CTAS Facility and Staff Requirements

General Facility Requirements

A. We recommend each testing room have at least 15 computers and a cache proxy that meets the current CTAS technical specifications. There are instances where we require fewer/additional computers depending on the region and test(s) to be delivered.
B. Test centers are required to have surveillance systems installed to monitor testing rooms.
C. The ability to restrict other activities in the testing room during an estimated six-hour test period.
D. A specified check-in area located near the entrance to the testing room, in an area separate from other activities.
E. Nearby restrooms located within the test center building where test takers do not have to leave the building to gain access.
F. Signage designating the facility as a test center. The test center and testing rooms should be easy to find with signs inside the building directing test takers to the test center location and testing rooms.

Physical and Environmental Requirements

A. **Separation Distance**
   1. The testing room must comfortably accommodate the number of testing workstations placed in it.
   2. If there are no partitions between computer testing workstations to restrict visibility, there must be a separation distance of **5 feet (1.5 meters)** from the center of one computer monitor screen to the center of the screen of any adjacent computer.
   3. If, after reviewing a site's lab layout, ETS determines that partitions are necessary, ETS will provide the required number of partitions to the site.
   4. With partitions in place, the minimum center-to-center separation distance is **3 feet (0.9 meters)**.
   5. In testing rooms where computer tables are at a 90-degree angle, test takers must not be seated next to each other in the connecting corner. The 5-foot (1.5 meter) minimum distance must be maintained.*

B. **Location of Check-in Area**
   1. The check-in area should be located near the entrance to the testing room, in an area separate from other activities.
   2. A table, desk or counter is recommended for use during check in.

3. The check-in area must have a light-colored plain wall that will be used as the background for candidate image capture during the check-in process.
4. If the check-in area is inside the testing room, the Test Center Administrators (TCAs) must use their best efforts to ensure that the check-in process does not disturb test takers whose testing is in progress.
5. If the check-in area is outside the testing room, ensure that this arrangement does not hinder the TCA's ability to monitor the testing room; at least one TCA or proctor must be present within the testing room at all times during all testing sessions.

C.   Surveillance
1. Configuration
   a. Overhead camera(s) for every 1–4 workstations. This depends on the "view" and "definition" of the image (cameras with a wider view and good definition can adequately surveil more workstations). Ensure the view can capture the test taker and surrounding area with good definition of image. The camera view of the monitor screen should be considered sensitive and avoided/obscured/reduced as much as possible.
   b. Overhead camera for each Check-In/Admin station.
   c. Workstations must be clearly and numerically labeled to be viewed from cameras.
   d. Cameras can be wired or wireless.
   e. The cameras will connect to a Network Video Recorder/Receiver (NVR) or Wireless Receiver Device, which should be located in a secure area or locked closet.
   f. If possible, encryption should be utilized for transport of video signal.

2. Features/Process
   a. Management console for video should be secured and accessible to limited staff who are trained in the secure operation of same (whether a local device or cloud service).
   b. Ability for live, real-time surveillance.
   c. Ability for recorded footage to be stored for up to 30 days.
   d. Video footage should have a retention period defined for deletion no longer than 60 days.
   e. Ability to send security footage to ETS for review or allow ETS secure access to stored footage via a password-protected path.
   f. Video footage is considered sensitive data and should follow protocols for handling same.

*Centers MUST send a sample security video from their site to confirm equipment is adequately installed and meets expectations.

D. Writing Surface
1. Provide a writing surface at each testing workstation that is large enough to accommodate scratch paper.
2. The writing surface must be large enough to accommodate right- or left-handed test takers.
3. The dimensions of the writing surface should be at least **12 x 15 inches (30 x 38 centimeters)**.

E. No Written Materials
1. The testing room must not contain any written materials other than test station seat numbers.

F. Quiet
1. Ensure that testing rooms are quiet throughout the test administration.
2. When testing is in progress, do not conduct other activities in or near the testing room that would disrupt the standardized testing environment.
3. Ensure that the white noise machines, provided by ETS, are activated to assist in providing a quiet testing environment.

G. Access for People with Disabilities
1. The building, testing rooms and restrooms must be accessible to people with disabilities, including wheelchair access.
2. They must meet local and national accessibility laws, such as the Americans with Disabilities Act (ADA) in the United States, and equivalent laws (if any) in other locations.
3. **A clock should be provided in the break area** so test takers taking exams with a scheduled break can time themselves.
4. **Provide comfortable chairs with backs.** Stools or benches without backs are not acceptable.
5. **A phone must be available** to TCAs at all times for use in calling the Global Help Desk, reporting irregularities or tending to other emergencies.

Test Center Staff Roles

A. Test Center Administrator (TCA)
1. Each test center must have a primary TCA and an additional certified TCA to serve as a replacement in case the primary TCA is absent. The primary TCA's responsibilities include the following:
   a. perform a readiness check several days before each scheduled test administration
   b. perform check in of test takers at the administrative station
   c. ensure the security of the test center
   d. write Center Problem Reports (CPRs)
   e. coordinate activities with proctor(s)

B. Proctor

1. Each test center requires one or more proctors, whose responsibilities include the following:

   a. help the TCA prepare the workstations
   b. escort test takers to their workstations
   c. monitor the testing room to maintain security
   d. interact with the testing workstations to start or pause tests
   e. report any irregularities to the TCA

C. Test Center Staffing Requirements

1. TCAs and Proctors:

   a. must be at least 18 years of age
   b. must be able to read, write, speak and understand English

2. Testing room proportion requirements:

   a. 1–25 test takers requires two staff members (one TCA and one Proctor)
   b. 26–40 test takers requires three staff members (one TCA and two Proctors)

*Please be sure to adhere to all local social distancing guidelines in your test center. Please communicate these guidelines with a CTAS representative during the application process.