

# Testing Center Operations Manual



**Southwest Texas Junior College**  
2401 Garner Field Road  
Uvalde, TX 78801  
(830) 278-4401

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## Terminology:

**Chief Test Administrator** – This person is also known as the Testing Center Director/Coordinator.

**Testing Agency** – Testing Agency refers to the contracting agency providing the test: Pearson VUE, GED Testing Service, College Board, Texas Commission on Law Enforcement Officer Standards and Education, and PSI Service LLC,

**Testing Programs** – Testing Programs refers to the test battery: CLEP, ACT, ACCUPLACER, TSI ASSESSMENT, GED, TABE, MOS, TCOLE, CPT, and CCMA.

## **Section 1: Mission Statements**

### **1.1 Southwest Texas Junior College (SWTJC)**

Southwest Texas Junior College is a comprehensive, public college serving eleven counties in Southwest Texas. The college provides accessible, affordable, high-quality education that prepares students to successfully transfer to senior colleges and universities; enter the job market; pursue their professional and personal goals; and contribute to the economic growth of the region.

### **1.2 Testing Center**

Welcome to the Testing Center at Southwest Texas Junior College. The Center strives to deliver quality-testing services conducive for student success to current students, prospective students, and the community. Highly qualified testing professionals administer all tests and adhere to the recommended professional standards of the National College Testing Association Professional Standards and Guidelines. The staff makes every effort possible to maintain the validity and credibility of all exams by promoting a secure and stress-free testing environment for students. The Center is also bound by the privacy restrictions set forth in the Family Educational Rights and Privacy Act (FERPA).

### **1.3 Customer Service Statement**

At Southwest Texas Junior College Testing Center we are committed to treating each other and all visitors as we would like to be treated ourselves. Every part of the SWTJC community plays a role in achieving the College's mission. Each individual and office contributes to the achievement of our common goals and the creation of a positive campus climate by being responsive, efficient, and effective.

Customer Service is evaluated by releasing a survey to students once a semester.

## **Section 2: Brief History of the Testing Center**

Prior to 2001, the testing center was located in the Administration Building. It was staffed by one full-time employee and at the time administered the GED and TASP exams in paper-based format in classrooms. In 2001, the testing center was housed in its new location, the R.K. Miller Building. It was staffed with one full-time coordinator, one full-time secretary and one part-time testing assistant. The testing center began offering the CLEP, TABE, and MOS. In 2006, an IT test administrator was hired when new computer-based technology was implemented purchasing new computers for the center. In 2008, the Accuplacer was brought in and in 2013, paper-based testing became obsolete. As of 2014,

the testing center offers: CLEP, ACT, ACCUPLACER, TSI ASSESSMENT, GED, TABE, MOS, TCOLE, CPT, and CCMA, currently staffed with four full-time employees.

### **Section 3: Description of Services**

Primarily, the testing center is responsible for the administration of various assessment tests to incoming and current students to determine course and program placement. We also administer nationally standardized examinations for the purpose of promoting academic achievement.

#### **3.1 Hours of Operation**

The Testing Center at SWTJC is located on the Uvalde Campus in the R.K. Miller Building.

Regular Office Hours are:

Monday – Thursday	8:00 AM to 12:00 PM 1:00 PM to 6:00 PM
Friday	8:00 AM to 12:00 PM

#### **3.2 Locations**

##### **Official Testing Center**

Testing Agencies, in response to recommendations from the jurisdictional agencies that are responsible for the administration of testing programs, may authorize the establishment of testing centers in eligible local institutions within the jurisdiction. The State Administrator or testing agency will decide to establish a testing center on the basis of the need for service in the area and on the ability and willingness of the eligible institution to follow testing agencies policies and requirements for establishing and operating a testing center. Under the following established policies, testing agencies approves the opening of all new official testing centers. Official testing centers are facilities that provide standard secure testing administration to eligible testing candidates.

SWTJC UVALDE CAMPUS  
R.K. Miller Building  
2401 Garner Field Road  
Uvalde, TEXAS 78801

### **Addendum Testing Sites**

The Chief Test Administrator may request approval from the State Administrator or testing agencies to conduct testing at this site. Tests may be administered only at official testing centers or at alternate sites as approved by the jurisdictional State Administrator or testing agencies and reflected on the annual contract.

SWTJC DEL RIO CAMPUS  
207 Wildcat Drive  
Del Rio, TEXAS 78840

SWTJC EAGLE PASS CAMPUS  
4003 Highway 277 Southwest  
Eagle Pass, TEXAS 78852

### **3.3 Tests Offered by the Testing Center**

The Testing Center is the official testing center contracted with their respected testing agencies for the following testing programs: TSI Assessment, CLEP, GED, ACT, Microsoft Office Specialist, TCLOSE, TABE, CPT (Certified Phlebotomy Technician), CCMA (Certified Medical Assistant), Accuplacer for EMT and Law Enforcement.

### **3.4 Tests Offered at Addendum Testing Sites**

Testing programs offered at addendum sites must be approved by the testing agency. The testing center currently offers the TSI Assessment at addendum sites.

### **3.5 Fees Charged by the Testing Center**

Testing program fees are set by the testing agency. In addition, the testing center sets an administration fee for each test administered and a no show fee is charged for certain exams.

### **3.6 Services for Test-takers with Disabilities**

Examinees requesting special testing accommodations must contact the Chief Test Administrator (Testing Center Director) one month in advance prior to testing. Because of staff and time constraints, there can be no assurance that requests received after this deadline can be accommodated.

All timely and complete alternative testing arrangement requests and accompanying documentation are reviewed on a case-by-case basis upon receipt. In some cases, the submitted documentation may not be sufficient to make a determination regarding the requested accommodation(s) or may not support the requested accommodation(s). Additional documentation may be needed.

## **Section 4: Staffing: Job Descriptions and Organizational Charts (Testing Personnel)**

### **4.1 Chief Test Administrator (Testing Center Director/Coordinator)**

Chief Test Administrators are professional and experienced educators who must hold a master's degree and have experience in adult education, educational administration, testing, or counseling, and who must be knowledgeable of all testing programs. This person should be full-time employee charged with responsibility for the testing center.

This person is responsible for the overall supervision and management of the Testing Center; responsible for coordination of all testing activities; coordinate the college's national testing and certification programs and oversees national testing and certification activities; including coordinating the district-wide testing program and other testing services provided by the campus testing office, including placement testing, testing accommodations, make-up testing, contracted testing, etc.

This person is responsible for policy implementation, administration of all testing programs, and supervision of all official testing centers within the jurisdiction. This person is the person with whom all testing programs have regular and direct contact regarding policies, procedures, and issues. All testing programs rely upon the Chief Test Administrator to ensure that all official testing centers in the jurisdiction conform to all testing program policies and procedures, as well as to any jurisdictional or local requirements.

**For Job Duties, refer to [Appendix A 4.1](#)**

### **4.2 IT Administrator**

The IT Administrator are professional and experienced educators who must hold a bachelor's degree, master's degree preferred, and have experience in computer information technology (troubleshooting, network software, web-design, and data reporting), training, proctoring, testing, and must be knowledgeable of all testing programs and computer skills. This person should be full-time employee charged with responsibility for helping set up the test center with all testing program's software's.

This person is responsible for the overall supervision of all the testing center's computer systems.

**For Job Duties, refer to [Appendix A 4.2](#)**

### **4.3 Testing Assistants**

Testing Assistant must hold at least an associate's degree, bachelor's degree preferred, from a nationally accredited college or university and have one year of experience in training, proctoring, testing, and must be knowledgeable of all testing programs and computer skills.

Assist with the administration and proctoring of academic tests and assessments in the Testing Center. Enter data, monitor examinees, ensure test security, file tests, score assessments and assist with policy enforcement and procedure. Perform other duties as assigned.

**For Job Duties, refer to [Appendix A 4.3](#)**

### **4.4 Proctors**

Part-time Proctors must have at least an associate's degree, bachelor's degree preferred, from a nationally accredited college or university and have one year of experience in training, proctoring, testing, and who must be knowledgeable of all testing programs and computer skills.

Part-time Proctors are selected and hired by the Chief Test Administrator (Testing Center Director) on a need basis.

**For Job Duties, refer to [Appendix A 4.4](#)**

### **4.5 Administrative Assistant**

The Administrative Assistant must hold at least an associate's degree from a nationally accredited college or university with one year of experience in training, proctoring, testing and must be knowledgeable of all testing programs and computer software (Microsoft Office, etc). This person should be full-time to assist and participate in the day-to-day activities of all testing.

Perform a variety of routine customer service and administrative office duties: answering phones, assist students with test scheduling, aid instructors with testing procedures and service, maintain office supply inventory, filing, copying/faxing; and to perform other related duties as assigned.

**For Job Duties, refer to [Appendix A 4.5](#)**

#### **4.6 Training Requirements for Personnel**

The Chief Test Administrator will receive training from the jurisdictional testing agency prior to their first test administration. The Chief Test Administrator is mandated to attend annual conferences sponsored by the testing agencies.

The Chief Test Administrator is responsible to hire and/or select and train all testing personnel prior to their first test administration and any assistance during test administration. All testing personnel are required to attend annual training sessions. This will occur at the beginning of the new testing year, although it may also be required with a significant number of changes to testing procedures.

#### **4.7 Testing Center Organizational Chart**

Filed in the office of the Chief Test Administrator

### **Section 5: Professional Testing Standards Protocols**

#### **5.1 Security Measures**

The Testing Center will maintain security of all testing programs entrusted to its care. All tests shall be held in a secure locked facility. No unauthorized person(s) shall have access to any testing programs. Completed examinations shall be returned to the test maker according to the directions he/she specifies, assuring continued security of all test material. It is important that no examinee gain an advantage by having unauthorized access to any of the exams or by being able to cheat in any fashion during a test administration.

#### **5.2 Confidentiality Procedures**

The Testing Center recognizes and subscribes to the provisions of the Family Educational Rights and Privacy Act (FERPA) of 1974. Results of examinations will only be released to the examinee upon presentation of proper identification. Testing scores will not be discussed with anyone. Information to other college personnel about examinees is restricted to a “need to know” basis.

#### **5.3 General Test Administration Procedures**

Testing agencies provide their own test administration procedures. Refer to testing agency manual.

#### **5.4 Handling Irregularities**

Handling testing irregularities is the responsibility of the Chief Test Administrator. Testing irregularities must be reported to the jurisdictional testing agency as soon as possible and follow their guidelines for documentation of irregularities.



## **5.5 Impersonations**

In a case of impersonation, the Chief Test Administrator is to call campus Chief of Police and have this individual questioned. This test compromise must be reported to the jurisdictional testing agency as soon as possible and follow their guidelines for documentation.

## **5.6 Non-standard Administrations**

The policies and procedures for administering the test would be the same at every test site. In this way, no examinee is either advantaged or disadvantaged by any variation in administration procedures.

## **5.7 Evaluation of Services**

Evaluation of testing personnel is the responsibility of the Chief Test Administrator. High priority must be given to training personnel well and to remove or retrain personnel who do not perform competently.

## **5.8 Testing Rooms**

The size of our testing room is about 30 x 30 and holds 20 cubicle seats with computers. Each cubicle is labeled with a seat number and each examinee is assigned a seat number during check-in. There are 3-clocks hanging facing the examinees. There is no trash can in the room we collect all colored scratch paper. We have a locker located in the proctor room where examinees leave their personal belongings before testing. We also have a plastic shoe rack with dividing compartments used to hold all cell phones. Testing room is conducive to fair testing. We strive to make all examinees feel comfortable and at ease while taking their exams. No interruptions are permitted during the exam.

## **Section 6: General In-office Procedures and Practices**

### **6.1 Maintaining Security of Facilities, Equipment, Testing Materials, and Files**

#### **6.1-2. Keys**

Keys must stay with the testing center staff the entire time on duty. Keys may not be left on the desktops or inside desk drawers. Only the full-time Testing Center staff has keys to the security storage rooms where exams are inventoried and server is housed.

#### **6.1-3. Surveillance Procedures**

Testing Center is required to provide a distraction-free, secure testing environment with continuous examinee surveillance. The testing center

has available clear glass viewing window and wall and live feed software monitoring system.

#### **6.1-4. Equipment and Furnishings**

All equipment and furnishings required to administer testing programs for the testing center are required by the testing agency and are purchased and owned by Southwest Texas Junior College – Testing Center.

#### **6.1-5. Emergency Contact Information**

Robert Doucet, Chief of Campus Police	(830) 591-7333
Uvalde Fire Department	(830) 278-3333
Uvalde Police Department	(830) 278-9147
Margot Mata, VP of Student Affairs	(830) 591-7223
Hector Gonzales, Jr., President	(830) 591-7281

#### **6.2 Opening and Closing the Facilities**

Testing center will open and close its doors according to the hours of operation. Testing center staff is responsible to make sure all doors are locked and secure the storage area is locked before leaving the offices.

#### **6.3 Developing Test Schedules and Testing Locations**

Testing Schedules and Testing Locations are the responsibility of the Chief Test Administrator (Testing Center Director). Testing schedules are completed in advance before each semester and distributed to departments for distribution.

#### **6.4 Registration for Testing**

Some testing programs require pre-payment and pre-registration in advance and examinees must visit the testing agencies website to register and receive a ticket. Only examinees with a valid ticket will be admitted. The testing center opens at 8:00 a.m. and examinees will be admitted for testing. All examinees must present a valid photo ID (according to testing policies) along with the administration fee.

#### **6.5 Testing Irregularities**

Testing irregularities and compromises pose a threat to the integrity of the testing center. A major responsibility of all test administrators is to take all necessary precautions to minimize the possibility that an irregularity or compromise will occur at the testing center. Strictly following all testing service

policies and procedures is the best way to prevent the occurrence of irregularities and compromises or to minimize the effect if a problem occurs.

### **6.6 Ordering Testing Materials**

Testing agencies require their own ordering procedures. Refer to testing agencies manual.

### **6.7 Cash Receipting and Fee Payment Procedures**

Testing Center does not accept cash, credit cards, or personal checks. Some testing agencies require online payment and must be paid in advance through the testing agency. When applicable, administration fees are payable by money order only.

### **6.8 Refunds**

Testing agencies will refund the examinee's test fee if they follow the cancellation policy according to the testing agency. Otherwise, they forfeit all fees.

### **6.9 Receipts**

The testing center does not issue receipts. Testing agencies that require online registration will issue the examinee a confirmation ticket as their receipt.

Tests that are paid at the testing center with a money order will get the stub attached to the money order as their receipt.

### **6.10 Preparing Brochures, Flyers, Printed Forms**

All testing information is provided through the SWTJC testing center website. Marketing forms are not produced due to the constant changes of testing information by the testing agency.

### **6.11 Time Sheet/Absence Report Preparation**

Time sheets are completed by the individual employee and submitted to the Director for approval.

Absence Reports are the responsibility of the Director and submitted to the supervising Vice-President for approval.

### **6.12 Inventory Procedures**

At the end of the testing day all testing materials that were used are inventoried and then returned to the secured storage room.

### **6.13 Copyright Infringement**

Testing agencies provide a statement of copyright infringement in their manuals. Refer to testing agencies manual.

### **6.14 Budget Information**

The Chief Test Administrator is responsible to maintain the department annual budget.

## **Section 7: Emergency Procedures**

Any testing personnel of the testing center upon learning of any emergency from any source should immediately communicate such information to the Chief Test Administrator for further instructions.

### **7.1 Definition of Emergency**

There are circumstances that may threaten any aspect of the test administration prior to the test date or on the test date. In these circumstances, the Chief Test Administrator or testing personnel must make every effort to secure testing materials to avoid any compromises. Depending of the nature of the event, testing personnel may need to cancel the testing session or may resume testing. In any case, testing personnel should document the testing irregularity and describe how the situation was managed. This information should be forwarded to the jurisdictional State Administrator and/or testing agency.

### **7.2 Types of Emergencies and Procedures for Emergencies**

#### ***Natural Disasters Procedures (Hurricanes, floods, tornados, fire, explosions)***

In the event of an emergency, first concern must be for the safety of the examinees and testing personnel. Within your areas of responsibility, you should safeguard equipment, records, test materials and other items that may be susceptible to water, fire and wind damage, and/or utility outages (By means of fire proof, secure storage for records and test materials).

#### ***Bomb Threat Procedures***

If you receive a bomb threat over the phone, remain calm and act courteous. If feasible, notify another person to listen on another extension. Take notes on the caller's threat, tone, voice characteristics, and background noises. Notify the college operator immediately upon completing report by dialing Zero on any campus phone. As soon as possible, stop all testing sessions and evacuate the building. Wait for instruction from the Chief Test Administrator to resume testing or cancel testing sessions.

### ***Electrical Failure***

Even though electrical outages are rare there will be occasions when electrical failures occur. If an outage occurs, have the examinees stop testing. Close their test booklets and place their answer sheets inside them. Collect the test booklets, and lock all test booklets into interim storage. Instruct the examinees and testing personnel to leave the building and wait for the Chief Test Administrator to inform you if testing is to resume.

### ***Violence during the Exam***

In case of a fight or a disagreement between two examinees during an exam, either the Chief Test Administrator or Testing Assistant will collect the testing materials immediately and ask the examinees to leave the testing room. If the violence still continues outside the room we will notify the Chief of Police immediately.

## **Section 8: Testing Protocols; Technical and Facilities Requirements; Training Requirements**

### **8.1 TSI Assessment**

TSI Assessment Manual is filed in the Chief Test Administrator's office or may be downloaded at [www.collegeboard.org](http://www.collegeboard.org)

### **8.2 ACT Exam**

ACT Manual is filed in the Chief Test Administrator's office.

### **8.3 Accuplacer EMT/Law Enforcement/Lineman Exam**

Accuplacer Manual is filed in the Chief Test Administrator's office.

### **8.4 GED Exam**

GED Manual is filed in the Chief Test Administrator's office or may be downloaded at [www.ged.com](http://www.ged.com)

### **8.5 CLEP Exam**

CLEP Manual is filed in the Chief Test Administrator's office or be downloaded at <http://clep.collegeboard.org/test-center/develop>

### **8.6 Microsoft Exam**

Filed in the Chief Test Administrator's office.

### **8.7 TCOLE Exam**

TCOLE Manual is filed in the Chief Test Administrator's office.

### **8.8 TABE Exam**

TABE Manual is filed in the Chief Test Administrator's office.

### **8.9 All Other Exams**

For all other exams, refer to the SWTJC Testing Center website.

### **Section 9: Reports**

Reports are generated by the testing center IT Administrator.

### **Section 10: Unit Action Plan**

**Unit Action Plans are located in the SWTJC website.**

# APPENDIX A

## 4. Staffing: Job Descriptions and Organizational Charts

- 4.1 Chief Test Administrator (Director)
- 4.2 IT Administrator
- 4.3 Testing Assistants (full-time)
- 4.4 Proctors (part-time)
- 4.5 Administrative Assistants
- 4.6 (Left Blank)

## **Appendix 4.1: Testing Center: Chief Test Administrator**

Is responsible for the overall supervision and management of all SWTJC the Testing Center(s); Plans and coordinates all testing services and activities; Coordinates and oversees the college's national testing and certification programs and activities; including coordinating the district-wide testing programs and other testing services provided by the campus testing center(s), including placement testing, testing accommodations, make-up testing, contracted testing, etc.

### **Duties and Responsibilities:**

1. Serve as the liaison between the college and testing agencies regarding national testing programs and procedures; oversees, reviews, and signs annual center contracts; arranges for space and equipment for contract testing for local, state, and national testing agencies.
2. All testing agencies rely upon the Chief Test Administrator to ensure that all SWTJCs official testing center and other offsite test locations for SWTJC conform to all testing program policies and procedures.
3. Plan, coordinate, supervise, and participate in the day-to-day activities of the following testing programs: CLEP, ACT, ACCUPLACER, TSI, GED, TABE, MOS, TCOLE, CPT, and CCMA provided through the Testing Center and other offsite test locations for SWTJC.
4. Provide management leadership and serve as the liaison between the college and testing agencies such as Pearson VUE, GED Testing Service (American Council on Education), TEA (Texas Education Agency), College Board, Texas Commission on Law Enforcement Officer Standards and Education, and PSI Service LLC.
5. Manages the daily activities of the testing centers as well as guarantee that rules and regulations of all testing agencies are followed.
6. Plans, develops, implements, and monitors department goals, policies and procedures for the testing center and other offsite test locations for SWTJC.
7. Coordinate and supervise scheduled Saturday test dates throughout the year such as the TSI at offsite testing locations for SWTJC; Coordinate and supervise Saturday test dates for the ACT.
8. Schedules all testing services for the calendar year for the Testing Center and other offsite test locations for SWTJC.
9. Ensure that test security standards are upheld and that the confidentiality of all testing



records is maintained; Develops a security plan and implements security procedures for all assessments housed in the testing center; Provides security for test copies, answer keys and answer sheets; Reports alleged cases of scholastic dishonesty.

10. Address and report testing irregularities to the testing agency and follow their guidelines for documentation of irregularities.
11. Reviews and manages testing procedures, writes updates and guidelines for testing activities and the testing center(s); Updates the testing center website.
12. Collaborate with and provide consultation regarding testing to appropriate SWTJC departments such as the Admissions & Registrar's Office and Dual Credit Program.
13. Conduct presentations regarding testing in conjunction with the program offered by the Dual Credit program.
14. Provides leadership, direction and supervision for a staff of 10-15 full and part-time employees.
15. Hire, supervise, train, and evaluate testing center personnel and student employees to ensure adequate staff coverage to meet daily testing workload; Conduct meetings and/or workshops to provide professional development of testing personnel; Maintain a list of qualified and trained testing assistants to administer exams for the Testing Center and other offsite test locations for SWTJC.
16. Maintains vacation/sick leave records for full-time testing personnel; maintains and approves time sheets for part-time personnel; and responsible to report absence reports; Submit payroll vouchers for payment to testing assistants and proctors.
17. Train and supervise student employees regarding the testing center and testing programs' policies and procedures in concert with the full-time testing personnel.
18. Ensure student identification procedures are in compliance with the testing agencies requirements.
19. Serve as the liaison to provide information and support to students with disabilities requesting testing accommodations according to testing agencies policies and documentation requirements; Coordinate and supervise the administration of certain tests for students with disabilities.
20. Provide tests and related information to administration, faculty, students, advisors, departments, area school counselors and principals.
21. Prepares and monitors annual budget and expenditures.

22. Prepares and submits check requests, purchase requisitions, payroll, etc.; supervise activities and prepares payroll records of testing personnel and student employees.
23. Develop and publish the Testing Center Operations Manual.
24. Supervise completion of test reports and overall assessment for the college by preparing reports of student testing data for administrative use.
25. To travel to mandatory testing related conferences in order to stay current and comply with all testing procedures and regulations as a representative for SWTJC at the approval of the immediate Supervisor/Dean/VP.
26. To travel as needed between SWTJC campuses for testing related duties.
27. Provide office support as needed for the testing center and its personnel: Assist in administrating tests, Ensure that the testing lab is prepared for testing, and Prepare and assemble TSI testing materials: booklets and pre-coding answer sheets.
28. Coordinates and supervises the administration of the TSI Assessment for prison units; Secure all TSI testing materials to and from the unit and responsible for the security of test materials: collecting, inventorying, and securing in storage room.
29. Ensures that daily testing log-in by keying and updating student's information on TESS (Test Evaluation Service Site) data system.

**Other Duties:**

30. Lifts, carries, drags, holds, pushes or pulls up to 20 pounds of materials or related equipment.
31. Maintain hours established by the college as assigned by immediate Supervisor/Dean and adhere to college lunch and break policies.
32. Follow required rules, regulations, and safety procedures as outlined in the college employee handbook.
33. Perform all other functions as assigned by immediate Supervisor/Dean/VP for efficient operation. Work rules, codes of conduct, and other policies are part of the essential functions of the job.

## **Appendix 4.2: Testing Center: IT Administrator**

Under general supervision of the Chief Test Administrator, assists and participates in the day-to-day testing services; troubleshoots and maintains the computer labs; and to perform other related duties as assigned.

### **Duties and Responsibilities:**

1. Plans and facilitates the installation and maintenance of computer hardware, software, and other equipment and supplies; Maintain updated computer software to support testing program functions according to testing agencies requirements.
2. Be familiar with all of the exams administered through the Testing Center.
3. Has a thorough knowledge and abides by testing policies and procedures and rules and regulations set by testing agencies and the testing center.
4. Check-in/admit examinees according to strict test protocols; verify identification and eligibility of all examinees; and help maintain exam security.
5. May assist with test administration or proctoring, including traveling to test, as needed or requested by the Director.
6. Assists with testing accommodations, as requested by the Chief Test Administrator.
7. Promptly alerts the Chief Test Administrator of any irregularities.
8. Administers the MOS and ESL exams; and sends reports to appropriate departments.
9. Manage all computer exams inventory; file and secure all students score records; send digital data, scores, and reports to different departments and institutions.
10. Administrate user's accounts and provide support and training for other offsite test locations for SWTJC.
11. Troubleshooting and maintaining the Testing Center's computer labs.
12. Configure and maintain all the computer-based testing.
13. Attends testing workshops and conferences in order to stay current and comply with all testing procedures and regulations.
14. Is responsible for answering the phone, taking messages, and responding to inquiries; communicates with students, faculty, staff, the general public, and external agencies.

**Other Duties:**

15. Lifts, carries, drags, holds, pushes or pulls up to 20 pounds of materials or related equipment.
16. Maintain hours established by the college as assigned by immediate Supervisor/Dean/VP and adhere to college lunch and break policies.
17. Follow required rules, regulations, and safety procedures as outlined in the college employee handbook.
18. Perform all other functions as assigned by immediate Supervisor/Dean/VP for efficient operation. Work rules, codes of conduct, and other policies are part of the essential functions of the job.

### **Appendix 4.3: Testing Center: Testing Assistant**

Under general supervision, assists and participates in the day-to-day testing services; and to perform other related duties as assigned.

#### **Duties and Responsibilities:**

1. Be familiar with all of the exams administered through the Testing Center.
2. Has a thorough knowledge and abides by testing policies and procedures and rules and regulations set by testing agencies and the testing center.
3. Check-in/admit examinees according to strict test protocols; verify identification and eligibility of all examinees; and help maintain exam security.
4. May assist with test administration or proctoring, including traveling to test, as needed or requested by the Director.
5. May assist in preparing and assembling TSI testing materials for Prison Unit: assigning booklets, placing scratch sheet of paper in booklets and pre-coding answer sheets, assist in distributing and picking up TSI testing materials during test administration; inventories and verifies the condition of all restricted testing materials; counts test booklets at the beginning and at the end of each testing session.
6. Assists with testing accommodations, as requested by the Chief Test Administrator.
7. Promptly alerts the Chief Test Administrator of any irregularities.
8. Ensures that the testing room and lab and testing materials are prepared as needed; scratch paper, calculators, pencils, and desks are arranged prior to test date.
9. Is responsible for answering the phone, taking messages, and responding to inquiries; communicates with students, faculty, staff, the general public, and external agencies.

#### **Other Duties:**

10. Lifts, carries, drags, holds, pushes or pulls up to 20 pounds of materials or related equipment.
11. Maintain hours established by the college as assigned by immediate Supervisor/Dean and adhere to college lunch and break policies.
12. Follow required rules, regulations, and safety procedures as outlined in the college employee handbook.

13. Perform all other functions as assigned by immediate Supervisor/Dean for efficient operation. Work rules, codes of conduct, and other policies are part of the essential functions of the job.

## **Appendix 4.4: Testing Center: Proctors**

Under direct and supervision of the Testing Assistant and/or Director, proctors candidates during test sessions and to perform other related duties as assigned.

### **Duties and Responsibilities:**

1. Be familiar with all of the exams administered through the Testing Center.
2. Has a thorough knowledge and abides by testing policies and procedures and rules and regulations set by testing agencies and the testing center.
3. Check-in/admit examinees according to strict test protocols; verify identification and eligibility of all examinees; and help maintain exam security.
4. Provides coverage for staff during test sessions: for example, breaks.
5. Assist in proctoring test sessions of 20 candidates or more.
6. Walk the area and make sure that test candidates are not colluding, cheating, or committing any other improprieties or irregularities.
7. Promptly alerts the Testing Assistant and Chief Test Administrator of any irregularities during test sessions.
8. Assist with testing accommodations as requested by the Chief Test Administrator.

## **Appendix 4.5: Testing Center: Administrative Assistant**

Under supervision of the Director of Testing, assists and participates in the day-to-day testing services; to perform a variety of routine clerical office tasks; and to perform other related duties as assigned.

### **Duties and Responsibilities:**

1. Be familiar with all of the exams administered through the Testing Center.
2. Has a thorough knowledge and abides by testing policies and procedures and rules and regulations set by testing agencies and the testing center.
3. Provide administrative support to the Testing Center staff and provide office coverage at all times during working hours.
4. Greet and assist clients, examinees, and students with questions concerning Test Center procedures and registration; and help the test center function as a resource center for the community, faculty, staff, and students; explains routine testing programs rules and regulations.
5. Ensures that the testing room and lab are prepared prior to test dates: calculators, pencils, scratch paper, and desks are placed accordingly.
6. Check-in/admit examinees according to strict test protocols; verify identification and eligibility of all examinees; and help provide exam security.
7. Assist with testing accommodations as requested by the Chief Test Administrator.
8. May assist with test administration or proctoring, including traveling to test, as needed or requested by the Director.
9. Prepares and assembles TSI testing materials for Prison Unit: assigning booklets, placing scratch sheet of paper in booklets and pre-coding answer sheets, assist in distributing and picking up TSI testing materials during test administration; inventories and verifies the condition of all restricted testing materials; counts test booklets at the beginning and at the end of each testing session.
10. Prepares all on-hand funds for deposit on an established basis; Calculates and prepares invoices for agencies paying student fees; Ensures to account for and deposit all funds collected by the testing center as a result of testing services to the Business Office.
11. Responsible for maintaining daily testing log by keying and updating student's information on TESS (Test Evaluation Service Site) data system.



12. Is responsible for answering the phone, taking messages, and responding to inquiries; communicates with students, faculty, staff, the general public, and external agencies.
13. Retrieves, screens, opens, and distributes incoming mail, prepares and sends documents, prepares and sends outgoing documents and other materials pertaining to testing center.
14. Prepares travel requests and vouchers, making necessary arrangements such as procuring car, plane tickets, room reservation, etc.
15. Prepares and submits check requests, purchase requisitions, and credit card paperwork; if required.
16. Performs other clerical office work of a routine nature; performs related duties as assigned.

**Other Duties:**

17. Lifts, carries, drags, holds, pushes or pulls up to 20 pounds of materials or related equipment.
18. Maintain hours established by the college as assigned by immediate Supervisor/VP and adhere to college lunch and break policies.
19. Follow required rules, regulations, and safety procedures as outlined in the college employee handbook.
20. Perform all other functions as assigned by immediate Supervisor/VP for efficient operation. Work rules, codes of conduct, and other policies are part of the essential functions of the job.

# SWTJC Official Testing Center Map

