Contact Information

ACT

For questions regarding test administration, additional materials, report forms, and security of test materials.

Note: Have your six-digit test center code available or on your correspondence when contacting ACT.

Address

ACT Test Administration
500 ACT Drive
PO Box 168
Iowa City, IA 52243-0168

Hours of Operation

Use the table below to determine when ACT staff are available.

If you are calling on... Then the hours are...

Monday – Friday 8:00 a.m. – 5:00 p.m.
Test Dates 24 hours

Note: All hours of operation are central time.

Contact

Use the table below to determine how to contact ACT for general inquiries or test day assistance.

If you are... Then contact us via...

Outside the US Phone: +1.319.337.1526 Email: OSUS@act.org

Note: Do not give the phone number to examinees or parents.

Supplier Registration and Payment System (SRPS): https://srps.act.org
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Introduction

As a test administrator, you play a critical role in ensuring the standardized administration of the ACT® test, popularly known as the “A-C-T.” This manual details testing procedures required by ACT. These procedures are designed to ensure that students are given a fair opportunity to demonstrate the skills and knowledge they have acquired in English, mathematics, reading, science, and writing up to this point in their academic careers. Please study this manual carefully. If you have questions regarding these procedures, contact ACT Test Administration. Contact information is provided on the inside front cover.

Test Options

Examinees can register to take one of two test options: the ACT (no writing) or the ACT with writing. Each examinee’s test option is identified on the roster (see “Materials Available from the ACT Website,” page 13, and “Roster Samples,” page 53).

The manuals and supplements provided by ACT are proprietary information and are copyrighted by ACT. They are to be used only for administering the ACT and not copied or shared for any other purpose.

One and One-Half Time Testing (Extended Time)

Examinees authorized by ACT to test with one and one-half time (also known as extended time) will be listed on your roster as “Extended Time.” The computer-based testing system will not keep track of the test time for these examinees. Instead, the room supervisor will read the verbal instructions aloud to examinees and manually time the tests. The Verbal Instructions for One and One-Half Time Testing can be downloaded from the ACT website. Examinees testing with one and one-half time and those testing with standard time cannot test in the same room. Designate a separate test room and room supervisor for testing with one and one-half time.
Policies and Procedures

Standardized Procedures
Uniformly administering tests ensures examinees’ academic skills are accurately measured. Testing staff assume a vital role in carrying out standardized testing procedures. As with all standardized testing, it is critical that the procedures you employ are identical to those at other test locations. ACT provides administration manuals and other documentation to help create a fair testing environment for all examinees. All testing staff are required to read the materials provided by ACT. Adherence to the standardized policies and procedures outlined in the materials is mandatory.

Relationship with ACT
Test center staff are independent contractors, not employees of ACT.

When you become an ACT test coordinator or a substitute test coordinator, you must sign an agreement that you will comply with all ACT policies and procedures. Technical coordinators, room supervisors, and proctors must also read and agree to follow the policies and procedures described in this manual.

Test administration activities are an ACT function. As test center staff, you act on behalf of ACT—not the host facility (e.g., your test center or institution)—on test day and in all matters regarding administering the tests at your test center. Test center staff who are also employed by the host facility (e.g., counselors and teachers) need to be particularly sensitive to this distinction.

Whenever an ACT policy conflicts with the policy of the host facility, ACT policy must prevail for all test administration activities. For example, a test center policy that allows students to drink water in the classroom cannot be applied to ACT test administrations at that facility. Similarly, a test center at an institution with a religious affiliation may not include religious observance, such as prayer, at ACT test administrations. Contact ACT Test Administration to resolve any policy conflicts.

Fair Testing Practices
ACT endorses the Code of Fair Testing Practices in Education and the Code of Professional Responsibilities in Educational Measurement, which guide the conduct of those involved in educational testing. ACT is committed to ensuring that each of its testing programs upholds the guidelines in each Code.

You may locate copies of these Codes through the following organizations:
Equal Treatment
All staff are required to administer and supervise the ACT in a nondiscriminatory manner and in accordance with all applicable laws, including the Americans with Disabilities Act (ADA).

Confidentiality
Information about examinees and their actions on test day is confidential and may not be provided in any form to anyone outside of ACT without the express consent of the examinee and ACT—including an examinee’s name, photo, registration status, attendance, test accommodation, test room or seat assignment, behavior, materials, documents, or anything that might identify an examinee, or his or her actions. To ensure confidentiality, you may not copy documents containing individually identifiable information, or use such information for any purpose other than administering the tests. If you post rosters to assist with room assignments, post "Names Only" rosters. Do not post "Full" rosters. Destroy unused rosters securely.

Test administration information is confidential and cannot be provided in any form to anyone outside of ACT without the express consent of ACT. This includes test day activities, test administration procedures, administration manuals, or test date documents (e.g., Seating Diagrams, Rosters, etc.).

Safety
The safety of staff and examinees at the test site is of utmost importance. If an examinee or other person becomes confrontational or disruptive, take reasonable steps to defuse the situation. Contact security personnel at your site or local law enforcement if you need assistance. Do not put yourself or others at risk. Document the details of the incident on an Incident Report.

Investigations
In cases of suspected or documented irregularities, all testing staff are obligated to cooperate fully with ACT and the designated education agency or district assessment office and respond to requests for information in a timely manner.

In cases where examinees dispute an ACT decision or communication regarding the administration, the examinees and/or their representatives might contact you directly and request information. In such cases, you must not become involved in the situation. Staff cannot provide test administration information to any such parties, including (but not limited to) the examinee, legal representation, and law enforcement. Such requests must be directed to ACT Test Administration.
Observers
Authorized Observers
An observer authorized by ACT may visit your test site on test day. Such a visit is normally not announced in advance.

If an observer arrives, take the following steps before allowing access to the testing area or test materials.

Table 1. Identifying an Observer

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1.   | Check credentials. An observer must have one of the following:  
|      | • Authorization letter from ACT and employer ID with photo  
|      | • Authorization letter from ACT and photo ID and employer ID (without photo) e.g., business card showing company affiliation |
| 2.   | Did the observer provide necessary credentials?  
|      | If yes, allow the observer access to the testing area and test materials, and give the observer your full cooperation.  
|      | If no, deny the observer access to the testing area and test materials. |
| 3.   | Submit an Incident Report that includes:  
|      | • Observer’s name  
|      | • Agency/company  
|      | • Whether or not the observer was admitted |

Note: The visit may include conducting enhanced test security procedures, including but not limited to collecting images of examinees during check-in or other security activities on test day.

Unauthorized Observers and Media
To protect examinees from anxiety and distractions, unauthorized persons—including parents, guardians, children, recruiters, employers, and members of the media—must not be allowed to enter, observe, or photograph testing documents, test rooms or preliminary activities.

They must stay away from the test site until after the administration. Under no circumstances are cameras of any type allowed in the test rooms. Media coverage must be limited to meeting with examinees, with their consent, after the test administration and away from the test rooms. Please inform ACT Media Relations (319.337.1028) of any media requests to report on a test administration. ACT will contact members of the media to explain its policies. This will help to ensure each request or question is answered uniformly.

Test Dates and Times
The ACT must be administered only on the day and at the time scheduled for your center. Tests administered on any other date or time, without prior approval from ACT Test Administration, will not be scored.

Right to Terminate
ACT reserves the right to terminate its relationship with any test center or test center personnel without advance notice if ACT determines, in its sole discretion and for any reason, that termination is appropriate.
Test Facilities

Principles of Accessibility
ACT tests must be offered in locations accessible to persons with disabilities. If this is not possible, alternative arrangements must be made for these persons.

Selecting Facilities
Select facilities that:
• Allow test staff to control access to the testing areas
• Have separate rooms available for testing with one and one-half time
• Have a phone that staff and examinees can use on test day

*Note: Local Content Server must be placed in a secure location where only authorized staff has access.*

You may also want to have:
• A separate, secure room to use as test day headquarters
• Security personnel
• Video surveillance at the perimeter of the facility and/or entrance to the testing areas (preferred, but isn’t required)

Selecting Test Rooms
Select test rooms that:
• Can be reserved to allow time for the entire test session, plus any potential delays
• Can be rearranged, if needed, to meet testing requirements
• Are quiet and as free as possible from potential distractions
• Have good lighting, temperature, and ventilation
• Provide convenient access to restrooms
• Have computers with high-speed internet access
• Have access to a printer
• Have a computer for each proctor for administrative monitoring (for rooms with more than 30 examinees). The proctor station must be in a position where staff can view all examinees’ workstations.

Quiet Test Sessions
To ensure quiet test sessions:
• Obtain the cooperation of building administrators in turning off audible signals that normally sound
• Ensure that announcements are not made on the public address system during test sessions
• Post signs outside the test rooms to warn others that testing is in progress and that quiet is required

Work Surfaces
Work surfaces must provide enough space for:
• Examinees to work comfortably
• The use of white boards (or scratch paper and pencil) and calculators, if used for testing
• Laptops to be placed on tables or desks (lapboards balancing on examinees’ legs are not allowed)
Room Setup
Each room’s setup must provide a fair and secure testing environment:
- Test staff must be able to freely circulate around the room to reach each examinee.
- Test topic information on walls or boards, such as charts, strategy maps, or other aids, must be covered (geographical maps and periodic tables do not need to be covered).
- The room supervisor must be able to monitor the examinees from any location in the room.

Seating Arrangements
Seating arrangements must minimize any possibility of prohibited behavior. In all cases, it is critical that examinees cannot see each other’s screens. Table 2 contains additional requirements.

Table 2. Seating Arrangements

<table>
<thead>
<tr>
<th>If the room has...</th>
<th>Then workstations...</th>
</tr>
</thead>
</table>
| No carrels, dividers, or partitions between workstations | • Must face the same direction (except when using a U-shaped configuration)  
• Must be spaced so examinees are at least three feet apart (100 cm), side-to-side measured shoulder-to-shoulder, and at least five feet apart (150 cm), front-to-back measured head-to-head  
• Must be set up so that examinees in one row cannot see the screens of other examinees’ computers in front of or to the side of them |
| Carrels, dividers, or partitions between workstations | • Do not need to face the same direction  
• May face the wall or each other if there is adequate privacy between examinees |
| A U-shaped seating configuration | • Must face outward from the center of the U configuration  
• Must be spaced at least three feet (100 cm) apart |

Figure 1. Seating Arrangement Examples
Test Center Staff Policies

Who May Act as Staff

Staff members must be people of integrity. Room supervisors and proctors may be current or retired faculty members, school administrative or clerical employees, substitute teachers, student teachers, or paraprofessionals.

All test staff must:
• Comply with ACT policies and procedures
• Administer and supervise the ACT in a nondiscriminatory manner and in accordance with all applicable laws

Who May Not Act as Staff

The following people may not act as testing staff:
• High school students, volunteers, and lower-division undergraduates
• Anyone who intends to take the ACT within the next 12 months
• Anyone involved in test preparation activities for the same tests at any time during the current testing year (September 1–August 31), due to potential conflict of interest

Note: ACT recognizes that the normal duties of a counselor or teacher may involve some responsibilities for test preparation. These activities are not a conflict of interest, provided they are part of job responsibilities specifically defined by one’s employer and the employer is not a commercial enterprise.

In addition, to protect you and your relatives or wards from allegations of impropriety, if any relative or ward will test at your test center:
• You may not serve as test coordinator or substitute test coordinator for the administration of the tests that day. You must delegate all supervisory responsibilities for that date—including the receipt and return of test materials—to a qualified colleague, and notify ACT of this action prior to receipt of the test materials.
• You may not have access to the secure test content prior to test day.
• You may serve as a room supervisor or proctor, provided that the examinee is not assigned to test in a room where you are working. You must not have access to the examinee’s test content.

Relatives and wards include children, stepchildren, grandchildren, nieces, nephews, siblings, in-laws, spouses, and persons under your guardianship. Scores for an examinee will be canceled if any of these policies are violated.
Athletic Coaches

ACT has provided assurances to the National Collegiate Athletic Association (NCAA) that scores achieved through all ACT testing programs are comparable. Scores are used in determining Division I and Division II NCAA Initial-Eligibility. To protect athletic coaches and student-athletes from the appearance of a conflict of interest, an athletic coach:

- May not serve as test coordinator
- May not have access to secure test materials before or after testing
- May serve as a room supervisor, but may not supervise one-on-one testing for a student-athlete

This policy applies to any head or assistant coach of any high school or college athletics, whether or not the sport is in season at the time of testing.
Test Staff Roles & Responsibilities

Test Coordinator Role
The test coordinator leads the test-day team to ensure examinees at your center test under the same conditions as examinees at every other center.

The test coordinator may serve at only one center and must be on file at ACT. The test coordinator has overall responsibility for coordinating test operations, including storing materials and setting up test rooms. The test coordinator provides the continuity and administrative uniformity necessary to ensure that the examinees are tested under standardized and secure conditions.

Test Coordinator Responsibilities
Test coordinators are responsible for the tasks listed in Table 4 below:

Table 4. Test Coordinator Responsibilities

<table>
<thead>
<tr>
<th>Function</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prepare</td>
<td>• Select and reserve test rooms.</td>
</tr>
<tr>
<td></td>
<td>• Prepare test rooms for test day according to ACT guidelines.</td>
</tr>
<tr>
<td></td>
<td>• Contact PSI to schedule site readiness.</td>
</tr>
<tr>
<td>Facilities</td>
<td></td>
</tr>
<tr>
<td>Assign and Train Staff</td>
<td>• Select a substitute test coordinator and file the Substitute Test Coordinator Profile with ACT Test Administration.</td>
</tr>
<tr>
<td></td>
<td>• Select a sufficient number of qualified staff to serve as room supervisors and proctors.</td>
</tr>
<tr>
<td></td>
<td>• Conduct a local training session for all test staff before the test dates, including a review of the manuals, forms, supplements, and the PSI proctoring system.</td>
</tr>
<tr>
<td>Coordinate</td>
<td>• Plan seating arrangements for each room.</td>
</tr>
<tr>
<td>Testing Activities</td>
<td>• Work with the technical coordinator to establish and communicate seat number assignments.</td>
</tr>
<tr>
<td></td>
<td>• Work with the technical coordinator to prepare all computers for testing.</td>
</tr>
<tr>
<td></td>
<td>• Ensure all testing data is uploaded after testing is completed.</td>
</tr>
<tr>
<td>Maintain</td>
<td>• Ensure that the tests are administered in strict compliance with all policies and procedures as documented in the manuals and in any supplements.</td>
</tr>
<tr>
<td>Security</td>
<td>• Ensure all test staff remain attentive to testing responsibilities throughout the entire administration.</td>
</tr>
<tr>
<td></td>
<td>• Provide a timely response to requests from ACT when additional information is needed regarding your test center or examinees.</td>
</tr>
<tr>
<td></td>
<td>• Read and comply with all policies and procedures in the manuals and any supplemental information provided.</td>
</tr>
<tr>
<td>Ensure</td>
<td>• Ensure room supervisors complete all required documentation during the administration.</td>
</tr>
<tr>
<td>Complete</td>
<td>• Verify and return all required documentation after testing.</td>
</tr>
<tr>
<td>Documentation</td>
<td>• Oversee the documentation of all irregularities and consult directly with ACT regarding actions to be taken.</td>
</tr>
</tbody>
</table>
Substitute Test Coordinator Role
If the test coordinator becomes ill or is otherwise unable to be present on test day, the substitute serves as test coordinator. The substitute is encouraged to assist the test coordinator prior to, during, and after testing. The substitute can serve at only one center.

A substitute test coordinator must be listed with ACT Test Administration for every test center and must complete, sign, and submit a Substitute Test Coordinator Profile.*

Substitute Test Coordinator Responsibilities
Substitute test coordinators are responsible for the tasks listed below:
• Assist the test coordinator with test security and test preparation activities
• Perform all the responsibilities of the test coordinator in the event the test coordinator is unable to do so

Technical Coordinator Role
The technical coordinator installs and configures testing system software, and helps the test coordinator set up computers for testing. The person in this role must be available on test day to assist and troubleshoot any technical issues that may arise.

Technical Coordinator Responsibilities
Technical coordinators are responsible for the tasks listed below:
• Ensure the center’s computers and infrastructure meet computer-based testing requirements and complete system readiness checks
• Help the test coordinator and other staff set up for test day (includes examinee and administrative computers and test rooms)
• Troubleshoot technical issues staff or examinees may have on test day

Room Supervisor Role
Each room must have a room supervisor who is responsible for all testing activities within that room. The room supervisor must be present for the entire sitting.

Room Supervisor Responsibilities
Room supervisors are responsible for the tasks listed below:
• Read this manual and understand the policies and procedures it describes
• Attend the training and briefing sessions conducted by the test coordinator
• Take responsibility for a test room and provide an environment conducive to testing
• Identify and admit examinees to rooms*
• Mark attendance and identification on the rosters*
• Collect ID forms*
• Direct examinees to seats*
• Help examinees log in to the PSI browser*
• Use the PSI proctoring system to start, manage, and stop the test sessions in their assigned test room*
• Monitor testing progress
• Monitor for prohibited behavior
• Ensure examinees properly end their tests and log out of the PSI browser prior to dismissal
• Collect and account for all white boards, markers, scratch paper (if provided), and Examinee Test Information Sheets before dismissing examinees
• Complete required test room documentation
• Document irregularities and void examinees’ tests, as required
• Return all test materials to the test coordinator

*Proctor may assist with these activities.

Proctor Role
Proctors assist room supervisors with test activities in the test room.

Proctor Responsibilities
Proctors are responsible for the tasks listed below:
• Help room supervisors identify and admit examinees
• Direct each examinee to his or her seat
• Help room supervisors distribute and collect student white boards, markers, scratch paper, pencils (if provided), and Examinee Test Information Sheets
• Help examinees log in to the PSI browser
• Use the PSI proctoring system to start, manage, and stop the test sessions in their assigned test room
• Monitor testing progress
• Monitor for prohibited behavior
• Report any irregularities to the room supervisor immediately
• Accompany examinees to the restroom if more than one leaves the room
• Ensure examinees log out of the PSI browser prior to dismissal

Roving Proctor Role
Sites that use multiple rooms, floors, or buildings are encouraged to appoint one or more roving proctors to assist the test coordinator.

Roving Proctor Responsibilities
Roving proctors are responsible for the tasks listed below:
• Assist with check-in and/or directing examinees to test rooms and seats
• Assist the test coordinator with preparing the test materials for test rooms
• Monitor hallways; escort examinees
• Give room supervisors a break during testing
• Keep the hallways quiet
• Assist with preparing test materials for return to ACT

Test Staff Training
For standardized testing to occur successfully, all staff members must understand ACT policies and procedures and their own responsibilities for implementing them. It is critical that the same procedures are followed at every test center. The test coordinator is responsible for providing the manual to, and training, all test center staff before examinees arrive on test day. The administration manual and other training materials can be found at https://global.act.org/content/global/en/products-and-services/the-act-non-us/international-cbt.html.

Administration Manual
The administration manual is provided by ACT to communicate its expectations. Every staff member must read the manual before test day. It is especially important for room supervisors to understand the directions and how to complete the forms.

Note: The manual is proprietary information and is copyrighted by ACT. It is to be used only for the purpose of administering the ACT and is not to be copied or shared for any other purpose.
Training Session
All staff, both new and experienced, must attend a training session conducted by the test coordinator before test day. Use this session to discuss policy, procedural, and logistical issues and ensure everyone has a common understanding of what is to take place on test day. This is separate from the briefing session conducted on test day (see “Staff Briefing Session,” page 22). Staff must be provided with a complete copy of the administration manual and read it before the training session.

Number of Staff Required
Use the following table to determine the appropriate number of staff for your test center.

**Table 3. Number of Staff Required for Each Testing Role**

<table>
<thead>
<tr>
<th>Role</th>
<th>Number of Required Staff</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Test coordinator</td>
<td>One per test center</td>
<td>Must be on file with ACT but not present on test day unless replacing the test coordinator or working as other staff.</td>
</tr>
<tr>
<td>Substitute test coordinator</td>
<td>One per test center</td>
<td>Technical coordinators must be able to focus on technical issues during testing and cannot serve in any other staff role.</td>
</tr>
<tr>
<td>Technical coordinator</td>
<td>One per test center</td>
<td>The test coordinator must assume the responsibilities of a room supervisor for one test room if the test center has 75 or fewer examinees and two or fewer test rooms.</td>
</tr>
<tr>
<td>Room supervisor</td>
<td>One per test room (see “Assigning Test Rooms,” page 27, to determine how many rooms to use)</td>
<td>Approval is required from ACT to have more proctors than indicated here. Since the test coordinator or room supervisor is already in the room, a proctor is not necessary for rooms with 1-30 examinees unless it is deemed necessary.</td>
</tr>
<tr>
<td>Proctor</td>
<td>The number of proctors required depends on the number of examinees in a test room.</td>
<td>Approval is required from ACT to have more proctors than indicated here. Since the test coordinator or room supervisor is already in the room, a proctor is not necessary for rooms with 1-30 examinees unless it is deemed necessary.</td>
</tr>
<tr>
<td></td>
<td>Examinees</td>
<td>Proctors</td>
</tr>
<tr>
<td></td>
<td>1–30</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>31–60</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>61–90</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>91–120</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>121–150</td>
<td>4</td>
</tr>
<tr>
<td>Roving proctor</td>
<td>Optional: One per every eight test rooms</td>
<td>If fewer than eight rooms, the test coordinator acts as roving proctor. Test centers that use multiple floors or buildings may request approval for additional roving proctors.</td>
</tr>
</tbody>
</table>

Note: If you have more staff than required due to examinee absences on test day, dismiss the extra staff and request token payment for them.
Materials

**Materials from ACT**
Materials Shipped from ACT

White boards and markers will be shipped to test centers at the beginning of the test year for use throughout the year. If you need additional white boards and markers, contact ACT Test Administration to request more, or provide scratch paper and pencils to examinees.

**Materials Available from the ACT Website**
Test materials are available for download from the ACT Computer-Based Testing website:
- Administration Manual—Online Testing (this manual)
  - Verbal Instructions for One and One-Half Time Testing (only if testing with one and one-half time)
  - Test administration forms
  - ACT Calculator Policy
  - Technical Guide—Online Testing

**Materials Provided by the Test Center**

**Rosters**

Rosters list all examinees eligible to test at your test center. Rosters for the current test date are available to test coordinators through the PSI proctoring system at https://www.proctoringstation.com and the roster report site at https://data.psiexams.com. The login for the roster report site is the same as your login for the PSI proctoring account.

Within each roster, examinees are listed alphabetically.

Three formats are available:
- Examinee Test Information Sheets, one-page per examinee are available from the roster report site starting the Monday before testing.
- Roster CSV (or Excel) file to be used by test centers to create their own custom rosters is available from the roster report site starting the Monday before test day.
- Final rosters used for check-in are available from the PSI proctoring system starting the Wednesday before test day.

**Preliminary Session Information**—Preliminary session information, including assign count totals, is available to the test coordinator for planning purposes. This information is available using the Session Information feature of the PSI proctoring system. As examinees register or make changes to their
registration, they are added to, removed from, or moved between rosters. Changes can occur up to the week before test day.

Materials for Each Test Room

Test centers are responsible for providing the following non-reimbursable items **for each test room**.

- **Two reliable timepieces**: one must be an accurate clock or watch that shows the actual time of day; the second can be a stopwatch, interval timer, or another clock/watch.
  - In standard time rooms, the tests will be timed by each examinee’s computer. Timepieces are used to begin the testing session and in the event of an irregularity.
  - In one and one-half time rooms, the tests are not timed by the examinee’s computer. Staff uses the timepieces to time each test.

- **Items to be downloaded from the Administration Resources page** of the ACT International website ([https://global.act.org/content/global/en/products-and-services/the-act-non-us/international-cbt.html](https://global.act.org/content/global/en/products-and-services/the-act-non-us/international-cbt.html)) and printed for each test room:
  - Administration Manual—Online Testing (this manual)
  - Verbal Instructions for One and One-Half Time Testing (only if testing with one and one-half time)
  - Administration forms (Test Room Report, Seating Diagram, and Timing Report—Extended Time)

- **ACT Calculator Policy**

- **Items to be downloaded from the Technical Setup and Resources page** of the ACT International website ([https://global.act.org/content/global/en/products-and-services/the-act-non-us/international-cbt.html](https://global.act.org/content/global/en/products-and-services/the-act-non-us/international-cbt.html)) and printed for each test room:
  - Technical Guide—Online Testing

**Security of Test Materials**

The test coordinator is responsible for the security of all test materials and must protect them from damage, theft, or loss; and from conditions that could allow unauthorized access. All test materials must be securely stored at the test center. Storage at home or another location is prohibited.

Secure test materials for online testing include the following items.

- Examinee login credentials
- Rosters used for check-in
- Completed test administration forms

**Secure Storage**

When not in use, secure materials must be locked inside a safe, vault, closet, or immobile cabinet to which only the test coordinator, substitute test coordinator, and specifically authorized individuals have access.
Online Testing

Technical Requirements
See the *Technical Guide—Online Testing* for technical requirements and installation instructions.

Testing Systems
The following table lists and describes the systems each test center will use to administer the ACT test online. **All testing systems must be set up and readiness checks completed before the readiness deadline for each test date.** Test centers that have successfully administered the ACT in a previous administration and have not made changes to their software or testing equipment are generally not required to complete additional readiness checks.

Table 5. Testing Systems

<table>
<thead>
<tr>
<th>System</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Content Server</td>
<td>This server delivers the examinee test session data and test content to the test site.</td>
</tr>
<tr>
<td>PSI Proctoring System</td>
<td>Testing staff (i.e., test coordinators, room supervisors, and proctors) will use the PSI proctoring system to start, monitor, and manage online testing.</td>
</tr>
<tr>
<td>PSI Browser</td>
<td>Examinees will use the PSI browser to take the test.</td>
</tr>
</tbody>
</table>

**IMPORTANT!** Be sure the local content server is turned on one week before testing, during testing, and for two weeks after testing. While we strongly advise you do not reimage your local content server between test administrations, you must wait at least two weeks after testing if you plan to reimage the computer you use as your local content server. This ensures that testing data transfers back to ACT successfully.
**Login Security**
To ensure the confidentiality of examinees, their results, and test content:
- Keep your staff login details confidential. Don’t share them.
- Do not allow examinees to look at or have access to another examinee’s credentials.
- Do not allow examinees to remove Examinee Test Information Sheets or their content from the test room by any means, or have access to credential information outside of the test room.
- Collect all Examinee Test Information Sheets from examinees before dismissal and retain them in a secure manner for 90 days, in case they are needed for an investigation. After 90 days, securely shred these documents.
Preparing for Test Day

This section focuses on the activities that must be completed before test day. The substitute test coordinator should actively assist the test coordinator in the preparations so at least two people are familiar with the test day arrangements.

Overview of the Online Testing Process
The table below provides an overview of roles and responsibilities for online testing.

Table 6. Online Testing Process Overview

<table>
<thead>
<tr>
<th>Stage</th>
<th>Who</th>
<th>Does what</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before test day</td>
<td>Test coordinator</td>
<td>• Receive administrative account information from PSI. This is provided when a test center is first established or the test coordinator changes.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Contact PSI to schedule site readiness.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Receive and secure test materials</td>
</tr>
<tr>
<td></td>
<td>Technical coordinator</td>
<td>• Follow the instructions provided in the Technical Guide—Online Testing to set up testing equipment.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Rerun applicable system readiness checks 2–6 weeks before test day on all computers to ensure each computer meets all requirements</td>
</tr>
<tr>
<td>On test day</td>
<td>Test coordinator</td>
<td>• Assist staff with questions/issues; contact ACT if necessary  Note: The technical coordinator is expected to assist with system issues.</td>
</tr>
<tr>
<td></td>
<td>Technical coordinator</td>
<td>• Log in to the PSI proctoring system to confirm the local content server is running  Note: If unable to log in, restart the local content server and try to log in to the PSI proctoring system again.</td>
</tr>
<tr>
<td>Room supervisor</td>
<td>Before testing:</td>
<td>• Prepare computers for testing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Check in examinees</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Determine and distribute the login credentials for each examinee. Check ID to be sure each examinee receives his or her own credentials.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Direct examinees to their assigned workstations and confirm examinees are seated at the correct workstations.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Distribute a white board and marker (or scratch paper and pencils) to each examinee</td>
</tr>
<tr>
<td></td>
<td>During testing:</td>
<td>• Direct examinees to enter their credentials, located on their Examinee Test Information Sheet, and begin testing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor examinee progress in the PSI proctoring system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor examinees for prohibited behavior</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ensure all white boards are cleared (erased) after each test section.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor for acceptable calculators</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Monitor examinees and room during breaks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Document irregularities in the PSI proctoring system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Ensure that all examinees submit their tests</td>
</tr>
<tr>
<td></td>
<td>After testing:</td>
<td>• Ensure all test sessions, including those of examinees who partially tested, are completed in the PSI proctoring system.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Terminate open test sessions in the proctoring system, if necessary.</td>
</tr>
</tbody>
</table>
Test Center Capacity
Your test center’s capacity is the total number of seats that meet testing requirements. It is based on the testing capacity of each room and the number of qualified staff available. Capacity is set when you establish or renew your center each year. If you later need to change your center’s capacity for a test date, notify ACT Test Administration immediately so examinees can be properly assigned.

As examinees are assigned to your center, seats are automatically monitored. ACT will not assign more examinees than the capacity you have set.

Note: Examinees are assigned strictly on a first-in basis when they register. In some cases, students will be consolidated to fewer test centers in the same area. This is completed the week prior to testing and could mean that your site will be closed two weeks before test date. Ensure you are only opening the sessions you will need for testing.

Reporting Location
Each year, you designate the location(s) where examinees are to report on test day. It is critical that ACT Test Administration be notified immediately if your reporting location changes so examinees can be notified. You can have ACT direct examinees to report to a central location or to report directly to specific test room(s), depending on how you plan to admit examinees (see “Admitting Examinees,” page 25).

Central Reporting Location—Examinees report to one central location. Staff then direct them to their specific test room. This is often the most efficient method. It allows you to handle exceptions and admission questions at one central point without delaying other examinees.

Notify ACT of Changes
Examinees will be assigned to the location(s) designated on your Test Center Renewal Form for the current year unless you notify ACT Test Administration of a change. Examinees may be assigned to your center months before the test date. Therefore, if you must change a reporting location or close your test center, please notify ACT Test Administration immediately and as far in advance of the test date as possible. Changes made take up to 48 hours to take effect.

If unusual circumstances force you to change a reporting location or close your test center within 10 days of a test date, in addition to notifying ACT Test Administration, you will need to post signs at the original location giving directions to the new reporting location or informing examinees of the closure. If necessary, you may also hire a proctor to meet examinees at the old location and give directions to the new location.

Institutional Expenses
If you anticipate extra expenses for rent, custodial, or security services, contact ACT Test Administration for approval as soon as possible before the test date.

Preparing Your Facility
Confirm arrangements for test day. Ensure that:

- Test rooms are reserved (including a test “headquarters” room if needed).
- No activities or events conflict with testing.
- Test materials can be stored securely until test day and that you can access them and transport them to the testing area on test day.
- The building, test rooms, restrooms, break areas, etc., will be unlocked/open.
- Heat, air conditioning, and lights will be operating.
- Test rooms are set up with proper seating and technology arrangements.
- Parking is available.
- Security personnel are available, if necessary.
- Signs are posted to direct examinees.
Preparing Your Test Center Staff

- Hire and train room supervisors and proctors; be sure they have a Supplier Registration and Payment System (SRPS) account.
- Download and print sufficient copies of this manual for every room supervisor and proctor before test day.
- Schedule a time and location for all room supervisors and proctors to report for the required test day briefing session.
- Make sure room supervisors and proctors are familiar with the different test options.
- Establish a method for staff to communicate with you on test day.
- Make sure room supervisors and proctors understand their responsibilities.

Scheduling

A sitting is a single test period, from the time examinees are seated in the test room to the time they are dismissed from testing. Examinees testing with standard time complete all tests in a single sitting.

Table 7. Sample Test Day Schedule

<table>
<thead>
<tr>
<th>Approximate Times</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Morning Session</strong></td>
</tr>
<tr>
<td>7:00 a.m.</td>
</tr>
<tr>
<td>7:15 a.m.</td>
</tr>
<tr>
<td>7:30 a.m.</td>
</tr>
<tr>
<td>8:00 a.m.</td>
</tr>
</tbody>
</table>

**After Test 4:**

| 11:45 a.m. | 5:15 p.m. | Dismiss standard time examinees who are not taking the writing test |
| 1:15 p.m. | 6:45 p.m. | Dismiss examinees who are testing with one and one-half time and are not taking the writing test |

**After the writing test:**

| 12:40 p.m. | 6:10 p.m. | Dismiss standard time examinees |
| 2:20 p.m. | 7:50 p.m. | Dismiss examinees testing with one and one-half time |

Staff Reporting Time

All test center staff must be at the test center at least 30 minutes before examinees begin checking in. Allow sufficient time before examinees are admitted for staff to attend the briefing session and to prepare rooms and materials.
Preparing Materials

Materials Needed for Each Test Room

Room supervisors must have the following materials in the test room on test day.

- *Administration Manual—Online Testing* (this manual)
- *Technical Guide—Online Testing*
- *Verbal Instructions for One and One-Half Time Testing* (only if testing with one and one-half time)
- Prepared test administration forms: Test Room Report, Seating Diagram, and Timing Report—Extended Time (only if testing with one and one-half time)
- ACT Calculator Policy
- White boards and markers for scratch work (If white boards are not available, scratch paper and pencils may be provided.)
- Two reliable timepieces

Prepare the Administration Forms

Prepare one set of test administration forms for each test room.

- Test Room Report
- Seating Diagram
- Timing Report—Extended Time (only if testing with one and one-half time)

Prepare the Rosters

Prepare the PSI roster for each test room.

- See “Print the Examinee Test Information Sheets and Rosters,” page 41.
Preparing Staff

**User Accounts**
When your test center was established, the test coordinator received administrative account information for testing staff and proctor access to the PSI proctoring system. Keep the login credentials secure and where you can access them on test day. ACT cannot provide login credentials or unlock accounts. Contact PSI if you need login assistance.

**Purpose of Training Staff**
For standardized testing to occur successfully, staff members must understand their responsibilities. It is critical that the same procedures be followed at every test center.

**Training Requirements**
The test coordinator is required to hold a training session before test day for all staff, both new and experienced, to prepare them for test day activities. All test staff must attend this session, so everyone has a common understanding of what is to take place on test day.

Each test staff member is to be provided with a complete copy of this administration manual before the training session. It is especially important that all room supervisors read the entire administration manual and understand the policies, procedures, verbal instructions, and required forms. Copies of the administration manual may be printed to distribute to testing staff.

**What to Cover during Training**
The test coordinator is expected to cover a number of topics during the training session. All training sessions must occur before test day.

**Testing System**
Train room supervisors in the tasks they will need to perform in the PSI proctoring system.

**Security of Test Materials**
1. Emphasize that security is of the utmost concern. Test materials, test content, and examinees must never be left unattended by staff members.
2. Describe how the test coordinator will distribute materials to the room supervisors, and how room supervisors are to distribute materials inside the test rooms.
3. Emphasize that no unauthorized persons are allowed in the test rooms. This includes friends, relatives, school board representatives, and members of the media.

**Room Preparation**
1. Demonstrate proper seating arrangements and test room preparation. Discuss specific seating arrangements and inappropriate posted materials.
2. Discuss any items that will be supplied by the test center (e.g., timepieces) and how they will be distributed and returned.
Test Day Activities

Staff Briefing Session
A staff briefing session is required each test day morning, even with experienced staff. This is the time to make sure all staff are present and make any necessary adjustments to staff assignments. Make sure everyone understands his or her responsibilities and answer questions in a group setting so everyone has the same information. In particular, discuss the following:

- Information in any ACT notice
- Cell phone policy and procedures
- Calculator Policy and procedures
- Test center specific information
- How staff are to communicate with you during testing
- How to handle breaks
- What to do with examinees dismissed for prohibited behavior
- Discuss what actions to take if staff member observes prohibited behavior
- Discuss what actions to take in the case of a group irregularity (e.g., a power outage) or in the case of an emergency
- Review how to complete and submit incident Reports using the PSI proctoring system

Setting Up
Before admitting examinees:

- Make sure you have printed your PSI roster, as well as the Examinee Test Information Sheets.
- Notify security personnel and administrative staff of your presence and the test day schedule.
- Verify the reporting location, test rooms, restrooms, and break areas are unlocked and accessible.
- Put up signs and/or post staff to direct examinees to check-in and the test rooms.
- Put up any posters about any facility rules examinees need to know (e.g., outside doors automatically lock).
- Set up your check-in area.
- Check all test rooms for proper seating arrangements, work surfaces, temperature, lighting, bulletin board items, and two reliable timepieces.
- Provide the administration manual, test administration forms, Calculator Policy, and final ACT and PSI rosters to every room supervisor.
Distributing Test Materials to Room Supervisors

The morning of test day, remove the white boards from secure storage, and check for tampering.

- White boards, markers, and administration forms (test room report and seating chart) are to be distributed to room supervisors only on the morning of test day, normally during the briefing session or after examinees have been seated.
- Personally hand the test materials to each room supervisor.
- Return any excess materials not distributed to room supervisors to secure storage. If the secure storage location is remote from the testing area, use a room that can be locked when unattended, is convenient to the testing area, and where access is restricted to staff and authorized observers. Materials not locked in secure storage must never be left unattended.

Test Day Process Overview

The table below provides an overview of test day activities.

Table 8. Test Day Process Overview

<table>
<thead>
<tr>
<th>Stage</th>
<th>Who</th>
<th>Does what</th>
</tr>
</thead>
<tbody>
<tr>
<td>All day</td>
<td>Technical coordinator</td>
<td>• Assist with technical issues</td>
</tr>
<tr>
<td>Before admitting</td>
<td>Test coordinator</td>
<td>• Conduct staff briefing session</td>
</tr>
<tr>
<td>examinees</td>
<td></td>
<td>• Distribute test materials to room supervisors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Put up signs directing examinees to test rooms</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Verify that test rooms and computers are prepared</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Make cell phone and electronic device policy announcements to examinees</td>
</tr>
<tr>
<td>Room supervisor</td>
<td></td>
<td>• Prepare the room for testing (proctors may assist)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Prepare the room’s computers for testing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Print the roster (see “Print the Examinee Test Information Sheets and Rosters,” page 41)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Log into the PSI proctoring system</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Note: If you left the proctor computer logged into the proctor system, log out and then log back in again.</td>
</tr>
<tr>
<td>Admitting examinees</td>
<td>Room supervisor</td>
<td>• Verify examinees’ ID</td>
</tr>
<tr>
<td>to the test room</td>
<td></td>
<td>• Have examinee sign PSI check-in roster on line provided</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Write seat assignment and login credentials on Examinee Test Information Sheet and give to examinee</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Give each examinee a white board and marker</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Direct examinees to assigned seats (proctors may assist)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Confirm that all examinees are seated at the correct workstations</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Mark the roster</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• When all examinees are seated, direct them to enter their credentials and begin testing</td>
</tr>
</tbody>
</table>

continued on next page
<table>
<thead>
<tr>
<th>Stage</th>
<th>Who</th>
<th>Does what</th>
</tr>
</thead>
</table>
| During testing      | Room supervisor      | • Monitor the test session  
• During Test 1 English, complete the Seating Diagram, marking where examinees are actually sitting. List the examinees’ names and Registration IDs on the diagram  
• Monitor to ensure calculators are used only during Test 2 Math  
• Verify all calculators are put away after Test 2 Math and before examinees take the break  
• Complete the test room documentation  
• Record irregularities in the PSI proctoring system  
• Monitor examinees and room during breaks and ensure that examinees resume testing at the same time |
| Proctors            |                      | • Monitor halls  
• Assist the room supervisor  
• Assist the test coordinator, as needed |
| After testing       | Room supervisor      | • Collect and account for all white boards, markers, scratch paper and pencils (if provided), and Examinee Test Information Sheet  
• Dismiss examinees  
• Check each examinee out of the PSI proctoring system. |
| Test coordinator    |                      | • Account for all test materials and secure them  
• Upload examinee testing data after the day’s testing (both morning and afternoon sessions) is complete  
• Review irregularities and test administration forms  
• Return materials to ACT after all online testing is completed |
Admitting Examinees

Security during Admission
The identification and check-in procedures help ensure that the individual who registered to test is the individual who takes the test. Carefully checking identification and controlling access to each test room is critical.

- Examinees must be identified and checked-in at the test room even if checked previously at a central checkpoint.
  - Admit examinees to the test room, one-by-one, checking identification at the door.
  - Do not allow any examinee to enter a test room until the room supervisor or proctor has verified the examinee’s identification.
  - Have examinees sign the PSI check-in roster on the line that matches their identification.
- Each room supervisor must have a copy of the final roster that includes the examinees assigned to that room, in order to verify identification and mark attendance.
  - The marked roster must reflect which examinees are actually in the test room, not simply those who were assigned to the room. This prevents examinees from switching places after check-in and testing as someone else.
- Control who enters and leaves the test room at all times.
  - If the room has more than one entrance, restrict examinees to the use of one designated entrance or assign enough staff to control all entrances.
  - Once admitted, examinees must stay in the test room until the break. If it is necessary for an examinee to leave the room before the break, follow the procedures in “Examinees Who Leave and Do Not Return,” page 39.

Examinee Payments and Fees
Under no circumstances are you to collect any payments or fees at the test center. This prohibition is for your protection. Examinees must send all payments and fees directly to ACT. If an examinee tests and owes a fee, ACT will contact the examinee directly.

Check-In Time
**Morning Session:** Begin check-in no later than 7:30 a.m. and end by 8:00 a.m. so all test rooms can start shortly after 8:00 a.m. If everyone on the roster is present before 8:00 a.m. you may close check-in; otherwise, you must hold check-in open at least until 8:00 a.m. to allow everyone who arrives on time the chance to test, especially if examinees are traveling a long distance.

**Afternoon Session:** Begin check-in no later than 1:00 p.m. and end by 1:30 p.m. so all test rooms can start shortly after 1:30 p.m. If everyone on the roster is present before 1:30 p.m. you may close check-in; otherwise, you must hold check-in open at least until 1:30 p.m. to allow everyone who arrives on time the chance to test.

Allow a few minutes for differences in individual timepieces, weather conditions, etc., before you close check-in.
Check-in Locations
Examinees must be identified and checked in at the test room even if checked previously at a central checkpoint. The marked roster must reflect the examinees actually present in the test room, not simply those who were assigned to the room. This prevents an examinee from switching places after check-in and testing as someone else.

If possible, perform an initial check at a central location, such as the entrance or lobby of the building, before examinees go to their test room to be checked in. This additional up-front check provides enhanced security and the opportunity to:

- Make announcements about the prohibited use of cell phones and electronic devices as many times as necessary as examinees arrive (see “Examinee Announcement about Cell Phones and Electronic Devices” below)
- Screen out examinees who are not on the rosters or do not have acceptable photo ID
- Address any questions

Examinee Announcement about Cell Phones and Electronic Devices
Every test day, make announcements about the prohibited use of cell phones and electronic devices as many times as necessary before examinees go to their test rooms to be checked in.

Get the attention of examinees and make the following announcement:

Attention. Please listen carefully.
Cell phones, smart watches, fitness bands, and any other devices with recording, internet, or communication capabilities are prohibited.
All devices must be powered off and placed out of sight. You may not handle or access such devices until you leave the test site.
If you have a cell phone or electronic device and can store it in a car, locker, or somewhere outside of the test room before you are checked in, please do so at this time.
If you are wearing a watch, you must remove it and place it face up on your desk during testing.
(If your facility offers lockers that examinees can use, inform examinees of your locker policies at this time.)

Admission Requirements
Admit the examinee only if ALL of the following requirements are met:
1. Examinee is listed on the final roster.
2. Examinee presents acceptable photo ID at the time of check-in.
3. Names on the ID and roster match the examinee.
4. Examinee has signed the check-in roster.
5. Testing has not yet begun.

Check-in Process
To finish checking an examinee into the testing system, see “Check In the Examinee in PSI,” page 42.
Denying Admission
If you deny admission, write “Denied” on the roster in the space next to the examinee’s name, and document the reason on the Incident Report, see “The Incident Report,” page 35.

Determining Test Options
ROSTERS—Examinees who registered for the ACT with writing have the notation “WRITING.” Examinees who registered for the ACT (no writing) have no notation (see “Roster Samples,” page 53).

Test Option Change on Test Day
If an examinee decides on the day of the test that they do not wish to complete the writing test, they should stop testing after the multiple-choice section and not enter anything into the writing test section (see “Terminate Testing,” page 43). Complete an Incident Report.

Note: Examinees may not add the writing test on test day.

Assigning Test Rooms
Follow these principles when assigning examinees to rooms and determining the number of rooms to use.

- Fill each room to its testing capacity.
- Do not fill a room beyond its testing capacity.
- Examinees testing with one and one-half time must test in separate rooms from examinees testing with standard time.

If you have more than one test room, you can assign examinees alphabetically, randomly, or fill up one room at a time. Use a method that will be efficient for your test center. Make certain examinees go to their assigned rooms.

Verifying Identification
Identify examinees at the test room even if ID was checked previously. All examinees are required to present acceptable identification before being admitted to the test room. If an examinee without acceptable identification is permitted to begin testing, the examinee must be dismissed and the test will not be scored—even if acceptable identification is presented later (see “Unacceptable Identification,” page 28).

Required Steps:
1. Verify that the ID is acceptable (see “Unacceptable Identification,” page 28).
2. Verify that the name on the ID matches the roster.
3. Make eye contact with the examinee and carefully compare the ID to the individual to verify it is the same person.
4. If “F” ID, have the examinee sign it in your presence and compare the signatures to be sure they match.
5. Mark on the roster, next to the examinee’s name, the type of ID (“P” or “F”) accepted for admittance (see Table 9).
6. Collect all “F” forms of ID (ACT Identification Forms) that you accept as identification and send them to ACT with the roster. It must be the actual item presented, not a photocopy, and must be signed by the examinee on test day, in the presence of a staff member.
### Table 9. Acceptable Forms of Identification and Their Roster Notations

<table>
<thead>
<tr>
<th>Roster Notation</th>
<th>Type of ID</th>
<th>Criteria for Acceptance</th>
</tr>
</thead>
</table>
| **P** | Current Official Photo ID | Must include **ALL** of the following:  
  - Current (valid)  
  - Issued by a city/state/national government agency or school.  
  - Physical copy  
  - Examinee's first and last names; names must match the roster  
  *Note: If different, see “Examinee with a Different Name on Identification,” page 29*  
  - Photo is clearly recognizable as the examinee  
  - Signature not required.  
  *Examples: driver’s license, passport, school ID, state ID.* |
| **F** | ACT Student Identification Form (see “ACT Student ID Form Sample,” page 52) | Examinees MUST present the ACT Student Identification Form if they do not have a current official photo ID as described above. **ALL** items must be completed and include:  
  - Individually completed in English—and signed in ink—by official of the student’s school or notary public; the official or notary may not be a relative  
  - Recent, recognizable, individual (not group) photo of the examinee attached to form  
  - School or notary seal/stamp or school official/notary ink signature overlapping a portion of the photo  
  - Examinee's first and last names; names must match roster  
  *Note: If different, see “Examinee with a Different Name on Identification,” page 29.*  
  - Examinee’s date of birth, gender, and school name and location  
  - Signed by the examinee in ink in the presence of the school official or notary  
  - Signed by the examinee on test day, in the presence of testing staff  
  *Collect and return to ACT with the roster.* |

#### Unacceptable Identification
- Personal recognition by testing staff or anyone else is NOT acceptable identification.  
- Identification issued or verified by a relative is NOT allowed.  
- All identification must be original; photocopies or reproductions are NOT allowed.  
- Stamped, computer generated, or reproduced signatures are NOT allowed.

#### Examples of Unacceptable Identification
- Electronic copy of ID  
- Birth certificate  
- ChildFind ID card  
- Credit, charge, bank, or check cashing cards, even with a photo  
- Diploma  
- Family portrait or graduation picture, even if the name is imprinted on the photo  
- Fishing or hunting license  
- ID issued by an employer  
- ID letter or form that is not an official ACT identification form  
- Learner’s driving permit, or temporary or replacement driver’s license, if it does not include a photograph
• Organization membership card
• Passport or other photo so old that the person presenting it cannot be identified
• Personal recognition by anyone, including members of the test center staff, classmates, parents, counselors, and teachers
• Photo ID of parents
• Photo with examinee’s name embossed or printed on it by a photographer
• Photocopies or reproductions
• Photos issued by a business for promotional purposes (e.g., amusement parks)
• Police report of a stolen wallet or purse
• Printed, stamped, or photocopied signatures
• Published photo, including yearbook or newspaper
• Report card
• Social Security card
• Telephone calls to counselors, teachers, or test center officials to identify the examinee
• Traffic ticket, even with a physical description and signature
• Transcript, even with photo
• Web page with photo

Examinee with a Different Name on Identification
The first and last names on the ID must be consistent with the names on the roster. If there is a significant difference, do not admit the examinee. In all cases (admit or deny), fully document the difference and your decision on the Incident Report. Base your decision on the following guidelines:
• Differences in last name are NOT acceptable.
• Slight differences in the first name due to shortened names (such as “Dave” vs. “David” or “Jen” vs. “Jennifer”) are acceptable.
• Differences in the first name due to traditional nicknames that are not based on shortening the name (such as “Jack” vs. “John” or “Peggy” vs. “Margaret”) are NOT acceptable.
• Differences because the examinee goes by a middle name but the photo ID lists the first name, (e.g., “David Smith” vs. “James David Smith” or “James D. Smith”) are NOT acceptable.
• The use of initials in place of first or last names (such as “JD” or “MJ”) is NOT acceptable.

Examinees with Questionable ID
If you cannot make a positive identification or if you suspect the ID presented has been forged or tampered with in any way, deny the examinee admission. You do not need to call ACT.

Examinees without Identification
If an examinee cannot present acceptable identification, do not admit the examinee, even if you personally know the examinee. If an examinee does not have acceptable identification at first, but can present it before testing has begun in the test room, follow the procedure in “Late Arrivals,” page 30.

Examinees with the Same or Similar Names
If examinees with the same or similar names are registered to test, you may confirm the identity of an examinee using the email address he or she used to register for the ACT. Follow these steps to view an examinee’s email address in the PSI proctoring system:

1. On the Candidate screen, select the radio button next to the examinee’s name.
2. Scroll to the bottom of the examinee list and select View Registration Details.
   • The examinee’s date of birth is listed in the field labeled DOB.
   • The examinee’s email address is listed in the field labeled Email ID.

Ask the examinee to tell you the email address he or she used to register, then look to see if that is the address ACT has in the system. Do not read the email address in the system to the examinee.
Examinees may have multiple email addresses. If the email address the examinee provides to you does not match what is listed in the system, ask him or her if there are any other email addresses he or she may have used to register for the ACT.

The Candidate screen may also include an examinee photo provided during the registration process that may be used to help confirm the identity of an examinee. Examinees are not required to upload a photo during registration, so not every examinee will have a photo available.

**Marking the Roster**

Mark every name on the roster as indicated below—do not leave any names unmarked.

**EXAMINEES ADMITTED TO TEST**—Write the examinee’s test room, seat assignment and appropriate ID notation—“P” or “F”—on the roster.

**EXAMINEES DENIED ADMISSION**—Write “DENIED” in the space next to the examinee’s name.

**ABSENT EXAMINEES (did not come to the test center)**—Write “A” on the roster.

**Late Arrivals**

Examinees who arrive after 8:00 a.m. for the morning session or 1:30 for afternoon session and examinees who cannot present acceptable identification by 8:00 a.m. (morning session) or 1:30 p.m. (afternoon session) are late. Never delay check-in, testing, or hold seats for late examinees.

If an examinee can present acceptable identification while you are still checking in the examinees who were present on time and before the test begins, admit the examinee and document it on the Incident Report.

**Absent Examinees**

You don’t need to do anything for absent examinees on the PSI proctoring system. Examinees who do not get checked in are automatically logged as absent at the end of the day.
Allowed and Prohibited Items

Cell Phones and Electronic Devices
From the time examinees are admitted to the test room until their dismissal, they may not access cell phones or other electronic devices suspected to have recording, internet, or communication capabilities (unless authorized as an accommodation for medical conditions). All devices must be powered off and stored out of sight.

If an examinee accesses a device at any time, or if a device activates after being stored away, the examinee must be dismissed.

We ask you to:
• Be extra vigilant in your monitoring of prohibited behavior during testing and during the break.
• Strongly enforce the dismissal of any examinee who engages in prohibited behavior.
• Prominently display the prohibited device posters at central locations.

Prohibited Items in the Test Room
Examinees may not use cell phones, media players, or any other electronic devices at any time, including during breaks, and the examinee must not be able to access them during testing. Do not collect cell phones or other electronic devices from examinees; examinees should retain responsibility for them.

Calculators may be used during the mathematics test but they must be turned off and put away when the examinee is not working on that test.

All examinees must remove their watches and place them face up on their desk. Watches must remain in the test room during break, but should be removed from desks and put away.

In addition, examinees are not permitted to use or access the following items at any time while in the test room:
• Textbooks, foreign language or other dictionaries, scratch paper (unless provided by the test coordinator), notes, or other aids
• Highlight pens, colored pens or pencils, correction fluid/tape
• Reading material
• Food or beverages, including water (unless authorized as an accommodation for medical reasons)

Note: Staff and examinees may bring snacks and beverages into the test room but may consume them only outside the test room during break.
ALLOWED AND PROHIBITED ITEMS

Staff may not eat, drink, or use cell phones (must be turned off or “silent”), or recording or media devices in the test room. See “Attentiveness,” page 46.

Examinees may have a personal timepiece such as a watch, timer, or stopwatch, provided it is NOT:

- On the desk
- A distraction to others
- A prohibited device (e.g., smart watches, fitness bands)

Calculators

The ACT calculator policy is designed to ensure fairness for all examinees, avoid disturbances in the test room, and protect the security of the test materials. Follow these guidelines regarding calculators:

- All problems on the mathematics test can be solved without a calculator.
- A permitted calculator may be used on the ACT mathematics test only.
- The calculator must be turned off and put away during all other tests.
- Hand-held calculators may not be connected in any way to the computer or device being used for testing.
- A current Calculator Policy was provided in your materials shipment.
  ~ Each room supervisor must be given a copy of this policy.
  ~ Post it for examinees to see (at check-in stations, test rooms, etc.).
  ~ It may be read to examinees as a general announcement before testing begins.

Note: Talking calculators must be authorized in advance by ACT. Examinees with talking calculators must test individually in a separate room.

Examinee responsibilities:

- Ensure any calculator brought on test day is permitted.
- Check www.act.org/calculator-policy.html or call 800.498.6481 for a recorded message about the current ACT calculator policy.

Staff responsibilities:

- Check for prohibited calculators during the mathematics test.
- Check periodically to make sure examinees did not switch calculators after the first check.
- If an examinee uses a prohibited calculator, dismiss him or her. See “Irregularities,” page 35. If a calculator has characters one inch high or larger, or a raised display, seat the examinee where no others can see the display.
Administering the Tests

When to Start

Testing for the morning session should begin no later than 8:00 a.m. If testing begins later than 8:15 a.m., document the time and reason on an Incident Report. Testing for an afternoon session should begin no later than 1:30 p.m. If testing begins later than 1:45 p.m., document the time and reason on an Incident Report.

After all examinees in the test room are seated, direct them to enter their credentials (located on the Examinee Test Information Sheet) and begin testing. Examinees are not permitted to begin testing individually as they are being seated.

Note: If you are unable to begin testing by 8:30 a.m. (for the morning session) or 2:00 p.m. (for the afternoon session) because of technical issues, call ACT Test Administration, even if you are working with technical support to resolve the issue. Test Administration will provide additional instructions for testing.

Sequence and Time of Tests—Standard Time

The standard time ACT tests are delivered in the following order in the time indicated.

Note: Test time is monitored by the PSI proctoring system.

- Test 1 English—45 minutes
- Test 2 Mathematics—60 minutes
  Break—Break is timed by the system to be 15 minutes
- Test 3 Reading—35 minutes
- Test 4 Science—35 minutes
  Break—Break is timed by the system to be 15 minutes
- Writing (if applicable)—40 minutes

Sequence and Time of Tests—One and One-Half Time

One and one-half time ACT tests are delivered in the following order in the time indicated.

Note: Test time and breaks are monitored by the room supervisor.

- Test 1 English—70 minutes
- Test 2 Mathematics—90 minutes
  Break—15 minutes
- Test 3 Reading—55 minutes
- Test 4 Science—55 minutes
  Break—5 minutes
- Writing (if applicable)—60 minutes

For sites that have one and one-half time examinees, Verbal Instructions for One and One-Half Time Testing provides information and verbal instructions for administering the test.
**Breaks between Tests**

Breaks are scheduled between tests for specified lengths of time, as directed in the in-test instruction.

- Before examinees exit for break, they should select the **OK** button to make sure their timer starts.
- Be mindful of security during breaks. Watch for examinees trying to access cell phones or electronic devices.
- Allow breaks only as scheduled.
- Don’t eliminate or cut short a scheduled break. Examinees must be allowed to take the scheduled break and have the full time allowed.
- Monitor examinees and room during breaks. Wait until all examinees have returned from break and then resume testing at the same time.

*Note: An examinee may use the restroom during testing, but he or she cannot make up the lost time. See “Irregularities,” page 35.*

**Questions/Guessing**

Do not answer questions regarding individual test items or how to use a calculator. If examinees ask about guessing, inform them that they will not be penalized for guessing.

**Checking Calculators during Test 2**

Check for prohibited calculators during Test 2 (mathematics). Check periodically to make sure examinees did not switch calculators after the first check. If you discover an examinee using a prohibited calculator, follow the procedures in “How to Dismiss for Prohibited Behavior,” page 38, to dismiss the examinee.
Irregularities

Definition of an Irregularity
An irregularity is something out of the ordinary or of particular note that occurs in the course of a test administration, affecting one or more examinees, the test materials, the facility/equipment, or the staff.

The Incident Report
The Incident Report, available through the PSI proctoring system, is an online task to document irregularities. Use it to report all testing irregularities for online testing. Test coordinators and room supervisors submit Incident Reports in the PSI proctoring system. See “Submit an Incident Report,” page 44.

• Incident Reports must contain all facts and details regarding the incident. However, personal opinions must NOT be included in these reports.
• Incidents that should be reported include, but are not limited to:
  ~ Technical issues resulting in a delay or cancellation of the examinee’s test (this includes technical issues at the examinee’s workstation, as well as at the check-in station).
  ~ Any time an examinee is caught engaging in a prohibited behavior and must be dismissed.
  ~ Site testing conditions such as broken thermostat, problems with heating, air conditioning, ventilation, leaks, noise disturbances, fire alarm, and any other situation that could cause either a disruption in testing or cause discomfort for examinees.
  ~ Examinee illness/injury that occurs on the premises.
  ~ Examinees voicing displeasure or complaint to the test coordinator regarding the test or testing experience.
  ~ Any time an examinee is not admitted to test.
• Essentially, an Incident Report must be submitted for any instance other than a perfect testing session.
Examples of Irregularities

The table below provides examples of issues that may arise during online testing.

Note: This list may not be identical to the category options within the PSI proctoring system.

Table 10. Irregularity Examples

<table>
<thead>
<tr>
<th>Category</th>
<th>Example</th>
</tr>
</thead>
</table>
| Environment | • Disturbance/interruption/comfort—noise, climate, control issues.  
• Power outage—power outage either intermittently or during entire session.  
• Weather—severe weather caused interruption of testing.  
• Emergency evacuation—any issues (fire, weather, security) that may cause evacuation of the test site. |
| Technical | • Freezing—computer locked up.  
• Launching test—difficulties launching test session.  
• Network or server error—network interruptions, server issues.  
• Hardware or device problem—equipment not functioning correctly. |
| Examinee | • Cell phone or device—examinee’s device activated or was handled.  
• Admission mistake—examinee was admitted but should not have been; e.g., no ID, late.  
• Denied admission—examinee did not have acceptable ID, was late, or was ineligible for the assigned test session.  
• Complaint—examinee requests a complaint be filed.  
• Item challenge—examinee is challenging an item on the test.  
• Illness—examinee became ill during test and could not finish test.  
• Time loss—examinee lost testing time, e.g., left room during testing, returned late after break.  
• Timing overage or shortage—examinee was given too much or too little time on a manually timed test.  
• Prohibited behavior—staff suspects or is certain that the examinee engaged in prohibited behavior.  
• Surrogate—someone other than the examinee completed any part of the examinee’s tests. |
| Staff | • Test procedures—staff member read test directions out of order/incorrectly.  
• Late—staff member was late to test sessions.  
• No-show—staff member did not arrive to administer test.  
• Irregular staff behavior—staff acted in irregular manner.  
• Media/unauthorized observer—media or observer gained access without confirmed ACT authorization. |

Prohibited Behaviors

The prohibited behaviors listed below are taken from the terms and conditions all examinees agreed to when they registered to take the ACT test.

The following behaviors are prohibited. You may be dismissed and/or your test may not be scored, at the sole discretion of ACT, if you are found:

• Looking at another person’s computer or white board.
• Giving or receiving assistance by any means.
• Discussing or sharing test content or answers during the test administration, during breaks, after the test, or on social media.
• Using a prohibited calculator (www.act.org/calculator-policy.html).
• Using a calculator on any test section other than mathematics.
• Sharing a calculator with another person.
• Using a watch with recording, internet, or communication capabilities (e.g., a smart watches or fitness band).

• Accessing any electronic device other than an approved calculator or watch. All other electronic devices, including cell phones and other wearable devices, must be powered off and stored out of sight from the time you are admitted to test until you leave the test center (unless authorized as an accommodation for medical purposes).

• Attempting to photograph, copy, or memorize test-related information or remove test materials, including questions or answers, from the test room in any way, including through social media.

• Disclosing test questions or answers in any way or at any time, including through social media, in whole or in part.

• Using notes, dictionaries, or other aids.

• Using scratch paper that was not provided by the test coordinator.

• Not following instructions or abiding by the rules of the test center.

• Exhibiting confrontational, threatening, or unruly behavior, or violating any laws. If ACT suspects you are engaging in criminal activities, such activities will be reported to law enforcement agencies.

• Allowing an alarm to sound in the test room or creating any other disturbance.

ACT may restrict the items you bring into the test center. All items brought into the test center, such as hats, purses, backpacks, cell phones, calculators, and other electronic devices, may be searched at the discretion of ACT and its testing staff. Searches may include the use of tools, such as handheld metal detectors, that detect prohibited devices. ACT and its testing staff may confiscate and retain for a reasonable period of time any item suspected of having been used, or capable of being used, in violation of these prohibited behaviors. ACT may also provide such items to and permit searches by third parties in connection with an investigation conducted by ACT or others. ACT and its testing staff shall not be responsible for lost, stolen, or damaged items that you bring to a test center. Your test center may also have additional procedures with which you must comply.

Monitor examinees at all times. If you observe or suspect prohibited behavior, take prompt action.

• If you are certain prohibited behavior occurred, promptly dismiss the examinee and follow the instructions under “How to Dismiss for Prohibited Behavior,” page 38.

• If you suspect prohibited behavior occurred but are not certain, take these steps:
  1. Discreetly warn the examinee that he or she is suspected of prohibited behavior.
  2. Continue close observation.
  3. After one warning, if you continue to suspect prohibited behavior, promptly dismiss the examinee.
     Follow the instructions under “How to Dismiss for Prohibited Behavior,” page 38.

Notes:

• The behavior does not need to be verified by the test coordinator or another staff member. Dismiss based on your own observation.

• You do not need to directly observe prohibited behavior to determine that it occurred.
How to Dismiss for Prohibited Behavior

If you dismiss an examinee for prohibited behavior, follow the procedures in Table 11:

**Table 11. How to Dismiss for Prohibited Behavior**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1.   | Take action immediately or no later than the end of the current timed test.  
*Note: Minimize disruption to other examinees.* |
| 2.   | Inform the examinee that:  
- You observed or are certain of the prohibited behavior  
- He or she is being dismissed because of the behavior  
- No tests for that examinee will be scored. |
| 3.   | Terminate the test from the proctor screen. (See “Dismissing an Examinee after Testing,” page 42) |
| 4.   | Collect the examinee’s white board, marker, and Examinee Test Information Sheet; make sure the board is erased. |
| 5.   | If you believe an electronic device was used to store or exchange information, or to make an image of the test, collect the device from the examinee and call ACT immediately. ACT will determine if the device is to be retained and sent to ACT or returned to the examinee. Do not return the device to the examinee without ACT approval. |
| 6.   | Dismiss the examinee. |
| 7.   | Submit a detailed Incident Report that includes:  
- The time of the incident and the name[s] of the examinee[s].  
- The test section the examinee was working on at the time.  
- The test room.  
- The details of what you observed and any actions you took.  
- The statements you and the examinee(s) made.  
- The name(s) of the staff who observed or were certain of the prohibited behavior.  
*Note: The Incident Report must clearly indicate whether or not the examinee was informed that his or her tests will not be scored.* |

**Notes:**
- *If the behavior occurs, regardless of perceived intent, the examinee must be dismissed.*  
- *If you suspect but are not certain prohibited behavior occurred, document your suspicions on the Incident Report and continue close observation, but do not dismiss the examinee or manually end the test unless you are certain.*

Emergency Evacuation

In the event of an emergency evacuation, your first concern must be for the safety of examinees and test staff. If an emergency occurs, and if time permits and it is safe to do so, take the following steps before you evacuate.

**Table 12. How to Handle an Emergency Evacuation**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Pause the test session in the PSI proctoring system (see “Pause Testing,” page 43).</td>
</tr>
<tr>
<td>2.</td>
<td>Make note of the time.</td>
</tr>
<tr>
<td>3.</td>
<td>Collect the examinees’ white boards, scratch paper (if provided), and other materials.</td>
</tr>
<tr>
<td>4.</td>
<td>Lock the test room after examinees have been evacuated from the room.</td>
</tr>
<tr>
<td>5.</td>
<td>Call ACT to inform them of the situation and receive additional instructions.</td>
</tr>
</tbody>
</table>
Disturbances and Distractions
If a disturbance, distraction, or technical issue occurs that affects examinees’ concentration and it cannot be stopped, contact the test coordinator immediately for further instructions. Do not leave the test room unattended; utilize your proctors to contact the test coordinator while you remain in the room.

If testing in the room must be stopped temporarily, see “Pause Testing,” page 43.

Test Item Challenges
If an examinee challenges typographical errors or ambiguities in particular test items, instruct the examinee to choose an answer based on the information available.

Submit an Incident Report that includes the test section and the test item, and an explanation of the examinee’s question. ACT will respond to concerns about individual test items.

Examinees Who Leave and Return or are Late from Break
Use Table 13 to decide how to proceed with examinees who become ill during testing, leave during a test, or return late from break.

Examinees Who Leave and Do Not Return
If an examinee leaves the test room and does not return, follow these steps:
1. Stop that examinee’s test at his or her workstation (see “Terminate Testing,” page 43”).
2. Complete an Incident Report.

Pause/Resume Testing Due to an Irregularity
For instructions on how to pause testing due to an irregularity, see “Pause Testing,” page 43.

For instructions on how to resume testing due to an irregularity, see “Resume Testing,” page 43.

File an Incident Report for Irregularities
Use the “Raise Incident” button found on the bottom of the Candidates screen to file irregularities.

Adjust Time
Call ACT to receive instructions on how to adjust test time in the case of a mistiming.

Terminate/Restart
Tests may be terminated or restarted using the Terminate or Restart buttons in the PSI proctoring system.
<table>
<thead>
<tr>
<th>If an examinee...</th>
<th>Then...</th>
<th>And if the examinee returns during the same test...</th>
<th>And if the next test starts before the examinee returns...</th>
</tr>
</thead>
</table>
| Becomes ill after testing has begun    | • Allow examinee to leave the test room.  
Note: If the examinee leaves the test center they must not be allowed to return to complete the test.  
• Make note of the time examinee leaves.  
• Collect examinee's white board (do not erase)  
• Leave the test session running on the examinee's computer (the examinee does not log out). | • Make note of the time examinee returns.  
• Allow examinee to continue testing in the current section, if time remains.  
• Return the white board to the examinee.  
• Submit an Incident Report.  
Lost time cannot be made up.  
Note: If the examinee logged out of the test session, follow the instructions for "Resume Testing," page 43, and make sure the examinee stops testing at the original stop time. | • Start a timer for the time remaining on the test the room is working on.  
• When the examinee returns, they may start the test the room is working on but cannot make up the time missed.  
• Erase the previous test’s scratch work from the white board. Return the cleared white board to the examinee.  
• Make sure the examinee stops testing and submits the test at the correct stop time.  
• Make note of the amount of time the examinee lost.  
• Submit an Incident Report.  
Lost time cannot be made up.  
Note: If the examinee does not return at all, follow the instructions for “Examinees Who Leave and Do Not Return,” page 39. |
| Requests to go to the restroom          | Follow the same instructions as above.  
Note: If two or more examinees are permitted to leave at the same time, or if other rooms have been dismissed, the examinees must be accompanied by a proctor. If no proctor is available, only one examinee may leave the room at a time. Do not leave a test room unsupervised at any time, even if only one examinee is testing. | Follow the same instructions as above.  
Note: The absence need not be recorded on the Incident Report.                                                                 |                                                                                                                                 |
| Returns late from the break            | • Start a timer for the time remaining in the test the room is working on.  
• When the examinee returns, they may start the test the room is working on but cannot make up the time missed.  
• Erase the previous test’s scratch work from the white board. Return the cleared white board to the examinee.  
• Make sure the examinee stops testing and submits the test at the correct stop time.  
• Make note of the amount of time the examinee lost.  
• Submit an Incident Report.  
Lost time cannot be made up.  
Note: If the examinee does not return at all, follow the instructions for “Examinees Who Leave and Do Not Return,” page 39. | N/A                                                                                                                                 |                                                                                                                                 |
Workstation Procedures

Proctor Workstation (PSI) Procedures
Follow these procedures at a proctor workstation.

Prepare for Examinee Check-in
On test day, prepare for examinee check-in by completing these steps at one proctor workstation:

1. To log into PSI, go to https://www.proctoringstation.com and enter the user id and password you were provided through email. Be sure to check the Update Profile box before logging in.
2. Upon login, the PSI proctoring system will take you to the Alerts screen if everything is working as it should and tests are already downloaded. It will take you to the download screen if there are no tests downloaded. If this is the case and the new server is running, this would likely be the result of not having an internet connection. The system will automatically take you to the Download Session tab screen.
3. Select the Download button.
   Note: This might take a few minutes.
4. When the “Data downloaded successfully” message appears, select the OK button.
The PSI proctoring system is now ready for examinee check-in.

Print the Examinee Test Information Sheets and Rosters
Print the following rosters for the check-in process:

- PSI check-in roster from https://www.proctoringstation.com
- Examinee Test Information Sheet for each examinee from https://data.psiexams.com

Note: The PSI roster will not be available until test day.

Table 14. How to Generate and Print the Rosters

<table>
<thead>
<tr>
<th>Roster</th>
<th>System</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| PSI    | PSI proctoring system | 1. Log in to the PSI proctoring system at https://www.proctoringstation.com.  
2. Select the Generate Roster tab.  
3. In the Session drop-down menu, select the appropriate test session.  
4. Confirm the Roster Type is listed as “standard form.”  
5. Select the Generate Roster button. Adobe Reader will launch and display the roster.  
6. Print the roster. |


Start the Proctor Workstation
After preparing the PSI proctoring system for examinee check-in (see "Prepare for Examinee Check-in," page 41), start each additional proctor workstation by logging in to the PSI proctoring system.
*Note: Take note of any alerts for your test center.*

View Examinee Status at the Proctor Workstation
Use the **Test Status Field** on the Candidates page to monitor an examinee’s progress. One of seven statuses will display:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scheduled</td>
<td>The examinee is not checked in.</td>
</tr>
<tr>
<td>Checked in</td>
<td>The examinee is checked in but has not begun testing.</td>
</tr>
<tr>
<td>In progress</td>
<td>The examinee is taking the test.</td>
</tr>
<tr>
<td>Paused</td>
<td>The examinee’s test has been paused due to an irregularity.</td>
</tr>
<tr>
<td>Terminated</td>
<td>The examinee's test has been stopped due to an irregularity.</td>
</tr>
<tr>
<td>Completed</td>
<td>The examinee has completed the test.</td>
</tr>
<tr>
<td>Uploaded</td>
<td>The examinee has completed the test and the test results have been uploaded.</td>
</tr>
</tbody>
</table>

Check In the Examinee in PSI
After an examinee is checked in at the test room (see "Admitting Examinees," page 25), follow these steps to check in an examinee at the proctor workstation.

1. Select the **Candidates** tab at the top of the screen. A list of examinees will appear on the screen.
   *Note: The term “candidate” refers to the examinee.*
2. Select the radio button next to the examinee you wish to check in.
3. Select the **Check in Candidate** button. If the examinee uploaded his or her photo during registration, it will be displayed on the check-in screen.
4. Select the seat number for the examinee’s assigned workstation.
5. Select the **Generate Test** button.
6. Confirm the check-in on the following screen by selecting the **OK** button.
7. The screen will automatically refresh the Candidates page; the **Test Status** column shows the examinee is checked in.
8. Write examinee seat assignment on the Examinee Test Information Sheet for the examinee and hand the document to the examinee.
9. Direct the examinee to his or her assigned workstation.
Repeat this procedure for each examinee.

Dismissing an Examinee after Testing
At the proctor workstation, follow these steps to dismiss an examinee.

1. Collect the white board and marker (or scratch paper) and Examinee Test Information Sheet from each examinee prior to dismissal.
2. Find the examinee on the Candidate screen.
3. The **Candidate** screen will appear with the **Test Status** column showing either **Completed** or **Uploaded** for the examinee who has completed the test.
4. If the Test Status is not Completed or Uploaded, terminate the test in the proctor screen (see “Terminate Testing,” below).
Repeat this procedure when each examinee is ready for final check-out.
Terminate Testing
Follow these steps to terminate an examinee’s test.
1. On the Candidate screen, select the radio button next to the examinee’s name.
2. Scroll to the bottom of the examinee list and select the Terminate button.
3. Select the OK button to confirm termination.
4. Scroll to the top of the screen and enter the reason for termination.
5. Select the Submit button.
6. The Candidate screen will appear with the Test Status column showing Terminated for the examinee.
The examinee’s test is now terminated. Whenever you terminate an examinee’s test, you must submit an Incident Report (see “Submit an Incident Report,” page 44).

Restart Testing
Follow these steps to restart an examinee’s test.
1. On the Candidate screen, select the radio button next to the examinee’s name.
2. Scroll to the bottom of the examinee list and select the Restart button.
3. Select the OK button to confirm restart.
4. Scroll to the top of the screen and enter the reason for restart.
5. Select the Submit button.

Pause Testing
Follow these steps if an irregularity occurs that requires testing staff to pause an examinee’s test.

<table>
<thead>
<tr>
<th>Pause testing for...</th>
<th>Possible reasons</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| One examinee         | • Examinee’s computer loses power during testing  
                      • Testing staff suspect prohibited behavior  
                      • An examinee needs to be moved to another computer due to technical problem with the computer | 1. On the Candidate screen, select the radio button next to the examinee’s name.  
2. Scroll to the bottom of the examinee list and select the Pause/Resume Test button. The examinee’s screen will display “The invigilator/proctor has paused the test.” Note: Do not use the Pause Session button at the top of the Candidate screen. It will pause all tests at the test site. |

| All examinees at the test site | • Emergency evacuation  
• Other interruption that impacts the entire test site | On the Candidate screen, select the Pause Session button at the top of the screen. |

Submit an Incident Report for all disturbances and distractions, however minor (including examinee illness).

Resume Testing
Follow these steps after an irregularity occurred and the examinee(s) may continue testing.

<table>
<thead>
<tr>
<th>Resume testing for...</th>
<th>Procedure</th>
</tr>
</thead>
</table>
| One examinee         | 1. On the Candidate screen, select the radio button next to the examinee’s name.  
2. Scroll to the bottom of the examinee list and select the Pause/Resume Test button. The examinee’s screen will display “The invigilator/proctor has resumed the test.” Note: Do not use the Pause Session button at the top of the Candidate screen. It will pause all tests at the test site.  
3. Instruct the examinee to select the Continue button. The examinee may now continue testing. |
| All examinees in the test room | On the Candidate screen, select the Resume Session button. |
Changing an Examinee’s Workstation

Circumstances may occur, such as technical issues with a workstation, that will require an examinee to be moved from one seat to another. Follow these steps to change an examinee’s seat assignment within the PSI proctoring system:

1. On the Candidate screen, select the radio button next to the examinee’s name. The examinee’s test must be paused.
2. Select the Change Seat button at the bottom of the screen. This takes you to the “Assignment Details” screen.
3. Click on the Change to Seat dropdown menu to access a list of available seats and select a new seat assignment from the list.
4. Select OK.
5. Once the examinee is seated at the new workstation, resume the paused test.

Submit an Incident Report

Follow these steps to submit an Incident Report in the PSI proctoring system for any irregularity including the use of the Terminate, Pause, or Resume features.

1. On the Candidate screen, select the radio button next to the examinee’s name.
2. Select the Raise Incident button at the bottom of the screen. This takes you to the “Incidents for Candidate” screen.
3. Select the +Add Incident button.
4. Fill in every field with as much detail as possible (see “The Incident Report,” page 35).
5. Select the Submit button.

Examinee Workstation (PSI Browser) Procedures

Follow these procedures at an examinee workstation.

Start the Examinee Workstation

Before admitting examinees into the test room, follow these steps to start each workstation.

1. Start the computer.
2. Open the PSI browser.
3. Enter the PSI access code.
4. Confirm the computer passes the configuration and security checks.
5. Select Next.
6. When the screen presents a “Click Here to Begin” page, exit the browser by typing Ctrl+T on the keyboard.
7. Select Close.

The examinee workstation is now ready for testing. Repeat this procedure for each examinee workstation.

Begin the Test at an Examinee Workstation

After checking in the examinee at the test room, follow these steps to start the test at the examinee’s workstation.

1. Select Click Here to Begin.
2. Instruct the examinee to enter his or her login credentials listed on the Examinee Test Information Sheet and select the Enter button.
3. On the welcome screen, the examinee will verify the information and (if correct) select Enter.
4. The examinee is now ready to test.
5. For sites that have examinees testing with one and one-half time, Verbal Instructions for One and One-Half Time Testing provides the verbal instructions that are read while examinees take the exam online.

Repeat this procedure for each examinee.
Stop the Secure Browser at an Examinee Workstation

To stop testing before an examinee is finished testing, follow these steps.

1. Type **Ctrl+T** on the keyboard.
2. Enter the PSI access code and select **OK**.
3. Select the **Quit** button, a “stop security” confirmation will appear, then select **OK**.

Troubleshooting—Examinee Workstation

This section describes possible examinee workstation errors and resolutions. If you encounter an error listed below, follow the instructions to resolve the error.

<table>
<thead>
<tr>
<th>Error in getting candidate details</th>
<th>Description</th>
<th>Resolution</th>
</tr>
</thead>
</table>
| Error in getting candidate details | This error indicates the examinee workstation was not set up. | 1. Select the PSI logo in the top left corner.  
2. Log in with your login credentials.  
3. Select **Set Up Workstation**, choose the appropriate seat number, and select the **Submit** button.  
4. Close out of the PSI browser (see “Stop the Secure Browser at an Examinee Workstation,” page 45).  
5. Restart the PSI browser (see “Begin the Test at an Examinee Workstation,” page 44). |

Invalid candidate ID

The examinee entered incorrect login credentials.

Instruct the examinee to enter his or her correct login credentials.
Monitoring the Test Room

Attentiveness

Staff must remain attentive to their testing responsibilities throughout the entire administration. Reading (except this manual); grading papers; using a computer, cell phone, recording device, or media device; talking casually with other staff; or engaging in any activity in the test room not directly related to the administration is not allowed. No one, including staff, may eat or drink in the test room (unless authorized by ACT for medical reasons). See “Prohibited Items in the Test Room,” page 31.

Staff must move around the test room frequently to monitor examinees and ensure they are working on the correct test. Moving around the test room discourages prohibited behavior and makes staff available to answer questions, or respond to illness.

Monitoring the Test Room

Follow these policies for monitoring a test room.

- A member of testing staff must be physically present in the room at all times to monitor the examinee(s). Monitoring through glass partitions or via security cameras is not allowed. The examinee(s) cannot be left unattended, even briefly.
- The room supervisor must be in the room for the entire session, except when relieved by a proctor for a short break.
- One room supervisor cannot supervise multiple rooms at the same time.

*Note: A room supervisor is the person responsible for administering the test in one test room. A test coordinator who supervises a test room is the room supervisor for that room.*

Checking for Prohibited Behavior

Follow these guidelines to check for prohibited behavior.

- Throughout testing, move quietly around the room to discourage and detect prohibited behavior. Staff attentiveness is a very effective deterrent.
- Document prohibited behavior and any actions you take on the Incident Report.
- If you dismiss an examinee, follow exactly the procedures in “How to Dismiss for Prohibited Behavior,” page 38.
Giving or Receiving Assistance
Make sure examinees are keeping their eyes on their own work and not communicating with others. Watch for tapping or other signaling, displays on a calculator screen, written notes, texting out of sight (hand in pocket with phone), and earbuds or other devices, as well as verbal communication. If you suspect communication is taking place, but are uncertain, continue to observe closely. If you are certain, dismiss the examinee(s). In all cases, document carefully which examinees are involved.

Removing Test Materials
Watch for note-taking, phone use, cameras, recording devices, not turning in white boards or scratch paper, taking another examinee’s white board, etc. Whenever possible, recover the material from the examinee. Call ACT Test Administration before allowing the examinee to leave the test site. Document completely on the Incident Report.

Using Notes or Aids
Make sure all personal belongings are inaccessible and that examinees have nothing on their work surfaces except a white board and marker. Calculators must be turned off and put away when examinees are not working on the mathematics test. Watch for notes in an examinee’s purse or book bag and inside a calculator cover, for notes or codes written on unlikely items such as erasers or clothing, and for headphones, earplugs, dictionaries, language translators, etc. Document any incident carefully on the Incident Report and attach the notes or aid in question whenever possible.
Posttest Activities

Posttest Activities Process
The table below provides an overview of activities that happen after testing.

Table 15. Posttest Activities Process

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Collect and review the materials from room supervisors.</td>
</tr>
<tr>
<td>2.</td>
<td>In the PSI proctoring system, verify that all test sessions have a status of Completed or Uploaded or remain in Scheduled status because the examinee did not show up to test. Terminate any active test sessions in the proctoring system.</td>
</tr>
<tr>
<td>3.</td>
<td>In the PSI proctoring system, upload the day’s testing data.</td>
</tr>
<tr>
<td>4.</td>
<td>Prepare the materials for return to ACT.</td>
</tr>
</tbody>
</table>

**IMPORTANT!** Be sure you do not turn off the local content server during testing and for two weeks after testing. Wait at least two weeks after testing if you plan to reimage the computer you use as your local content server. This ensures that testing data transfers back to ACT successfully.

Collecting Materials from Room Supervisors
Collect all test materials from the room supervisor immediately after testing (i.e., each sitting), including:
- PSI rosters (marked and signatures completed)
- Completed test administration forms—Test Room Report, Seating Diagram, and Timing Report (extended time only)
- ACT Student Identification Forms (if any)
- Examinee Test Information Sheets
- Manuals and other materials
- White boards and markers
- Scratch paper and pencils (if provided to examinees)

Use the checklist on the Test Room Report to account for required documents.
Uploading the Day’s Testing Data

If an examinee does not properly end the test or there is no internet connection when the test is ended, his or her testing data may not be uploaded. The testing data is saved to the test center’s local content server. After all testing is completed for the day, the test coordinator must upload the testing data on the content server to ensure all examinees’ testing is uploaded to ACT.

To upload testing data after all testing has completed for the day, complete the following steps at one proctor workstation:

Caution: These steps should be performed only after all testing for the day has completed (both morning and afternoon sessions). Once the testing data is uploaded, testing on that day is no longer possible.

1. Select **Upload Data** from the tool bar at the top of the proctor screen.
2. The upload screen will be displayed. Select the **Upload** button. The upload process may take a few minutes.

   Note: If the Upload button is greyed out, log out of the proctor workstation and log back in. This will make the Upload button accessible. Be sure to select the Update Profile check box before logging back in.

3. The system will display a message when the upload is complete.

Returning Forms and Documents to ACT

What to Return

Send the following items to ACT by email to OSUS@act.org:

- Completed test administration forms (Test Room Report, Seating Diagram, and Timing Report—Extended Time)
- PSI rosters, marked originals
- ACT ID Letters
- Scratch paper (if provided to examinees). Ensure the examinee’s name is written on the scratch paper.

Note: Do not return administration manuals.

Return Process

Prepare documents to be sent to ACT:

1. Scan the documents. If you have more than one test room, scan the documents for all rooms into one single test center file.
2. Save the file as a PDF or ZIP file. ACT cannot access files hosted on a non-ACT server like Google Docs or files saved in .rar or 7z format.
3. Name the file in a way that identifies your test center and the test date (e.g., 123456SampleTestCenter_Sep2022).
4. Encrypt the file. Encryption is required to send by email. Send a separate email with the encryption key in it.
5. Keep copies of the scanned forms for 90 days in a secure location. After 90 days, securely shred the documents.

Return all materials on the next business day, no later than three days after the Saturday test date.

What to Keep

After testing is finished, securely store the white boards and markers for your next administration of the ACT test. Be sure to erase all white boards before storing them. If your white boards can no longer be completely cleaned, contact ACT to request new white boards. Do not use white boards with writing on them for testing.
Test Center Staff Compensation—ACT-Managed Test Centers Only

Terms and Conditions
ACT uses our Supplier Registration and Payment System (SRPS) to pay all test center staff at ACT-managed test centers.

A supplier is any individual, organization, or business that provides services for ACT. The test coordinator, room supervisors, proctors, technical coordinators, sign language interpreters, and facility staff (e.g., security and custodial) are classified as “suppliers.”

All suppliers must create an account in SRPS (https://srps.act.org) and agree to the terms and conditions in order to work for ACT.

ACT reserves the right to update its payment processes and procedures, including the terms and conditions, at any time. Check the Supplier Registration and Payment System for any updates or modifications.

Compensation
The test coordinator must log in to his or her SRPS account to obtain the current compensation rates and provide that information to all staff.

Requesting Payment
After the administration, the test coordinator must log in to his or her SRPS account and submit the payment request online. This may be done any time on or after the Saturday test date. All test date staff should be registered in SRPS before the test coordinator submits the payment request. The payment request for an administration can be submitted only once. Contact ACT Test Administration to make any corrections; corrections will delay payment.

Token Payments
If no one registers for your center or all examinees cancel before the test date, your test center will be closed and no personnel will be paid. If examinees are expected but no examinees are admitted to test on test day, staff will receive token payment.
Test Session Checklist

This checklist summarizes activities that must be performed on test day.

**Before Admitting Examinees**
- Notify security and administrative personnel of your presence and test day schedule.
- Verify the reporting location, test rooms, break areas, and restrooms are unlocked.
- Post signs and/or staff to direct examinees to check-in and the test rooms.
- Set up check-in area.
- Check all test rooms to verify they are set up as instructed in this Manual.
- Turn on all proctor computers and log into the PSI proctoring system. Select the Update Profile check box when logging in.
- At one of the proctor computers:
  - Confirm that session content was downloaded during the previous night and download if it was not.
  - Generate and print the final roster from the PSI proctoring system.
- Print Examinee Test Information Sheets from the PSI proctoring system. This can be done during the week before testing.
- Turn on all examinee computers.
  - Launch the PSI browser.
  - Complete the PC configuration check and resolve any identified system issues.
- Conduct the staff briefing session.
- Distribute materials to the test rooms.

**During Testing**
- Direct all examinees to enter their login credentials at the same time.
- During Test 1, complete the Seating Diagram.
- Monitor test room.
- Document irregularities in the PSI proctoring system.
- Monitor examinees and test room during break.
- Do not leave test room unattended at any time.

**After Testing**
- Collect materials from all test rooms.
- Dismiss examinees.
- Terminate all open test sessions within the PSI proctoring system.
- Confirm that all irregularities/incidents have been submitted through the PSI proctoring system.
- Upload the examinee testing data after all testing is completed for the day.
- Clean and store white boards.
- Complete and return to ACT all seating diagrams, rosters, and comment forms.
- Leave content server on for two weeks.

**Admitting Examinees**
- Verify the examinee’s identification.
- Mark the roster and have the examinee sign the check-in roster on the appropriate line.
- Check the examinee into the PSI proctoring system and make a seat assignment.
- Write the seat assignment on the Examinee Test Information Sheet and give it to the examinee. Compare the examinee to the photo printed on the Examinee Test Information Sheet.
- Show the examinee to the assigned seat.
- Confirm examinees are seated at their assigned workstations.
ACT Student ID Form Sample

ACT Student Identification Form

You must complete this ACT Student Identification Form, in English, if you do not have an acceptable photo ID per the requirements at www.act.org. This applies to all examinees, regardless of their age. This form also must be signed by a school official or notary who is not related to the student. The form will be collected on test day.

Student

1) Fill out your information on the “Student Information” section.
2) Attach or print a photo in the designated area.
3) Provide your signature in two locations—before test day, another on test day—while in the presence of the indicated person.

School Official or Notary

1) You must place your seal or signature on the form so it partially overlaps the student photo below.
2) Watch the student sign the appropriate area of the form in your presence.
3) Sign the School Official or Notary section of the form after the student completes the signature.

Test Staff

1) Watch the student sign the appropriate area of the form in your presence.
2) Ensure that all items are completed on the form and there is no blank information.
3) Compare the student’s signatures, compare the individual to the photo, and compare the student’s information to the roster information.

Student Information

Name

(last name must match admission ticket)

FIRST

MI

Gender

Female

Another gender

Male

Prefer not to respond

Date of Birth

MONTH DAY YEAR

School

SCHOOL NAME

(City)

STATE/PROVINCE

COUNTRY

Student’s Statement and Signature:

I certify that I am the person whose name, identifying information, and photo appear above. I am signing this statement in the presence of the school official or notary named below. I understand that the falsification of one's identification may result in the cancellation of test scores.

STUDENT’S SIGNATURE (signed in the presence of the School Official or Notary)

DATE

School Official or Notary:

I confirm that the student is not my relative and has signed this form in my presence.

SCHOOL OFFICIAL OR NOTARY SIGNATURE

DATE

NAME AND TITLE (please print)

I am a (check one): School Official Notary Public AND I have placed a signature/seal overlapping the student photo.

Instructions to Test Staff

In your presence, the student must sign below, and you must initial it. Ensure that all information is complete, the student’s photo is attached, and the official seal overlaps a portion of the photo. If any part of this form is incomplete, do not accept it. Compare the student’s signatures, the individual to the photo, and the information on this form to your roster to be sure it is the same person. Once the student is admitted to test, collect this ID form and return it to ACT.

STUDENT’S SIGNATURE (signed in the presence of test staff)

STAFF INITIALS

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**PSI EXAMINATION SERVICES**

**Examination Roster**

<table>
<thead>
<tr>
<th>ID</th>
<th>Candidate Name</th>
<th>OTP</th>
<th>Seat</th>
<th>Test Form</th>
<th>Test Mode</th>
<th>Extended Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017006</td>
<td>Demo06, CD06</td>
<td></td>
<td></td>
<td></td>
<td>Computer</td>
<td>0</td>
</tr>
</tbody>
</table>

Exam Portion(s) : ACT-Battery-1-Introduction-English-Math - ACT-Battery 1-Introduction-English-Math (50 Minutes)

Card Number:  
Amount of Charge  
Date of Charge:  

Session Time : 11:00:00 AM - 12:00:00 PM  
Session #: 3360927

All sales are final. No credits or refunds will be given. 
I agree to pay the above amount according to the card issuer agreement.

- # of IDs needed : 
- Open/Closed book : 
- Locker Key/Bag Returned :

Examinee Signature:  
Figure Booklet/Plan Set:  
Proctor Verification:

---

<table>
<thead>
<tr>
<th>ID</th>
<th>Candidate Name</th>
<th>OTP</th>
<th>Seat</th>
<th>Test Form</th>
<th>Test Mode</th>
<th>Extended Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017008</td>
<td>Demo08, CD08</td>
<td></td>
<td></td>
<td></td>
<td>Computer</td>
<td>0</td>
</tr>
</tbody>
</table>

Exam Portion(s) : ACT-Battery-1-Introduction-English-Math - ACT-Battery 1-Introduction-English-Math (50 Minutes)

Card Number:  
Amount of Charge  
Date of Charge:  

Session Time : 11:00:00 AM - 12:00:00 PM  
Session #: 3360927

All sales are final. No credits or refunds will be given. 
I agree to pay the above amount according to the card issuer agreement.

- # of IDs needed : 
- Open/Closed book : 
- Locker Key/Bag Returned :

Examinee Signature:  
Figure Booklet/Plan Set:  
Proctor Verification:
Anonymous Security Hotline

Test center staff are expected to report test administration irregularities and security issues to ACT Test Administration by completing the Incident Report or calling +1 319.337.1526, or emailing osus@act.org. Immediate reporting to ACT Test Administration is critical to the standardized administration of the ACT.

In exceptional situations, test center staff may wish to file an anonymous report about concerns that the ACT tests may have been compromised. If you wish to report such concerns anonymously, you may do so at www.act.ethicspoint.com.

ACT Test Security Principles

1. Ensure that ACT business processes, distribution models, tests, test scores, and the information and insights we provide are “secure by design.”

2. Protect the integrity of our testing assets and the information and insights ACT provides throughout the entire life cycle of a test (from test concept to development, delivery, reporting, investigation, and remediation).

3. Promote conduct that enhances test security. Deter and detect conduct that will materially and negatively affect the reputation and integrity of our testing assets, test scores, the information and insights ACT provides, and the ACT brand.

4. Ensure that a reported test score and associated information are accurate and valid indicators of the test taker’s own achievements, behaviors, and/or goals.

5. Foster effective communication that enables prompt reporting and resolution of test security concerns.

6. Ensure that everyone in the testing process is aware of, competent for, and supported in their roles. Avoid placing individuals or organizations in situations that may pose or appear to pose a conflict of interest or a safety concern.

7. Build a sense of community, collaboration, and trust that engages and empowers people to act upon these principles.