Bizarre Incidents in Testing - What Do You Do?
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Categories
• Health
• Drugs & Delusions
• Special Accommodations
• Cheating/Security
• Bribery
• Anger/Violence
• Excuses
• Disturbance

Health - Seizure
• Incident: Seizure in the testing room
• Impact: Pause in testing disrupts all candidates
• Solution: Immediate medical help for the victim. Test continuation or retesting options for other candidates
Health - Labor

- Incident: Candidate goes into labor in the testing room
- Impact: Pause in testing disrupts all candidates
- Solution: Immediate medical help for the victim. Test continuation or retesting options for other candidates

Health - Sleeping

- Incident: Candidates sleep in the testing room
- Impact: Snoring disrupts other candidates
- Solution: Active proctoring and reminding sleepers that the clock is ticking

Related Health Issues

- Blood or other bodily fluids left on chairs, desk tops, etc. at the test center - open wound (scratching), menstruation, perspiration, loss of bodily function
- Possible impact on sanitary conditions - removal, replacement or sanitizing affected areas
- Minimize impact on other candidates
Drugs - Sniff

- Incident: Candidate was observed snorting something suspicious in his car
- Impact: Nothing during the test, but...
- Solution: What authority do you have if the candidate behaves normally in the test center?

Drunk and Stupid

- Incident: Drunk candidate calling the registration office
- Impact: Minimal negative impact - made for a good story to be included in a presentation
- Possible impact worse if candidate is drunk at the test center

Drunk and Smart

- Incident: Slovenly candidate at test site
- Impact: Minor disruption
- Solution: Candidate was seated away from other candidates to minimize impact
- Consider other situations where behavior or poor hygiene can be disruptive (cultural or religious impact)
Delusional

- Incident: Conspiracy theory
- Impact: No disruption at test site, but some follow-up work was required
- Solution: Provide reasonable responses to candidate request. Retake attempt may require special accommodations.

Call the FBI

- Incident: Candidate calls FBI (or thinks he did)
- Impact: Minimal disruption to other candidates, but proctors needed to dedicate more resources.
- Solution: Observe candidate and try to minimize disruption to others.

Special Accommodation

- Incident: Computer phobia
- Impact: Unexpected reaction to paper exam accommodation - candidate crawled under desk
- Solution: Perhaps a private session next time
**Special Accommodation**

- Incident: Several phobias and impairments
- Impact: Separate session and extensive preparation
- Solution: Creative and reasonable accommodations

**Special Accommodation - Next**

- Incident: Crying due to stress
- Impact: Possible disturbance to other candidates; fitness to practice
- Solution: Perhaps special accommodations for the retake. Evaluate fitness to practice.

**Security Concerns**

- Incident: Refusal to remove hooded clothing, hats, sunglasses. Refusal to leave expensive clothing in common area or car
- Impact: Delayed check in and possible security risk
- Solution: Refuse test administration if not compliant
Security - Items Compromised

- Incident: Items auctioned on Internet
- Impact: Items exposed on the Internet - integrity of exam compromised
- Solution: Rewrite the items, replenish the item bank, and sue the candidate for damages

Possible Security Breach

- Incident: Inappropriate use of scratch paper
- Impact: Distracting the proctors
- Solution: Explain the purpose of scratch paper and follow test administration procedures

Security Breach

- Incident: Concealed notes in pants
- Impact: No notes recovered - probable security breach
- Solution: Invalidate results and report incident to sponsoring agency, using recordings as evidence.
**Freedom of Religion**

- Incident: Candidate insists on bringing the Bible into the test center
- Impact: Possible security issue
- Solution: Do not allow the bible unless prior approval and conditions were met

**Creative Clothing**

- Incident: Cheat notes incorporated into clothing and accessories
- Impact: Security breach
- Solution: Confiscate, photograph, document and report

**Cheating Pets**

- Incident: Candidate brings dog into test center
- Impact: Security breach - and possible disturbance
- Solution: No pets unless allowed under ADA - requires additional screening
Cheating Dresser

• Incident: Impersonator attempting to look like candidate
• Impact: Security breach and fraud
• Solution: Turn impersonator away and report incident (take notes and photographs - a statement too if possible)

Violence

• Incident: Attempt to steal paper exams at gun point
• Impact: Candidate and proctor safety threatened.
• Solution: Actual solution not recommended

Anger

• Incident: Angry, threatening, and disruptive candidate
• Impact: Possible safety threatened
• Solution: Lock the door and call police
**Anger Escalation**

- Incident: Attorney Impersonator
- Impact: Negative for the candidate and the impersonator
- Solution: Good solution implemented by Manager - report suspicious activity to sponsoring agency

**Bribe**

- Incident: Candidate bribes proctor with favor
- Impact: Possible cheating incident and fraudulent activity
- Solution: Record, document, and report as much detail to sponsoring agency. Monitor candidate during possible retakes.

**Bribe**

- Incident: Candidate attempts to bribe a supervisor with money and greeting
- Impact: Possible cheating incident and fraudulent activity
- Solution: Report activity and monitor candidate during possible retakes
Please help me pay

- Incident: Candidate’s father tries to help daughter by bribing the proctor off site
- Impact: Possible cheating incident and fraudulent activity
- Solution: Report activity and closely monitor the candidate during possible retakes

Bribe

- Incident: Candidate attempts to bribe proctor with cash hidden in a coffee cup
- Impact: Possible cheating attempt and fraudulent activity
- Solution: Report activity and monitor candidate during possible retakes. Do not accept cash (or any real coffee)

Excuses

- Incident: Candidate claims that the testing environment was not appropriate
- Impact: Negligible in reality
- Solution: Keep test centers standardized, limiting any possible disturbing furniture, photos, air fresheners, etc.
**Excuses**

- Incident: Lost candidate misses exam appointment
- Impact: Candidate needs to pay again - sends letter campaign to complain
- Solution: Candidate needs to follow directions (or get a mapping app)

**Disturbance**

- Incident: Candidate upset after exam
- Impact: Possible disturbance to others with noise, crying and banging
- Solution: Be sympathetic but remove candidate from the testing environment to minimize disruption

**Disturbance**

- Incident: Candidate continually changes seats during exam
- Impact: Possible disruption to nearby candidates; possible cheating attempt
- Solution: Explain issues to candidate and provide one seat - monitor closely
Disturbance

- Incident: Candidate brings daughter (minor) to test site
- Impact: Unaccompanied minor causes disruptions
- Solution: Candidate needs to be responsible for child and, therefore, must leave the test center

Disturbance

- Incident: Fire alarm sounds during testing when unaccompanied child pulls fire alarm
- Impact: testing is suspended until fire department arrives and clears the building
- Solution: Do not allow others besides the candidates into the testing area

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