



ATI Proctor Process Guide – All Assessments (excludes TEAS)

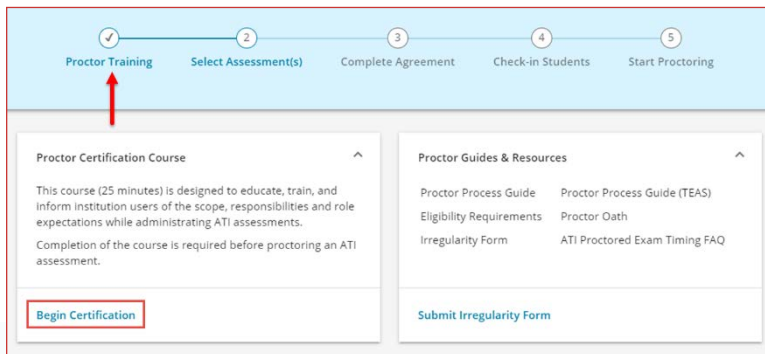
Table of Contents

BEFORE YOU PROCTOR	3
STEP ONE: BEFORE EXAMINEES ARRIVE	4
STEP TWO: EXAMINEE CHECK IN	10
STEP THREE: STARTING THE EXAM	11
STEP FOUR: READ THE PROCTOR SCRIPT	13
STEP FIVE: DURING THE EXAM	15
STEP SIX: AFTER THE EXAM	21
FREQUENTLY ASKED QUESTIONS (FAQS) TABLE OF CONTENTS	22

Before You Proctor

ARE YOU READY TO PROCTOR AN ASSESSMENT?

- Check your status. Are you a proctor/instructor/director? If you do not have the correct status, an authorized instructor- or director-level representative from your institution must contact your ATI Customer Service representative or your Client Account Manager by e-mail **at least three business days prior to testing** to request a status change.
- Have you completed the preliminary paperwork and training? You can access everything you need from the Proctor page.



- **Proctor Guides & Resources** – Sign the Proctor Oath and read the Proctor Process Guide(s).
- **Proctor Certification Course** – You must complete this course before you proctor an assessment. Click **Begin Certification** to access the course. You must retake the course every year; each time you complete the course, the date of your renewal displays in the lower right corner of the pane.
- Do you have your log-in information, consisting of your user name and password?
- Do you know the assessment to be proctored?
 - **If you are a Proctor** – All assessments that are available for you to proctor display. If you have any issues getting started, call ATI at 800-667-7531 **at least one day in advance** of the assessment.
 - **If you are a Director or Instructor** – Navigate to the Products tab to view the assessments to be proctored.

Note: Directors can assign a Proctor to an assessment. (See [FAQ 1: How do I Assign Assessments to a Proctor?](#))

RECOMMENDED PROCTOR-TO-STUDENT RATIO

Are there enough proctors for your session? ATI recommends a 1:20 (or less) proctor to examinee ratio for the best proctoring capabilities.

STEP ONE: Before Examinees Arrive

CHECK THE ROOM AND THE EQUIPMENT

- Are there enough workstations for all examinees?
- Are all computers and monitors plugged in and operational, have internet connection, have all pop-up blockers been disabled, etc.?
- Is all required software available on each computer? (For a list of required software, see <https://www.atitesting.com/technical-requirements>.)
- Are all applications closed on each computer?
- Are there any major distractions for examinees (e.g., construction, noise, etc.)?

NUMBER THE SCRATCH PAPER

Create sequentially-numbered scratch paper sheets so two are available for each examinee. Every examinee is allowed two sheets of scratch paper. For audit purposes, hand out numbered sheets of paper in an order corresponding to the sign-in sheet. The first name on the sheet will have scratch papers #1 and #2, the second name will have #3 and #4, continuing through the last examinee.

Additional Best Practice Hints:

- Institutions may use a word processing program to print numbers on the bottom of sheets and print them.
- Institutions may use different colors of paper to easily distinguish between those which were handed out by the institution and others that the student may have brought in from the outside.

Note: If colored paper is used, institutions should frequently change the color so examinees retaking the exam don't try to bring the same color from outside.

CREATE A SEATING CHART MAP

Sketch the room and computer stations to make seat assignment quick and easy. See [FAQ 2: How do I Create a Seating Chart?](#) for extra information about this, if needed.

PROVIDE THE FOLLOWING INFORMATION

Either write the following information on the board or include this information on the scratch paper distributed to examinees:

- Assessment Name and Assessment ID (if any)
- Institution
- "Do not log in to your computer until instructed to do so."
- Number of Questions and minutes for the exam
 - Information can be found within the EIG or Individual Test Description

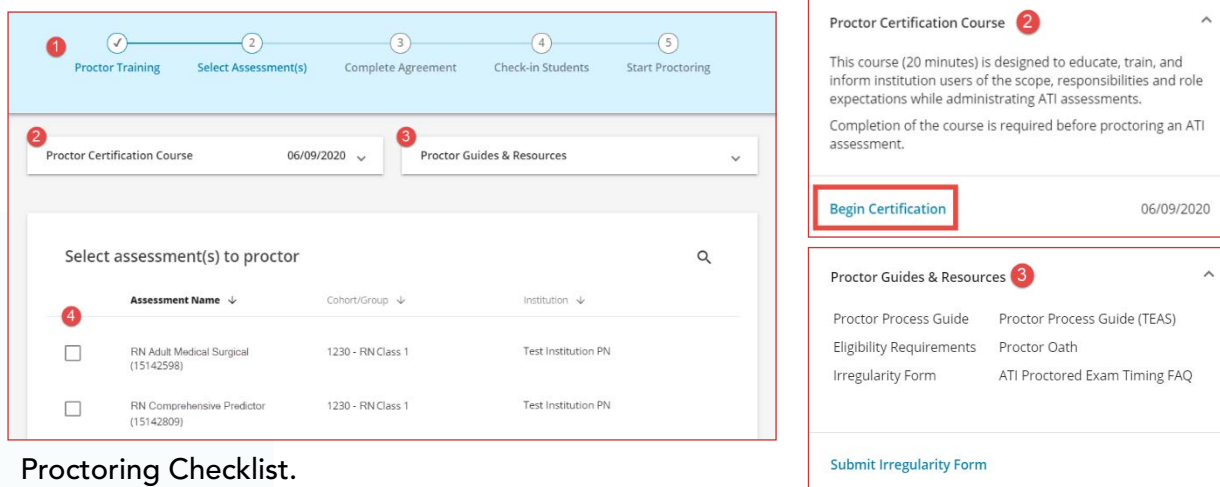
ACCESS THE PROCTOR PAGE

Note: Faculty/proctor accounts cannot be shared; generic accounts are not allowed. Each proctor must have their own account.

1. (This step applies to Instructors and Directors only.) If necessary, click the Select Institution/Cohort  icon to choose an institution and/or cohort. The icon is located at the top left corner of the ATI page.
2. (This step applies to Instructors and Directors only.) Click the Navigation Panel  icon in the top left corner to open the Main menu, and then click Products.

PROCTOR PAGE OPTIONS

The Proctor page is the home page for Proctors. Here is a quick overview of its features.



The screenshot shows the ATI Proctor page layout. At the top, a progress bar with five steps is labeled: 1. Proctor Training, 2. Select Assessment(s), 3. Complete Agreement, 4. Check-in Students, and 5. Start Proctoring. Below this, there are two main sections. On the left, a 'Proctor Certification Course' section shows a date of 06/09/2020 and a 'Begin Certification' button. On the right, a 'Proctor Guides & Resources' section lists various documents like the Proctor Process Guide, Eligibility Requirements, and Irregularity Form, along with a 'Submit Irregularity Form' button. In the center, a table titled 'Select assessment(s) to proctor' allows users to choose from a list of assessments, including 'RN Adult Medical Surgical' and 'RN Comprehensive Predictor', with columns for Assessment Name, Cohort/Group, and Institution.

1. Proctoring Checklist.

- Five steps display across the top of the page.
 - You must complete a step to progress to the next one.
 - When you complete a step, a checkmark replaces the number.
 - You can click a completed step to navigate to the step.

2. Proctor Certification Course.

- Open **Proctor Certification Course** and click **Begin Certification** to access Proctor Training.

3. Proctor Guide & Resources.

- Open **Proctor Guide & Resources** to access the Proctor Oath, help documents, and forms. Note that there are two versions of the ATI Report of Testing Irregularity form; the link at the bottom of the window enables you to complete and submit the form electronically. (This is the preferred method.)

4. Select assessment(s) to proctor.

- Click a title in the header to sort the assessment list by Assessment Name, Cohort/Group, or Institution.
- Use the **Magnifying Glass**  icon to search for an assessment.
- Select one or more check boxes to proctor the associated assessment.

LOG IN TO YOUR PROCTORING SESSION

- Step 1: Proctor Training:** You must first complete the Proctor Certification Course to continue to the following steps.
- Step 2: Select Assessment(s):** On the Proctor page, find the assessment(s) you are proctoring, select the associated check box(es), and then click **CONTINUE**.

Proctor Training **Select Assessment(s)** Complete Agreement Check-in Students Start Proctoring

Proctor Certification Course 06/09/2020 Proctor Guides & Resources

1 assessment(s) selected **CONTINUE**

Assessment Name	Cohort/Group	Institution
☐ RN Adult Medical Surgical 2016 (15142598)	1230 - RN Class 1	Test Institution RN
☒ RN Comprehensive Predictor 2016 (15142809)	1230 - RN Class 1	Test Institution RN
☐ RN Pharmacology (15138138)	1230 - RN Class 1	Test Institution RN

- Step 3: Complete Agreement:** On the Proctor Agreement page:

Proctor Training Select Assessment(s) **Complete Agreement** Check-in Students Start Proctoring

Proctor Agreement

Please read and complete for the assessment you have selected to proctor.

Assessments selected to proctor

- RN Comprehensive Predictor 2016 (15138130)

As the proctor for the assessments above, I will adhere to, abide by, and agree to the following statements:

- ☒ * I will follow - and read aloud - the script for this exam administration that is provided in ATI's Proctor Process Guide.
- ☒ * I will directly observe the examinees and testing environment by being physically present at all times during testing.
- ☒ * I will enforce the rules to ensure consistent testing conditions.
- ☒ * I will not allow any form of misconduct. When I witness misconduct, I will stop the administration of the exam and document the incident on an irregularity form.
- ☒ * I will treat all confidential information as ATI's sole property and take all necessary steps to ensure its confidentiality.
- ☒ * I will follow all rules in the Proctor Oath and Proctor Process Guide.

* Required

These rules are essential to protect the integrity of the test and the intellectual property of ATI.

I also understand that in the event that I do not abide by these rules, I will not only be prohibited from proctoring future assessments, but will also jeopardize the school's approval status as a testing site. In addition, I may be personally liable for any intentional violations of these rules.

Electronic Signature *
Jane K. Smith

Today's date
06-24-2019

I AGREE

- Read each statement and then select the associated check box.
- Sign the agreement by entering your FULL NAME to indicate that you agree to all stated conditions.
- Click I AGREE to proceed.

Note: If you are proctoring a custom assessment, a slightly different version of the agreement – the Custom Assessment Proctor Agreement – displays. Read the agreement, sign your name, and then click I AGREE.

4. **Step 4: Check in Students.** Select student(s) to check in and then click **CONTINUE**.

Student Name	Assessment Name	Institution
☒ stu1_sri	RN Comprehensive Predictor 2016 (15138130)	Test Institution RN
☒ stu2_sri	RN Comprehensive Predictor 2016 (15138130)	Test Institution RN

5. **Step 5: Start Proctoring.** Read the entire Proctor Script out loud to the students and then click **START PROCTORING** to approve students.

The following assessment(s) are ready to proctor.

- RN Comprehensive Predictor 2016 (15138130)

START PROCTORING

PROCTOR SCRIPT TEAS SCRIPT

Proctor Script

Read aloud the information below before approving examinees.

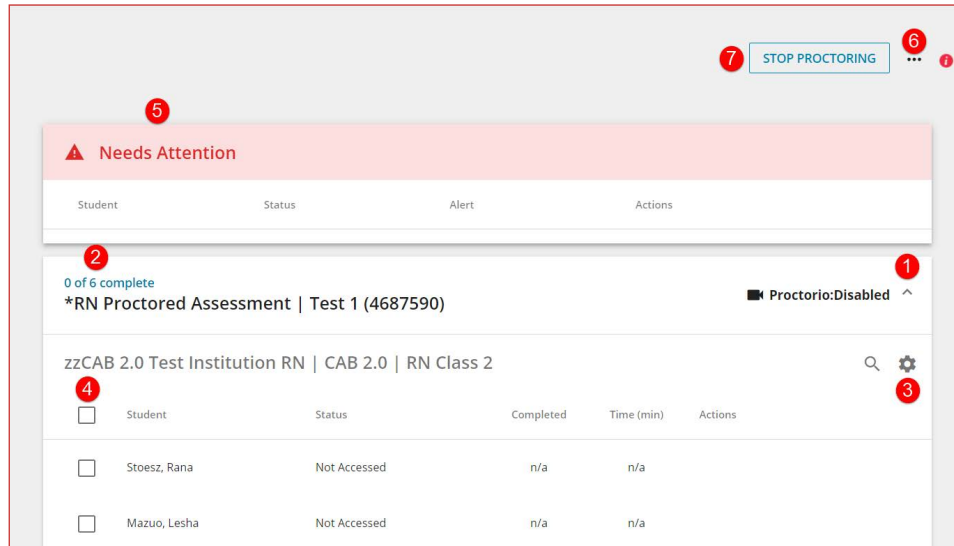
Greeting

Welcome. The assessment you are about to participate in is a timed exam. You will have ____ minutes to complete ____ questions.

For Assistance:

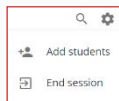
If you have any issues, contact ATI at 1-800-667-7531 for assistance or click the SUPPORT icon at the bottom right corner of the ATI page and then access the CHAT tab.

USING THE PROCTOR MONITORING SCREEN



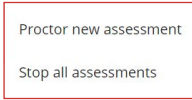
After you click **Start Proctoring**, the Proctor Monitoring page displays. You have the following options and information:

1. **Down Arrow**  / **Up Arrow**  – Click the arrow to open/close the assessment pane.
2. **# Examinees Testing of # Examinees Complete** – The number of examinees currently taking the assessment of the total examinees approved.
3. **Cog**  – Opens the Assessment Options window, enabling you to add examinees to the assessment or stop the assessment.



4. **Examinee List**  **Student** – After examinees log on, they are listed in this section.
 - Using this list, you can approve and/or stop an examinee's assessment.
 - During testing, the number of questions completed out of the total number displays.
 - The number of minutes out of the total minutes allowed for the assessment displays.
 - When a student completes their assessment, their name is removed from the list.
5. **Needs Attention**  **Needs Attention** – Alerts you by displaying the examinees who have clicked outside the testing window during the assessment.

6. **Three Ellipses** ... – Opens the Proctor Monitoring page options window, enabling you to add assessments to your proctoring session and to pause/stop assessments.



Proctor new assessment
Stop all assessments

7. **STOP PROCTORING** **STOP PROCTORING** – Terminates active proctoring for your assessments only and closes the Proctor Screen. If there are other proctors with active sessions for the same assessment, STOP PROCTORING does not affect other proctor's sessions or their examinees. Click this button when you are finished proctoring.

Note: The Proctor Monitor screen will time out after 30 minutes of inactivity.

GENERAL INFORMATION

- ATI online assessments have multiple-item formats to reflect the item formats used on the NCLEX®. These formats may include multiple-choice items with four responses for each, hot spot, fill-in-the-blank, multiple response, drag-and-drop, and chart exhibit.
- Scrambled versions of the assessments are used to ensure test security.
- There is no penalty for guessing.
- Any question that is not answered will be scored as incorrect.

[BACK TO TABLE OF CONTENTS](#)

STEP TWO: Examinee Check In

AUTHENTICATE EACH EXAMINEE'S IDENTIFICATION

To deter exam misconduct and account abuse, it is imperative to verify each examinee's identification during the exam check in process. Carefully checking identifications and dismissing individuals who fail the authentication process should be strictly enforced.

- The examinee should have an ID which is government-issued with a current photograph and examinee's signature and permanent address.
- The following examinee information must be confirmed prior to testing:
 - **Exact name match.** First name, middle initial (if applicable), last name spelling match to the presented government-issue ID.
If there has been a recent name change, and the name does not match, the examinee must update their account to match their most current ID prior to testing. Contact client care if you have questions or if the student needs assistance.
 - **Photograph ID match.** Verified positive match to presented ID's current photograph.
If the photo ID **DOES NOT MATCH**, the examinee **SHOULD NOT** be allowed to **TEST** and the Proctor should contact ATI Client Care.
- Have examinees sign in on a numbered sheet (roster).
- Distribute two sheets of scratch paper to each examinee.

REMINDERS ABOUT PERSONAL ITEMS

- All personal belongings must be stored out of reach.
 - This includes, but is not limited to, coats, jackets, hats and sunglasses, phones and smart watches, with discretionary allowances for religious apparel.
- Examinees may bring two #2 pencils; students are not allowed to have any other personal materials at their testing station.
- Examinees may use the calculator that is available as a pop-up during the test and can be launched from the Web page.
- No personal electronic devices of any kind are allowed during testing. This includes, but is not limited to cell phones, smart watches, and personal calculators.
- Food and drink, unless predetermined as medically necessary, are not allowed in the exam room.

ANNOUNCEMENTS

Advise examinees of the following:

- To use the restroom prior to the start of the assessment.
- They should not log in to their computer until told to do so.
- That they cannot leave the testing room without proctor approval. If approval is granted, the student should pause their assessment using the Pause button in the top right corner of their assessment.
- Any time lost on an assessment beyond the Pause time cannot be added. No time can be added to an assessment at any point.

[BACK TO TABLE OF CONTENTS](#)

STEP THREE: Starting the Exam

PROCTOR PRESENCE

IMPORTANT: An ATI-trained proctor **MUST** be physically present with test takers at all times.

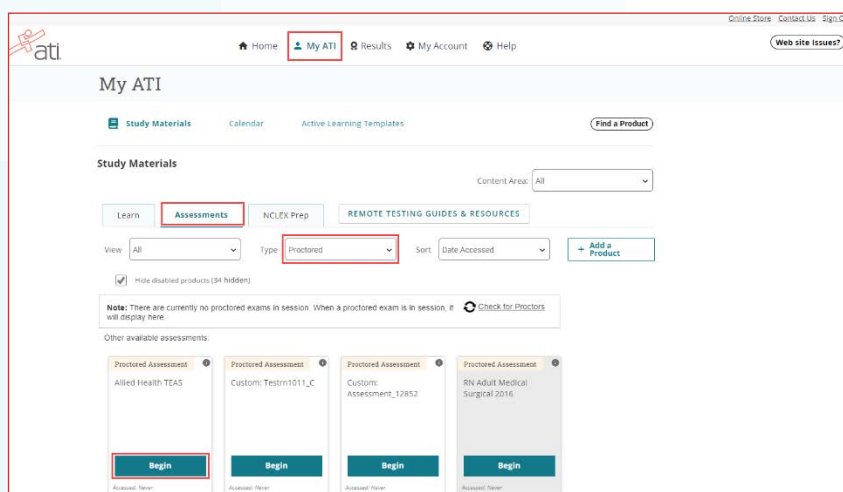
If a proctor has to leave the room for any reason, they must be replaced by another ATI-trained proctor. Remote proctoring of any kind is not allowed without express consent from ATI.

PROCTOR – INSTRUCTING EXAMINEES TO LOG IN

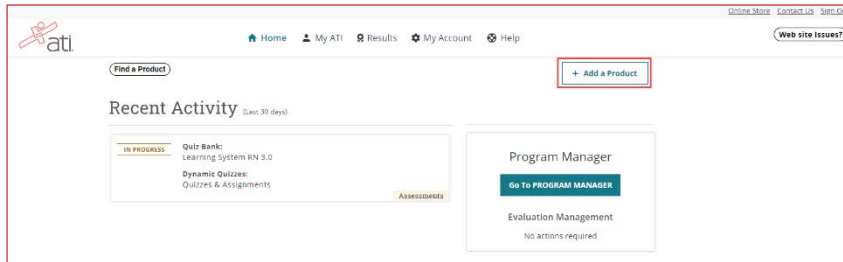
- Instruct examinees to close any applications they might have opened.
- Direct examinees to open www.atitesting.com.
- Instruct examinees not to open any applications other than www.atitesting.com. Instruct examinees to close any applications other than www.atitesting.com they might have opened.
- Have examinees enter their ATI user name and password.
 - If an examinee does not have a user name and password, instruct them to navigate to www.atitesting.com and click **Create Account**, located in the upper right corner of the screen. The examinee must use the same name that is displayed on their current form of photo ID.
 - If an examinee doesn't remember their password, have them use the **Forgot Password** or **Forgot Username** option on the sign-in page.
- Once logged in, instruct examinees to:
 - Make sure that their account is set to the same institution as the one associated to the assessment. (To change the student's account: Click the account link in the upper right corner; on the My Profile tab, scroll down to Institution Info and click **Edit**; select the assessment institution and then click Save.)

Note: If a student's designated institution does not match the assessment institution, a student's time accommodations will not apply.

- Access their proctored assessment in one of two ways:
 - **By locating the assessment on the My ATI > Assessments tab:**
 - Click the **My ATI** tab at the top of the page and then click the **Assessments** tab. Locate the appropriate proctored assessment and then click **Begin** to open the Proctored Assessment Instruction page.



- By entering a Product ID:
 - In the upper right corner of the Student Home page, click **Add Product**.



- Then, enter the Product ID and click **CONTINUE**.

A screenshot of the 'Add Product' dialog box. The dialog has a title bar with 'Add Product' and a close button (X). Below the title bar, it says 'Add a product to your account'. There is a text input field labeled 'Enter ID'. At the bottom right, there are two buttons: 'CANCEL' and 'Continue'.

- A set of instructions displays before the start of the assessment. The examinees are required to read these instructions to continue with their test.

[BACK TO TABLE OF CONTENTS](#)

STEP FOUR: Read the Proctor Script

READ ALOUD THE INFORMATION BELOW BEFORE APPROVING EXAMINEES.

Sections to be read aloud are indicated by italicized text.

You must review and accept the following terms before taking this ATI exam. If you do not agree, you will not be permitted to take the exam. Please carefully read the following and acknowledge your understanding and agreement where required:

Enter your full name as listed on your ATI account to certify and represent that you are the account holder who created this ATI account and that you have not and will not permit any other person to access your account or to answer any ATI exam questions under your name.

All assessment questions are the copyrighted property of Assessment Technologies Institute®, L.L.C. The removal or attempt to remove questions or other assessment material from the test is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, or distribute these assessment questions by any means, in whole or in part. You are also prohibited from disclosing these questions, by any means, to others. A violation of these terms may result in civil and criminal penalties.

Enter your initials to acknowledge that you understand you are not allowed to copy, discuss, or share questions or answers from this exam in any way before, during, or after the exam.

Test misconduct is the improper use of an ATI account in relation to an ATI assessment, including but not limited to cheating, copying, theft, identity fraud, and violations of any of these terms. Cheating includes representing someone else's knowledge as your own and possessing any material advertised as actual ATI exam questions and answers.

Enter your initials to acknowledge you understand and agree that, in ATI's sole judgement, any suspected test misconduct or fraudulent activity may result in invalidation of your scores without refund, immediate suspension or termination of your access to further ATI testing and ATI resources, and disciplinary action by your institution or organization, as applicable, consistent with their policies. You understand and agree that ATI will report any suspected fraud or testing misconduct to your institution/organization, as applicable, and/or to law enforcement and will pursue any action reasonably necessary to protect the integrity of the ATI test materials.

Additionally:

1. You are not allowed to eat, drink, or have access to any notes, personal items, or electronic devices (including headphones of any kind) during the exam without prior written authorization by ATI.
2. You are authorized to interact only with the proctor and ATI employees during the exam session. You are not allowed to interact with any other person in any way.
3. **Remote Proctoring:** If your institution or organization has elected to use remote proctoring services during the administration of this exam, or if you have independently purchased access to this ATI exam, by continuing with the exam, you agree to allow ATI and remote proctor providers to monitor you by webcam, video, microphone, browser, desktop, or any other means necessary to prevent fraud or cheating and to otherwise uphold ATI's test integrity. This may include recording of video, audio, and/or screen activity, and a scan of your surroundings and computer display. This monitoring will be conducted by machine and/or by a live person. You must remain on-screen and be in total view of the webcam for the entirety of the test outside of scheduled breaks, or your test attempt may be considered invalid. You are required to fully complete all steps in the remote proctoring process including the desk scan, ID check, technology test, etc. If you do not complete all steps, ATI reserves the right to invalidate your assessment without refund. Please ensure you have completed all necessary steps before beginning this assessment. The information from the test session, including recordings, will be available to authorized personnel of ATI, remote proctor providers, and may also be provided to the institution or organization with which you are affiliated if they are requiring you to take the proctored ATI assessment or to law enforcement if we suspect test misconduct and/or unlawful activity. ATI and its providers will never sell your identifiable information and will only use it for test security purposes. You give ATI a worldwide, royalty-free right to use and disclose your information and recordings as described herein. By entering your name below, you are providing your explicit consent to the use of remote proctoring services during the administration of this exam.

Please select the I agree box and wait for further instructions as I approve you for the exam.

☐ I Agree	I have read, understand, and agree with all of the above statements.
----------------------------------	--

You may begin by clicking the Start Test button that will display at the bottom of the page once you are approved.

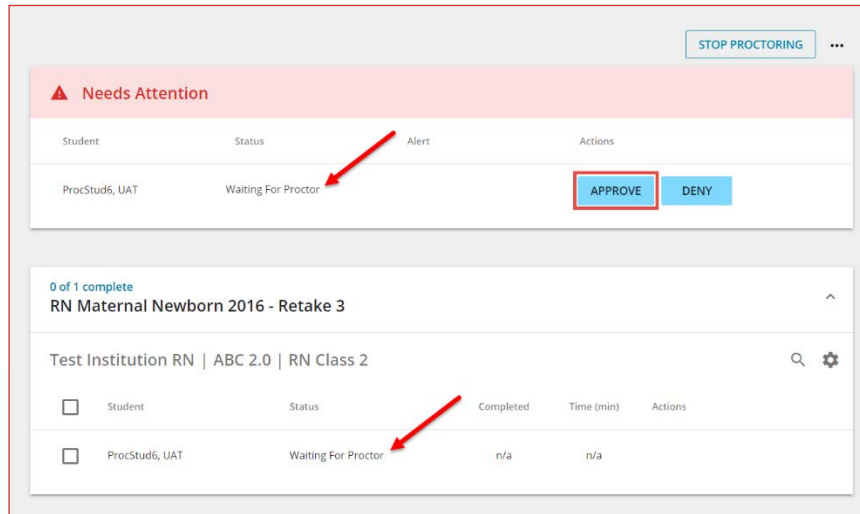
[BACK TO TABLE OF CONTENTS](#)

STEP FIVE: During the Exam

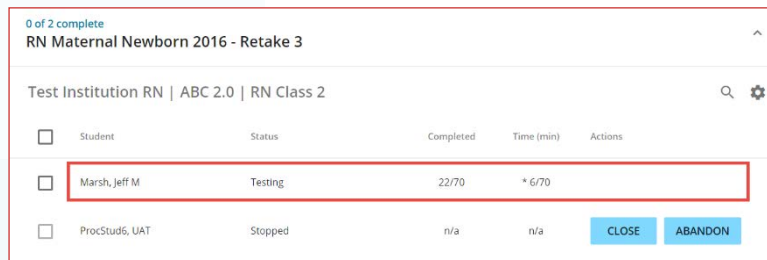
APPROVING EXAMINEES

After an examinee has logged on to begin the assessment he/she appears in the Needs Attention section of the Monitor Assessment screen with a status of “Waiting for Proctor.” You must approve the examinee before they can proceed with the test.

- To approve, click the **APPROVE** button associated with the examinee.



- After the examinee is approved, the examinee can begin the exam.



Each approved student is listed in the section for the assessment they are taking. The following information displays when the examinee is actively testing:

- A check box for selecting the student. This is used to pause an assessment for one or more students.

Note: Stopping an exam does not end or complete the exam, but merely pauses it. The examinee will be able to continue, starting after the last question completed.

- The current *Status* is Testing.
- The number of questions completed out of the total for the assessment.
- The amount of time expended in minutes out of the total for the assessment. Students with an asterisk (*) have a time accommodation.
- Clicking a student record displays information on any incidents for that student that have occurred during the testing session.

MAINTAIN A PRESENCE

- Maintain a physical presence and actively monitor the testing room at all times while the students are taking the ATI assessment.
- Viewing students from the back of the testing room can provide a unique point of view for student activity.

COMMUNICATION INSIDE THE TESTING ROOM

- No communication is permitted among students while taking the assessment. Students are expected to work independently.
- As the proctor, you may not answer any questions concerning the content of the assessment.
- If the student has an issue with a question, the student should provide the proctor with the question number on scratch paper at the end of the exam. See [FAQ 3: Challenges to Questions – Product Inquiry Process](#) for additional information.

RESTROOM BREAKS AND LEAVING THE TESTING AREA DURING THE EXAM

- A student may be granted permission to use the restroom during the exam. However, note the following:
 - If approval is granted, the student should pause their assessment using the Pause button in the top right corner of their assessment. The student can pause the assessment for up to 5 minutes.
 - Additional time missed during the exam for a restroom break is lost and cannot be made up.
 - If there is only one proctor available, only one examinee may use the restroom at a time.
 - If more than one proctor is available, a second proctor may escort multiple examinees to the restroom at the same time during the exam.
 - The proctor should monitor the length of any unscheduled bathroom break and watch for suspicious behavior.
- If a student leaves during testing, ALL testing materials should be turned in to the proctor. Students may not take exam materials or any personal belongings outside of the room during an unscheduled break.

Note: Remember that proctors must be present in the room at all times. If you need to leave during the proctoring session, make sure another proctor is available.

CHECK YOUR PROCTOR STATION FOR SUSPICIOUS ACTIVITY

While monitoring the room for suspicious behavior, remember to check the Monitor Assessment screen at your proctor station for any notifications. A student's name appears in the Needs Attention section of the Monitor Assessment screen when they attempt to navigate away from the testing window. (See [FAQ 7: Test Misconduct and Testing Irregularities Guidelines](#) for other forms of misconduct.)

MANAGING INCIDENTS

A student's name appears in the Needs Attention section of the Assessment Monitor screen when they are waiting to be approved (as explained in the previous section), but also when they attempt to navigate outside of the testing window.

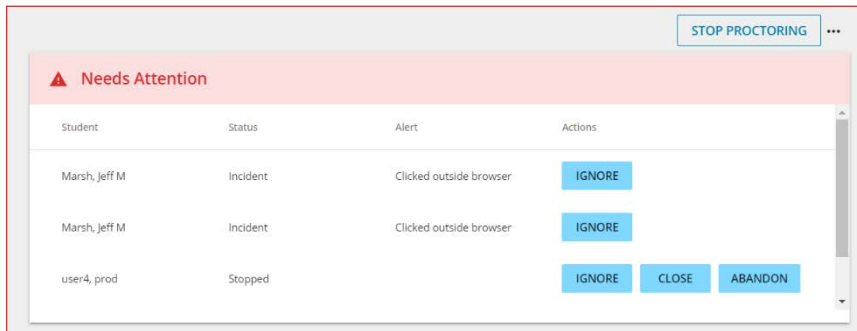
Warnings

- When a student clicks outside the assessment window, the student receives a warning and the Proctor is notified of the incident.



The student should click **Resume Test** to close the warning window. The assessment will continue without any Proctor intervention for the first three (3) occurrences.

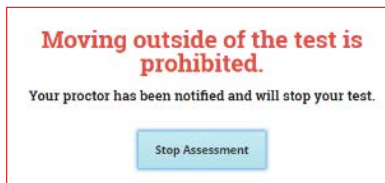
- For the Proctor, the incident displays in the **Needs Attention** section with an **IGNORE** button.



Each time the examinee is flagged for clicking off the browser, investigate the examinee's activity and inquire about their moving off of the exam. Clicking **IGNORE** removes the incident from the Monitor Assessment screen but does not affect examinee testing.

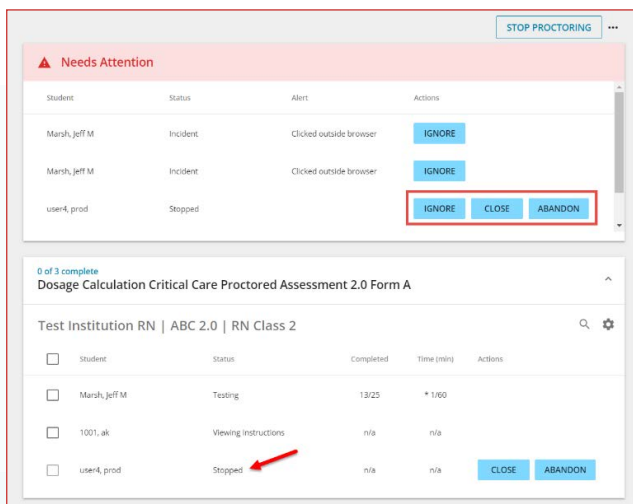
Stopped Assessments

- After an examinee has logged a total of four (4) click-off incidents, the system stops the student's assessment, and the student receives the message, "Moving outside of the test is prohibited. Your proctor has been notified and will stop your test." The examinee must click **Stop Assessment**.



To resume the exam, the examinee must go through the access process again by navigating to the **My ATI > Assessments** tab, locating the assessment product card, clicking **Begin**, and agreeing again to the terms and conditions. The examinee will then appear in the Student Status section, and you must select **RESUME** to approve the examinee to continue their exam.

- The proctor must investigate why the incident has occurred and determine if the actions by the student were accidental or intentional and/or related to misconduct.



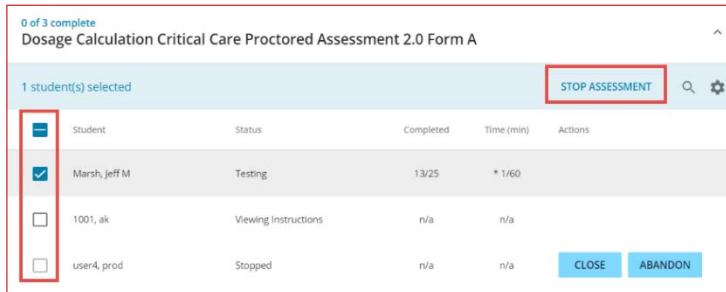
The proctor can then take one of the following actions.

- IGNORE** – Use this option if your investigation indicates no intentional examinee misconduct. Clicking **IGNORE** clears the incident from the Proctor's display. If the student is in Stopped status, the examinee must repeat the steps to access the assessment and agree to the terms on the instruction page. The proctor must approve the student to resume the exam by selecting **RESUME**.
- CLOSE** – Use this option if the examinee has finished their exam and failed to close it. Clicking **CLOSE** discontinues/closes and scores the examinee's assessment. This completes the assessment even if the examinee has not answered all questions. The examinee's name will appear in the Completed Assessment Section with a score displayed as Percent Correct.
- ABANDON** – Use this option:
 - If there is suspected misconduct. Clicking **ABANDON** discontinues the examinee's assessment. This option deletes the examinee's exam, erasing the exam as if he/she never took it. If your investigation indicates intentional examinee misconduct, excuse the examinee and then report the event to your ATI representative on the ATI Report of Testing Irregularity form available on the Proctor page.
 - Use this option if an assessment will be scheduled for a retake. (See the next section, *Restarting vs. Retaking Exam* to determine when scheduling a retake is appropriate.)

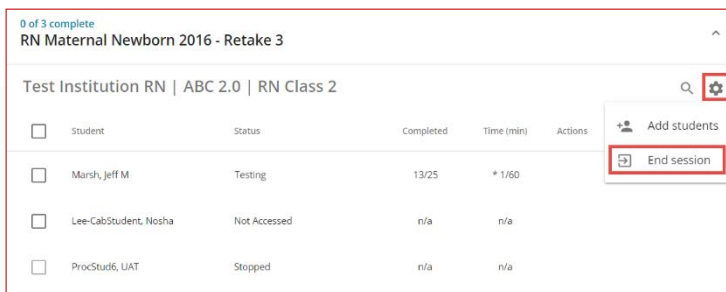
STOPPING AN ASSESSMENT

There are several different ways to stop an assessment on the Monitor Assessment screen at your proctor station.

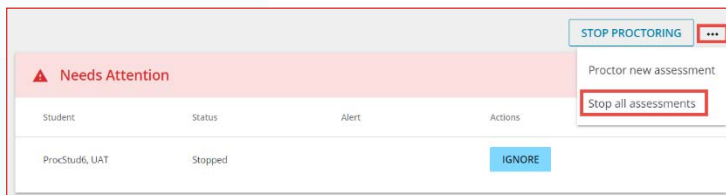
- **Stop individual examinees** – In the Assessment window, select the check box associated to one or more examinees.



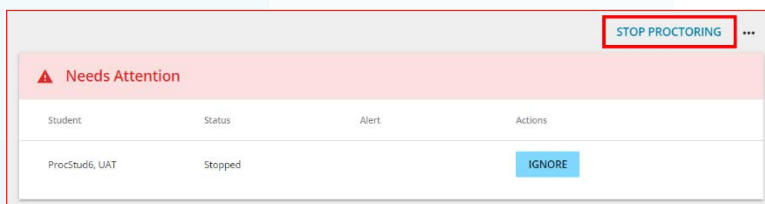
- **Stop an assessment** – On the Assessment window, click the Cog  icon and then click **End session**.



- **Stop all assessments** – In the upper right corner of the screen, click the **Three Ellipse**  icon and then click **Stop all assessments**.



- **Stop Proctoring** – In the upper right corner of the screen, click **STOP PROCTORING** to stop the examinations for all examinees for all assessments that you are proctoring.



Note: Ending all sessions you are proctoring will not affect other proctor's sessions and their examinees.

RESTARTING VS. RETAKING ASSESSMENT

There may be times when an assessment administration needs to be paused and restarted or stopped. You should ask yourself the following questions and use the chart below to determine whether restarting the exam or ending the exam and administering a retake on a different date is appropriate.

Note: Administering a retake requires the initial test to be abandoned and any scores invalidated.

- Has the exam been stopped long enough to interrupt a “standard administration”?
- Would this administration be similar to another’s experience (length of time, stress of finishing in allocated time)?
- Have students been allowed access to materials to review or have they continued to study?

	Student Illness	Other Student Emergency (requires student to leave the proctored environment unsupervised)	Fire/Severe Weather Drill (with no access to materials or conversation)	Connectivity Issues During an Exam (without access to materials or conversation)	Extended Break in exam where students will have access to materials or conversation
Restart the Exam			X	X	
Invalidate Scores	X	X			X
Retake the Exam					

[BACK TO TABLE OF CONTENTS](#)

STEP SIX: After the Exam

AS STUDENTS FINISH THE EXAM ...

- Students may leave the room when they have completed the exam.
- The proctor should collect all testing materials, including scratch paper.
- All scratch paper should be accounted for and destroyed by the proctor.
- If any scratch paper sheets are missing, refer to the sign-in sheet to see which student did not return his or her scratch paper and submit your findings on an ATI Report of Testing Irregularity form, available on the Proctor page.

CLEARING THE ROOM

- After students have left the room, check individual stations to verify that the students logged out of their exams and that there are no other programs opened or left running.
- If any station is found to have an unauthorized program open, refer to your station map for the student who occupied that station and complete an ATI Report of Testing Irregularity form, found on the Proctor page.

STOP MONITORING

After all students are finished with testing, the proctor must click STOP PROCTORING at the top of the Proctor Screen.

Note: Not performing this step to stop monitoring enables the exam to remain open and could create an unintended security risk.

REPORT ANY IRREGULARITIES FROM THIS EXAM ADMINISTRATION

- Any deviations or irregularities in the exam administration should be reported to ATI on the ATI Report of Testing Irregularity form found in the Proctor Guide & Resources section on the Proctor page. Irregularities include, but are not limited to, the following:
 - Any incident resulting in students being unsupervised with exam materials.
 - Suspected misconduct.
 - Illness or medical emergencies during exam administration.
 - Any alert requiring evacuation during exam administration (e.g., fire, weather-related, security-related, etc.)
 - Any disruptive behavior by student (e.g., excessive coughing, etc.)
 - Problems with room temperature, excessive heat or extreme cool.
 - Any student who finishes an exam in an unusually short amount of time.

Note: If you are experiencing connectivity or technical issues, or have an IT emergency, contact ATI immediately for assistance. The ATI Report of Testing Irregularity form can be submitted for tracking IT-related incidents; however, it is not an action request form. Contact ATI at 1-800-667-7531 for assistance, or click the SUPPORT button at the bottom right corner of the ATI page and use the CHAT tab.

REPORT ANY PRODUCT INQUIRIES

- Any challenge or issues regarding the questions on the exam should be reported to ATI using the ATI Product Inquiry Submission form within 24 hours of test administration. (See [FAQ 3: Challenges to Questions – Product Inquiry Process.](#))

[BACK TO TABLE OF CONTENTS](#)

Frequently Asked Questions (FAQs) Table of Contents

FAQ 1: HOW DO I ASSIGN ASSESSMENTS TO A PROCTOR?	23
FAQ 2: HOW DO I CREATE A SEATING CHART? (OPTIONAL)	24
FAQ 3: CHALLENGES TO QUESTIONS – PRODUCT INQUIRY PROCESS	24
FAQ 4: BRING YOUR OWN DEVICE (BYOD) BEST PRACTICES	25
FAQ 5: ACCOMMODATIONS FOR EXAMINEES WITH DISABILITIES	26
FAQ 6: ATI REMOTE PROCTORING WITH PROCTORIO	27
FAQ 7: TEST MISCONDUCT AND TESTING IRREGULARITIES GUIDELINES	28
FAQ 8: EXPEDITED TESTING SUPPORT	30

FAQ 1: How do I Assign Assessments to a Proctor?

Directors and instructors can assign available assessments to a proctor.

Note: Assigning assessments to a proctor applies to the Proctor-only role. This step is not necessary for instructors or directors to proctor.

1. On the People page, click **ASSIGN PROCTOR**.
2. (Director of a consortium only) Select your institution.
3. Select a proctor from the list to display available assessments for that proctor.
4. Select Assessments from the list to assign them to the proctor.
5. Click **SAVE CHANGES**.

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 2: How do I Create a Seating Chart? (optional)

Prior to the exam administration, you may want to create a numbered sign in sheet. As examinees come into the exam room, have them sign in on the sheet and then direct them to sit at the corresponding station. By assigning the seating, you will know which examinee is sitting at which station in case you need to investigate a browser click off or find, after an examinee has left, that an unauthorized program was open.

EXAMPLE

Examinee Name	Scratch Paper Number
1. Charlie Smith	1, 2
2. John Doe	3, 4
3. Sally Jones	5, 6

DESK 1

DESK 2

DESK 3

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 3: Challenges to Questions – Product Inquiry Process

If a student has a challenge to the content of a question or to the answer to the question, they may submit the section and question number to you after the completion of the test, before leaving the test room facility.

- Inquiry must be submitted to you on the scratch paper provided.
- The section and question number (not any part of the question), student's name, and type of issue must be provided on the scratch paper.
- The proctor or administrator designated to submit requests to ATI will complete the [Product Inquiry Form](#) and submit it to their ATI Customer Service representative or Client Account Manager **within 24 hours** of the test administration. The proctor should be sure to include an e-mail address.
- Submit all inquiries to your ATI Customer Service representative or Client Account Manager **within 24 hours** of test administration; ATI research will be completed within 72 hours of receipt.
- ATI will submit the Product Inquiry to the appropriate department for research. Please note, ATI will not discuss proctored content; they will research the submission and take action if needed.

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 4: Bring Your Own Device (BYOD) Best Practices

There are times when institutions request the ability to allow students to bring their own computers to test facilities in order to take ATI exams. When students bring their own device (BYOD), there is a set of risks that the administrator of the assessment must be aware of and extra precautions that must be taken to ensure valid results.

All proctors are responsible for learning and following the steps outlined in ATI's Proctor Process Guides, including reading the Proctor Script and reminding students of the institution's own misconduct rules and guidelines.

Before Exam Administration – The following steps pertain to BYOD administration and must be performed prior to **STEP THREE: Starting the Exam** in this guide.

- There must be two proctors available to monitor every 5 to 10 students.
- The proctors must ensure that all students log out of all programs with no programs left open in the background, and then monitor as everyone powers off at the same time.
 - At least one of the proctors must be familiar with a computer task manager, so they can review and ensure that no programs are running.
 - If any program or task is running, it must be closed before restart.
- After powering off, all students must then start their computers at the same time. The proctors must monitor the screens at start to make sure no programs open and run automatically.
- If a program opens, it must be closed before testing continues.

During Exam Administration – The following steps pertain to BYOD administration and must be performed in conjunction with **STEP THREE: Starting the Exam** and **STEP FIVE: During the Exam** in the Proctor Process Guides.

- One proctor must watch the Proctor Monitor screen and authorize students as they log on to atitesting.com, while the other proctor monitors student's computer screens to make sure no programs are opened during launch.
- Once the students are approved:
 - The Proctor that is monitoring the ATI Proctor Monitor screen can detect if any student tries to launch an application by "clicking off the browser." If the Proctor detects a click off, the proctor must stop the exam for the student in question and investigate.
 - The other proctor must monitor student behavior for misconduct.

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 5: Accommodations for Examinees with Disabilities

Pursuant to the Americans with Disabilities Act, each testing institution must provide reasonable accommodations to individuals with a documented disability that hinders their ability to take any ATI assessment under standard conditions. It is the responsibility of each administering institution to determine how the disability will be reasonably accommodated in the testing process and for the proctor to ensure that the approved accommodation is in place.

ALLOWED ACCOMMODATIONS

Examples of requests for testing accommodations that may be provided include, but are not limited to, the following:

- Modification of seating or the physical arrangements in the testing facility.
- Providing the examination to be taken in an accessible location.
- Use of an electronic reader.
- Providing for a reasonable extension of testing time. Please note that, while time extensions may be permitted, the total allocated time must never be split over more than one day.

No accommodation should be provided that would compromise the security or integrity of the exam or require the testing institution or proctor to violate any of ATI's test administration requirements.

PROHIBITED ACCOMMODATIONS

The following accommodations are prohibited:

- Use of a camera or any other recording device.
- Providing verbal or other clues or prompts.
- Permitting the use of any electronic device (e.g., no phones, iPads, personal calculators, etc.).

Note: The exam is written and administered in the English language, and a lack of facility with the English language is not considered a disability. Interpreters should not be permitted inside the exam room for purposes of translating the test from English into another language for an examinee.

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 6: ATI Remote Proctoring with Proctorio

ATI is partnering with Proctorio, a remote proctoring platform that uses machine learning technology to monitor student testing regardless of the student's location.

PROCTOR A PRACTICE EXAM

Before proctoring an actual exam, we recommend that you proctor a demo exam as a dry run. Instructions for the new ATI Remote Proctoring process, including the dry-run test, are available:

- ATI Remote Proctoring with Proctorio - Proctor Quick Start Guide
- ATI Remote Proctoring with Proctorio - Proctor Orientation Video
- ATI Remote Proctoring with Proctorio: Student Quick Start Guide
- ATI Remote Proctoring with Proctorio: Student Orientation Video

Links to these guides and videos are available as follows:

- Faculty portal
 - On the **SUPPORT** menu under **ATI Remote Proctoring with Proctorio**
 - On the **Resources** page under **Proctoring > Proctor Training**
 - On the **Proctor** page (new proctoring) under **Proctor Guides & Resources**
- Student portal (student documents only)
 - On the **SUPPORT** menu under **Welcome to ATI Nursing Education**
 - On the **HELP** tab under **FAQs > General HOW TOs**

PRE-TEST CHECKLIST

Here's a brief, pre-test checklist for students so that the dry run test goes smoothly. Be sure to check the Quick Start Guides for details:

- Check [Technical Requirements](#); test on a PC or Mac using the Chrome browser.
- Install the Proctorio Chrome Extension.
- Disable all but one monitor.
- Check microphone (any microphone, either internal or external).

Note: A microphone on a noise-cancelling headset might fail the diagnostic.

- Check Webcam (320 x 240 VGA minimum resolution, either internal or external).
- Download any plugins or tools needed to enable the microphone or Webcam.

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 7: Test Misconduct and Testing Irregularities Guidelines

AWARENESS OF TEST MISCONDUCT

The primary role of a proctor is to conduct a fair test administration and to maintain the security of the assessment materials. To ensure fair testing, proctors need to be aware of the methods examinees may use to gain an unfair advantage on the test. If a proctor suspects an examinee of misconduct, the proctor should observe the examinee closely and ensure that he or she does not remove any information on the test from the testing room. If it is believed that any form of test misconduct has occurred, the proctor should document the information, notify the appropriate faculty, and file a testing irregularity report within 24 hours with ATI. (The ATI Report of Testing Irregularity form is available on the Proctor page.)

Note: The proctor is acting as witness and representative of ATI during proctoring and as such **MUST** stop an examinee's test and dismiss the examinee if there is clear and unambiguous evidence of misconduct.

To raise awareness, a list of possible misconduct or suspicious behaviors is provided. These misconduct behaviors may be observed in a computer-administered test, a paper and pencil test, or both.

- In order to copy from another examinee's paper, examinees may attempt to do the following:
 - Sit next to or behind the person from whom they want to copy.
 - Try to sit in a 'V' formation to facilitate viewing other student's work.
 - Drop a paper on the floor to allow someone else to look at it.
 - Approach the proctor to ask a question and look at other examinees' tests on the way to the front of the room.
- Examinees may attempt to use "cheat sheets" or "crib sheets." Potential uses of these include the following:
 - Writing answers/questions on surfaces of the tables, desks, or chairs in the testing room.
 - Copying answers/questions on food or drink labels (e.g., on the inside of a soda or water bottle label or chewing gum wrapper).
 - Using body parts to document answers, such as writing on hands, arms, legs, ankles, etc.
 - Attaching written answers to their clothing (e.g., inside a sock, skirt, shirt, shoes, hat) or on the underside of a bandage.
- Examples of inappropriate uses of technology for the purpose of misconduct include:
 - Setting a phone to vibrate and receiving text messages with assistance for answering the questions.
 - Using the screen on MP3 players to record notes for the test under the guise of song titles.
 - Wearing a headset while seemingly listening to music, when actually listening to recorded answers.
 - Using camera phones or other small cameras to capture pictures of test questions for later distribution.

- Ways that examinees may attempt to assist one another include:
 - Asking the proctor questions to provide enough of a distraction so other examinees can look at another examinee's screen or test book or take another examinee's answer sheet (for paper-pencil exams).
 - Having someone take the test in place of the examinee (proxy tester).
 - Leaving the testing room for a bathroom break and either checking textbooks/answers or receiving assistance from an outside person.
 - More than one examinee leaving the testing room for a bathroom break and, when returning, switching testing stations.
 - Communicating answers to others through foot tapping, pencil tapping, food consumption (e.g., red candy = A, blue candy = B, etc.).
 - Inserting a drive into a computer to capture screen shots.
 - Congregating during breaks or after the exam to attempt to reconstruct the exam with other examinees (brain dumping).

TESTING IRREGULARITIES

In the event that a testing irregularity occurs, a proctor should be aware of the appropriate action to be taken. A testing irregularity or suspected irregularity must be reported within 24 hours of the test administration. A Report of Testing Irregularity form is provided in the Proctor Guides & Resources section on the Proctor page.

To provide clarity, a list of potential testing irregularities has been provided. Examples of testing irregularities include, but are not limited to, the following:

- Any occurrence resulting in examinees being unsupervised with access to secure test materials
- Giving examinees access to or instruction related to the concepts measured by the tests at any time before or during the test administration
- Paraphrasing, omitting, revising, or rewriting the script or any directions to be given with the test
- Suspected misconduct
- Illness or medical emergencies during the test administration
- Tampering with examinee response records
- Fire alarm or any alert requiring evacuation of examinees during the test
- Any examinee disruption, (e.g., excessive coughing)
- Problems with room temperature, excessive heat or extreme cool
- An examinee finishing an assessment too quickly

[BACK TO FAQ TABLE OF CONTENTS](#)

FAQ 8: Expedited Testing Support

Expedited testing support is available:

- Monday – Friday: 6:00 a.m. to 9 p.m. CST
- Saturday: 8 a.m. to 12 p.m. CST

Note: Expedited testing support is not available on major holidays, or outside of the posted hours.

The Expedited Testing Support number is 866-428-4837. This number is for faculty proctoring assessments only.

ATI Holidays: New Year's Day, Martin Luther King Day, President's Day, Memorial Day Weekend, Juneteenth, Fourth of July, Labor Day Weekend, Thanksgiving Weekend (Thursday and Friday), Christmas Eve (close at 12 p.m. CST), Christmas Day, New Year's Eve (close at 12 p.m. CST).

[BACK TO FAQ TABLE OF CONTENTS](#)

[BACK TO TABLE OF CONTENTS](#)