



ACT Now - Test Staff - Test Coordinator

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Staff Training - Paper and Online

Information on how to train your testing staff.

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Parent topic: Test Staff

Purpose of Training Staff

All testing staff must understand all ACT policies and procedures and their responsibility for implementing them. It is critical that all test sites follow the same procedures for a fair and standardized testing experience. Properly training staff also helps reduce the risk of a misadministration.

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Staff Training Requirements

The test coordinator is responsible for providing training materials to all test center staff before test day. The test coordinator, and room supervisor must log in to TCM and complete the required training. It is especially important that the room supervisors read and understand ACT policies prior to administering the ACT.

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Training Modules

ACT is providing policy training modules to communicate its policies, procedures, and expectations. They are proprietary information and copyrighted by ACT. Materials must not be copied or shared for any other purposes. It is important for all test event staff to read and understand the policies, procedures, and training modules in TCM.

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Supplements

Supplements or notices may be sent to test coordinators before the test day via email or included in test materials shipments. These supplements contain the most up-to-date information on policies and procedures.

They should be distributed to all test event staff and are intended to augment the policies and procedures contained in TCM.

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Training Session

Test coordinators hold a training session before test day to prepare test event staff (both new and experienced) for test day activities. This training session is required. The session should be used to discuss policy, address procedural and logistical issues, and ensure everyone has a common understanding of what is to take place on test day. An outline of topics is provided to guide the discussion.

Note: This training session is separate from the briefing session conducted on test day.

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Training Session Outline

The test coordinator is expected to discuss the following topics with staff during the training session. A separate session may be held with accommodations testing staff to cover topics relevant to accommodations. All training sessions must occur before test day and include information from training conducted by ACT.

Testing Systems:

- Remind staff how to open rooms and locate seal codes for assessments
- Explain how to navigate the task cards that staff must complete in TCM
- Provide an overview of TestNav and ensure staff are comfortable assisting examinees on test day as needed

Facilities Requirements and Setup:

- Demonstrate proper seating arrangements and test room preparation, including:
 - Ease of staff observation and movement
 - Seating left-handed examinees
 - Timepieces
 - Any items in the room that need to be covered/removed for testing

Test Materials:

- Discuss the difference between secure and non-secure materials
- Discuss the difference between standard materials and accommodations materials and highlight that using the wrong test materials can result in the cancellation of scores
- Explain materials that will be supplied by:
 - ACT
 - Your site
 - Examinees
- Describe the process for how materials will be distributed to and from room supervisors on test day and how room supervisors will distribute materials to examinees in the test room
- Outline the importance of:
 - Never leaving materials unattended
 - Verifying counts of materials before and after testing
 - Not allowing unauthorized individuals access to test rooms or materials
 - Remind staff to remove absent students from the room in TCM prior to starting the test

Non-Test Activities:

- Discuss when and where all examinees, including those testing with accommodations and/or supports, will complete non-test activities. This includes answer document demographics and MyACT non-test information.
- Discuss the sections that must be completed and the importance these sections play in score reporting
- Remind staff the verbal instructions for completing the answer document demographics section are provided in the task cards in TCM.

Test Administration:

- Discuss when and where test event staff are to report on test day
- Explain how to use the Roster
- Review acceptable forms of identification
- Explain the process for seating examinees and the rules to follow when choosing where to seat an examinee
- Discuss start times and when to stop admitting examinees to the test room
- Discuss the policy for watches, cell phones and other electronic devices for both examinees and staff
- Explain how to use TCM on test day, stressing the importance of following instructions exactly and reading verbal instructions on the task cards verbatim
- Explain how to use any supplemental materials
- Discuss timing procedures and administering breaks for all types of administrations
- Discuss monitoring the test room and expected staff behavior, including:
 - Handling prohibited behavior
 - Handling testing irregularities
 - Checking calculators
 - Checking authorized bilingual dictionaries
- Review how to submit an Irregularity

Note: If there are additional rules or policies specific to your state, district, or test site, be sure to also cover those items with testing staff. Staff should have a comprehensive understanding of all expectations and procedures before test day.

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Available Staff Training Resources

Additional staff training resources are available on the ACT Now testing website. The url for this site is provided in email communications from ACT.

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Test Day Briefing Session

A test event staff briefing session is required each test day morning, even with experienced test event staff. During this session, ensure all staff are present and make necessary adjustments to test event staff assignments. Ensure all test event staff understand their responsibilities and answer questions with the group so everyone has the same information.

In particular, discuss the following:

- Information in any ACT notice
- Cell phone and prohibited devices policy and procedures
- Calculator policy and procedures
- Test site specific information
- How staff are to communicate with the test coordinator during testing
- Arrangements for left-handed examinees

- Arrangements for examinees authorized to test with accommodations and supports
- How to handle breaks
- What to do with examinees dismissed for prohibited behavior

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