

KAPI'OLANI COMMUNITY COLLEGE
LIBRARY AND LEARNING RESOURCES TESTING CENTER
POLICIES, GUIDELINES, AND PROCEDURES

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MISSION STATEMENT

The mission of the Kapi'olani Community College Testing Center is to support placement testing, academic testing for distance education classes, make-up testing, and accommodations testing. We are committed to providing an environment that is conducive to testing and services that are efficient, effective, and secure.

GENERAL TESTING CENTER GUIDELINES

These operational policies and procedures have been developed as a guide for testing center personnel to refer to should they have any questions on how to handle a particular problem or situation. These policies and procedures may be revised as needed.

Appointments and Reservations

Appointments and reservations are not required. No new placement tests may be started within 2 ½ hours of closing; no new academic tests (online or paper tests for a class) may be started within 1 hour of closing. However, it is recommended that students should check-in much earlier if they need the full time limit (i.e. if a test has a time limit of 90 minutes, it is recommended that they check in at least 90 minutes or more prior to closing).

Hours of Operation

The center hours of operation varies depending on the time of year. During the semester, the center is open from Monday 8:00 a.m. - 7:00 p.m, Tuesday-Thursday, 8:00 a.m. - 6:30 p.m.; Friday, 8:00 a.m. - 3:30 p.m. During the summer and interim periods, the center is open Monday-Friday. Hours are subject to change every semester and are posted at <http://www2.hawaii.edu/~kcctest>.

Identification and or Instructor Verification Required

All students are required to present valid identification in order to test. Students are required to have proper ID to be allowed to take a test. Any valid government ID or UH or UH Community College ID is accepted. Exceptions to the ID rule will be made only if the instructor is present to verify eligibility.

Electronic Devices Prohibited

All electronic devices, including cellular telephones, except those electronic devices pre-approved by the instructor, must be turned off and stored away before entering the testing room. Use of cellular telephones while actively taking a test may be considered cheating, and appropriate disciplinary action will be taken.

**Exceptions will be made on a case-by-case basis only*

Food and Drink Prohibited

Food and drinks other than water are not allowed at the testing stations. Water must be bottled or in a sealed container to prevent any accidental spills.

Personal Property

All personal property (including but not limited to bags, books, notes, purses, phones, pagers, and PDAs) must be placed in security bags provided by the Testing Center and kept at the student's feet during testing.

Students entering the room with only wallets and cell phones are allowed to keep them on their person, but cell phones must remain off at all times unless the use of a cell phone or other electronic device is explicitly allowed by the instructor.

Only Examinees Are Allowed in the Testing Center

Only students actively taking exams for a course or taking placement tests are allowed in the testing area. Once an exam is complete, the student must turn it in to testing center staff and leave the area. Students not taking an exam are not allowed to loiter in the testing room or within the check-in area. The only exceptions to this rule are scribes (see section marked Disability Testing for more information).

Children

Children are not allowed in the testing room and should not be left unattended while testing is in progress. Students will not be allowed to check-in and test in this situation.

Conduct Inside the Testing Center

Approved Test Materials

Students may have only approved test materials for testing. Testing center staff will notify the student of what materials are permitted.

Electronic Devices Prohibited

The use of cell phones and other electronic devices such as data storage, recording devices, and cameras are prohibited. Testing center personnel reserves the right to suspend a test and notify the instructor of the violation.

Academic Integrity Guidelines

- Communication with other students is a violation of academic integrity and is prohibited.
- Copying, retaining, or distributing examination questions are a violation of academic integrity and are prohibited.
- Students may be required to raise their hand at the end of the test and have the proctor verify that the exam is submitted correctly.
- Students who are caught cheating or leave the test center without submitting their exams properly are subject to the disciplinary procedures under the *Procedures on Handling Cheating* under the section below, *The Responsibilities of Proctoring*.
- Unauthorized use of materials is considered cheating. Testing Center personnel will suspend the test and notify the instructor of the violation.
- Once testing has begun, students cannot leave the Center until all exam materials are returned or online tests are properly submitted. Once a test has been turned in to testing center personnel, the test cannot be resumed without expressed consent of the instructor.
- Students will be granted restroom or water breaks as necessary, but they may not communicate with friends, family, or other students during such breaks. In addition, the use of any communication device (i.e. cellular phone, text or instant messaging) during breaks or while actively taking an exam is strictly prohibited. IMPORTANT: A break will not be granted if an individual instructor imposes a “no-break” policy for that particular test.

THE PROCEDURES AND RESPONSIBILITIES OF PROCTORING

The proctor shall be responsible for the integrity and security of the exam being taken. We follow all instructions given to us by the instructor or institution and cannot make any changes to the testing instructions, time limits or guidelines.

Student monitors will be present in the testing room at all times. Monitor shifts should be for no more than 1 hour and monitors are required to inspect testing stations at random intervals, but at least once every 10 to 15 minutes. During busy periods, the inspection process shall be more frequent and done randomly to thwart students from cheating on their exams.

For students taking tests on Lualima, each student is required to signal the monitor when s/he has finished the test and before s/he has submitted the test. Submission must take place under the observation of a testing center monitor.

Timing Policy

While the Testing Center staff and proctors let students know about test time limits at check-in, the student shall keep track of his/her own time. All paper based tests are time-stamped with a start-time and end-time. Tests taken online via Lualima or similar program are timed automatically, and tests are set to time out when the time expires.

Academic Dishonesty Guidelines

Cheating on tests is not tolerated. Academic dishonesty cannot be condoned by the University. Dishonesty includes cheating and plagiarism; is a violation of the Student Conduct Code (https://www.Kapi'olani.hawaii.edu/wp-content/uploads/2014/04/Student_Conduct.pdf, <http://www.catalog.hawaii.edu/about-uh/campus-policies1.htm>) and may result in expulsion from the University.

Cheating includes but is not limited to giving unauthorized help during an examination, obtaining unauthorized information about an examination before it is administered, and using inappropriate sources of information during an examination.

Proctors uphold the reputation of the college by holding students to this standard. They are responsible for maintaining security and the integrity of tests being administered.

Procedures on Handling Cheating

In the event of testing irregularities, the in-room proctor shall immediately notify a test center supervisor to verify that a cheating incident has taken place. Once verification is made, the proctor or Testing Center staff shall immediately stop the student's test and escort them out of the testing room.

The proctor or Testing Center staff shall ask the student for a photo ID and details of the incident shall be reported to the instructor by e-mail. All cheating incidents are reported to the Vice Chancellor for Student Affairs.

Test Proctor To-Do List

The following is a checklist of monitor duties during testing.

1. Student's personal belongings must be placed in a test security plastic bag and underneath their assigned desk for the duration of their exam. Only required materials are allowed in the testing area.
2. Monitor students at all times while he/she is taking an exam.
3. Make periodic walk-throughs to command a presence in the testing area.

4. Check student's screens to see if there are multiple windows open other than what is authorized.
5. Any unauthorized material shall be put away, out of sight during the test.
6. Unless specifically authorized by the instructor, cheat sheets are not allowed. Make sure that there are none hiding within a student's scratch paper.
7. If you notice a student is cheating, contact a supervisor immediately for assistance. The cheating incident must be confirmed before an exam can be stopped.
8. No talking.

PLACEMENT TESTING

The Testing Center administers various placement tests to new and prospective students and for currently enrolled students enrolling in Selective Admissions programs. In addition, placement tests are administered, for a fee, to non-UH students seeking enrollment to colleges outside of the University of Hawaii system.

COMPASS Placement Testing (effective through November 30, 2016)

The COMPASS placement test consists of Math, Reading, and Writing sections. Students may take all tests in one sitting or may take them in separate sections.

COMPASS ESL Reading & Writing Sample Test (effective through November 30, 2016)

The COMPASS ESL (English as a Second Language) test is composed of a reading and writing section. They may be taken by prospective students whose first language is not English OR by international students (usually those on F1 student visas) whose TOEFL (Test of English as a Foreign Language) scores are either above 500 for the paper-based test or 173 on the computerized test. Other similar English proficiency tests may be used. Students who do not meet the minimum score requirement on the TOEFL or similar English proficiency test may be granted an exception to take the ESL test by the instructor or the Honda International Center.

All students will take the ESL reading and writing sample test. The writing sample test has no time limits on a specific topic and must be written in pen.

Foreign Language Placement Test

The Testing Center offers computerized foreign-language placement testing to students who wish to start their foreign language courses above the introductory 101 level. Students should allow a minimum of two (2) hours to complete the test. As these tests are computerized and cannot be saved, tests must be completed in one sitting. Score reports are available at the completion of the test. Any student who closes the browser window before printing their test results should contact Testing Center staff for

assistance. Testing Center staff will contact Satoru Shinagawa (ssatoru@hawaii.edu) and copy the student by e-mail to retrieve their placement result.

Languages offered at Kapi'olani Community College are: Chinese, French, Hawaiian, Japanese, Korean, Spanish, and Tagalog (Filipino). Students who wish to take a placement test for a language not listed here should contact the appropriate language department at the University of Hawaii at Manoa.

Speakers of Samoan and Micronesian languages who attended a high school taught in Samoan or Micronesian will need a high school transcript to get a waiver for the Hawaii/Foreign Language requirement. The other way is to get the Pacific Language department or someone in the expert who is an "expert" in the culture or language to write a letter saying that they are native speakers of the language.

Check-In Procedure

In addition to a valid picture ID, persons taking a placement test for admission to any University of Hawaii Community College must have their eight-digit UH ID number. The UH ID number is found on a student's acceptance letter or online at <http://www.hawaii.edu/account> or <http://myuh.hawaii.edu>

If a student is attending a UH Community College and does not have an ID number, they must complete a "Request for UH Number" form at <http://www2.hawaii.edu/~kcctest/request-uhnumber.pdf> and bring a photo ID to Admissions and Records in Ilima 102.

In accordance with University of Hawaii Policy E2.214, "Social Security Numbers may not be used as an identifier in any new University information system, and its use as an identifier shall be phased out in all existing systems."

COMPASS Re-Testing Policy (effective through November 30, 2016)

Effective July 1, 2010, there is no waiting period to re-take the COMPASS or COMPASS/ESL section of the placement test. If a student has active test scores in the Banner student information system and/or the check-in database system, a \$25 fee shall be assessed for each retesting session.

Active test scores are defined as any COMPASS or COMPASS/ESL test taken within the last two (2) years of the current date.

A student's placement scores shall be determined by using the highest active test score in the Banner student information system.

Students must complete a COMPASS Placement Re-Test form available at <http://www2.hawaii.edu/~kcctest/request-uhcompassretest.pdf> and pay the re-test fee prior to entering the testing room.

Test Score Pickup and Reprint Policy

Placement test scores are available immediately after the test. Scores are posted to the Banner student information system generally at the end of the same day a student has taken the test.

Writing Sample test results are available for pickup after about 48 hours.

Photo IDs are required for test score pickup or for COMPASS score re-prints.

Only general testing information may be given over the phone (i.e. "Can you check when I last took the test?"), but specific information such as test scores shall not be given over the phone.

Non-UH Placement Testing

The Testing Center administers placement tests for students attending colleges outside of the University of Hawaii system.

- Appointments are required for non-UH placement testing. They should contact David Cabatu (dcabatu@hawaii.edu) with their name, e-mail address, contact phone number, the name of the college/university they are testing for, and a requested appointment date and time.
- In addition to a valid picture ID, the student must apply for a UH ID number by completing a "Request for UH Number" form and submitting it to Admissions & Records in 'Ilima 102 before taking the COMPASS test. In addition, the student shall furnish his/her student ID number of the school that s/he is attending (if available), a contact name, department, and a fax number to which Testing Center personnel can send the results.
- There is a test fee of \$25 per hour.
- The student shall notify the proctor when the test is completed. The non-UH Proctored Test Request form shall be completed by Testing Center staff that indicates the amount to be paid. Testing Center staff or a designated proctor shall escort the student to the library cashier for payment of test fees.
- Library staff shall collect payment and provide the Testing Center and student a receipt of the transaction.

ASSET Test

Students with a documented medical disability and who have registered with the Disability Support Services Office (DSSO) may opt to take the ASSET Test, a paper-based alternative to the COMPASS test.

The request to administer an ASSET test must come directly from DSSO.

ACADEMIC COURSE TESTING

The Testing Center administers a variety of academic online and make-up tests, tests from other University of Hawaii campuses, tests for students registered with the disability office, and non-UH proctored tests.

This section outlines the responsibilities for the student, instructor, and the Testing Center staff (proctor).

Check-in Procedures

In addition to an acceptable photo ID, the student taking an academic course test must know their UH Username, the course and course number of the test being taken, the instructor's name, and the exam/quiz/test number to be taken.

Online Testing (Laulima, CourseCompass, MyMathLab etc):

The instructor shall submit to the testing center the following documents at least 48 hours prior to the first test:

- Instructions For Administration of Tests form (available at <http://www2.hawaii.edu/~kcctest/request-dlproctoring.pdf>)
- A class roster of students registered, by CRN
- Separate list of passwords to access the exam

Paper-Based Testing

Some online and hybrid courses assign paper-based testing. The instructor shall provide the testing center of the following at least 24 hours prior to the first test:

- Make-Up Testing Form for Paper-Based Exams (available at <http://www2.hawaii.edu/~kcctest/request-wireless.pdf>).
- Class roster of those authorized to take the test (attached, or written on the form)
- Sufficient copies of the test.

Make Up Testing for Face-to-Face courses

Students enrolled in face-to-face (F2F) courses who miss paper-based exams during the scheduled time can make up their exams at the testing center.

The instructor shall submit to the testing center the following documents at least 24 hours prior to the test:

- Make-Up Testing Form for Paper-Based Exams (available at <http://www2.hawaii.edu/~kcctest/request-makeup.pdf>).
- List of students taking the exam, attached or written.
- Sufficient copies of the test.

Tests from Other UH Campuses

The instructor shall submit to the testing center via electronic, postal, or campus mail the following prior to the first test date:

- Instructions for Administration of Tests form (available at <http://www2.hawaii.edu/~kcctest/request-dlproctoring.pdf>)
- A roster of students registered, by CRN
- If the test is done online, a list of passwords to access the exam; otherwise if the test is done on paper, sufficient copies of the test.
- It is the instructor's responsibility to determine by what method they would like their exams returned: postal mail, campus mail, fax, or in-person pickup.
- There are no fees for tests taken at Kapi'olani Community College for other UH system campuses.

ATI Tests of Essential Academic Skills

The ATI Test of Essential Academic Skills (TEAS) is available for students who need the test for admission into nursing programs at Kapi'olani Community College or other schools. Tests are administered Monday-Thursday only, between 8:00 a.m. – 12:00 noon, during specific times of the year. All students must complete the ATI TEAS (Test of Essential Academic Skills) Version 5.0 Test Request Form and they must allow four (4) hours to take all sections of the test. Students should consult our website at <http://www2.hawaii.edu/~kcctest/teas.html> to view a list of requirements to take the test.

Students taking an ATI TEAS test must pay two fees: A \$65 proctoring fee (cash or check only) to Kapi'olani Community College, and \$55 ATI test fee (credit or debit card) only at the time of the test.

On the web:

- The ATI TEAS website is: <http://www.atitesting.com/global/students/teas.aspx>
- The fees payable to ATI shall be used as a guideline only. These fees may change at the time of testing, and additional score reports may incur additional fees which will need to be paid by credit or debit online at <http://www.atitesting.com> prior to the start of the test.

Disability Testing

Students with a documented disability AND registered with the Disability Student Services Office (808.734.9552) or e-mail kapdss@hawaii.edu who require special testing accommodations not available in the regular classroom may take their tests at the testing center.

The Testing Center cannot administer a test with DSSO-type accommodations if a student is not properly registered with DSSO. The student is responsible for ensuring that they are properly registered with DSSO.

The DSSO office is responsible for informing the instructor which students are registered with DSSO and the kinds of special testing accommodations the student might need. DSSO provides scribes to assist students in writing their exam.

The instructor shall submit to the testing center the following documents prior to the time the student takes the test:

- Yellow DSSO testing form (available at the testing center).
- List of students taking the exam
- Sufficient copies of the test to be administered

Non-UH Proctored Tests

The Testing Center offers proctored testing services for students enrolled in distance education courses outside of the University of Hawaii system. Appointments are required. The student must contact David Cabatu (dcabatu@hawaii.edu) with their name, e-mail address, and contact phone number and supply the following information:

- Name of college or university
- Course name and number
- Instructor name
- Requested appointment date and time

The student will be given the contact information of the proctor and is responsible for notifying their instructor (or home institution) that they will take their proctored exam at Kapi'olani Community College. The student's instructor (or home institution) shall send the exams to us electronically or by postal mail.

The Testing Center will add the student's testing appointment on Google calendar in green marking it "Tentative". Upon receipt of the test materials, the student's testing appointment should be marked "Confirmed". We will also e-mail the student to inform them that their appointment is confirmed.

At the scheduled date and time, the student will complete a Non-UH Proctored Test Request Form. The student is required to have a valid picture ID and is responsible for paying all proctoring fees. The University of Hawaii System Testing Centers charge a proctoring fee of \$25 for the first hour, and \$25 each additional hour, or fraction thereof. Fees are payable at the end of the exam, and we accept cash or check only.

Students who are unable to make their scheduled appointment should contact David Cabatu (dcabatu@hawaii.edu) to reschedule.

TEST OF ENGLISH AS A FOREIGN LANGUAGE (TOEFL) (This service is temporarily not available as of 2015)

The Testing Center offers the TOEFL test several times per year. It is required for international students who seek admission into colleges and universities in the United States. TOEFL measures the ability of non-native speakers of English to use and understand North American English as it is spoken, written, and heard in college and university settings.

Certified Test Administration Site (CTAS) Requirements

To administer ETS Internet-Based Tests, a testing center must become an ETS Certified Test Administration Site by registering for training and ETS authorization.

CTAS Facility Requirements

- 15 internet-connected computers (or more) and cache proxy that are no more than three years old and meet current specifications.
- The ability to dedicate resources to testing.
- The ability to restrict other activities in the room during an estimated six-hour test period.

CTAS Facility Administrator Duties

- Verifying test registrations.
- Seating students at individual computers.
- Ensuring ETS testing software is working properly on each PC.

Personnel

The Testing Center manager is the primary Test Center Administrator (TCA), and has assistants called proctors. Test Center Administrators are required to be certified from Educational Testing Service (ETS), and one can become certified by reading through the most recent TOEFL operations manual, and then take a short 15-question test. The test consists of multiple choice questions, but it is not a pass or fail test. Prospective TCAs who do not meet the minimum score required for certification must wait one week before attempting the test again.

In addition to the TCA, a minimum of one (1) proctor is required to supervise a test session. Proctors do not need to have special certification, but must be approved by the primary TCA in advance. The amount of proctors needed to supervise a test is dependent on the number of candidates taking a test in a single session. The TCA shall refer to the most recent TOEFL policies and procedures, as requirements can change over time, online at <http://www.ets.org/toefl>

Test Administration Schedule

ETS will send a schedule of possible test dates to the TCA twice a year, usually in June (for tests during the months of July – December) and December (for tests during the months of January – June). The TCA shall select dates based on the availability of the facility and personnel.

Students Registering for the Test

Once the TCA schedules a test session, students may register and pay for their test on the ETS website (<http://www.ets.org>) for that session until all seats are filled. All questions regarding registration shall be referred to ETS at 609.771.7100 or 877.863.3546, Monday-Friday, 8 a.m.-8 p.m. Eastern Time.

Reporting Times

The TCA and proctor shall report at least 60 minutes prior to the scheduled test time to set up the waiting area and test room. Candidates shall report 30 minutes prior to scheduled test time to fill out an ETS Confidentiality Agreement, which will be made available on test day.

Only Test Candidates Allowed to Enter Waiting Area

To ensure the integrity and security of the test, and security of the building, only candidates scheduled to test are allowed to enter the waiting area. The TCA or proctor shall allow candidates to enter the building 30 minutes prior to the scheduled test time, and shall check the identification documents of each candidate as they enter the building to ensure that it is valid for the test.

Identification Requirements

If a candidate is testing within their country of citizenship, the following are acceptable forms of identification:

- Passport or driver's license with name, photo, and signature.
- State or Province ID issued by the motor vehicle agency with name, photo, and signature.
- National ID with name, photo, and signature.
- Military ID with name, photo, and signature.
- All identification documents must not be expired.

If a candidate is NOT testing within their country of citizenship, the following are acceptable forms of identification:

- Passport with name, photo, and signature.

- U.S. Military ID card with name, photo, and signature. If a military ID card does not contain the candidate's name, photo, and signature, a supplemental ID is required.
- All identification documents must not be expired.

The following documents are also acceptable for admission, but must be accompanied by a supplemental ID that contains the candidate's name, photo, and/or signature:

- Permanent Resident Card/Resident Alien Card (Form I-551 or I-151)
- Temporary Resident Card (Form I-688)
- Employment Authorization Card (Form I-688A, I-688B, or I-766)

A valid supplemental ID includes a non-expired government issued ID, such as a driver's license or state ID.

Test Check-In

Check-in begins 30 minutes prior to the scheduled start time. Candidates must have their ID document(s) and a signed Confidentiality Agreement completed before candidates can be checked in. During the check-in process, the TCA or proctor will do a secondary document check, ensure that the Confidentiality Agreement is properly signed, take a photograph of the candidate, and assign the candidate a work station.

Once the candidate has been checked in, the in-room proctor will inform the candidate of where to put their personal items, and will give him or her three (3) pieces of scratch paper, a pencil, and escort them to their assigned seat.

Personal Items

Personal items other than identification documents are not allowed in the testing room, but may be placed in an approved area as designated by the TCA or proctor. This includes cell phones, PDA, BlackBerry devices, and any other electronic or photographic devices. Candidates will not have access to personal items during the test or breaks. Any violation of this procedure at anytime during the test or breaks may result in cancellation of scores, dismissal by test center staff, or banning from future testing.

Breaks

There is a mandatory 10-minute break midway through the testing session. Candidates may not leave the test center vicinity during the break.

Candidates may leave their seat at any time other than a break, but the time limit for the section will continue to run. If a candidate must leave the testing room, the administrator shall check the identification documents upon leaving and returning.

Candidates may not use cell phones or other electronic devices and their bags at any time during the break.

Candidates may not use the scratch paper provided or notes of any kind to prepare the essay during the break.

During the break, the TCA proctor shall give the candidate new scratch paper (up to 3 at any given time). If a candidate needs more scratch paper, they should inform the TCA or proctor.

Scores

Scores will be processed and posted within 15 days after the test date. Beginning in 2009-2010, ETS will begin processing scores in less than 15 days. Test centers do not provide receipts or printed scores for the test.

On the Web: <http://www.ets.org/toefl>

OTHER TESTING CENTER SERVICES

Student and Faculty Satisfaction Surveys

Surveys to collect feedback on our services are located online at

<http://www2.hawaii.edu/~kcctest/studentsurvey.html>

and

<http://www2.hawaii.edu/~kcctest/facultysurvey.html>