



Bizarre Incidents in Testing - What Do You Do?
Jennifer Reed, Marketing Manager, Applied Measurement Professionals
Sarah J. Wennik, Supervisor Content Development, Pearson VUE
Tadas Dabsys, Executive Vice President, PSI



2013
Annual
Educational
Conference
Hyatt Regency at the Arch | St. Louis
Oct. 3-5, 2013



Council on Licensure, Enforcement & Regulation
www.clearhq.org
© CLEAR 2013

Categories


- Health
- Drugs & Delusions
- Special Accommodations
- Cheating/Security
- Bribery
- Anger/Violence
- Excuses
- Disturbance



Council on Licensure, Enforcement & Regulation
www.clearhq.org
© CLEAR 2013

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



Council on Licensure, Enforcement & Regulation
www.clearhq.org
© CLEAR 2013

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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?

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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)

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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.

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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.

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Special Accommodation

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Special Accommodation

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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.

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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.

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Creative Clothing

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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)

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Violence

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Anger

- Incident: Angry, threatening, and disruptive candidate
- Impact: Possible safety threatened
- Solution: Lock the door and call police

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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.

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Plea\$e help me pa\$\$

- 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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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)

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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.

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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)

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

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

© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org

Speaker Contact Information

- Jennifer Reed, Marketing Manager
Applied Measurement Professionals
913.895.4796, jreed@goAMP.com
- Sarah J. Wennik, Supervisor, Content Development
Pearson VUE
610.617.5112, sarah.wennik@pearson.com
- Tadas G. Dabsys, Executive Vice President
PSI
818.847.6180, ext 7203, tadas@psionline.com



© CLEAR 2013

Council on Licensure, Enforcement & Regulation
www.clearhq.org
