Examination Manual

STACCEXAMS.COM

If you have any questions regarding information not covered here, please contact info@staccexams.com. Email is the **best way** to reach out to us. Please let us know what else needs to be added to this guide

Contents:

Important Technology Information

Our tests are web-based. If a device has internet access - it can access the exam. Nothing needs to be downloaded. The IT department needs to make sure that students can access staccexams.com and staccexams.net websites as well as receive e-mail messages from @staccexams.com. Be sure these links are "*whitelisted*" for the exams to properly function.

Note: Industry Recognized Credentials (IRCs) have the highest expectation of testing integrity. They cannot be accessed by anyone but the exam taker. No part of any IRC content may be documented, recorded, paraphrased, or in any way retained.

Important Exam Information

Industry Recognized Credentials (IRC)

An Industry Recognized Credential is a certification or credential that is:

- Developed and issued by, or endorsed by, a nationally-recognized industry association or organization representing a particular field or industry.
- Sought or accepted by companies within the industry as a recognized, preferred, or required qualification for recruitment, screening, hiring, retention, or advancement purposes.
- Certify the certificate holder has specific skills and knowledge and can apply them in industry settings.

An Industry Recognized Credential is a certification or qualification that is valued and recognized by employers in a specific industry or field as indicating an individual has the necessary knowledge, skills, and competencies to perform successfully in that industry.

IRCs are **not required to comply** with educational testing requirements as they are not educational tests. IDEA, Section 504 and similar regulations do not apply to IRCs. IRCs may not be modified in any way.

IRCs have the highest expectation of testing integrity. They cannot be accessed by anyone but the exam taker. No part of any IRC content may be noted, recorded, paraphrased, or in any way retained after the exam is completed.

Pretests

Pretests are used by some school systems as a way to document student achievement. They are usually taken the first week of the course or beginning of training and then compared to the regular test taken at the completion of the course or training. They are not designed to be practice exams. Passing a pretest does not earn certification.

Two Section Exams

STACC offers the Certified Protection Officer (CPO) broken into two independent sections. Once the first section is completed, students cannot return to access that section. At that point they are able to start the second section. The score is combined and reported as a complete score. Performance on either section does not qualify for a passing score. This option is provided to accommodate testing schedules with limited time periods and also students with accommodations.

Getting an Administrator Account

A Testing Administrator (TA) is the person who can order exams, arrange payments, coordinate proctors and generally oversee testing. An organization can have several different TAs - but they should be limited to those who can approve ordering tests and create financial obligations. This might be a CTE office person, a bookkeeper or a lead teacher in larger districts. They will have full access to everything.

The term "proctor" refers to anyone else in the organization that will assist with testing or need access to results. They will have access to the exams as designated by the TA. This can be classroom teachers, parapros, or others who will help with testing or need access to the results.

Please make sure your organization does not create multiple orders for the same testing requests. This can be controlled by limiting the number of TAs.

Only TAs will register with STACC directly. The TA will send invitations to proctors. Teachers should never sign up to be a TA unless approved by administration to purchase tests and assign access to student data.
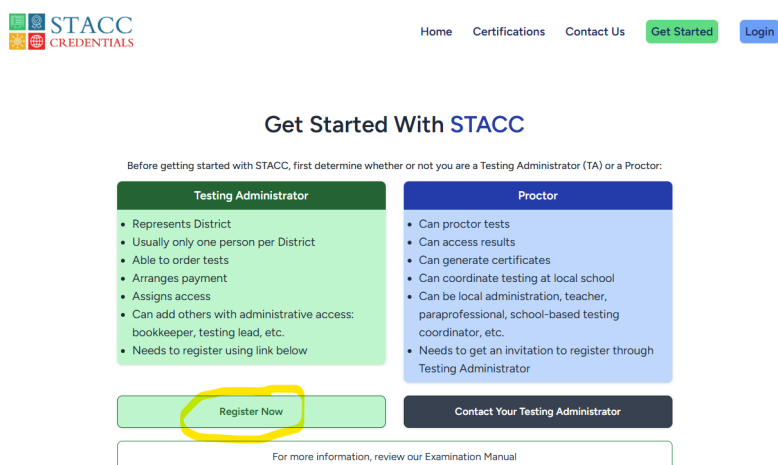
Step One

Go to staccexams.com and click on "Get Started." Be sure to enter this in the address bar - not in the search box
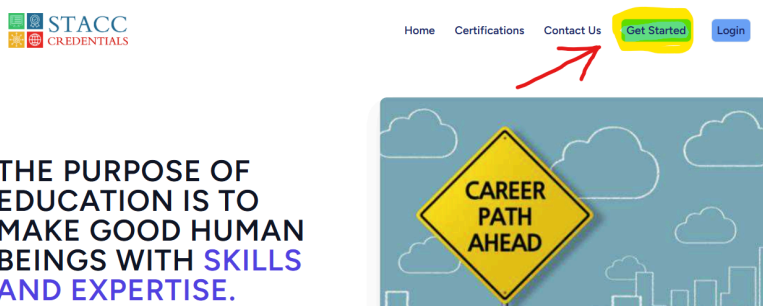
Step Two

Click "Register"

Step Three

Only Testing Administrators should complete this process!

1. For "Your Name" - use the first and last name of the TA
2. For "District/System/Organization" use the actual name of your organization - not abbreviations or nicknames. For example Fulton County Schools is often referred to as Fulton Schools - but would be entered as Fulton County Schools
3. E-mail address - this should be the actual email address for the TA.
   a. **Critical** - you must make sure your school system will allow emails from STACC. This is called "whitelisting." It is imperative that you check with your IT to make sure these websites and emails will come through your firewall.
      i. stacc.com
      ii. stacc.net
4. Password - passwords must be at least 8 characters, include an uppercase letter, lowercase letter, and a number or symbol.
5. Review the STACC Terms of Service and Privacy Policy before clicking that you agree. These are available on the website for review later.

Step Four

You need to review the policies and agreements required to access the STACC platform and exams. These are on the website for reference. Type your name to confirm you read them.

Administrator Dashboard Orientation

Here are the main parts to the Dashboard:
1. Enrollments - these are your exams and where you can order exams
2. Organization - this is where you manage your proctors, teachers and administrators
3. Your Account - this is where you can manage your account
4. Available Certifications - learn about the certifications offered by STACC
5. My Active Enrollments - review all the exams in your organization

Adding People to Your Organization

To add people to your organization is very simple. It is crucial that your organization can receive emails from STACC. Refer to Step 3 in "Getting a TA Account."

Will they be another administrator with access to everything and order exams? Or will they be a teacher or proctor needing to give the tests and access the scores? Most systems will only have one administrator.

Click on "Organization" at the top of the dashboard. You will see an "Add Organization Member." Enter their email address. Choose their role. The click "ADD."

Your screen will then change to show the pending invitation:

Once they accept the invitation and register they will show up like this:

Estimates and Quotes

Only testing administrators should request estimates and quotes. Be sure anyone requesting estimates/quotes has coordinated with the others in their school/district to ensure requests are not duplicated.

We prefer you start with an invoice. If you can use the invoice to serve as the estimate/quote, we can reset the dates on the invoice if your bookkeeper prefers. This is the most automated process.

If you must have an official estimate/quote, go ahead with the instructions below to order an exam, which will send you an invoice. Once you get the invoice email - forward it to chris@staccexams.com. Chris will generate an estimate for you to use.

Ordering an Exam

An "Enrollment" is an exam. Only Administrators can create enrollments. In each Enrollment will be the exam access, scores and enrolled student information. You will be able to assign who in your organization has access to the Enrollment. It is recommended that an enrollment be per school. You could also make an enrollment specifically for a teacher's classes.

It is recommended that you create a format that you use in naming Enrollments for consistency. We also recommend the name of the organization and then the name of the school be the Enrollment name. For example: Washburn Schools - Shannon High School.

Administrators have access to all Enrollments. Only Administrators can request Enrollments.

Please do your best to not duplicate an enrollment request. Email info@staccexams.com if you do.

From the Dashboard click on "Request Enrollments" to the left in the middle of the page or if you are in the Enrollments page click on the "New Enrollment" black button on the right top side.

1. Enrollment/School Name - this is what your enrollment will be named. Refer to the information above.
2. Approximate testing dates - we would like to know an approximate date. This helps us with scheduling support for testing. You can be as broad as the month testing is planned.

Request New Enrollment

Here you can request testing resources (Enrollments) for your organization. You will automatically be issued an Estimate, which can be converted to an Invoice by "accepting" it. You can also invite other teachers/proctors to have access to these resources if you are requesting Enrollments for multiple schools/classes/teachers.

Enrollment/School Name: *This can be a school, teacher, period, etc.*

Enrollment/School Name

Approximate Testing Date(s):

Approximate Testing Date(s)

Certifications (Select One Or More):

--Select Certification--   Add

3. Use the drop down to find the certification. Click "Add"
4. The test will show up - add the number of exams you need to order.
5. Repeat for each exam you need to have listed in this Enrollment.
6. There are a list of "User(s)" that you can provide access to this enrollment. They will be able to access the Enrollment but cannot edit. Only users that have registered will show up. You can always add them later.
7. If you need to add a comment here for the person processing the Enrollment, you can add it here.
8. Click the "Request" black button to submit.

Now your requested enrollment will appear on your Dashboard under your Enrollments tab.

Each enrollment will have two exams created:
1. The first listed is the exam that is set up for regular testing. It has a timer and all normal functions.
2. The second exam is "No Timer" for use with students with accommodations. Review the Accommodations page to review policies regarding students with accommodations. The exam states there is a time limit - but that is for reference only, no timer is activated.

    Note - both links automatically allow three attempts to accommodate retests. Review the Retesting page for details on policy and procedures. Retests cost the same as the initial test and count against your purchased exam count.

Payment
- STACC can take credit card payments. There is a 3% credit card fee to cover the credit card processing expenses charged by the credit card company.
- Once we have a purchase order number, we can approve testing execution (activate the test).
- Checks should be made payable to STACC.
- For a copy of our W-9 click here

Administrator Enrollments Page Orientation

Here are the main parts of the Enrollments Page:
1. The head tab that will take you to the Enrollments Page
2. New Enrollment button - to order enrollments
3. Status - there are several status updates
   a. Invoiced - This is the first step. We are waiting for payment, a PO or a request to activate the enrollment.
   b. Executed - This means the exam is ready and can be proctored. Once an enrollment is executed, the enrollment is valid for 364 days.
   c. Competed - Once the exam period is complete, you will click the "end courses" button in the exam enrollment page. That closes the exam. This prompts a final invoice if you have extra exam attempts. It also saves your credits if you have any remaining.
4. Attempts - this lets you know at a glance where you are with testing. It will turn red if you go over the exams ordered. We allow you to continue testing even when you go over, so as to not interfere with your testing schedule. We will settle any overages once you complete testing.
5. Exam link - click anywhere on the line to go to that particular exam.

Administrator Exam Page Orientation

By clicking on an exam from the Enrollments Page, you go to that exams page. The page described here is for an exam that has been "Executed" - or created after payment or receipt of a PO. Here are the main parts of an Exam Page:

1. Status - there are several status updates
    a. Invoiced - This is the first step. We are waiting for payment, a PO or a request to activate the enrollment.
    b. Executed - This means the exam is ready and can be proctored. Once an enrollment is executed, the enrollment is valid for 364 days.
    c. Competed - Once the exam period is complete, you will click the "end courses" button in the exam enrollment page. That closes the exam. This prompts a final invoice if you have extra exam attempts. It also locks your remaining credits.
2. End Courses - Once the exam period is complete, you will click the "end courses" button in the exam enrollment page. That closes the exam. This prompts a final invoice if you have extra exam attempts. It also locks your credits if you have any remaining.
3. Certifications - this is the list of certifications in this enrollment.
    a. The first listed is the exam that is set up for regular testing.
    b. The second exam is "No Timer" for use with students with accommodations. Review the Accommodations page to review policies regarding students with accommodations. The exam states there is a time limit - but that is for reference only, no timer is activated.
    c. Note - both links automatically allow three attempts to accommodate retests. Review the Retesting page for details on policy and procedures. Retests cost the same as the initial test and count against your purchased exam count.

4. Password - for simplicity the password is the same for the student enrollment as well as the exam itself. This column will not appear until the Enrollment has been changed from Invoiced (paid, given a PO, or requested to be Executed).

5. URL - this is the exam. Once a student is registered and logged in - this link will take them to the exam. "Click" opens the exam. "Copy" copies the URL. The URL is a short link for ease in sharing. Do NOT share this URL with students until you are ready to test. This column will not appear until the Enrollment has been changed from Invoiced (paid, given a PO, or requested to be Executed).
6. Quantity - this is how many tests are ordered and how many have been used. It will turn red if you go over the exams ordered. We allow you to continue testing even when you go over, so as to not interfere with your testing schedule. We will settle any overages once you complete testing.
    a. Note - retests count against your exam quantity.
7. Grades - click on this for the grades dropdown to open. You can view and download results. Click "Export" to download the results, or click "Download" to save student certificates. This column will not appear until the Enrollment has been changed from Invoiced (paid, given a PO, or requested to be Executed).
8. Invoices - this is a quick link to your invoice.
9. Notes - this area is covered in more detail on the Exam Notes page. This is a place you can share notes with your proctors and record testing discrepancies.
10. Users - Your organization proctors are listed here for you to add to the Exam Page access. Proctors can only access this page if you add them. Proctors listed here have full access to the exam, URL, results and linked student information.
    a. To add a proctor click on the box by their name and click "Save Users." They will now show up in green highlight.
    b. To remove a proctor click on the box by their name and click "Save Users." They will now show up in red highlight.

c. If you do not see a proctor listed - you can invite them by clicking on "Invite New Users." If you have invited them and they do not show up on the list - then reach out to them to remind them to register.

Accepting a Proctor Invitation

Administrators need to share this document with those they invite:

When your Testing Administrator invites you, you will get this in an email
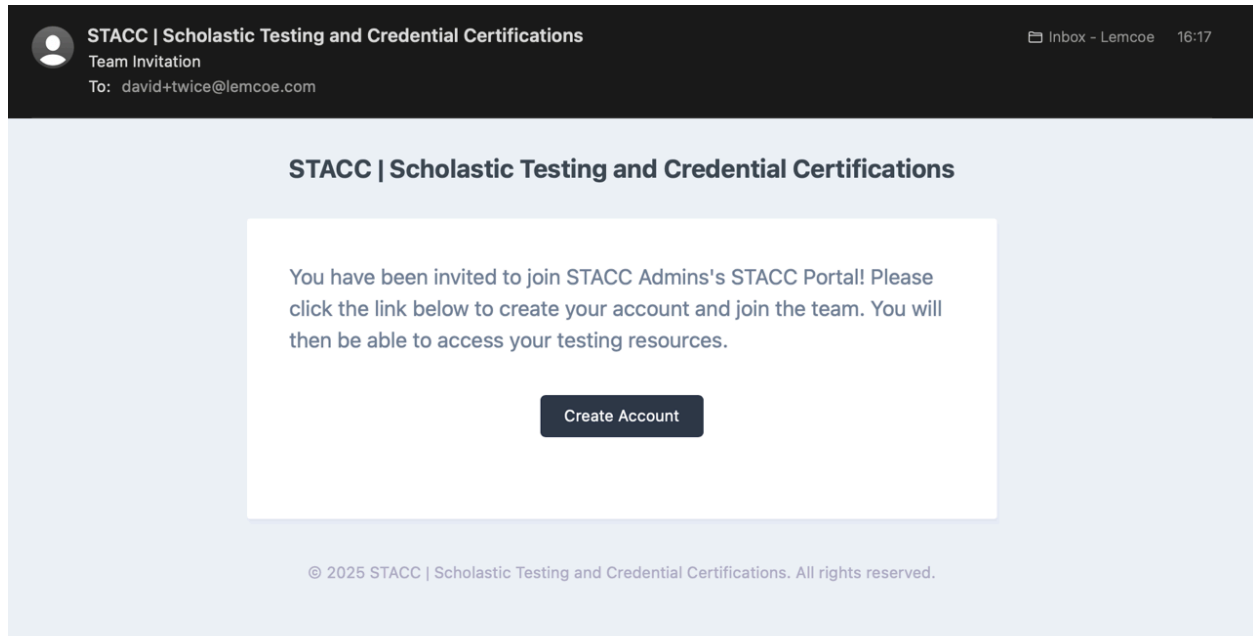
Once you receive this email you will need to click Create Account first, if you have not done so.

1. Enter your first and last name. Be sure to capitalize the first letters and spell it correctly.
2. You cannot change the District or Email. If this is an error - your Testing Administrator will need to delete the invitation and resend it with the correct information.
3. Password - passwords must be at least 8 characters, include an uppercase letter, lowercase letter, and a number or symbol.
4. Review the STACC Terms of Service and Privacy Policy before clicking that you agree. These are available on the website for review later.

You need to review the policies and agreements required to access the STACC platform and exams. These are on the website for reference. Type your name to confirm you read them.

Now you will be directed to your Dashboard.

Your dashboard will now show your organization.

Your invitation is for a role determined by the testing administrator.

You have one of the following roles:
- Administrator - able to order exams (called "enrollments"), assign roles and invite new people to your platform
- Proctor - able to see exams, proctor exams, and see the results. You can also access certifications.

You can see your role by clicking on "Organization" at the top of your screen.

Most organizations only have one administrator. If you were assigned the wrong role - contact your organization's STACC administrator to make the change.

Proctor Dashboard Orientation

Here are the main parts to the Dashboard:
1. Enrollments - these are the exams you have access to are located
2. Organization - this is where your organization information is
3. Your Account - this is where you can manage your account
4. Available Certifications - learn about the certifications offered by STACC
5. My Active Enrollments - review all the exams in your organization

Proctor Enrollments Page Orientation

By clicking on an exam from the Enrollments Page, you go to that exams page.

The page described here is for an exam that has been "Executed" - or created after payment or receipt of a PO. Also, the Testing Administrator has **assigned a proctor** to this example.

To be added to an Enrollment (exam), reach out to your Testing Administrator.

Here are the main parts of the Enrollments Page:
1. The head tab that will take you to the Enrollments Page
2. Status - there are several status updates
   a. Invoiced - This is the first step. We are waiting for payment, a PO or a request to activate the enrollment.
   b. Executed - This means the exam is ready and can be proctored. Once an enrollment is executed, the enrollment is valid for 364 days.
   c. Competed - Once the exam period is complete, you will click the "end courses" button in the exam enrollment page. That closes the exam. This prompts a final invoice if you have extra exam attempts. It also locks your credits if you have any remaining.
3. Attempts - this lets you know at a glance where you are with testing. It will turn red if you go over the exams ordered. We allow you to continue testing even when you go over, so as to not interfere with your testing schedule. We will settle any overages once you complete testing.

Exam link - click anywhere on the line to go to that particular exam.

Proctor Exam Page Orientation

By clicking on an exam from the Enrollments Page, you go to that exams page. The page described here is for an exam that has been "Executed" - or created after payment or receipt of a PO.

Here are the main parts of the Exam Page:
1. Status - there are several status updates
   a. Invoiced - This is the first step. We are waiting for payment, a PO or a request to activate the enrollment.
   b. Executed - This means the exam is ready and can be proctored. Once an enrollment is executed, the enrollment is valid for 364 days.
   c. Competed - Once the exam period is complete, you will click the "end courses" button in the exam enrollment page. That closes the exam. This prompts a final invoice if you have extra exam attempts. It also locks your credits if you have any remaining.
2. End Courses - Once the exam period is complete, you will click the "end courses" button in the exam enrollment page. That closes the exam. This prompts a final invoice if you have extra exam attempts. It also locks your credits if you have any remaining. Make sure all retests, makes ups and testing for this course are over before ending.
3. Certifications - this is the list of certifications in this enrollment.
   a. The first listed is the exam that is set up for regular testing. It has a timer and all normal functions.

b. The second exam is "No Timer" for use with students with accommodations. Review the Accommodations page to review policies regarding students with accommodations.
c. Note - both links automatically allow three attempts to accommodate retests. Review the Retesting page for details on policy and procedures. Retests cost the same as the initial test and count against your purchased exam count.

4. Password - for simplicity the password is the same for the student enrollment as well as the exam itself. This column will not appear until the Enrollment has been changed from Invoiced (paid, given a PO, or requested to be Executed).
5. URL - this is the exam. Once a student is registered and logged in - this link will take them to the exam. "Click" opens the exam. "Copy" copies the URL. The URL is a short link for ease in sharing. Do NOT share this URL with students until you are ready to test. This column will not appear until the Enrollment has been changed from Invoiced (paid, given a PO, or requested to be Executed).
6. Quantity - this is how many tests are ordered and how many have been used. It will turn red if you go over the exams ordered. We allow you to continue testing even when you go over, so as to not interfere with your testing schedule. We will settle any overages once you complete testing.
    a. Note - retests count against your exam quantity.
7. Grades - click on this for the grades dropdown to open. You can view and download results. Click "Export" to download the results, or click "Download" to save student certificates. This column will not appear until the Enrollment has been changed from Invoiced (paid, given a PO, or requested to be Executed).
8. Invoices - this is a quick link to the invoice.
9. Notes - this area is covered in more detail on the Exam Notes page. This is a place you can share notes with administrators and other proctors and record testing discrepancies.
10. Users - All proctors for this exam are listed here. Administrators can add or remove users.

Exam Notes

A great feature of the STACC platform is that you are able to make notes on each Exam Page. These are viewable by administrators and any proctors listed as Users on the Exam page. These same members can add a note.

Notes are private and only visible to your administrators, designated proctors and STACC administrators.

To add a note:
1. Click on Enrollments at the top of the page
2. Click on the Exam Enrollment you wish to leave a note on
3. In the Notes box - click on the green "Add Note" button
4. Type in the note and click on "Create Note"

Suggested Notes
➔ Document testing irregularities
➔ List absent students on test day
➔ List students needing accommodations
➔ List schedule of testing
➔ Leave specific notes on testing

Basically it is a permanent record you can use for your testing. These records are accessible in the future should you need to document accommodations, be reminded of who took the test which day and similar archival documentation.

Accommodations

All assessments offered by STACC are Industry Recognized Credentials (IRCs). IRCs are required to be standardized as much as possible. An IRC conveys to industry that the certificate holder can perform skills sets and reference specific knowledge on demand. IRCs do not fall under IDEA mandates. However, certification agencies work with STACC to support certain accommodations that are deemed appropriate.

Presently all IRCs offered by STACC are offered only in English.

Student specific information is not required to be shared with STACC. As part of the STACC exam site agreement, the designated proctor is responsible for verifying the accommodations requested as well as compliance with STACC guidelines dictated here and in all other exam site guidelines.

Any accommodations provided by a school, organization, district, or charter may only be offered to students in compliance with formalized education plans (e.g. Individualized Education Plans, 504 Plan, etc.).

All responsibility and accountability for any accommodation lay with the school, organization, district, or charter providing the exam.

Accommodations not listed below are most likely not able to be facilitated. Any questions regarding accommodations can be directed to info@staccexams.com at least 30 calendar days prior to testing.

All exams are only offered online. All exam proctoring must strictly follow STACC proctor guidelines unless otherwise specified below.

Extended Time

A link to a non-timed exam is created in each Enrollment. It is the responsibility of the testing site to maintain proper exam times. For example, if an exam is 60 minutes and a student has 1.5 time extension, the proctor must enforce the cut off at 90 minutes.The exam will state there is a time limit - but that is for reference only, no timer is activated.

Multiple Sessions

Exams may be offered in two sessions by request. The exam is split into two equally weighted parts and offered in two separate sessions. Students would not be able to access the first session once they complete that session. Such requests should be sent to info@staccexams.com at least 30 calendar days prior to testing.

Visual Assistance

All images may be "right clicked" on and opened in a new window to be enlarged. Proctors and facilitators must be sure to close opened windows after each question.

Readers

A reader facilitator may be assigned to read content to an exam taker for those identified in a formal education plan identified as needing such. A non-timed exam link may be used to accommodate this support. This accommodation must be offered individually in a private setting apart from any other test takers. Each test is randomized, creating a unique exam order which requires one reader per student receiving reader support.

Course instructors, content instructors, and instructors for subjects covered on the pretests and certification exams are strictly prohibited from acting as a reader facilitator. Reader facilitators who do not adhere to this guideline will be found guilty of testing integrity violation.

Note:

Under no circumstances can any distractors be eliminated.

It is prohibited to assist a student in a way that hints at an answer, clarify industry related vocabulary or assist above and beyond the stipulations above. The proctor must strictly adhere to these guidelines.

No part of an exam or pretest can be compiled, recorded, paraphrased or otherwise retained for any reason including but not limited to preparing students with special needs, at-risk students, struggling learners or any other designation.

Retesting

Failures & Retest

Overall retest/remediation policy:

If a student fails their first attempt they may retest up to two more times provided the school follows the protocols listed below. Schools may be more restrictive, allowing less (or no) retests, if they choose. It is **expected** that schools will work with students to prepare and remediate them for the test – not simply take the test again.

➔ First Retest – May be taken as early as the next school day. Schools may wait longer if they prefer. Students should be provided a review with the instructor prior to retest. The cost to retest is the same as the regular test price.
➔ Second Retest – Should the student fail the second attempt, the student must wait at least *one calendar week* before testing again. Schools may wait longer if they prefer. It is imperative that the school works with the student to ensure the student understands the material and is prepared. The cost to retest is the same as the regular test price.
➔ Third Failure – If a student fails the third attempt, the student cannot test again without retaking the course.

All efforts should be made to prepare students to pass on their first attempt.

Retesting is allowed as it is assumed the school and teacher are addressing the shortcomings the student has in preparation for the exam. Serious effort to remediate the student is **expected**.

The use of previous exam or pretest questions as review materials for retesting is strictly prohibited and will result in a violation of testing integrity. Information on approved review materials can be found on page 23 of this manual.

Review Materials

All STACC exams have review materials. Exam standards identify the origin of the test content. Standards can help schools align instruction to ensure proper preparation and coverage. Review sheets or worksheets may be available for exams as well. Under no circumstances should anyone review an exam or pretest, or retain information from an exam or pretest to create review guides, study materials or anything similar. Inadherence to this guideline will result in a violation of testing integrity.

To find review materials:
1. Go to https://lapsen.org/student-certification/
2. Click on the credential to be reviewed
3. On the bottom of the page standards and competencies are listed
4. In the Support Materials section you will find a link to the available review materials

Enrolling Students

At least a week prior to testing we recommend that you have the students get their STACC accounts. You can have them enroll as early as the first week of school. Also have them login with their login information a few days before the exam.

Emails

Students must register with an email if at all possible. Many of the certifications they are testing for are actual industry certifications and they will need access to these certificates when they enter the career field. The email must be confirmed - meaning students will need to check their email to complete the process. Students will need email access the day of the test - if at all possible - to get their results and later to access copies of their certifications.

Their test registration is also registration with the credentialing body for industry certification. The credentialing body needs to be able to verify the student's certification. Triple check to make sure they use their **real names** with proper **punctuation** and **capitalization**.

Emails will serve as their user name.

<mark>Does your school allow your students to access their personal emails?</mark> Ideally students should use their email to be able to easily access copies of their certificates in the future.
If yes - start the Student Enrollment Instructions below.

<mark>If your school does not allow students to access their personal emails</mark> - are they allowed to get emails from outside the school network on their school emails?
If yes - Student Enrollment Instructions below.
- Ask your IT department to "whitelist" staccexams.com and staccexams.net - both as web links and emails that originate from those links.

<mark>If your school does not allow students to access their personal emails nor allows them to receive emails from outside the school network</mark>, things get complicated. Choose one of these solutions:
➢ Work with your IT/tech support in your school to find a solution. Sometimes account settings can be changed temporarily. Ideally, students need access to their personal emails.
➢ Have students sign up for their accounts using their personal email at home, using cellular data, or on another network.
➢ Worst case scenario - STACC will have to manually enter your students.
  ○ Open this spreadsheet
  ○ Click on "File" and "Make a Copy"
  ○ For the name of the file use this format: school-proctor last name-test name-year
  ○ Complete the information very carefully
  ○ You will have to create fake emails

- - - ■ Fake email format (studentsfullname@testscert.com) with no spaces
      - ● Example charlesthomassmith@staccexams.com
    - ● There **can only be** letters and numbers for usernames or emails
  - ○ Send the file to info@staccexams.com <mark>at least **7 school days** before the testing date</mark> with the email subject "Manual Student Enrollment"
  - ○ You will be notified when your students are loaded.
  - ○ **Once you receive notice - have students log in to check their access. This step is imperative!**

Student Enrollment Instructions

You may wish to print copies of this for the students to reference.

It is important that you make sure all information is correct - spelling, capitalization, and such. What you enter when you enroll is what will be on your certificates and records. The certification you are taking is an industry recognized credential. You may need to get a copy of this for future employment opportunities.

Email

Ideally you need to use your personal email address. It should be an email address you check. Your proctor (the person overseeing the testing) will give you more information on this.
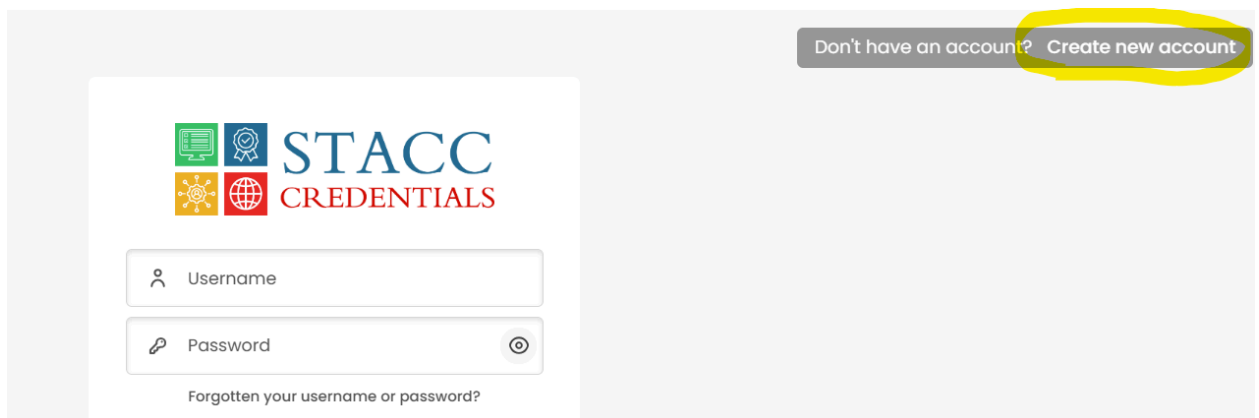
Getting Your Account
- Go to - staccexams.net
- Click on on "Log in" on top right of screen

Welcome to STACC!

- You will need to create an account. Look at top right of screen for:

- **Use your email address** for your Username. Check with your teacher to see if you should use your school email or your personal email
- Make sure your email box is not full! Delete enough emails to get a confirmation email.

Username ⚠️

[   ]

- When creating your password - follow the guidelines
- WRITE DOWN YOUR PASSWORD!
- If you are allowed - create a new contact on your phone named "Test STACC" and enter your username and password for future reference.

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as *, -, or #

Password ⚠️

[   ]

- Enter the email address your instructor told you to use. It should be the same as your username. Did you clear out enough of your inbox to get emails?

Email address ⚠️

[   ]

- It is **critical** you enter your **real** name correctly as it will appear on your certificate and all records. Capitalize the first letter of your first name and last name.

First name ⚠️

[   ]

Last name ⚠️

[   ]

- Double check your entries
- Your proctor/teacher should check your entries before you do anything else.
- Don't click "Create my new account" until your proctor tells you.
- You should see:

An email should have been sent to your address at test@testscert.com

It contains easy instructions to complete your registration.

If you continue to have difficulty, contact the site administrator.

Continue
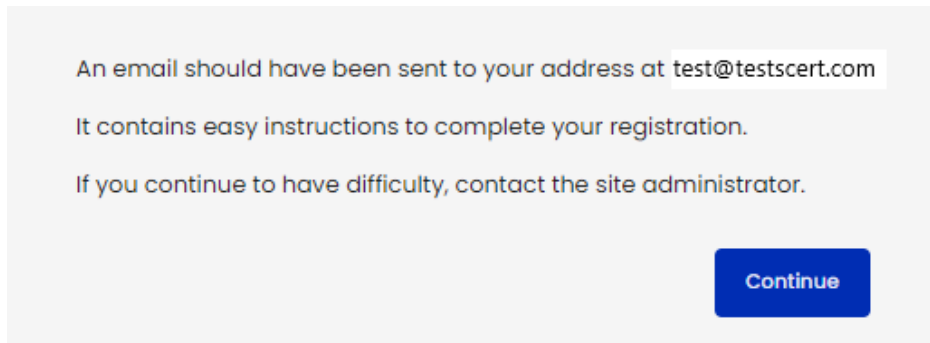
- The next step will be to confirm your email address. You will need to go to your inbox and finish the process.
- Note - sometimes the email may be sent to your junk/spam folder. Check there if your email does not appear in your inbox.
- Once you click on the link in your email you should see:

Thanks, Test Taker

Your registration has been confirmed

Continue
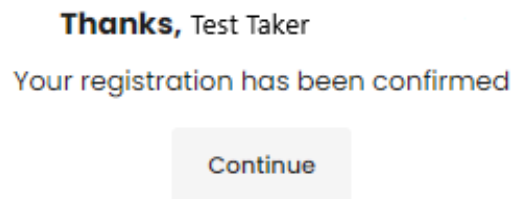
- Return to staccexams.net to verify you are enrolled.
- Log out - Look at the top right and you will see your initials with a dropdown arrow. Then log in again to make sure your account is ready to go

If you are allowed, keep your login information and password on your phone. Create a contact for "Test STACC" and save the username and password there. You will need it to log in in the future.

If something was saved wrong, like your name, let your proctor know. They can contact STACC to get the error corrected.

Proctor and Testing Information

Thank you for taking on the role of proctor or program administrator for STACC certification services. Your involvement is crucial to ensuring that the testing process runs smoothly for all test takers at your location. As a proctor or administrator, you will oversee the exams and address any issues that may arise. Should you encounter any problems, STACC support is available to assist.

Key Notice: By utilizing STACC certification services and administering exams, you are agreeing to the terms outlined in the Examination Manual. Please note that for security purposes, all actions within the STACC certification services may be tracked and recorded.

We aim to provide top-notch, industry-recognized certifications that genuinely reflect a test taker's skills and knowledge.

Protecting Access:

Accessing STACC certification services implies your acknowledgment that all content is proprietary and copyrighted. Access is restricted to authorized individuals only. Under federal copyright law, it is illegal to copy, reproduce, record, display, or distribute any content without explicit written permission from STACC. Breaching these terms can result in criminal penalties, including imprisonment and fines.

You are prohibited from creating or using student accounts to access exam content. Additionally, you must not share your login credentials with others. Only authorized proctors or administrators should access the website and manage assessments.

STACC reserves the right to verify your identity as a proctor, request additional proof of eligibility, or deny access if needed. You are responsible for protecting all personal information accessed through STACC systems, including IDs, usernames, passwords, assessment information, reports, and test taker results. If you have printed copies of this information, they must be securely stored and not accessible to unauthorized individuals.

Assessment information should not be disclosed unless necessary for administering the tests. Proctors should never read, retain, or review exam or pretest questions and are prohibited from using these questions as review material, exam prep, or in creating further course content. If you encounter cheating or any unauthorized behavior, separate the student from their device and document everything possible, including screenshots. Report the incident immediately to your testing administrator and follow the Test Integrity Breach protocols.

Proctoring Guidelines:

Ensure the identity of each test taker is verified and that only eligible individuals take the exam. Review the test administration training materials thoroughly and seek additional training if

necessary before proctoring. Make sure the correct exam code is provided to the appropriate test takers.

As a proctor, it's essential to be **constantly** physically present with the test takers you are overseeing. Monitor their actions by moving around the testing area to ensure there is no improper behavior.

Who May Proctor

All state and local policies, rules and regulations regarding testing must be followed. The content teacher is any teacher who currently teaches, or possibly in the near future will teach, the course(s) for which the exam is being administered. It is *preferred* Content Teachers not be a part of the administration of the exams. Ultimately STACC will defer to the local entity in allowing content teachers to proctor. Content teachers should not have access to the exam links or materials until just prior to the testing period. Content teachers and proctors are strictly prohibited from accessing exam or pretest materials as a means of preparing students for the exam or pretest. Any content teacher found to be doing so is in direct violation of testing integrity.

Testing Rules:

1. Pre-Test Preparation

- **Testing Environment:**
  - Ensure the testing room is quiet, well-lit, and free from distractions.
  - Arrange computers with sufficient space between them to minimize the risk of students viewing each other's screens.
  - Clearly mark the testing area with signage indicating that it is a quiet zone.
- **Computer and Software Setup:**
  - Restart all computers
  - Ensure all computers are fully charged or connected to a power source and have access to a reliable internet connection if required.
- **Materials and Supplies:**
  - Have spare equipment or devices on hand in case of technical difficulties.
- **Seating Arrangement:**
  - Assign seats to students or arrange seating to prevent collaboration or screen sharing.
  - Consider using privacy screens or partitions between computers if available.
- **Accommodations**
  - Refer to the [Accommodations](#) page for details.

2. Check-In and Test Administration

- **Check-In Process:**

- ○ Verify each student's identity with a school ID or another form of identification before they are seated. If the proctor is familiar with students, this step can be waived.
- ○ Instruct students to leave personal belongings, including phones, smartwatches, and bags, in a designated area away from the testing stations.
- ○ Remind students to use the restroom before the test starts, as leaving the room during the test should not be allowed.

- **Test Instructions:**
  - ○ Clearly communicate test rules and time limits.
  - ○ Provide instructions on how to navigate the test software, including how to submit the test upon completion. Refer to the scripts for details.
  - ○ Unauthorized computer programs must not be accessed during the testing session.
  - ○ Ensure students understand the procedure for reporting technical issues during the test.
- **Proctor Responsibilities:**
  - ○ Proctors should actively monitor the testing room by walking around and observing students' screens.
  - ○ Pay attention to any signs of cheating, such as unusual eye movements, whispering, or attempts to access unauthorized resources.
  - ○ Be ready to assist students with any technical difficulties or questions about the test process.

3. During the Test

- **Behavior Expectations:**
  - ○ Students must work independently, without communicating with others or using unauthorized devices or materials.
  - ○ No assistance should be given regarding exam content.
  - ○ If a student needs technical assistance, they should raise their hand, and the proctor will approach them quietly.
  - ○ Students are not allowed to leave the testing area except in emergencies. In such cases, a proctor or staff member must accompany them.
  - ○ If you have an issue where a student must stop the test (emergency, illness, etc.) have them close out of the web browser and shut down their computer. Verify the computer was shut down. Only do this in an emergency. Email info@staccexams.com with a detailed explanation and the name of the student(s) and we will review the exam.
- **Monitoring:**
  - ○ Proctors should regularly walk around the room, checking that students are focused on their screens and not engaging in suspicious activities.
  - ○ Use monitoring software, if available, to track student activity on the computers and prevent access to unauthorized content.
- **Handling Technical Issues:**

- If a student encounters a technical problem, the proctor should promptly assist or escalate the issue to IT support if necessary.
- If a technical issue significantly disrupts the test, the proctor should document the incident and report it to school administrators. Email info@staccexams.com with a detailed explanation and the name of the student(s) and we will review the exam.
- If you have some brief issue (computer error, power outage, etc.) have the exam taker log back in, go back into the exam page and page into the test. They should be able to pick up from where they left off.

4. Test Completion and Submission

- **Submission Process:**
  - Instruct students to submit their tests through the online platform once they have completed the exam.
  - Ensure that all students have successfully submitted their tests before allowing them to leave the room.
  - Proctors should verify that each student has logged out of the testing platform, closed all applications, and shut down or restarted their device before leaving the testing station.
- **Final Checks:**
  - Double-check that all test submissions have been received and that no unauthorized materials were used.
  - Secure any physical materials (e.g., scratch paper) and ensure they are properly stored or disposed of according to school policies.
  - Review the STACC website for retake policies and procedures. The earliest retest option is one day after initial testing.

- **End Testing:**

  - Once you are done with testing, retakes and make ups - click the "End Courses" button on the Exam Page. This will finalize testing and open the certifications for distribution.

5. Academic Integrity

- **Cheating Policies:**
  - STACC tests are industry recognized certifications. The strictest of testing integrity must be enforced.
  - Clearly communicate the consequences of cheating before the test begins, including possible test invalidation, disciplinary action, or a failing grade.
  - Any suspected cheating or rule violations should be documented immediately and reported to the appropriate school authorities.
  - Any access of exam or pretest material by content teachers or proctors as a means to prepare students for the exam or pretest is considered cheating, and will result in a testing integrity violation.

○ Review the [Test Integrity Breach](#) page for details on how to report the incident.

Failures & Retest

Overall retest/remediation policy: If a student fails their first attempt they may retest up to two more times provided the school follows the protocols listed below. Schools may be more restrictive, allowing less (or no) retests, if they choose. It is expected schools will work with students and prepare them for the test – not simply take the test again.

*The use of exam or pretest questions/materials as a means of preparing students for a retest attempt is strictly prohibited and in direct violation of the STACC Security and Integrity Agreement.

➔ First Retest – May be taken as early as the next school day. Schools may wait longer if they prefer. Students should be provided a review with the instructor prior to retesting. The cost to retest is the same as the regular test price.
➔ Second Retest – Should the student fail the second attempt, the student must wait at least one calendar week before testing again. Schools may wait longer if they prefer. It is imperative that the school works with the student to ensure the student understands the material and is prepared. The cost to retest is the same as the regular test price.
➔ Third Failure – If a student fails the third testing, the student cannot test again without retaking the course.

Testing Environment

You are responsible for providing a testing environment that meets STACC's system requirements. The environment should be quiet, free from distractions, functional for all test takers, and in compliance with local safety, health, and accessibility standards. Ensure that each test taker is treated equally and fairly.

Successful Testing Tips

➔ Have students register for their accounts early - **at least a week** before testing. They can sign up as early as the first week of classes. It costs nothing.
➔ Double check their names (capital letters, spelling, etc.) as well as their user names before they submit their registration. Name changes/edits take up to 60 days.
➔ Have students write down their usernames and passwords on a sheet the proctor keeps and store them on their phones in contacts (under "Test"). They will use them for all testing related to the pathway. Have students write their username and password on an **index card** to reference on testing day.
➔ Have students log in the day before testing to check their access.
➔ Password issues? The reset password option is on the log in screen.
➔ Have proctors dry run through the exam process at least 3 school days before testing. Opening the exam in a dry run does not count against the exam use total.
➔ Remind students to charge their devices and have a plan for those whose devices are not charged.

Student Testing Instructions

Today you will take the (fill in name of certification):

For (course name):

Do not move ahead or do anything else unless you have been directed to do so by the proctor.

Please do not use your device until your proctor tells you to do so. Your device should be shut down. Your device may be plugged in. Proctors will check to make sure your device is shut down.

Get your index card with your username and password. Set it on your desk.

Before you begin, clear your work area of any materials,except your index card and device. You must clear your desk. All electronic electronic devices must be turned off (ex: cell phones, watches with alarms, etc.). Your backpacks, belongings and cell phones must be stored away from your testing area. Your proctor will tell you where to put your belongings.

The only thing you should have on your desk and seating area is the device you will test on and your index card.

You may power up your device when your proctor tells you to do so. Do nothing else other than power up until the proctor tells you otherwise.

When your proctor tells you - open your web browser. No other tabs, apps, programs or other computer functions may be open. Doing so is presumed to be cheating. Do not do anything further until told to do so.

When your proctor tells you to - go to the website: staccexams.net

Once opened - you may log in using your username and password. Your proctor will collect your index cards. If you are having a problem with your login - raise your hand to have the proctor assist you. It may be necessary to reset your password, which will require you to access your email. **Do not do so without a proctor assisting you**. If someone is having trouble logging in - you must be patient and wait to move forward.

You should NEVER click anything on the STACC Exam site without being told to do so. You could end up ending your attempt and receiving a zero. It is also considered a violation of testing integrity (cheating).

Once your proctor is ready to start - they will write the web address for the exam on the board.
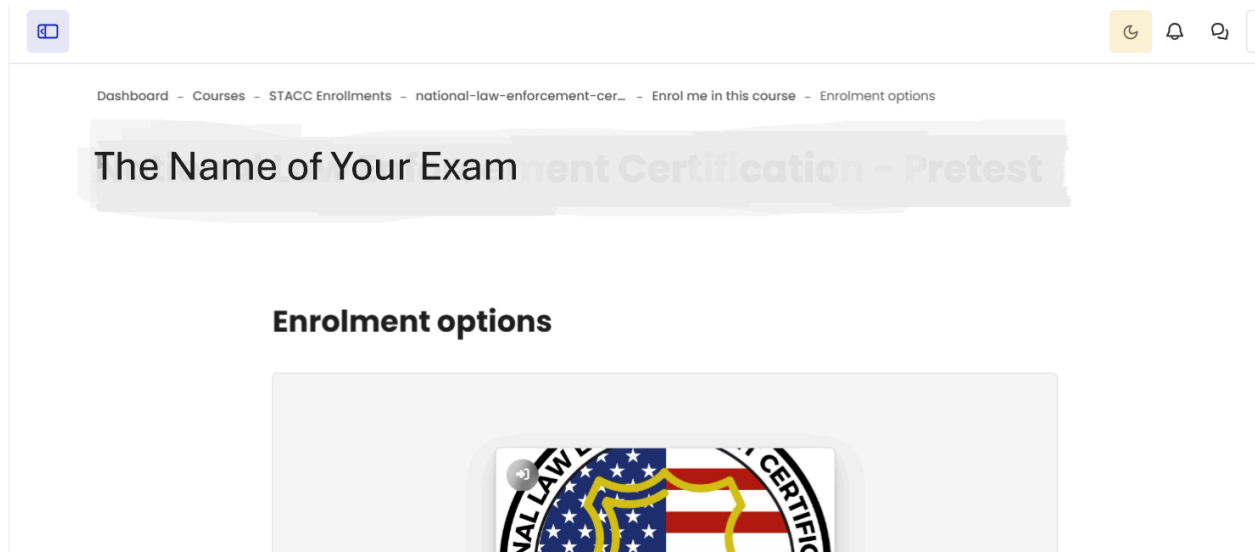The first part of the address is: **https://staccexams.com/l/** followed by 4-6 letters and/or numbers.
You will go into the address bar of the web browser you are already logged into and type the link exactly as your proctor tells you to.
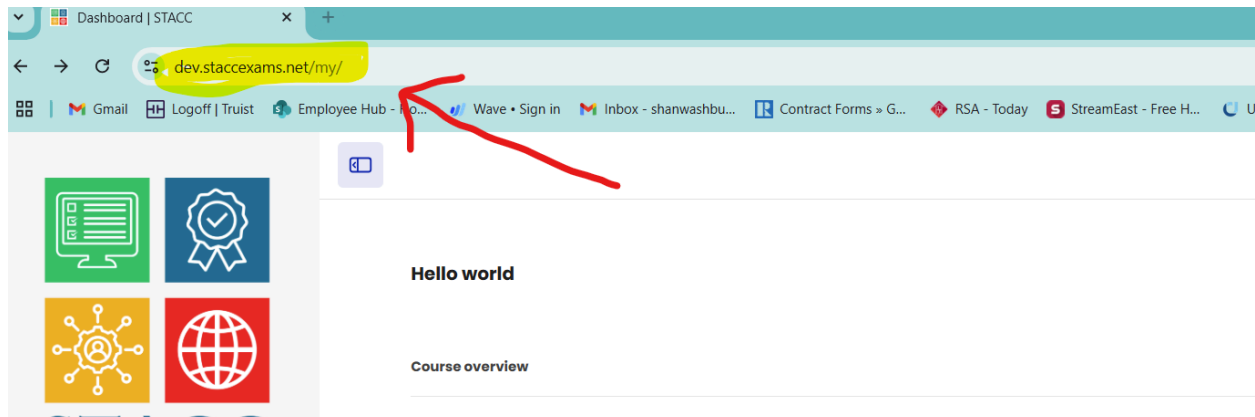
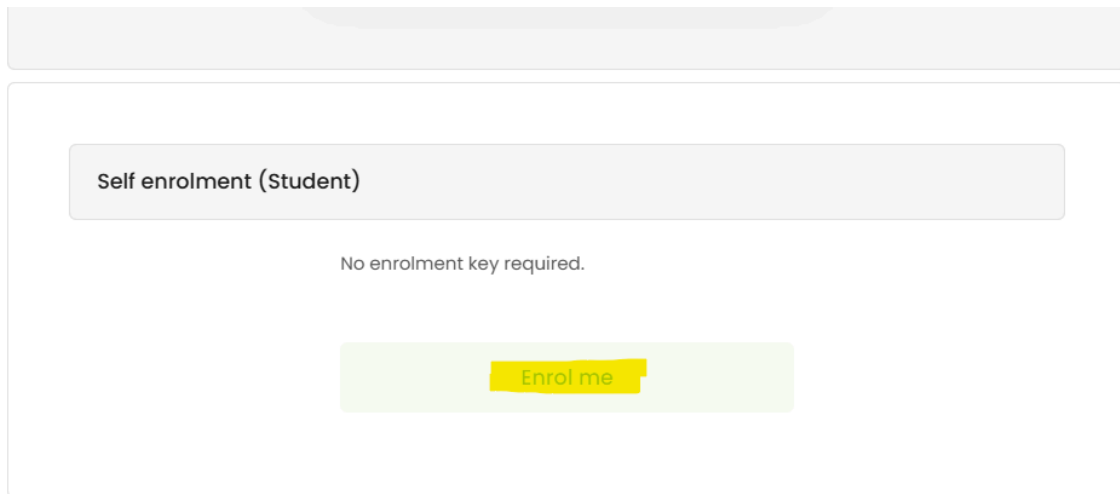When you click enter - you should see this screen

If something is wrong, try entering the address once again.
If that does not work - do not try to do anything else. Raise your hand and wait on the proctor.
Be patient.
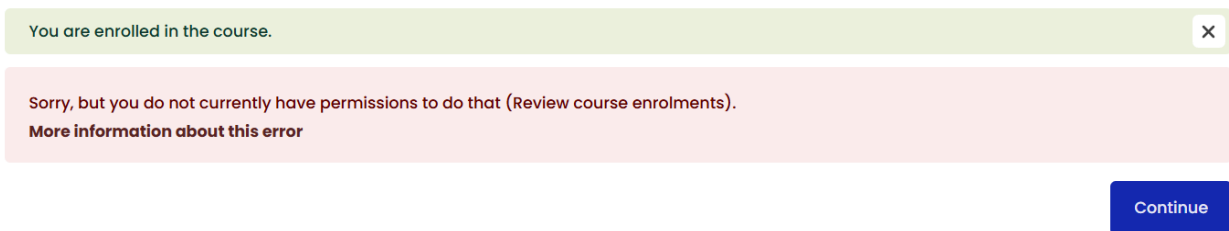
Be sure to read the number of items, time allowed and cut score so you are aware of the testing details.

Once your proctor tells you to do so - click on Enrol me (the software is European - they spell enroll with one L)

Self enrolment (Student)

No enrolment key required.

Enrol me

If you see this warning - you can ignore it and click continue:

You are enrolled in the course.   ×

Sorry, but you do not currently have permissions to do that (Review course enrolments).
More information about this error

Continue
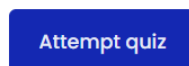
Now - wait again while everyone catches up - your proctor will tell you when to move on.

When your proctor tells you - click on this text area:

ⓘ ▾   ⏱   The Name of Your Test

When told to do so click on   Attempt quiz

Before you get your password - it is important for you to know some test features:
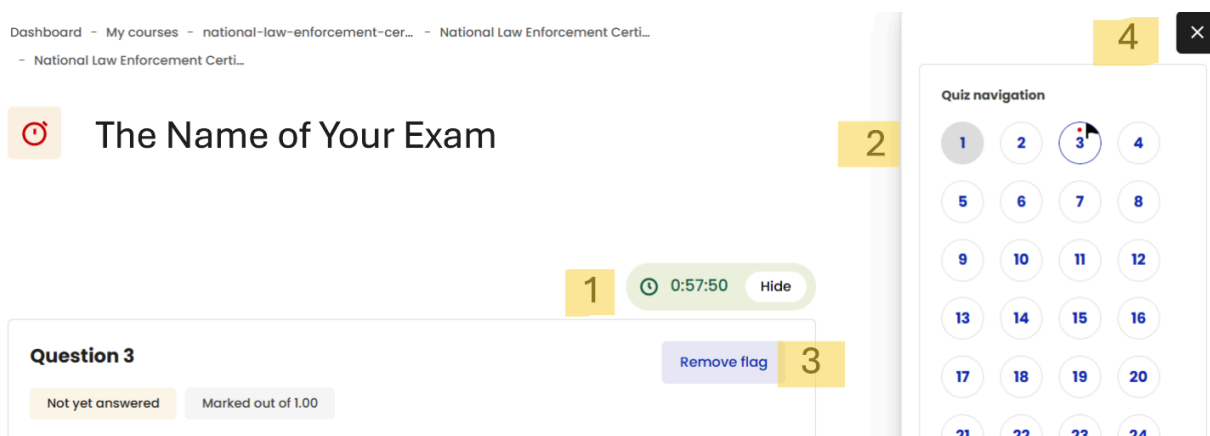
STACC exams give you some great tools

1. This is the timer - it tells you how much time you have left. The test closes when you run out of time.
2. STACC exams allow you to free flow around your exam using the Quiz Navigation box. You can move around by clicking on the test numbers or the "previous page" and "next page" under the answers.
   a. Gray Circle - #1 has been answered.
   b. White Circle - #2 has not been answered, it was skipped.
   c. Flag - #3 has been "flagged" meaning the test taker wanted to mark it and come back to it.
   d. You can change answers, go back and answer skipped questions, and such until you submit your exam or you run out of time.
3. Flag - this is where you can choose to "flag" a question as a reminder. You can also click it to remove the flag.
4. Minimize the Quiz Navigation box - click on the X

What if your Quiz Navigation box disappears?

Click on this icon:
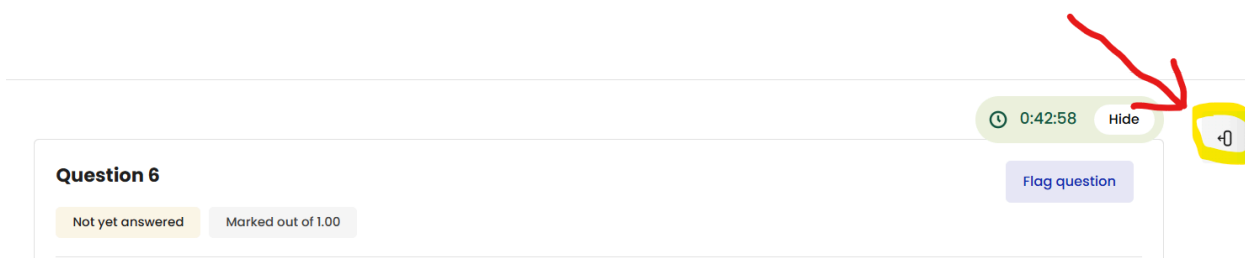
Note - your proctor may want you to raise your hand before submitting your test. They will clarify how they want you to finish at this time. Proctors will also clarify what you should do once you are done.

If you have any questions - ask them now.

Important - at no time should you click on anything other than items in the question box and Quiz Navigation box. Clicking on other areas of the STACC site could cause your quiz to score as a zero. It is also considered a violation of testing integrity (cheating).

Additionally - no other tabs, apps, programs or other computer functions may be open. Doing so is presumed to be cheating.

Start Test

When everyone is ready, your proctor will tell you the password - listen carefully.

You can click on to see the password.

Good Luck!!

Violations of Testing Integrity

Any inappropriate behavior should be reported as soon as possible.

Consolidate all possible information from below and send it via email to info@staccexams.com with an email subject "Violation of Testing Integrity"

Student Information:

- Student name
- Course name and teacher
- Date of incident

Details of the Alleged Cheating:

- Specific type of cheating observed (e.g., copying from another student, using unauthorized notes, accessing external resources during the test)
- Description of the evidence collected (e.g., screenshots, suspicious behavior observed, unusual patterns on the test)
- Any relevant details about the test administration (e.g., seating arrangement, monitoring procedures)

Witness Information:

- Names of any witnesses who observed the cheating incident
- Contact information of witnesses (if allowed by school district)

Teacher Actions:

- Actions taken by the teacher upon observing the suspected cheating (e.g., removing student from test, speaking to the student privately)
- Documentation of any attempts to contact the student regarding the incident

Disciplinary Information:

- Potential disciplinary actions based on school policy (e.g., failing grade on the test, referral to the school administration, parent contact)

Important Point to Remember:

- The email should be filled out with specific details and objective descriptions of the incident to avoid ambiguity.

The use of any exam or pretest questions/materials as a means of preparing students for an assessment or as review before a student completes a retest attempt is considered a violation of testing integrity.

Content instructors or classroom instructors acting as a reader facilitator for students with special accommodations is also considered a violation of testing integrity.

STACC Security & Integrity Agreement

Test Proctor Integrity and Security Agreement

This Test Proctor Integrity and Security Agreement ("Agreement") is entered into by the undersigned school administrator or school teacher ("Proctor") and the school ("School") for the purpose of ensuring the integrity and security of all tests and assessments administered to students, including but not limited to standardized, customized, and partner assessments provided by STACC. This Agreement incorporates the terms and conditions of STACC's Security and Integrity Agreement (SIA) as applicable to the testing environment at the School.

I. Purpose of Agreement The purpose of this Agreement is to protect the interests of all parties involved in the test administration process, including the testing agencies, the School, and students. The Agreement outlines the responsibilities of the Proctor to maintain the integrity and security of tests, ensuring compliance with both local school guidelines and STACC's policies for administering standardized assessments.

II. Proctor Responsibilities By signing this Agreement, the Proctor agrees to uphold the following responsibilities:

1. **Confidentiality and Security of Test Materials:**
   - All test materials, including but not limited to test papers, answer sheets, performance jobs, and scoring criteria, remain the property of STACC and must be handled with the utmost care.
   - Test materials must not be accessed by anyone other than students completing an exam or pretest attempt. The use of test/pretest materials by an instructor or proctor as preparation for an assessment, review for students planning to reattempt an assessment, or as a basis for creating course content is strictly prohibited and will result in a violation of testing integrity.
   - Test materials must not be reproduced, shared with media sources, or released to anyone other than students participating in the local testing program.
   - Instructors, proctors, paraprofessionals, parents, and personnel from other districts are prohibited from accessing or discussing test materials.
   - Testing sites and their personnel must protect the integrity of STACC websites, testing platforms, and dashboards. Access to password-protected sites is restricted to approved Site Coordinators and Co-coordinators.
2. **Supervision and Monitoring During the Test:**
   - Ensure that all assessments are administered in a proctored environment according to STACC's test administration guides.
   - Instructors, paraprofessionals, and teaching assistants are prohibited from proctoring their own students or students in similar educational or Career and Technical Education (CTE) programs.
   - Actively supervise students throughout the duration of the test to prevent cheating or unauthorized behavior.

- ○ Ensure that students are seated appropriately to minimize the opportunity for cheating or sharing answers.
- ○ Students must not have access to assessments, questions, or other test materials before the official test administration.

3. **Identification and Authorization of Students:**
   - ○ Verify the identity of each student prior to the start of the test.
   - ○ Ensure that only authorized students are allowed to take the test.
4. **Reporting Violations:**
   - ○ Immediately report any suspected or actual violations of testing integrity (e.g., cheating, misconduct, security breaches) to the appropriate school authorities and STACC as per the guidelines.
   - ○ Report any security breaches or compromises immediately to STACC to minimize potential damages, including investigation costs and the replacement of compromised materials.

III. Security and Integrity: Testing sites and personnel are responsible for ensuring the security and integrity of the testing environment:

1. **Testing Site Approval:**
   - ○ All testing sites must be approved by STACC prior to administering any STACC assessments.
2. **Prohibited Conduct:**
   - ○ Instructors, proctors, and others associated with the testing program must refrain from sharing or accessing test content outside of approved testing contexts. This includes accessing materials/content as a means of preparation for student testing, review for students using a retest attempt, and as a basis for instructors creating course content.
   - ○ Any violation of test security, including unauthorized access or the failure to follow STACC's testing protocols, could lead to disciplinary action.

IV. Consequences of Violation Failure to adhere to the provisions of this Agreement may result in the following consequences:

1. Disciplinary action, including suspension from proctoring future tests, or other administrative actions as determined by the school.
2. Possible termination of employment if the breach involves willful misconduct.
3. Liability for damages related to any compromised assessment, including the costs of investigation and material replacement, as determined by STACC.
4. Legal consequences, including actions in the event of criminal conduct or other violations of the Agreement.

V. Signatory and Termination The individual who enters this Agreement will be the authorized contact for managing test administration and materials. STACC retains the right to terminate this Agreement, restrict access, or recall test materials if the terms of this Agreement are violated.

VI. Governing Law and Dispute Resolution This agreement is governed by the laws of the State of Georgia, and any disputes must be resolved in Fulton County, Georgia.

VII. Acknowledgment and Agreement By providing testing, the Proctor acknowledges that they have read, understood, and agree to abide by the terms and conditions set forth in this Agreement, including the additional stipulations from STACC's Security and Integrity Agreement (SIA).