

# The Gatekeepers:

## How to Establish an Effective Test Administrator Program

### Presenters:

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# Tutorial Objective

- Be familiar with the **concept and components of basic test administration.**
- Identify the requirements needed for a **Test Administrator Program.**
- Understand **test security** and the importance of establishing protocol for safeguarding test material.
- **Recruit and train test administrators** to proctor your organization's assessments.



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# What is Test Administration?

**Test Administration:** a process by which an assessment is proctored.

**Test Administrator Program:** a collection of governing policies, procedures, and protocol used to standardize the process of proctoring and handling test material.



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# Why are these Important?

## Establishes Standardization

- Provides all candidates with a fair and equal opportunity to demonstrate their level of achievement.
- Eliminates the possibility for people to perform poorly due to extraneous factors.
- Discourages negative legal consequences.

## Ensures Test Security

- Documents the policy, procedures, and protocol needed to safeguard and uphold the integrity of test material.



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# Secret Service Test Administration Program

In 2008, the United States Secret Service developed the Test Administrator Program (TAP) to establish secure and standardized methods of proctoring tests. This is a critical component of the merit promotion process for the Special Agent (SA) position.

- Developed new multiple choice assessments.
- Test takers are current supervisory level employees.
- Decentralized testing model.
- Majority of candidates are within 5-driving hours of assigned test site.
- Program consist of 20 test sites (both domestic and foreign).
- Test sites are USSS facilities/offices.
- Test sites have a designed point of contact established prior to testing.
- Test cycle: May - June
- We train and certify all TAs for the use of this program only.
- TAs administer paper and pencil proctored exams.
- TAs are USSS employee volunteers.



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# 3 Steps for Establishing a Test Administrator Program

## Step 1

Establish Test  
Administrator  
Program  
(TAP)  
Framework

## Step 2

Develop Test  
Security  
Practices and  
Guidelines

## Step 3

Recruit and  
Train Test  
Administrators



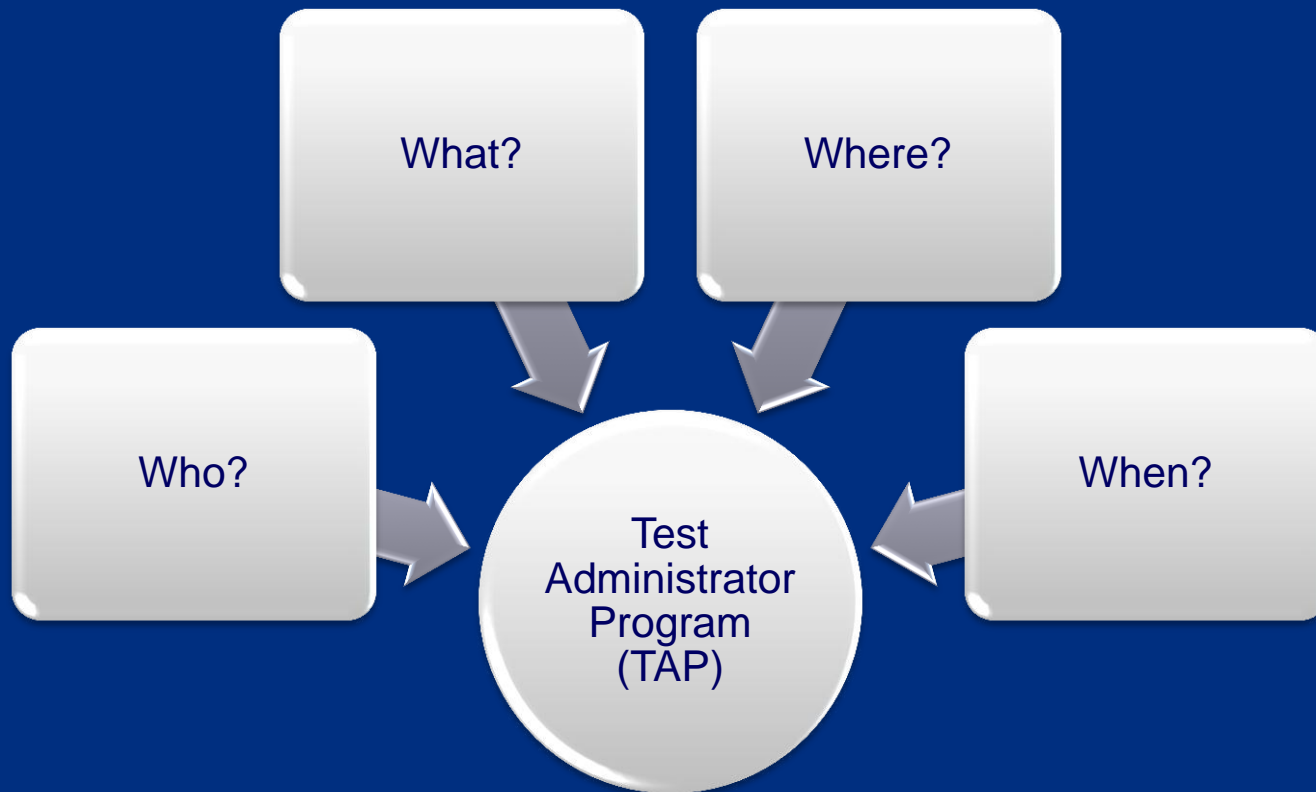
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# STEP 1:

## Establish TAP Framework

Who? | What? | Where? | When?



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# STEP 1:

## Establish TAP Framework

Who? | What? | Where? | When?

### Key Players

- *Who will take the assessment?*
- *Who will administer the assessment?*
  - *Is there a conflict of interest between who will take versus administer the test?*
- *Who will coordinate the testing process?*
- *Who will manage the testing process?*
- *Define roles and expectations.*



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# STEP 1:

## Secret Service TAP

Who? | What? | Where? | When?

### Test Taker

- Candidates for promotion to supervisory grade levels who have met the eligibility requirements and elected to participate in the Special Agent Merit Promotion Process.

### Test Site Coordinator

- Responsible for assisting candidates, TAs, and Program Managers with the logistics necessary to effectively administer the assessments in the field.
- Preparing and reserving the test room and equipment, and the storage of test material.
- Name one primary and one alternative per test site.

### Test Administrator

- Ensure that the test room and equipment is set-up in accordance with testing standards.
- Effectively administer the SA MPP assessments while adhering to strict test security guidelines.
- Required to proctor the assessments in pairs.

### Program Manager

- Designated testing representatives who are responsible for overseeing and coordinating the SA MPP administration process.
- Answer questions about the process, resolve issues and problems as they may arise during testing, and will be the main points-of-contact for shipping and receiving test materials.



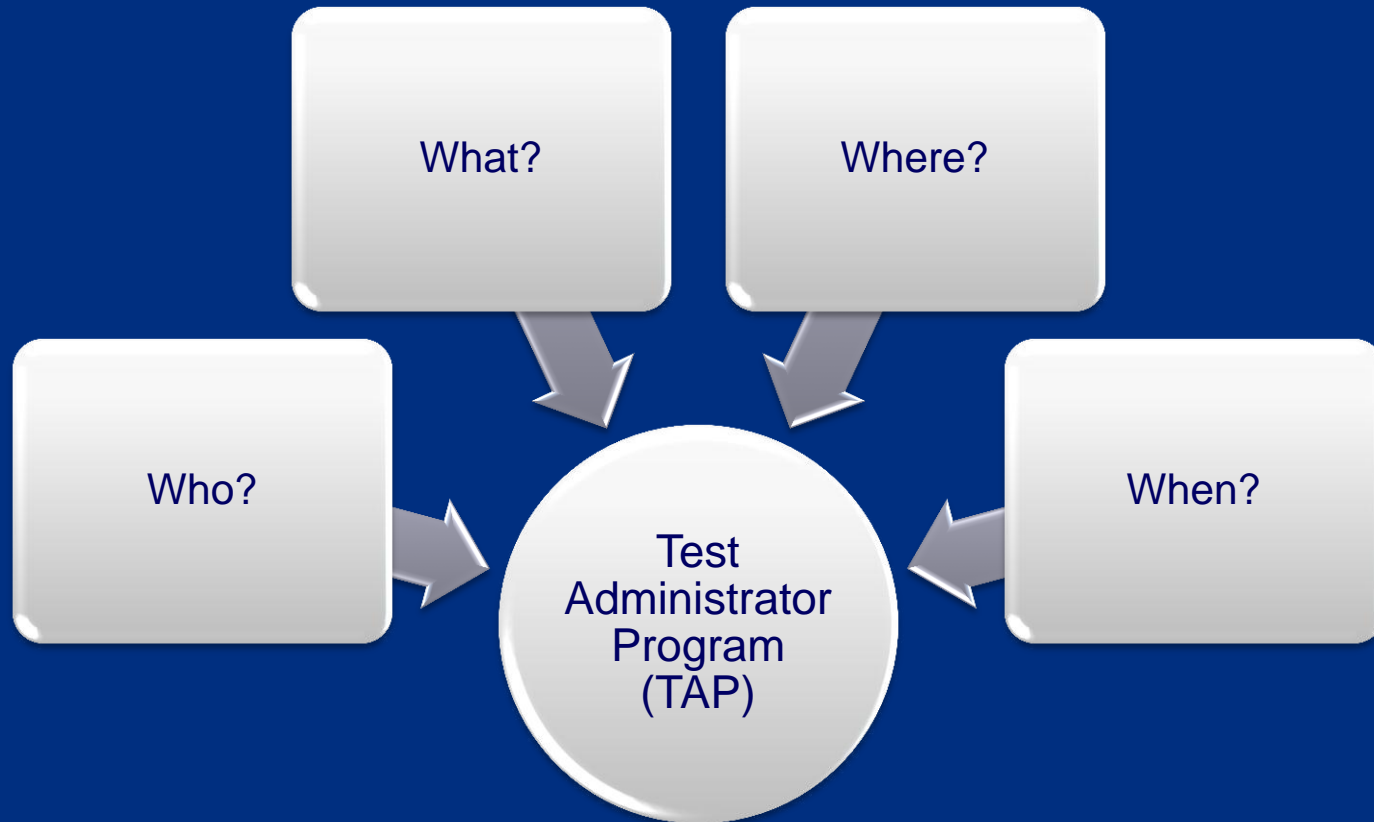
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# STEP 1:

## Establish TAP Framework

Who? | What? | Where? | When?



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# STEP 1:

## Establish TAP Framework

Who? | What? | Where? | When?

### Test Materials and Equipment

- *What format is the assessment presented?*
- *What tools or equipment will be needed to administer the assessment?*
- *What method will be used to track test material?*
- *What supplemental documents will you need during administration?*

### Legality/Liability

- *What documentation is needed?*
- *Does your organization have established policy/procedures regarding testing?*



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# STEP 1:

## Secret Service TAP

Who? | What? | Where? | When?

### General Documents

- Administration Manual
- Nondisclosure Agreement
- Candidate Questions Log
- Incident Report Form
- Test Administration Materials Checklist
- Test Administration Scripts
- Test Administration Roster
- FAQs

### Test Materials

- In-Basket Assessment (IBA) Question Booklet
- In-Basket Assessment (IBA) Documents Booklet
- IBA Calendar
- Situational Judgment Test (SJT) Booklet
- SJT DVD
- SJT Scenario Checklist
- SJT Instructions Document
- SA MPP Notepaper
- Scantron

### Test Equipment

- Adequate Table Space/Sufficient Number of Desks (specific to your test site)
- Chairs for each Test Taker
- 27-Inch Television (or larger)
- DVD Player
- Backup Television and DVD player (if available)
- Timer
- Pencils/Pens
- "Testing in Progress" Signs
- SA MPP Informational Video



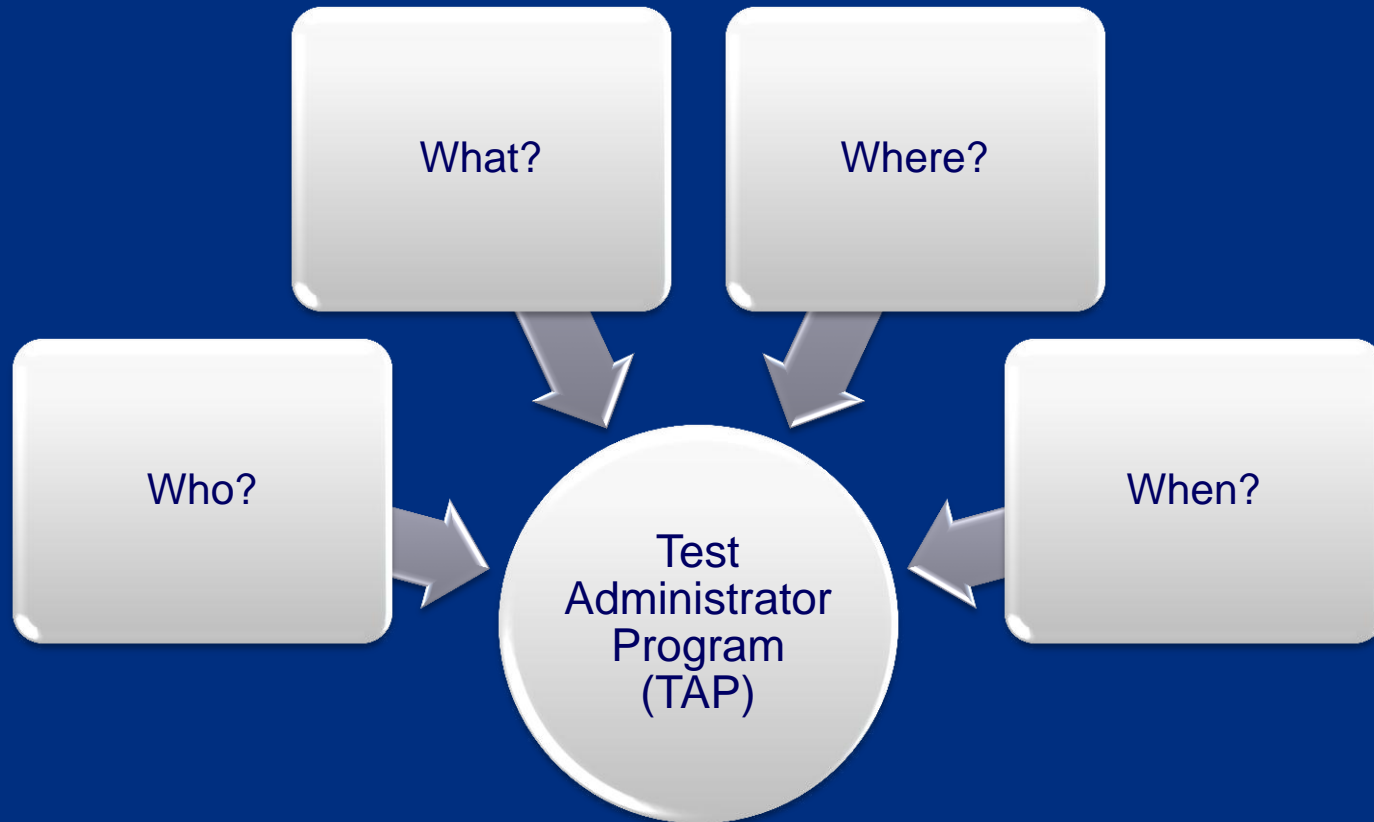
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# STEP 1:

## Establish TAP Framework

Who? | What? | **Where?** | When?



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# STEP 1:

## Establish TAP Framework

Who? | What? | **Where?** | When?

### Location

- *Where will the assessment be administered?*
- *Where will the assessment be stored/secured?*



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# STEP 1:

## Secret Service TAP

Who? | What? | Where? | When?

### Test Sites

- Secret Service field office or facility
- Minimum capacity of eight (8) test takers per test session
- Populace area where the vast majority of test takers are able to drive to within a 5-hour driving limit.

### Test Rooms

- Ensure Same Size and Style of Equipment
- Room Lay-out Must Be the Same for ALL Test Sessions
- No Distractions or Interruptions
- Provide Privacy
- No Electronic or Recording Devices
- Provide Adequate Lighting and Ventilation

### Test Material Storage

- Test Vault
- Safe or Locked Cabinet without outside labeling indicating test material contents
- Locked at all times except when material is being removed or returned
- Never left open or unattended
- Limited Access to specific, individual staff



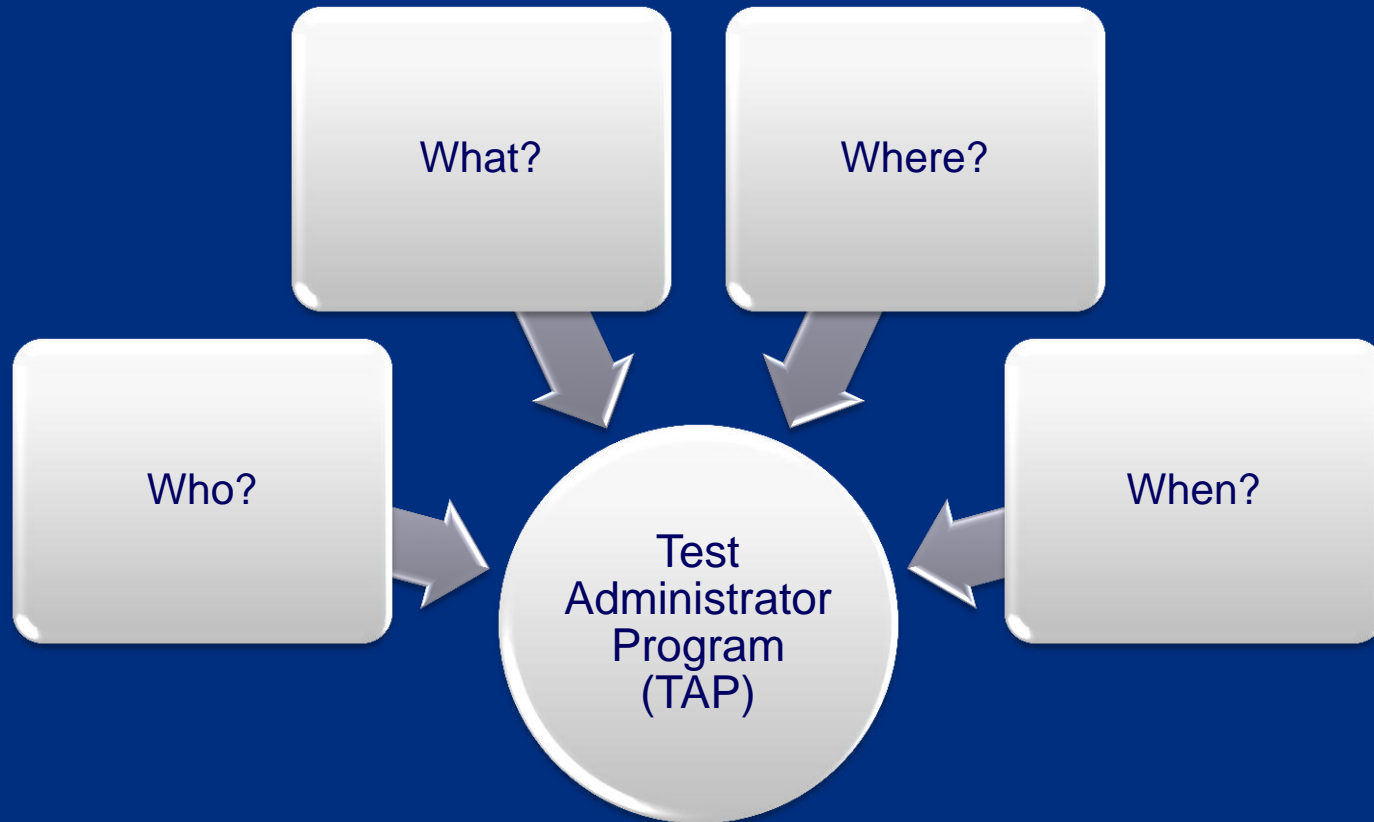
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# STEP 1:

## Establish TAP Framework

Who? | What? | Where? | When?



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# STEP 1:

## Establish TAP Framework

Who? | What? | Where? | **When?**

### Frequency

- *When will the assessment be administered?*

### Duration

- *How long does it take to complete the assessment?*



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# STEP 1:

## Secret Service TAP

Who? | What? | Where? | When?

### Frequency

- **Testing Cycle:**  
May-June
- **Test Days:**  
Monday-Thursday
- **Exceptions:**  
USSS-wide events  
and holidays

### Duration

- **Test Session:**  
Two (2) hours per  
assessment for a  
full day of testing



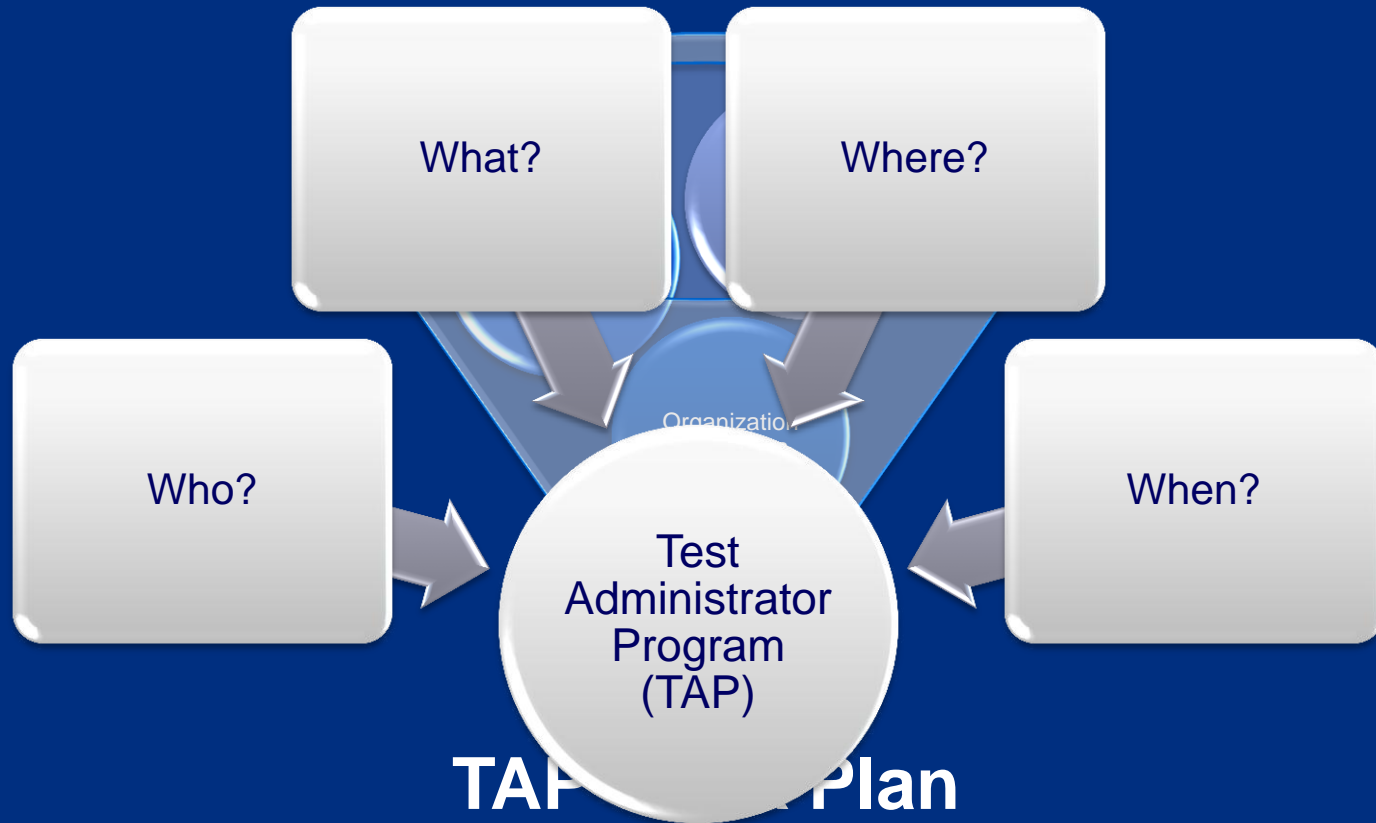
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# Step 1 Activity:

## Establish TAP Framework

Who? | What? | Where? | When?



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# 3 Steps for Establishing a Test Administrator Program

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## Step 2

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Practices and  
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## Step 3

Recruit and  
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Administrators



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# What is Test Material?

**Test Material** includes test booklets, test questions, answer sheets, test DVDs, administration rosters, incident report forms and note paper.

Test Material does not include the equipment used to administer the assessments (i.e. Television, DVD player, etc.).



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# Step 2:

## Develop Test Security Practices



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# STEP 2:

## Develop Test Security Practices

- Handling and Storing Test Material
  - Procedures of Storing Test Material
    - Secure Area(s)
  - Procedures for Accessing Test Material
    - Limited Access
  - Procedures for Transporting Test Material
    - Electronic mail
    - Physical mail



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# STEP 2:

## Develop Test Security Practices

- Contingency Planning
  - Facility Evacuation Procedures
  - Power Outage
  - Candidate Illness
- Loss or Compromise of Test Material
  - Procedure for Loss of Test Material
  - Reporting the Loss of Test Material



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### **Fire Alarm**

#### ***(or Other Facility Evacuation)***

1. Secure the test materials prior to escorting the candidates from the facility.
2. Have candidates place all test materials into their packet.
3. Collect all of the test packets from the candidates.
4. Place the test packets back into the packing box.
5. Lead the candidates outside.
6. Lock the door behind you.
7. Remain with the candidates at all times.
8. See TA Manual for time constraints regarding the continuation of the exam.



# STEP 2:

## Develop Test Security Practices

- Administrative Tracking Procedures
  - Tracking Systems
  - Serialization
  - Test Administrator Codes

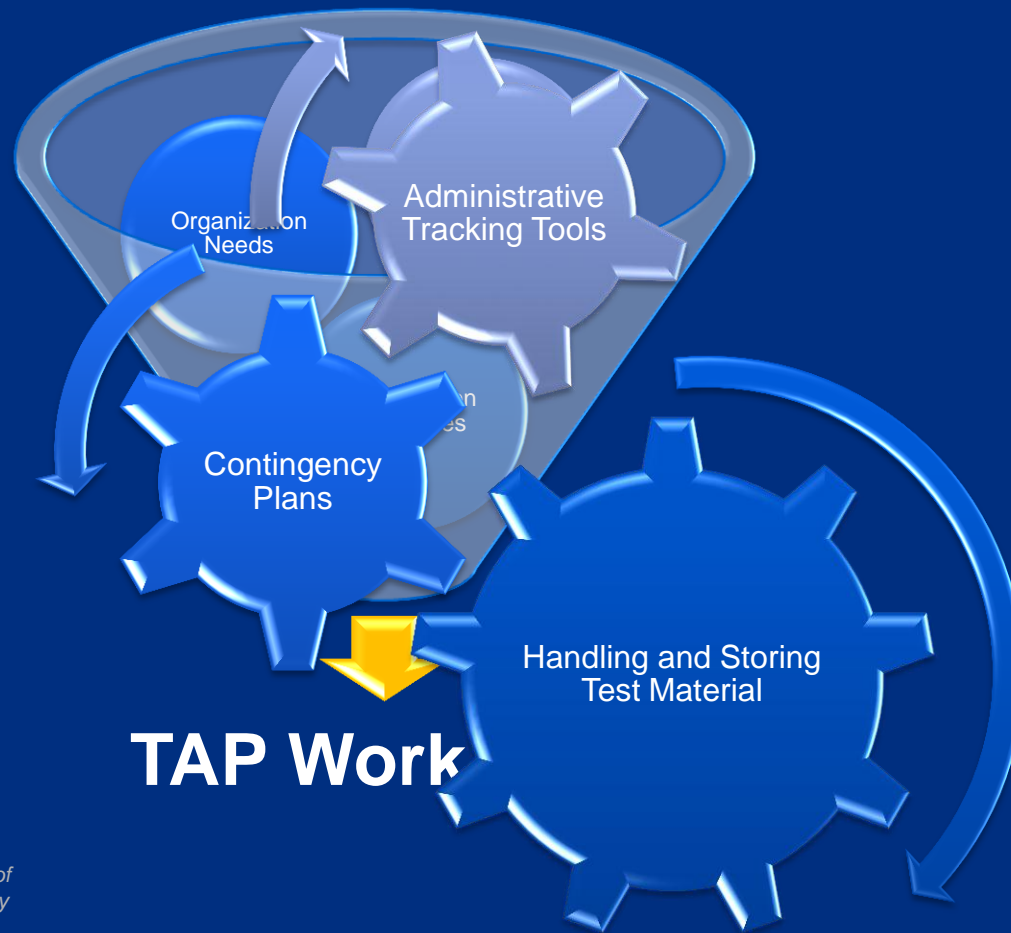


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# STEP 2 Activity:

## Develop Test Security Practices



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# STEP 3:

## Recruit & Train Test Administrators

**Recruiting** is important because it is a fair way to promote the program and speak to interested participants about the importance of their role as a Test Administrator.

**Training** is critical because it familiarizes trainees with the policies, practices and protocols of what is expected and required in order to be an effective Test Administrator.



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# STEP 3:

## Recruit & Train Test Administrators

### Recruiting Process



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# STEP 3:

## Recruit & Train Test Administrators

- Identify Requirements for Test Administrators
  - Cannot Currently or Plan to Hold a Special Agent Position
  - Willing to Travel
  - Willing to Adhere to Strict Test Security Procedures
  - Be Dependable, Reliable and Detail Oriented
- Develop TA Application
  - Inquire about Past Test Administration Experience and Availability
  - Require Supervisors Recommendation/Approval
- Develop TA Application Rating Scales
  - Use to Assess Who Will be a Good Fit for the Program



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# STEP 3:

## Recruit & Train Test Administrators

- Distribute Application
  - Made Accessible via Agency Wide Forms Library
- Receive and Review TA Applications
  - Set Application Deadline
  - Check for Noticeable Disqualifications
- Select TAs
  - Program Managers Meet to Select and Assign Administrators
  - Distribute Selection List



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# STEP 3:

## Recruit & Train Test Administrators

### Training Process



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# STEP 3:

## Recruit & Train Test Administrators

- Training Objectives
  - Review the Test Administration Process
  - Inform TAs of their Responsibilities
  - Discuss Test Security Protocol and Practices
  
- Training Preparation & Materials
  - PowerPoint
  - Information DVD
  - Test Administration Manual
  - Demonstrations



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# STEP 3:

## Recruit & Train Test Administrators

- Test Administrator Resources

- TA Binder
- Reference Sheet
- Agenda
- Supplemental Material

- Assignment Distribution

- Test Site Photos
- Test Site Contact Sheet



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# STEP 3:

## Recruit & Train Test Administrators

- Training Outcomes

- Training Certification Valid for 1 Year
- Total Test Administrators needed
- 1-Day Training

- Training Alternatives

- Refresher Training for Veteran Administrators

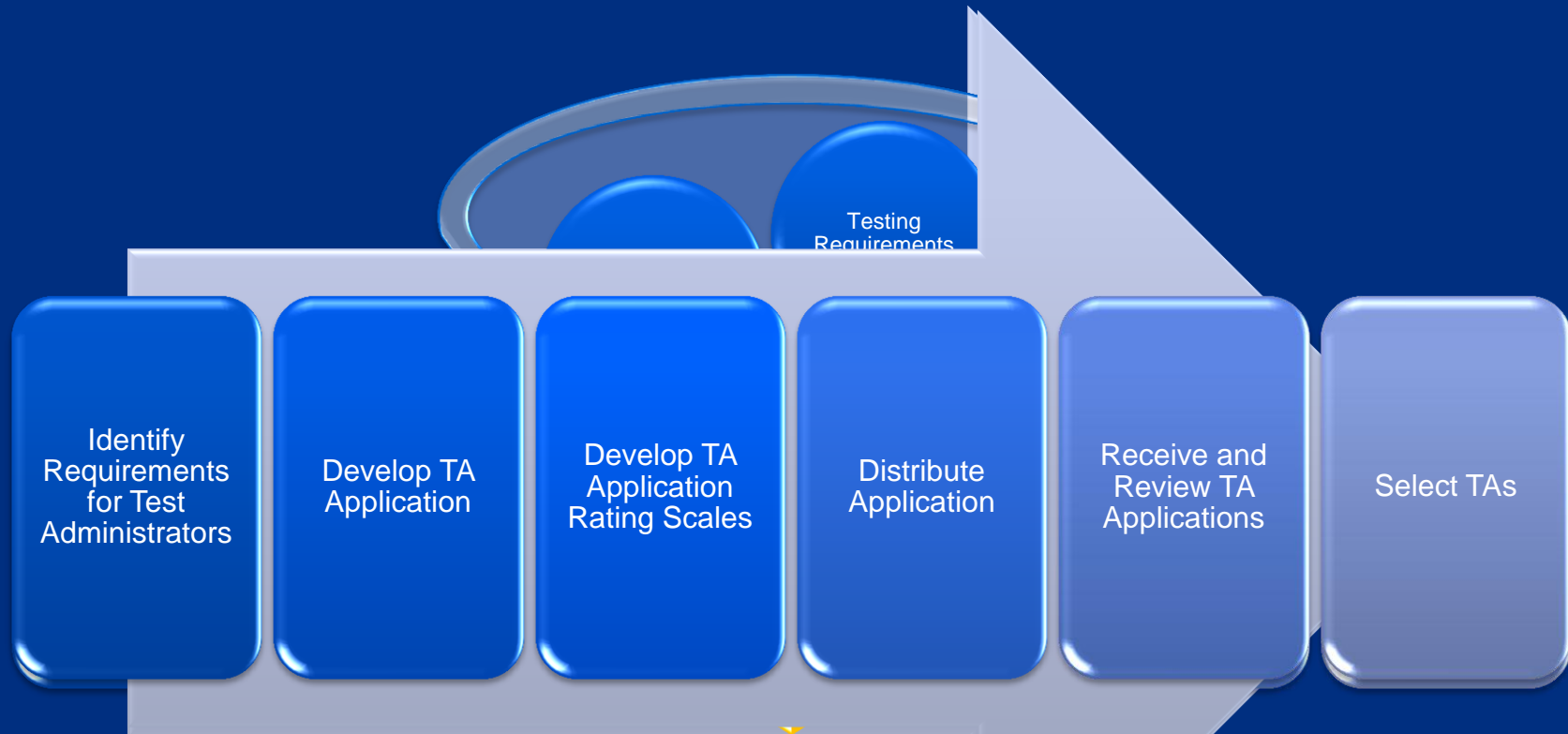


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# STEP 3 Activity:

## Recruit & Train Test Administrators



### TAP Work Plan



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# Additional Considerations

- Scheduling TAs
  - Location conflicts
  - Opportunity to travel
- Scheduling Candidates
  - Developed an in-house software application
- Scoring Assessment
  - Not completed in the field for this particular program
  - Utilize scanners at headquarters in secure facility
- Data Verification
  - Minimize manual errors
  - Utilize tracking system
- Candidate Score Release
  - Delivered as a PDF attachment via e-mail within 2 months of testing
- Score Retention
  - Consider how long a test taker can keep their scores before needing to test again?



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# Q&A

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# Thank You

For additional information, please contact:

United States Secret Service  
Office of Human Resources & Training  
HR Research & Assessment Division  
(202) 406-9340



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