continue to review questions, or change responses until the time expires. **CANDIDATES SHOULD BE ADVISED TO CLICK ONLY ON THE FINISH AND EXIT ICON (and not just the EXIT icon) when they have completed the examination.**


**Cover**  
**Written Registry Examination for Advanced Respiratory Therapists**  
**59 of 115 questions answered.**

Remaining time: 118 mins 30 secs

**NO, I haven't finished the test yet:**

<input type="button" value="Resume"/>	Take me back to the test
<input type="button" value="Exit"/>	I want to come back and finish later

**YES, I've finished taking the test, and I want to record my answers:**

 <input type="button" value="Finish and Exit"/>	Record my results and exit
--	----------------------------

Once a candidate selects “Finish and Exit,” the examination is scored and is not available for the candidate to reopen.

### Post-Test Survey

After finishing the examination, candidates are asked to answer a short survey about their testing experience. This feedback helps AMP maintain the quality of testing at each center.

### Score Reports

Candidates will not receive a score report at your site. Score reports are sent to the candidate from either AMP or from the sponsoring client organization. There is nothing you can do to obtain a score report for a candidate.

### Post-Test Activities

After a candidate completes a testing session, the computer will automatically reset to the initial Login page. The proctor should close the Internet browser.

Please fax (913-895-4650) or email ([acnhelp@goAMP.com](mailto:acnhelp@goAMP.com)) the printed e-mail roster with the candidate’s signature to Operations Department. Any used scratch paper from the examination should be securely discarded by shredding. If you have any questions that were not outlined in the manual, please contact AMP Technical Support at 1-888-288-7480.

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## **APPENDIX 1: TROUBLESHOOTING**

### **What to do if a PC being used by a candidate loses power or experiences a loss in Internet connection:**

Return to the PC used during the check in process and access the “Enable Candidates” screen in the Proctor Menu.

- If the candidate had not yet started the actual timed examination and has been more than 30 minutes since enabling candidate, you can simply click on the Enable button to the left of the candidate’s name and the candidate should simply login again using the same ID and Validation Code.
- If it has been less than 30 minutes since you enabled the candidate, the candidate may simply log in again with ID and validation code. Refer to page 4 for instructions on preparing the workstation for testing.
- If the candidate had already started the actual timed examination, you will note that on the “Enable Candidates” screen, the icon to the left of the candidate name will indicate “RESTART”. You should click on this RESTART link and then ask the candidate to relogin using the same ID and Validation Code. PLEASE NOTE: You will only be able to “RESTART” a candidate one time. If power or internet connection is lost after you initiate one RESTART, you will be required to call AMP Technical Support staff to accommodate additional restarts.

There is no limit to the number of times you can “enable” a candidate for login; however, once the candidate has started the actual examination, the icon in the first column will change to say “Restart” – if a candidate loses internet connection after starting the actual exam, you would need to click on “Restart” for the candidate to login in again. You can only do a restart one time per candidate; if additional restarts are needed for a particular candidate you must call AMP Technical Support.

## Candidates View

Last Login Date: 9/3/2008 10:37:25 AM

Action	Validation Code	Name	Id	Exam Time	Exam	
<a href="#">Enable</a>	82039	BLAKE, TOM	T03-03-0303	08:30	RRT Examination Clinical Simulation Examination	<a href="#">Print Scratch Paper</a>
<a href="#">Enable</a>		HENRY, JOHN	T01-01-0101	08:30	RRT Examination Written Registry Examination	
<a href="#">Enable</a>	82039	JOHNSON, JANE	T02-02-0202	08:30	RRT Examination Written Registry Examination	<a href="#">Print Scratch Paper</a>
<a href="#">Enable</a>	82039	JONES, JIM	T04-04-0404	08:30	RRT Examination Clinical Simulation Examination	<a href="#">Print Scratch Paper</a>

Test Center Code:AMPI

Role:ACP

This shows the Candidate View screen after one person started the actual exam – if this candidate loses internet connection, simply click on “Restart” to the left of candidate name.

## Candidates View

Last Login Date: 9/3/2008 11:05:46 AM

Action	Validation Code	Name	Id	Exam Time	Exam	
<a href="#">Enable</a>	82039	BLAKE, TOM	T03-03-0303	08:30	RRT Examination Clinical Simulation Examination	<a href="#">Print Scratch Paper</a>
<a href="#">Enable</a>		HENRY, JOHN	T01-01-0101	08:30	RRT Examination Written Registry Examination	
<a href="#">Restart</a>	82039	JOHNSON, JANE	T02-02-0202	08:30	RRT Examination Written Registry Examination	<a href="#">Print Scratch Paper</a>
<a href="#">Enable</a>	82039	JONES, JIM	T04-04-0404	08:30	RRT Examination Clinical Simulation Examination	<a href="#">Print Scratch Paper</a>

Test Center Code:AMPI

Role:ACP

### TIPS

Once a candidate logs in using their ID number and validation code, browser tool bars should never be visible on-screen.

Candidates should NEVER use the browser back arrows at any time during the examination, although the browser back arrows should never be visible. If this happens, simply click on the F5 key (Refresh) on the keyboard to return the page being viewed to its original status.

Candidates should NEVER click on the “backspace” key on the keyboard. Please refer the candidate to the HELP screen available on screen during the examination for information on how to maneuver through the examination.

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## **APPENDIX 2: AMP WEB TESTING SYSTEM REQUIREMENTS (Revised 9/4/2008)**

### **1. Purpose and Scope**

This document is intended for:

- Proctor(s) responsible for administering AMP client web tests.
- Local IT staff responsible for the computer environment (PCs & networks) in which the AMP client web examinations are administered.

### **2. Background**

AMP provides several environments for the administration of online professional examination services including:

- AMP's nationwide testing center network.
- AMP's mobile testing labs.
- Approved 3<sup>rd</sup> party sites/labs. (Typically these are PC labs at educational campuses or international testing locations.)

AMP's nationwide testing network provides a secure, controlled testing environment and is immune to Internet service disruptions. However, in some cases AMP clients may select other, non-AMP testing sites for the intended convenience of some testing candidates. AMP's proctored web testing services are designed to support such testing at select testing locations equipped with Internet services.

This document addresses specific PC and network requirements for administering web tests at approved 3<sup>rd</sup> party locations under proctored conditions.

### **3. Objective**

AMP's web testing objectives are to provide:

- The best possible testing experience for the examinee.
- The highest possible security for the examination.

This document provides PCs and network requirements that will help AMP ensure these goals are met and will minimize<sup>1</sup> potential problems for the examinee, the proctor and the technology support staff.

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<sup>1</sup> It is recognized that services provided over the public Internet are subject network delays and interruptions beyond our control, adhering to these requirements are intended to minimize the effect of such problems.

#### **4. PC & Network Requirements**

Ensure that the following requirements are met prior to initiating any web test:

1. Only Windows 2000, Windows XP and Windows Vista systems are supported. The operating system should have the latest Microsoft recommended updates.
2. Only Internet Explorer (version 6 or greater) is supported.
3. Browser “cookies” must be enabled. (This is the default IE privacy setting. Only standard temporary session cookie support is required. Private/custom/3<sup>rd</sup> party cookie support is NOT required.)
4. The local network must provide a consistent and persistent Internet connection. Please ensure that other network usage is prevented from interrupting or saturating this connection.
5. Only wired network PCs are authorized to deliver the examination. No wireless connectivity.
6. All popup blockers must be disabled.
7. During the web examination, ensure that no external application interferes with the actual examination or the network connection. Specifically, remote PC access and/or screen sharing software must NOT be used. These types of network applications are known to interfere with the web testing application and may cause the process to terminate.
8. All non-essential and non-standard Windows services should be stopped.

#### **5. In Case of a Problem**

Should you encounter any condition which is, or suspected to be, different from what you have been taught or expected, please immediately contact one of AMP support staff at the separately provided number.

In order to better assist you, please make a note of all details of the event including as applicable:

- Time of the event.
- PC screen displays and/or messages.
- Any notable conditions prior to, during or after the event.
- Any other PCs that may have simultaneous or similar conditions.
- Names and IDs of any affected examinees.

Thank you for your efforts in helping AMP provide the best possible service to you and our clients!

### **APPENDIX 3: VERBAL INSTRUCTIONS TO CANDIDATES**

Directions in **UPPERCASE** type are for assisting the candidate(s) with the log in process and are to be read aloud to candidates. Please read the directions exactly as they appear and do not answer questions about the content of the examination.

**TODAY YOU WILL BE TAKING AN AMP WEB-BASED EXAMINATION.**

**PLEASE LISTEN CLOSELY TO THE FOLLOWING INFORMATION: YOU ARE NOT ALLOWED TO BE IN POSSESSION OF A MOBILE PHONE, PERSONAL DIGITAL ASSISTANT (PDA), CAMERA, TAPE RECORDER, PAGER, TIMER, OR OTHER ELECTRONIC RECORDING OR TRANSMITTING DEVICE WHILE IN OR OUT OF THE EXAMINATION ROOM DURING THE EXAMINATION. IF YOU DID BRING ONE OF THESE DEVICES, YOU MUST TURN IT OFF AND LEAVE IT \_\_\_\_\_ (\*indicate location) ALONG WITH YOUR OTHER PERSONAL ITEMS. WE WILL NOT ASSUME RESPONSIBILITY FOR IT. IF YOU ARE FOUND WITH ONE OF THESE ITEMS IN YOUR POSSESSION YOU WILL BE DISMISSED FROM THE EXAMINATION.**

After this has been accomplished, say:

**AT THE LOG IN SCREEN, PLEASE TYPE YOUR ID AND VALIDATION CODE LOCATED ON YOUR SCRATCH PAPER. NEXT, YOU WILL BE PRESENTED WITH THE TERMS AND CONDITIONS FOR TESTING.**

All candidates must agree to the terms and conditions to proceed with the exam. If you encounter a candidate who doesn't agree please contact AMP Technical Support.

After the candidate has agreed with the Terms and Conditions, say:

**PLEASE REVIEW THE SCREEN TO VERIFY THAT YOUR NAME IS CORRECT AND YOU ARE TAKING THE CORRECT EXAMINATION.**

If there is incorrect information, please contact AMP Technical Support to change.

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**NEXT, YOU WILL SEE THE HELP SCREEN. THIS WILL EXPLAIN THE FUNCTIONALITY OF THE BUTTONS THAT ARE LOCATED AT THE BOTTOM OF YOUR SCREEN. YOU MAY BRING UP THE HELP SCREEN WHILE IN THE EXAM BY CLICKING ON THE HELP BUTTON LOCATED AT THE BOTTOM LEFT. TO CLOSE THE HELP SCREEN, SELECT THE “X” IN THE UPPER RIGHT CORNER OF THE HELP SCREEN. PLEASE PRESS “CONTINUE” WHEN YOU HAVE FINISHED REVIEWING THE HELP MENU.**

**YOU WILL NOW BEGIN THE PRACTICE EXAM. THE PRACTICE EXAM IS DESIGNED TO HELP YOU UNDERSTAND HOW TO USE THE TESTING SOFTWARE. WHEN FINISHED WITH THE PRACTICE EXAM, CLICK ON THE “COVER/QUIT” BUTTON TO END THE PRACTICE EXAM.**

After the candidates have gone through the help menu and the practice exam, it is time to start the timed examination.

**THE COMPUTER WILL CONFIRM THE EXAMINATION YOU ARE ABOUT TO BEGIN, THE AMOUNT OF TIME THAT IS ALLOTTED FOR THE EXAMINATION AND THE NUMBER OF QUESTIONS ON THE EXAMINATION. WHEN YOU ARE READY TO BEGIN, YOU WILL NEED TO PRESS THE START BUTTON. YOUR TIME WILL NOT BEGIN UNTIL YOU INITIATE THE START BUTTON. WHEN FINISHED WITH THE TIMED EXAMINATION, CLICK ON THE “COVER/QUIT” BUTTON TO END THE EXAMINATION. YOU WILL BE ASKED TO RESPOND TO A SHORT SURVEY RELATING TO YOUR EXAMINATION EXPERIENCE. WHEN YOU HAVE FINISHED, PLEASE TURN IN YOUR SCRATCH PAPER.**

The examination is now completed. Score reports will not be provided. If the candidates have further questions, please refer them to AMP.