

# Testing Center Policy and Procedures

The [Office of Medical Education](#) manages the **Testing Center** (TC) consisting of 94 seats in room CG-28 and an additional 70 seats in the adjoining room CG-23 for a total of 164 seats. The TC is used extensively by the Colleges of Medicine, Dentistry, Nursing, Veterinary Medicine and others throughout the academic year.

Effective this fall, the testing center will be administering exams using ExamSoft's SoftTest. This is a secure testing solution that is used for high stakes exams.

## Honor Code

Examinees are bound by the [University of Florida Honor Code](#) summarized by the following statement: **“On my honor, I have neither given nor received unauthorized aid during this examination.”**

## Exam Protocol:

### What Is ExamSoft?

ExamSoft is a secure testing solution that is used for high stakes exams. The software enables secure testing. ExamSoft is not dependent on an internet connection while testing, and hence allows it to be used almost anywhere a laptop can be used. The program used for testing students is called SoftTest.

## Downloading the Software

SoftTest will already be on the desktops in the testing center so there is no need for download. SoftTest will need to be downloaded on individual laptops as directed by course directors.

## Downloading Exams

Students will download the exams when they get to their assigned seats in the testing center. Each exam is password protected. The password will be provided at the beginning of the exam.

## Exam – Day Procedures

It is important to follow key procedures to insure the integrity of your test:

1. **All** electronic devices are to be turned off and left on the shelf in the testing area. These include cellphones, all watches (data and non-data), pagers etc. Calculators may be allowed at the discretion of the course director or proctor. An on-screen, calculator is available at every station. **Use of ANY other electronic device during an exam will be considered evidence of cheating.**

**Students are not allowed to have bags or other materials at their stations. All bags** brought into the TC **must be left on the shelves** provided near the doors. This also applies to non-religious head coverings.

2. The head proctor will open the room 10 minutes before the start of each session. A proctor must be present when students are in the facility. All absences (whether excused or unexcused) will be noted and reported to the course director and other appropriate staff.

3. A seating chart will be posted as you walk into the testing room. Quickly find your station and be seated.
4. Scratch paper containing your name and station number and date will be provided at each station. These must remain in the testing room. Students **MUST** turn in their scratch paper before leaving the examination.
5. Students will be given the password to the exam and start the exam at the direction of the proctor. No talking or other communication is allowed once a testing session begins. Devices that make noise must be silenced and left on the shelf in the testing area.
6. Each exam session has a prearranged duration. There is a computerized warning that is given 5 minutes to the end of the exam.
7. There will be no talking with other examinees once an exam session begins. This includes clarification or interpretation of exam questions. Students should note questions about the examination or errors in test questions on the scratch paper provided and turn this in after completing the exam. The head proctor has the discretion to provide critical information to the class when necessary to ensure smooth exam administration.
8. In the event of a malfunction on an exam-taker's computer that cannot be resolved quickly, a paper copy of the exam will be made available.
9. Once an upload has completed, a **green Congratulation!** screen will appear. This means that the file has been successfully uploaded to the server, and is awaiting processing.
10. Before leaving the testing area the proctor will verify that the student's answer file has been uploaded by having the exam takers show their **green confirmation window** on their computer.
11. It may take several minutes for the confirmations such as the e-mail and text notifications as well as the exam history to reflect your upload, but rest assured, the answer files have been uploaded and your content is safe once the green confirmation screen is displayed to you.  
*\*It may take up to 15 minutes after seeing the green screen for upload confirmations to send, and to confirm the upload via upload history.*
12. To access your exam history you can click the '**Upload History**' button on the green confirmation screen, or simply open SoftTest to the home screen, and click "**Exam History**".

**In order to ensure comfort, safety, and security all users must abide by these policies and procedures.**

## **Food and drink are NOT allowed in the TC at any time!**

Containers with screw-on, leak-proof tops must be left **on the shelves, no exceptions**. All other **liquid containers must be discarded in the hallway trash receptacle**. The head proctor has the discretion to allow "cough drops" or other comfort measures for a student who is in obvious distress. Otherwise there are no exceptions, including gum and candy.

## **Scheduling**

The schedule is finalized toward the end of each semester for the following semester. Contact **Joscelyn Essegbey** ([joscevin@ufl.edu](mailto:joscevin@ufl.edu) or 273-8579) to schedule the room(s). The TC calendar is available at: <http://medinfo.ufl.edu/cgi-bin/ecal.cgi?testing>. The two TC rooms may be scheduled independently or together depending on need.

# Test Materials (for College of Medicine ONLY)

Contact **Gene Cornwall** ([cornwall@ufl.edu](mailto:cornwall@ufl.edu) or 273-5116) for instructions on how to submit your test materials. To ensure adequate time to preview and correct your exam, **you must submit your materials AT LEAST FOUR FULL BUSINESS DAYS PRIOR to the scheduled test date! ALL ASSESSMENTS SENT TO GENE MUST BE TAGGED, NO EXCEPTIONS!** Graphics and other media are welcome, but please be aware that these may require additional preparation time. Scratch paper and pencils are provided by the proctors. **It is the course director's responsibility to provide adequate copies of any additional handout materials.**

Once your materials are online, Mr. Cornwall or another staff member will contact you with instructions to **preview your exam**. This is your opportunity to **check for errors** and give final confirmation. Your approval is necessary before the exam can be posted for the students. **We strongly recommend you take time to preview your exam and approve** before it is presented to students! Otherwise your students will see any typos or errors that you failed to correct.

## Time Allotment

We recommend that you plan **75 to 90 seconds per multiple choice question**. This is similar to the time allotted for national licensure exams. Each exam will be **one book**. **For long tests (120+ minutes), supervised bathroom breaks will be allowed one student at a time, as is done during the National Board exams. This will ensure the integrity of the exam.**

## Proctors

The **Head Proctor** is in control of the facility and exam administration. There should be at least one Direct Observation Proctor for each room. Each college is responsible for their proctors and either provides proctors or contract with the testing center to hire from the TC proctors pool.

## Guidelines for Proctoring

With **less than ten** students in the room, the head proctor will be in charge of the room(s) and starting the exam(s), but may hand over responsibility to direct observation proctors for the remainder of the time. This includes ADA/makeup exams given in alternate locations.

With **ten or more** students in a room, the executive proctor should remain in the testing area until all students are finished.

For any large exam in CG-28/23, there should be **at least one direct observation proctor in each room who circulates while students are taking their exam(s)**. When available, there should be two proctors per room for large exams, in addition to the head proctor for a total of five.

## Assistance During Exams

Once an examination session begins, **all personnel must refrain from conversing with examinees**. This includes clarification or interpretation of exam questions. Students who have specific issues or challenges should write these down on their scratch paper and hand it to the proctor, or use the comment box below each question to enter our comments about the question for the instructor. The head proctor has the discretion to provide critical information over the public address system when this is necessary for smooth exam administration.

## Secure Post-Exam Review

Course directors may wish to schedule **secure review sessions** after their tests have been scored using the secure review feature in ExamSoft. During the secure-review students will not be allowed to use any electronic devices other than their assigned desktop. They may view the test form(s) and compare their answers with the preferred responses on each exam. Students are not allowed to take notes or remove test materials. If faculty is present during the review they have some discretion with regard to students talking and moving around the room. These sessions may be less formal, but **basic decorum is expected at all times. When faculty are not present the review will be conducted as if it were an exam (students remain seated and no conversation).** After completion of secure-review students will upload their answer files for the exam.

## Make-up Exams

Students who are unable to attend class the day of the exam for reasons consistent with an excused absence must schedule an exam make-up date with the course faculty well in advance of the exam date. Course faculty will re-release the exam to the student on the day of the make-up for download and testing. Students who are not able to attend the exam due to illness or emergency must not attempt to access the exam. Students must contact the course faculty to schedule a make-up examination. Course faculty will release the exam to the student on the day of the make-up for download and testing.

## Testing Accommodations in ExamSoft

Course directors should notify the TC staff if a student requires special accommodations such as extra time to take the exam. **Students requesting accommodations must contact both the ADA Office and the course director(s) involved as per UF ADA policy.** The course director will communicate with the TC staff regarding accommodations. For the most part, all students requiring accommodation will take their exam on their laptops in the ADA office on main campus.

## Room Access

The **Head Proctor** will open the room(s) and allow students to enter 10 minutes before the start of each session. **A proctor must be present** when students are in the facility. The rooms are to remain **locked** when not in use.

## Hallway Noise

Those waiting outside the TC should **refrain from loud conversation and other disruptive behavior.** Be courteous to those who may be taking exams nearby! **Students who do not comply with the above may be asked by the staff to wait outside in the covered area between the Communicore and HPNP building. Students who refuse to comply with these requests will be reported to their respective Deans for disciplinary action.**

## Seating Chart

Students are assigned to specific **numbered stations** at random **during exams as well as reviews.** The seating chart is given to the proctor and posted near the doors for each test. Upon entering, **students should quickly find their station number and be seated.**

## Start and Stop Times

Each exam session (aka “book”) has a **prearranged start time and duration**. For example, an exam might be scheduled to start at 8am and last for 60 minutes. The **stop time** is adjusted dynamically based on the actual start time. **A computerized warning is given when five minutes remain**. Under normal circumstances, there is **NO** provision to give extra time to students who arrive late. If the exam has started and is past the first 10 minutes, they will not be permitted to start. **Late arrivals mean lost time**. It is the student’s responsibility to inform course managers of any anticipated tardiness. The course manager will then contact the course director who will determine the next course of action. Extensions or alternate testing times are possible for special situations. Contact the head proctor along with course director and manager.

## Absences

**All absences (whether excused or unexcused) will be noted and reported to the course director and other appropriate staff.**

## Disruptions

From time to time a testing session is disrupted by unforeseen events (power failure, fire drill, etc.). When this occurs, the Head Proctor will **power down** all the computers to prevent the loss of time as the students evacuate the building. Once the all-clear is given, and students **return to their assigned seats**, the Head Proctor will boot all the computers back up. The students will then receive prompt to enter a **“resume code”** which the Head Proctor will provide. The “resume code” grants access and restores any time lost due to the disruption.

## No Reentry

**Students are NOT allowed to reenter the TC once they leave, if unaccompanied by a proctor.** This means that students are generally not allowed to visit the bathroom on their own and return to an exam session. Supervised bathroom breaks will, however, be allowed for longer exams (120+ minutes), **one student at a time**. Under special circumstances, the proctor has the discretion to allow reentry on a case by case basis for personal emergencies or illness. If a student does leave prematurely, they should inform the proctor immediately who will then power down the station.

## Security and Cheating

The TC was designed to make high stakes assessment as smooth, secure, and fair as possible. Several physical, technical and procedural security factors are in place, **including both video and computer surveillance**. Anomalous behavior and other evidence of cheating will be investigated, and reported to the course director and college administration.