

CPS Human Resource Services
California Department of Public Health

PROCTOR MANUAL
for the
Registered Environmental Health Specialist Exam

INTRODUCTION

This manual provides standard procedures for CPS Human Resource Services (CPS) representatives who administer the California Department of Public Health (CDPH) registered environmental health specialist (REHS) exams and is to be used in conjunction with specific instructions for the exam being administered. It is essential that these instructions are followed to ensure consistency in exam administration. It is important that the proctor becomes thoroughly familiar with these procedures before the day of the exam.

EXAM SECURITY

The proctor is responsible for ensuring all aspects of exam security, conducting the exam efficiently and quietly, and promptly returning the exam materials. Exam security cannot be overemphasized. The security of all exams is the responsibility of the proctor from the time the materials are received until they are returned to CPS. At no time should the candidates be left in the testing room unattended.

EXAM MATERIALS

The necessary materials for the administration of the REHS exam are included in the following list:

- Proctor Report
- Sign-in Roster
- Seating Chart
- Book Inventory Sheet
- Proctor Manual
- REHS Proctor Instructions
- Answer Sheets
- Security Documents
- Calculation Sheets
- Special Codes List
- Incident Report Form
- Scoring Envelopes

- Exam Books: Morning and Afternoon Exams
- FedEx Return Slip
- Proctor Badges
- Supply Packet that Contains the Following:
 - Paper Clips
 - Scotch Tape for Signs
 - Pencils with Extras
 - Timer
 - Felt Tip Markers for Signs
 - Packing Tape for Sealing Shipping Boxes

RECEIPT OF EXAM MATERIALS

Open the exam materials immediately upon receipt. Check them carefully against the proctor report and book inventory sheet. Count the number of exam booklets and compare your total with that listed on the report and inventory sheet.

GENERAL DUTIES FOR THE CHIEF PROCTOR

The chief proctor is the individual whose primary concerns are the security of the examination, the quiet and efficient administration of the examination, and the return of the exam materials to CPS Human Resource Services, 241 Lathrop Way, Sacramento, CA 95815. The chief proctor should be familiar with the details of this booklet in its entirety. Matters pertaining to the selection of proctors to assist in the registration of candidates and monitoring of the examination are the responsibility of the chief proctor.

GENERAL DUTIES FOR THE ASSISTANT PROCTORS

Assistant proctors should walk around the room frequently to maintain exam security and to ensure the candidates are following instructions. During the exam they should note the type of marks being made on the answer sheets and if necessary, instruct candidates on the proper way to fill in the forms. They should make certain that the candidates are not using any paper or aids other than that which was distributed.

Proctors should give strict attention to their duties at all times. Avoid talking or reading while the exam is in progress. If a proctor must pause behind or beside a candidate, do not remain there long enough to make the candidate feel self conscious or upset.

ARRIVAL AT THE EXAM SITE

Proctors should arrive at the exam site at least one hour before the scheduled starting time

of the exam. During this time, you should make sure there are sufficient tables and chairs and rearrange them if necessary. Locate the restrooms. Look around the room. Check to see that the room is well lit, ventilated, and heated or cooled if necessary.

Proctors are responsible for all exam materials. Do not allow anyone to see the exam. Do not distribute exam materials until all candidates are seated.

CHECK-IN PROCEDURES

Refer to the REHS proctor instructions regarding the instructions to give to the group prior to allowing the candidates into the testing room. Tell all candidates to use the restroom prior to entering the testing room. Inform them that once checked-in, they will not be allowed out of the exam room until after the exam starts. No unauthorized material may be taken to their seats. All items must be left in their vehicles or placed in a designated space in the room. Candidates will not be permitted access to these materials during the exam.

A sign-in roster of individuals who are registered to take the exam will be provided. If a candidate is not on the roster, then that person is not permitted to take the exam. Please call CPS before turning a candidate away.

As the candidates enter the testing room they need to provide the CDPH admission letter, a \$126 check or money order, and a picture identification such as a driver's license, passport, military identification, or alien work permit. Compare the name on the admission letter with the picture identification. Collect the admission letter and the \$126 and record the check or money order number on the candidate roster. Have the candidate sign in. Randomly seat the candidates as they are registered. The proctor should create a seating chart with the candidates' names and return it to CPS with the test materials.

CLOSING THE TESTING ROOM

At the scheduled time for starting the administration of the exam, close the door. Any late arrivals may be admitted but will not be allowed any additional time to complete the exam, nor will they be given any instructions that they have missed before their arrival. Note late arrivals on your proctor report.

PROHIBITED MATERIALS

Candidates may not bring anything into the testing room other than their admission materials. Candidates should not be allowed to bring books, dictionaries, calculators, or any aids. All cell phones, purses, backpacks, hats, and unused jackets must be placed in a designated area or returned to their cars. Only exam materials are allowed on the desks or tables. Water is permitted in the testing room; however, no other eating or drinking is permitted. Candidates are not permitted to access their personal belongings or to return to their vehicles at any time during the exam except during the 30-minute break. Neither

CDPH nor CPS will be responsible for any losses. If a candidate is detected using any aids not authorized, collect them from the candidate and note the incident on the proctor report.

DISTRIBUTING EXAM MATERIALS

After all the candidates are seated, the exam materials can be distributed. These include the exam books, answer sheets, calculation sheets, security forms, special codes list, and pencils. When passing out the exam booklets, do not allow two candidates with the same colored exam booklet to sit next to each other. Instructions to candidates are either included on the first two pages of the exam book or on a separate sheet which needs to be handed out to candidates. Advise the candidates not to open the exam books until told to do so.

LEAVING THE ROOM

Candidates may not leave the testing room during the exam except to go to the restroom. In such a case, collect and hold all of the candidate's exam materials until he or she returns. Only one candidate is allowed to leave the room at a time. If possible, an assistant should accompany the candidate to the restroom. Under no circumstances should the testing room be left unattended. No extra testing time will be allowed for a candidate who leaves the room.

COMPLETING THE ANSWER SHEET

It is important for candidates to complete the answer sheet accurately. Candidates must enter their social security number and blacken the corresponding numbers. The highest grade completed, sex, and ethnicity sections are optional. They may complete the special codes A section by using the special codes list and filling in the code for the county or university in which they received their environmental health training. The special codes list will be collected before the exam has begun.

ACCOUNTING FOR MATERIALS DURING THE EXAM

While candidates are taking the exam, determine the number of candidates using exam books and the number of unused exam books. Together they should equal the number of exam books on the proctor report and the inventory sheet.

DISMISSING THE CANDIDATES

Any candidate withdrawing from the exam must turn in all materials and sign the proctor report before leaving. Have the candidate write, sign, and date the following statement on a piece of scratch paper:

"I hereby withdraw from the _____ examination at
_____ o'clock."

(Signature)

(Date)

Make a note of this withdrawal in your proctor report and attach this signed statement to the report.

CHECK OUT PROCEDURES

For both the morning and afternoon sessions, candidates who finish early may be allowed to leave the room. Have the candidate wait while you verify that you have collected the exam booklet, the answer sheet, the calculation sheet, and any other materials you have provided. If any of these are missing, the candidate must go back and retrieve them.

Verify that the candidate wrote his or her name on the exam booklet and calculation sheet. Also verify that each candidate's name, identification number, exam title, and control number are correctly entered on the answer sheet and that the answer sheet has been signed. If the answer sheet is not filled in completely, hand everything back to the candidate and have him or her return to a seat to fill it out properly. Do not have the candidate do it at the checkout table thereby delaying other candidates from leaving. However, if time has been called, have another proctor accompany the candidate to a seat to make sure he or she does not open the exam booklet and work on the exam instead of fixing the answer sheet.

For both the morning and afternoon sessions check off the candidate's name on the roster and the time they turned in their exam books. It is imperative that no one leaves the room until you are sure you have each candidate's exam materials and answer sheet.

Before the candidates who have not finished early are dismissed, a complete count of all exam materials must be made and verified. Count the unused exam books, completed answer sheets and exam comment sheets separately. If an exam book appears to be missing, make every effort to locate it. A full report must be made to CPS immediately in the event that exam materials are missing.

When you are certain that all materials you have carried to the exam site are in your possession, dismiss the remaining candidates. The collected exam materials must be placed so that the candidates will not have access to them as they leave the room.

IRREGULARITIES OF ADMINISTRATION

All of the following should be reported on the proctor and incident report forms:

- Emergencies

An emergency over which you have no control such as a power failure, natural disaster, sudden building closure, or any extraneous activity that disturbs the candidates should be noted on the proctor and incident report forms. Please call and notify CPS immediately in the event of an emergency.

- Exam Item Errors

Any question raised by a candidate concerning a possible typographical error, ambiguity, incorrect answer, or no correct answer should be brought to our attention by attaching all completed candidate comment forms to the proctor report. Please note this information on the proctor report if necessary.

- Cheating

When a candidate is suspected of looking at another candidate's paper during the exam, call CPS to report the incident details. Document all irregular occurrences on the proctor and incident report forms including the observation of a candidate giving or receiving assistance, communicating with others, retaining or copying examination questions, or using prohibited aids. If you are convinced that a candidate is cheating in any way, ask another proctor to witness the incident for verification. Do not dismiss the candidate until you have discussed the situation with a CPS representative.

OTHER IRREGULARITIES

If a problem arises which is not covered by the information above, use your best judgment or consult with someone with more experience. Record any irregularities on the proctor and incident report forms. Examples might be:

- Mistiming: Mistiming, whether short or long, must be reported on the proctor report. However, under timing should be corrected during the administration of the exam before the candidates leave if possible.
- Defective Exam Materials: Exam booklets, answer sheets, or any other exam materials that are defective or incomplete must be reported on the proctor report. However, it is expected that reserve materials will be used to replace defective materials so that the candidate can complete the exam with as little disturbance as possible.
- Illness: If a candidate becomes ill during any part of the exam, all exam materials should be collected immediately. If the candidate leaves the room and subsequently is able to return, he is to be given the same exam materials with no additional time to take the examination. Record the incident on the proctor and incident report forms.

- Other Irregularities: Occasionally a candidate will mark answers in the exam booklet rather than on the answer sheet. If this is discovered and there is not enough time to have the candidate transfer the answers to the answer sheet, attach the answer sheet to the exam booklet and return them together. Note this on the proctor report.

VERIFYING EXAM MATERIALS

Count the exam materials and record your figures in the box labeled "NUMBER RETURNED" on the Proctor's Report. These totals should agree with the total marked in "NUMBER RECEIVED."

RETURNING MATERIAL TO CPS

All exam materials need to be returned to:

CPS Human Resource Services
241 Lathrop Way
Sacramento, CA 95815

Assemble the following materials for mailing:

1. Admit letters with \$126 check or money order for each examinee
2. Answer sheets in alphabetical order placed in the scoring envelope
3. Sign-in Roster
4. Proctor Report
5. Security Sheets
6. Calculation Sheets
7. Special Codes List
8. Used exam booklets in numerical order
9. Unused exam booklets in numerical order. Shrink wrapped packages can be left unopened.
10. Miscellaneous supplemental forms, scratch paper, and proctor supplies

Package and seal all materials in the boxes. Either go to a FedEx office or call them ahead of time and arrange for a pickup. The FedEx phone number is 800-238-5355.

CONTACT PEOPLE

If you have any questions or concerns, please call CPS representatives Nancy James at 916-471-3357 or Eliza De La Cruz at 916-471-3152.