ACCUPLACER Proctoring with a Video Chat Service Frequently Asked Questions

This document addresses common questions about proctoring an ACCUPLACER® test using a video chat service. For answers to other questions, please login to the ACCUPLACER platform and go to Help & Information > Knowledge Base.

Q: Is there a recording on how to proctor using a video chat service?
A: Yes, a recording is available and is posted to the ACCUPLACER platform. Login to the platform and navigate to Resources > Remote Proctoring > Video Chat Proctoring (e.g., Zoom, Webex) and select "ACCUPLACER Proctoring with a Video Chat Service."

Q: Is proctoring with a video chat service a temporary solution?
A: The ability to use a video chat service to proctor tests was initially a temporary solution during the COVID lockdown, ACCUPLACER will continue to offer this option for those situations where in-person testing is not possible.

Q: Are there instructions for proctoring ACCUPLACER with other video chat services?
A: No, the Instructions Guide is specifically for Zoom. If you choose to use an alternative service, the service must offer comparable features to Zoom's Breakout Rooms or All Screens Mood, and offer the ability to request remote access to control the student's computer.

Q: Which ACCUPLACER tests can be proctored using a video chat service? A: Any ACCUPLACER test can be proctored using a video chat service, however, The Department of Education (ED) only allows in-person ATB test administrations.

Q: What type of ACCUPLACER account do you need to launch a test?
A: Only ACTA certified ACCUPLACER Proctor-Reporters/Proctors can launch and proctor tests.

Q: What type of Zoom account is needed?
A: A Zoom Pro account (or higher) will allow for untimed proctoring of multiple students. Visit https://zoom.us/pricing for pricing and plan comparisons.

Q: Can proctors share Zoom accounts?
A: If testing simultaneously, each proctor needs their own Zoom account. Zoom does not allow a user to host multiple meetings at the same time

Q: Can multiple proctors join the same video chat session to help monitor student testing during the test administration?

A: Yes, the meeting host (main proctor) can make an unlimited number of meeting participants co-hosts (co-proctors). Co-hosts have access to all the same functionality as the host. Co-host must have an active ACTA certification status. active ACCUPLACER Proctor or Proctor-Reporter user credentials. See the Zoom Help Center for more information.

Q: How can students check to make sure ACCUPLACER will work on their computers?
A: Instruct students to go to accuplacer.org and utilize the [Verify System tool](#) to see if their computer meets the maximum specifications required to administer ACCUPLACER tests. As a best practice, include the instructions to verify a computer meets the minimum system requirements in the student testing appointment email so students and verify prior to test day

Q: What are the costs for proctoring ACCUPLACER via Zoom?

A: The cost for proctoring ACCUPLACER via Zoom is the fee for the Zoom service (varies by level) and the cost of the ACCUPLACER test units.

Q: Do students also need paid Zoom accounts?
A: No, students don't need to purchase a Zoom account; but should be instructed to download the FREE application before test day.

Q: What Zoom settings do you recommend?
A: The settings of most importance are those highlighted in the

ACCUPLACER Test Administration: How to Proctor with a Video Chat Service. All others can be determined locally.

Q: What types of devices can students use to test?
A: Students can test on a desktop, laptop, or Chromebook.

Q: Are students allowed to test with other people in the room?
A: We recommend that students test alone in a room with a door. If students are unable to do so, they should move to a quiet section of an available room.

Q: How many students can be proctored at once?
A: We recommend 1 proctor for every 3-5 students. Before your first session, we recommend that proctors utilize their ACCUPLACER demo account to conduct mock proctoring.

Q: What items are students allowed to have while testing?
A: The students' testing area should only include a computer, keyboard, mouse, scratch

paper, and a writing instrument. Refer to the [ACCUPLACER Program Manual](#) for a list of prohibited items.

Q: Can students use calculators for math tests?
A: No, calculators are prohibited (unless for prescribed accommodation). If a test question allows the use of a calculator, the calculator icon will appear at the top of the test question screen in the black header bar next to the Accessability and Highlighter icons.

Q: When do students enter their voucher information?
A: While in the general meeting video chat screen, instruct the students to navigate to accuplacer.org and click the Use Voucher button under 'Start Test with Voucher.' Reference the ACCUPLACER Test Administration: How to Proctor with a Video Chat Service and Instructions for Creating Vouchers for Proctoring with a Video Chat Service guides for detailed directions.

Q: What is the average setup time per student.
A: Whether choosing to use Breakout Rooms or All Screens Mode with Focus Mode, we anticipate a range of 3-5 minutes for a proctor to verify the student's identity, complete the room scan and launch the test.

Q: Can you see all the students in their breakout rooms at once?
A: No, a proctor can only be in one breakout room at a time and can only see the one student in that room. All Screens Mode will allow a proctor to see all students and their computer screens side by side at the same time. It's important to have Focus Mode on when using All Screens Mode to ensure students can't see any of the other student testing.

Q: Are participants able to move between breakout rooms and the main meeting room?
A: If the option, '**Allow participants to return to the main session at any time**' is checked, a student can move back to the main session from their meeting controls. If this is disabled, a student must wait for the host or co-host to end the breakout rooms.

Q: Can you preassign breakout rooms before test day?
A: Yes, you can preassign breakout rooms by adding participant emails to the breakout room. Visit the Zoom Help Center for more information.

Q: When using Breakout Rooms, how often should proctors cycle through rooms?
A: The frequency in which proctors can cycle through rooms will vary based on the number of students being proctored. We recommend frequent and unpredictable room monitoring.

Q: Does Zoom allow you to record the students' breakout sessions? A: No, Zoom only allows the host to record the room you are in.

Q: Are students able to take restroom breaks?
A: Yes, if a student needs a break, you should stop their test session. Please note that the student will need to reenter their voucher information to resume testing.

Q: How do you ensure test security?
A: To keep test content secure and scores fair, we recommend proctors adhere to the recommendations in the Security Guidelines. If a student clicks outside of their testing window, they will be automatically locked out of their test session, requiring proctoring credentials to resume.

Q: What should you do if you suspect cheating?
A: If you suspect cheating, you should go to your ACCUPLACER Test Center Management Dashboard and stop the student's session.

Q: Can students communicate with you if you are in a different room?
A: Yes, students can "ask for help" at any time.

Q: What happens if a student gets locked out of the test?
A: As part of your instructions, you should advise students not to click outside of the ACCUPLACER testing platform or they will be locked out of their test. If they still manage to lock themselves out, instruct them to notify you via the "ask for help" function. You cannot resume testing from your Test Center Management Dashboard. You will have to request "remote access of their screen, enter in your proctor credentials and resume their test session. Do NOT save your password on the student's computer.

If using a Chromebook, the student will need to close the session and re-submit the voucher. The proctor will then need to approve the test session via the Test Center Management Dashboard.

Q: Are students able to see their scores at the conclusion of testing?
A: The Student Individual Score Report can be made available to students at the conclusion of testing if your ACCUPLACER test setting are set to display the report.

Q: What should students do with their scratch paper at the end of testing?
A: Proctors should ask students to rip up or shred their scratch paper at the end of testing.

Q: Are you able to remove an individual person from a meeting?
A: Yes, Zoom has the capability for you to remove participants and by default they will not be able to rejoin with the same email address. See the Zoom Help Center for more information.

Q: Are students able to utilize this method of testing for ATB purposes?
A: No, the US Department of Education (ED) only allows in-person test administration.

Q: Is this method of testing an option for Texas institutions?
A: Yes, the Texas Higher Education Coordinating Board (THECB) approves this method of testing or Texas institutions of higher education.

Q: What happens if the proctor or student loses internet service?
A: If internet service is disrupted, the test session should save, and testing will have to be resumed at a later time.

Q: Will ACCUPLACER provide FREE practice demo units?
A: No, units are only used once a test is started. We recommend that you practice without clicking past ACCUPLACER's two sample test questions.