AIR UNIVERSITY TEST CONTROL FACILITY GUIDE
28 Oct 2011
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ESTABLISHMENT PROCEDURES FOR NEW TEST CONTROL FACILITIES

REQUESTING A NEW TEST CONTROL FACILITY

AU/CFRR establishes TCFs to be used for the administration of AU Distance Learning Course Exams and to ensure course examinations (CEs) are secured and administered under proper supervision. Course exams (CEs) both paper and e-exams are CLOSED-BOOK examinations and are administered by official test control officers/administrators that are appointed in writing by the TCF commander. Students will be assigned and required to use the nearest official testing office.

On Air Force installations, the Base Training Office is the test facility for mandatory enrollees; the Education Services Center is the test facility for voluntary enrollees, unless they are combined into one test control facility.

Written requests to establish an official testing office must be submitted and approved through appropriate channels.

The written request must include:

1. The official mailing address of the organization where the testing office will be located to include a nine-digit mailing zipcode.

2. The point of contact for the testing office to include an email address and phone number.

See Approval Channels Below:

1. For Air Force, Air Force Reserve and Air National Guard units, an official written request must be submitted by the unit commander or designated representative through the MAJCOM. GSUs requesting an official testing office must also be approved by their servicing/host base.

2. For non-Air Force organizations, an approved official letter request must be submitted directly to Air University Registrar. Approval authority is agency commander or director of the organization requesting the establishment. Approved letters may be mailed to AU/CFRR, 60 Shumacher Ave, Maxwell AFB, AL 36112-6337, or emailed to AU.TestingFacilities@maxwell.af.mil or faxed to DSN 493-8127 or Com 334-953-8127.

3. For Civil Air Patrol, an official letter request must be submitted through and approved by National Headquarters, Civil Air Patrol, Maxwell AFB, AL 36112-5572. Only a state wing headquarters may be established as an AU test facility.
AU/CFRR closely monitors the requests for new testing facilities and approves only those facilities that are necessary to ensure each student is given a fair and equitable opportunity to test. Testing facilities will not be established merely for the convenience of a few enrollees.

**AU’s PROCESS FOR ESTABLISHING A NEW TESTING FACILITY**

AU/CFRR will assign a shred number (used to identify that facility) to the nine-digit zip code that was provided in the approved letter. These combined digits represent the official test control facility number. Example: (999999999-9) Once established, the TCF must be made available for testing ALL personnel in that area that are enrolled in an AU Distance Learning Course.

AU/CFRR notifies newly established testing facility POC via email of the assigned zipcode/shred. Upon receipt of the email notification, the POC is responsible for logging into the AU TCF database and completing the following tasks/information:

1. Completing the current TCF survey that is in the database.
2. Updating all information in the database
3. Ensuring that the appointment letter in the database is completed for testing personnel to include signing and sending a copy to the AU Registrar’s Office. A copy of the letter is also required to be kept at the testing office. Email to AU.TestingFacilities@maxwell.af.mil or Fax to DSN 493-8127 or Com 334-953-8127. Testing cannot begin at the new testing office until all three steps are complete. Whenever a new test facility is established, AFPC will add the new zip code/shred to MILPDS.

**DEPLOYED TESTING POLICY**

In circumstances where students must test while deployed, the TCO at the home base where the unit is currently assigned must contact AU/CFRR at Maxwell AFB to determine if an official TCF already exist for the deployed location. If a TCF is already established for the location, the TCO follows test transfer procedures outlined in this Catalog. If there is no TCF at the deployed location, either of two procedures may be followed: (1) A new TCF may be established at the deployed site, or (2) the commander of the unit to be deployed may sign a letter appointing an officer or SNCO to serve as test administrator during the deployment. When a letter is used, it must include the name of the appointed test administrator, names of the students to be tested, and the mailing address of the deployed location. The home base TCF is responsible for maintaining the letter. If the tests are to be hand carried, the newly assigned test administrator must sign out the test from the TCF and transport the tests in a secure manner (i.e., locked briefcase). The newly designated test administrator must administer the tests according to testing procedures outlined in this catalog.

E-exams may not be hand carried to a deployed site on a laptop. If a unit is deploying for a period of six months or more, the commander of the home unit must
request that an official test control facility be established at the deployed site. All deployed TCF requests must be approved through the unit’s MAJCOM.

Students who are deployed have the option to request up to a 12-month extension. Submit the request via https://www.auecampusupport.com or email the AU support helpdesk at auecampusupport@maxwell.af.mil.

TCF MAINTENANCE REQUIREMENTS
(ANNUAL REVALIDATION INFORMATION INCLUDED BELOW)

MAINTAINING AU DL TCF DATABASE

All testing facilities are now maintained in the TCF electronic database. It is the responsibility of the Testing Facility Personnel to update the TCF Database anytime during the year when the POC, testing personnel, phone number or fax numbers change. Email messages are sent via the TCF Database to provide the latest information about E-exams, potential test compromise situations, and policy changes.

If your testing facility is not receiving email traffic directly from the AU Registrar’s office (AU.TestingFacilities@maxwell.af.mil), then more than likely the point of contact (POC) for your testing office has changed and the TCF Database was not updated by your organization.

NOTE: Anytime names are updated in the TCF database, you must also send a new appointment letter; or anytime you send a new appointment letter, you must update the database. You will find a sample appointment letter in the TCF database. You can email the letter to AU.TestingFacilities@maxwell.af.mil or fax to DSN 493 8127 or comm. 334 953 8127.

TCF DATABASE ACCESS


Log in is the official zipcode and shred of your testing office.

For Password information/assistance, contact the AU Registrar’s Office at: AU.TestingFacilities@maxwell.af.mil. DSN 493 8128 ext 4 or com 334 953 8128.

AFTER YOU LOG IN:

Click on the TCF actions

Click on “Instructions for Validation/Update” for complete instructions.

If completing the annual revalidation or for a new TCF, complete Steps 1, 2 and 3.

If completing an interim update complete Steps 2 and 3.
**ANNUAL REVALIDATION PROCESS (REQUIRED)**

Annual revalidation of all testing facilities is required to ensure that only necessary TCFs are maintained as ACTIVE testing facilities in the TCF database. The revalidation process is also used to ensure the most up-to-date information is readily available for use by AU/A4/6 to mail course exams to correct locations. The TCF database information must be updated anytime during the year when personnel, phone or address changes. See TCF Database Access above.

An Email Notification will be send in January from AU.TestingFacilities@maxwell.af.mil providing instructions for logging into the TCF database and completing the Annual Revalidation. Do not complete the annual revalidation until you receive the notification. A new survey is required each year and the survey will not be available in the database until the notifications are emailed.

**TEST PERSONNEL APPOINTMENT LETTER (REQUIRED)**

(NAMES MUST ALSO BE ENTERED IN THE TCF DATABASE.)

The commander or director of an established official test control facility (TCF) must appoint in writing a test control officer (TCO), an alternate test control officer (ATCO), a test administrator (TA) and an alternate test administrator (ATA):

1. When the testing office is established.
2. Each time a new testing official is appointed or when a person is no longer a testing official.
3. During the annual revalidation process (a new letter is required with current year date).

Members must not be appointed as TCO/ATCO/TA/ATA if the member is enrolled in any AU/A4/6 or PME distance learning courses. If testing personnel are required to be enrolled into a distance leaning course, the member must relinquish testing responsibilities and then an enrollment may be requested through appropriate enrollment channels. (There is no longer a 6-month waiting period.) This restriction is also applicable to all TCOs/ATCOs/TAs/ATA who have dual status as a federal employee and as a member of the Air National Guard or Air Force Reserve.

Appointees are responsible for controlling, securing, accounting for, and administering the CEs according to instructions contained in the AU TCF guide. The guide is governed by AFI 36-2201, vol 4, chapter 2. Each appointee must sign the appointment letter acknowledging that they have read and understand the testing policies and procedures that are contained in the AU TCF guide. Appointees should be informed that any compromise of test material includes unauthorized possession of test materials, discussion of
test content, or manipulating test dates on electronic exams, and are violations of regulations and are punishable under the provisions of the UCMJ and/or applicable civilian penalties.

The sample appointment letter is located in in the TCF database. See TCF Database Access above. Email a copy of the letter to AU.TestingFacilities@maxwell.af.mil or Fax to DSN 493-8127 or com 334-953-8127. A copy of the signed appointment letter must also be kept on file at the TCF.

All CEs are CLOSED BOOK EXAMS and must be administered under the direct supervision of a TCO/ATCO/TA/ATA. The Commander should appoint TCOs/ATCOs/TAs/ATAs who possess unquestionable integrity, maturity, ability to maintain test security, a good speaking voice, the ability to handle a group of examinees effectively and should have training and experience in test administration.

Commanders granting TCOs approval to receive CEs for AFSCs 1N0X2 and 1N5X1 must also submit a letter to the 315th TRS/DODA, 154 Canberra Street, Suite A, Goodfellow AFB TX 76908-4002 verifying that the TCO/TA possesses at least a SECRET security clearance.

The ratio for students to test administrators is 30 to 1.

TEST CONTROL FACILITY CHANGES

ADDRESS CHANGES

The POC for the testing office must post all changes to the address information in the TCF database except the 9 digit zipcode.

If the official zipcode of the testing office changes, the TCO must request in writing the establishment of a new testing facility for the new zipcode. The written request must contain the old zipcode and shred, old mailing address, and the new zipcode address with a 9 digit mailing zipcode. The letter must also contain the POCs email and phone number for the new zipcode. The written request may be faxed to DSN 493-8127 or Com (334) 953-8127 or emailed to AU.TestingFacilities@maxwell.af.mil.. Once information is received by the AU Registrar’s Office, a new testing facility will be established with the new information. Enrolled students will be transferred to the new testing office, and a validation/update of the TCF database notification will be emailed to the POC of the new testing facility.

DEACTIVATIONS

When a test facility is no longer needed, the TCO must notify AU/CFRR to deactivate the TCF. Fax deactivation requests to DSN 493-
Steps that must be taken before a testing office can be deactivated:

1. **POC must provide an official active TCF zipcode and shred as to where to transfer currently enrolled students. AU/CFRR will do a mass transfer of currently enrolled students.**
2. All paper exams must be accounted for and destroyed
3. Computers that have been loaded with the e-exams must be cleaned
4. E-exam Program CDs must be destroyed.

The TCO must state in the deactivation requests that these steps 2-4 have been accomplished. Once AU/CFRR receives the deactivation request, the TCF will be deactivated within 5-7 duty days. AU/CFRR will notify the TCO of the TCF deactivation date. No exams may be administered after the TCF is deactivated; therefore, do not request deactivation before your last testing session.

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**TEST CONTROL FACILITY LISTING**

**TCF LISTING**

**AU TCF DATABASE QUERY PROCESS**

All TCOs have query access to other active testing facilities using the TCF database. Once you have logged in (See TCF Database Access in this guide) using the appropriate log in and password for your TCF, select “View Other TCFs” on the menu bar.

Selecting “Search all TCFs” gives you a list of all active TCFs. Search can also by completed by using zipcode, partial zipcode, or by any of the dropdown fields to include country, city, etc. Enter information using uppercase letters to ensure the query will work.

The TCF Listing is updated each month on the AU Registrar’s website (http://www.au.af.mil/au/cf/auregistrar/cfrr/cfrr.html), however when searching for the most current listing, accessing the TCF directory through the TCF Management Screen will provide real-time updates.
EXAM INFORMATION

AIR WAR COLLEGE DISTANCE LEARNING WRITTEN EXAMS

Exams will be accessed through student AUSIS login. Exams will vary in the method of test administration and completion time for each exam.

All AWC edition 17 exams require internet access.

Education Office guidance for administering AWC exams:
Go to- http://www.maxwell.af.mil/au/awc/dl
Select Education Center (on the right side of the screen)
Select Air War College Distance Learning (AWC/DL) Examination Instructions
AWC/DL POC: DSN 493-6093 or Comm 334-953-6093.

AWC Written Examinations

1. Students will test within their AWC student record by logging in, then clicking on ‘take test’ for the course they will test in.

2. You will need an ‘Unlock Code’ to open the test. To obtain this code, you will need to have an AUSIS account, log-in to it, and look for the code under ‘Students Awaiting Exams’ report on your menu. The code will be in the right hand column. NOTE: set the FROM date on the request to a date one year back so it will capture all records and also be sure to the zipcode for your testing location is displayed.

3. If you cannot locate the unlock code, the student has most likely not entered your TCF number in their AWC student record and/or selected TCF as the test monitor. The student can correct this by logging into their student record and making these entries. Ask them to read the test instructions on their menu under Resources if they don’t know how to accomplish this. Once done, you should then have an unlock code if you refresh your screen or log back into AUSIS.

Maximum testing time limit – 3.5 hours, however, testing times for some exams may be less. Time limits are indicated in the testing instructions on the student’s AUSIS Resources menu. https://ausis.maxwell.af.mil/SIS/app

A clock on the AUSIS examination page will indicate the time left in the testing session. Once the time expires, the student will be notified. Upon acknowledgement by the student, the test will be submitted automatically. Do not print exam or responses. Students may save answers in Notepad or Wordpad as a backup should an internet problem cause a loss of data. THE BACK-UP COPY MUST BE CONTROLLED AND DELETED ONCE THE TEST SUBMISSION IS SUCCESSFUL (may want to maintain for 30 days, then destroy). The student responses will be saved for scoring during the testing session as long as testing instructions are followed. Do Not allow student to remove any notes or testing materials from the test session via hard-copy or electronically.
If your testing office has e-exam capability then at least one computer must be connected to the internet in order to administer AWC distance learning exams.

If your testing office does not have e-exam capability (computers dedicated to testing) then the student will need to contact AWC, DSN 493-6093 or com (334) 953-6093 to have a proctor approved and receive an unlock code. Proctors cannot be enrolled in the course, nor eligible to enroll into the course. This procedure is explained in the AWC examination instructions on the AWC DL website. (see link above) The proctor will be the test control officer or a test administrator that is already on the TCF appointment letter that is maintain at your TCF and at the AU Registrars office.

Students at deployed sites where no official AU testing facility exists must contact AWC POC at DSN 493-6093 or Com (334)953-6093 or via email at awc.dl@maxwell.af.mil for assistance.

**E-EXAM**

If you have any questions, problems, need assistance, please do not hesitate to contact the program POCs, listed below.

The commercial prefix for all numbers is: 334-416-

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<thead>
<tr>
<th>E-Exam Project Manager – Extension Course Division</th>
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<tr>
<td>(Policy, New Users, Downloads, Program Revision/Updates)</td>
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<tr>
<td><a href="mailto:e-exam@maxwell.af.mil">e-exam@maxwell.af.mil</a></td>
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<td>DSN: 596-3174   DSN: 596-3622</td>
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<tr>
<td>(Help for Installation Problems, Error Messages, File Downloads, Answer Sheet Manager Program, and the File Transfer Program (FTP) software)</td>
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<tr>
<td>DSN: 596-4552</td>
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<tr>
<td><a href="mailto:auecampussupport@maxwell.af.mil">auecampussupport@maxwell.af.mil</a></td>
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<td><a href="https://auecampussupport.com">https://auecampussupport.com</a></td>
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<th>Data Branch</th>
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<td>(For questions about Batch File Processing and posting test scores)</td>
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<tr>
<td><a href="mailto:CDSAR.Login@maxwell.af.mil">CDSAR.Login@maxwell.af.mil</a></td>
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<tr>
<td>DSN: 596-4628/4640 or Comm 334-416-4640/4628</td>
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<th>Web Masters</th>
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<td>(To report problems with the Web Site)</td>
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<td>DSN: 596-4163/6174</td>
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CLASSIFIED EXAMS

Training managers for students who are enrolled in classified AFSC must check with the local test control facility to see if the classified exam are being administered. If the classified exams cannot be administered at an established AU testing office then the training manager must contact Goodfellow AFB, TX to inquire about testing procedures for classified exams. DSN 477 3932. Answer sheets for the classified will be mailed upon enrollment to the local official testing office. The classified test proctor is authorized to pick up the answer sheet from the official testing office, administer the exam and mail the completed answer sheet to A4/6 (formerly AFIADL).

Newly activated TCFs requiring E-Exams must:

1. Dedicate computers for testing and locate them in a secure area. (E-exams and other electronic exams may be administer on the same computers).

2. Update the TCF database, complete the TCF survey, and send the appointment letter to the AU Registrar’s office. (See TCF Database Access).

3. Once the database has been updated, send an email to AU.TestingFacilities@maxwell.af.mil requesting the e-exam CD.

4. Notify AU Registrar personnel at AU.TestingFacilities@maxwell.af.mil once you have the program loaded onto your testing computers. You must include the official zipcode and shred for your testing office. AU Registrar will update the TCF database from no to yes for administering e-exams. Once the database is updated, your testing office will no longer be able to order paper exams. (Exceptions are those e-exams listed in the Testing folder on the A4/6 website: http://www.au.af.mil/au/afiadl.)

NOTE: Contact the E-exam helpdesk listed previously if you require assistance.

E-exam CDs are a controlled items and must be LOGGED in the testing log and LOCKED in the testing safe. (see exam security in this guide). Follow the instructions in the E-exam guide for the initial loading of the E-exams. Quarterly emails are sent by the AU Registrars office (using the POC information that is in the TCF database) to all testing offices when new E-exams are activated and ready for downloading from the A4/6 website. See “Keeping E-Exams Current” section below for additional information.

Exams not included in the E-exam program are:

1. Exams for Classified CDCs must be requested IAW instructions in the course package.

2. Specific CDC exams requiring foldouts. Exams that are not available for E-exam are listed on the A4/6 (formerly AFIADL) web site (http://www.maxwell.af.mil/au/afiadl) in the testing folder, under the “Tests Unavailable in E-Exam” link.
Keeping E-Exams Current

Updated files containing new, revised, or deleted tests are posted to the AU/A4/6 web site on a regular basis (currently during the months of Jan, Mar, May, Jul, Sep, and Nov). AU/A4/6 will e-mail exam notifications through channels to MAJCOM education and training POCs who, in turn, will forward the information to base level units. All out-of-cycle updates will be posted to the AFAEMS site as well. An email will also be sent from AU.TestingFacilities@maxwell.af.mil to all official testing office POCs for both quarterly and out-of-cycle updates. The E-exam program displays a pop-up box reminder to check for updates during these months. Updates are posted to these sites:

A4/6 web site (http://www.maxwell.af.mil/au/afiadl)
AFAEMS web site (http://afaems.langley.af.mil)


Archived E-Exam Updates

In December, the periodic update files for the current year will be consolidated and archived on the AU/A4/6 web site in the testing folder using the Archived Test Updates section. Newly activated TCFs needing previous updates can download them from the Archived section.

PAPER EXAMS

Receiving and Validating Course Exams (CE) (Paper and Classified)

All course exams are accountable items that must be inventoried and secured at all times. See Storage and Security below.

Upon receipt of a paper exam, the testing officer must:

1. Check the outer envelope containing the CE to ensure it has not been tampered with (opened and resealed with tape, stapled, etc.). If it appears to have been tampered with, refer to instructions concerning a possible compromise. **NOTE:** The test packet must not be opened prior to the scheduled testing period.

2. Check the student’s name, the numbers that identify the course, the examination form, and the date of enrollment appearing on the address tab of the answer sheet. Be sure that the first three groups of numbers agree with the corresponding numbers on the CE booklet. Do not open the test envelope to check these numbers. The test form number is visible through the window of the envelope and can be checked against the answer sheet form number without opening the envelope.

3. After checking the CE, the TCO must record the CE on the test inventory log. (Local forms or computerized records may be used for test inventory log.)

4. Before administering any CE the TCO must verify the student is actively enrolled in the course and determine the correct exam to administer, whether e-exam or

Contact cdsar.login@maxwell.af.mil if your official testing office does not have a WebCDSAR account.

IF THE NUMBERS ON A PAPER EXAM AND ANSWER SHEET DO NOT AGREE OR THE EXAM QUESTIONS ARE NOT READABLE, THE TCO MUST CONTACT auecampussupport@maxwell.af.mil to request a replacement exam.

Do not administer the exam if either of these problems are identified.

STORAGE AND SECURITY OF EXAMS

AU/A4/6 will mail unclassified CEs to TCOs who must ensure that exams (both paper and e-exams) are secure at all times and that unauthorized personnel are not permitted access to them.

All exams (including the E-Exam Program CDs) are controlled items and must be logged in, inventoried, stored, and accounted for.

For Classified AFSC exams, AU/A4/6 will only mail the CE answer sheet to the TCF. TCOs must request the Course Exam booklet for these AFSCs from Goodfellow AFB, TX, by email at 17TRSS.TSOK.CDC@goodfellow.af.mil to coordinate shipment of the CEs. The request must include the CE form/version number, the TCF shred, the TCF address, TCO name, DSN, and signature of the security manager certifying that the TCO has a valid security clearance of Secret or higher and proper storage capability for material.

The test packet containing the CE booklet and any related material must be kept in the envelope. The CE envelop and the E-exam CDs must be stored in one of the three types of storage container listed below:

1. A metal filing cabinet equipped with a steel lock bar and a three combination dial-type padlock,
2. A metal file cabinet equipped with a combination lock
3. An upright safe or vault.

Padlock combinations must be changed when the TCO/ATCO/TA changes or annually if there are no changes to testing personnel.

NOTE: The TCO is responsible for maintaining SF 701, Activity Security Checklist; SF 700, Security Container Information; and SF 702, Security Container Check Sheet.
If computer support (IT) personnel need access to the program CD for E-exam, the TCO/ATCO/TA/ATA must accompany the disk to ensure that unauthorized copies of the software are not made. Allowing the CD outside of the established controlled environment/possession is considered a potential test compromise situation and must be reported to AU/CFRR. Refer to the Potential Test Compromise Instructions in this Guide.

Never allow the E-Exam program CD to be retained by or copied by computer support personnel. The E-Exam program CD must not to be added to a “master software library” maintained by anyone outside of the testing office. Again, these actions constitute a test compromise situation and must be reported to AU/CFRR. Refer to the Potential Test Compromise Instructions in this Guide.

**TEST INVENTORY**

**TEST INVENTORY LOG**

The TCO must maintain a Test Inventory Log which can be a locally produced document. The log must contain all tests on file at the TCF, test identifiers (numbers, etc.), date received, date administered for testing, date returned to the safe, date destroyed, date forwarded to new TCF (due to PCS or TCF deactivation), and any other pertinent information as determined by the TCO.

The TCO must conduct an inventory of test materials at least once every 90 days and when testing personnel change. When combinations of the both paper and E-exam exist in the same storage container, the E-Exam CDs must appear as the lead items on the inventory log, followed by the paper exams.

**For E-Exam**

The TCO must open the storage container and verify that all CDs associated with E-Exam are present. This includes the software distribution CD (Sep 04), the Master Test distribution CD (Nov 04), and any additional CDs that have been received from AU/A4/6. If a CD on the test inventory log is not on file, refer to instructions regarding test compromise in the guide.

**For Paper Exams**

The TCO must open the storage container and identify each paper test that is physically present in the container by the examination number on the top of the front page, such as 1A251 900 01. TCOs must also verify from the front page that each paper test name is on the test inventory log. If a paper test in the safe does not appear on the test inventory log, annotate the examination number on the log, check the student enrollment in WebCDSAR and add to the test log if the student is still enrolled or destroy the test booklet if the student’s record status is Closed (C) in WebCDSAR. WebCDSAR instructions: [http://www.au.af.mil/au/af/auregistrar/cfrr/cfrr.html](http://www.au.af.mil/au/af/auregistrar/cfrr/cfrr.html)

**NOTE:** See instructions for destruction of test material in this guide. If a paper test appears on the test inventory log but is not on file, refer to the Potential Test Compromise Instructions in this Guide.
Completed Inventory

The TCO must sign the inventory log. The inventory log should be destroyed when a new inventory log is completed, or when no longer required by the organization.

TEST CONDITIONS

Testing conditions can affect test scores. Examinees testing under poor conditions may have test scores that are significantly lower than the scores of individuals testing under more favorable circumstances. For this reason, tests should be administered under standard conditions that give each person the opportunity to do his or her best. Testing conditions should encourage a person’s best performance.

To ensure proper testing conditions the TCO should:

1. Avoid testing during times that conflict with known local or command exercises or mandatory functions.
2. Administer electronic tests on computers that are located in a designated area used for testing only.
3. Provide adequate, comfortable lighting for the room and control the ventilation, temperature and humidity if possible.
4. Arrange the desks or tables with aisles so the test administrator can circulate about the room during testing and to avoid cheating.
5. Make sure testing sessions are not interrupted. Once testing has begun, excuse examinees only in an emergency (fire, tornado, medical). See test interruptions below.
6. Under no circumstance will testing personnel orally read question(s) for the student.

TEST PREPARATIONS

Before administering a test, the test session administrator must carefully study the procedures outlined in this catalog and in AFI 36–2201, Volume 4, Air Force Training Program, Managing Advanced Distributed Learning (ADL). The test administrator should know the purpose of the test, materials needed, directions for administering the test, time allowed for taking the test, and how to solve problems that may arise during the test session. The signed appointment letter is acknowledgement that testing personnel are subject to disciplinary action if test collusion, compromise, or loss is due to their failure to follow the requirements of AFI 36-2201, Volume 4, Air Force Training Program, Managing Advanced Distributed Learning (ADL).

The test session administrator is responsible for:

1. Validating that an open course enrollment is showing in WebCDSAR or AUSIS. Enrollment status must be open (O).
2. Verifying for PME programs, that the previous score is posted and that the course enrollment record is still in an open (O) status.
3. Verifying and administering the correct form number/edition of exams. Exam form numbers/editions are verified in either WebCDSAR or AUSIS prior to the test session. Students who do not have a valid open enrollment must not be administered any course exam.


5. AUSIS IS LOCATED AT: https://ausis.maxwell.af.mil/

WEBCD SAR enrollment statuses:
(O) open-YES-exam can be administered
(H) hold-NO-do not administer the exam
(C) closed-NO-do not administer the exam

NOTE: RETAKE EXAMS:
DO NOT ADMINISTER THE SAME FORM NUMBER/EDITION OF THE EXAM TO A STUDENT. IF RETESTING, THE STUDENT MUST TAKE THE ALTERNATE FORM NUMBER/EDITION OF THE EXAM.

BEFORE THE TESTING SESSION BEGINS, THE TEST ADMINISTRATOR MUST:

1. Positively identify all examinees by name and SSN. (Check ID or CAC)
2. Fill in appropriate information on the test log.
3. If paper exams are being administered, check each test booklet to ensure it is complete and contains no misprints or unreadable materials and that the answer sheet and test booklet are the same editions. Order a replacement from AU/A4/6 at auecampussuport@maxwell.af.mil if needed and reschedule the testing session for the student

TESTING SESSIONS

ALL EXAMS

NOTE: All Course Exams whether Paper or E-exam (CDC, PME and Specialized) are CLOSED BOOK..

During the test session, the test session administrator is in charge of the testing room and will not leave once testing begins unless relieved by another appointed test person.

1. Tests must be administered in one session only. Once testing has begun, excuse examinees only in an emergency (fire, tornado, medical). See test interruptions below.
2. Under no circumstances will testing personnel orally read questions for the student.
3. The testing time for the course examination should not exceed 3 hours.
4. SNCOA course exam testing time should not exceed 70 minutes.
5. E-exam follows the same 3 hour guidelines as paper exams with one exception: E-exams that have a built in tutorial. The time used to take the tutorial should not be counted as part of the 3-hour time limit.
6. **Test Administrators must ensure that students:**
   a. Understand the purpose of the exam.
   b. Do not bring any books, briefcases, or unauthorized materials into the testing area (to include dictionary, electronic devices such as watches, beeper, cell phones). **NOTE:** Scratch paper may be provided to the student, and must be retrieved at the end of the testing session.
   c. Are not fatigued or ill.
   d. Are prohibited from smoking in the testing room.
   e. Are tested under equal or similar conditions.
   f. Are informed that any compromise of test material includes unauthorized possession of test materials, discussion of test content, or manipulating test dates on electronic exams, and are violations of regulations and are punishable under the provisions of the UCMJ and/or applicable civilian penalties.
   g. Are provided an opportunity to ask questions before testing begins.
7. **The answer sheet and course exam booklet contain the student information. See below.**
   a. If paper exams are being administered and the test booklet has been checked to ensure that it is complete and contains no misprints or unreadable materials, then instructions must be given to the student to: FILL OUT THE REQUIRED INFORMATION ON THE ANSWER SHEET: The student must fill in blocks entitled “COURSE #,” “COMP ID,” “EDIT CODE,” “SOCIAL SECURITY #,” “DATE TESTED” on back of answer sheet. Mark the bubbles with #2 pencil. Ensure the mailing address on the answer sheet is correct in order for the score card to be mailed to the correct address. Request a change of address at auecampussuport@maxwell.af.mil.
   b. COMPLETE INFORMATION ON THE COURSE EXAM BOOKLET: The student should write their name, SSN and the date of the exam on the front of the paper exam. Inform students that they should circle the selected answers on the course exam booklet before transferring them to the answer sheet. Remember the answer sheet is in numerical sequence by column. Classified exam booklets must not be annotated with responses.
8. **BREAKS:** For all testing sessions, do not allow examinees to leave the testing room for a non-emergency or individual break unless the examinee has a medical statement to substantiate the need to take an individual break during the testing session. Bathroom Breaks will only be allowed incase of an emergency. In both cases, provide an escort who meets the TA or ALTA requirements. Time for break does not count as part of examinee’s testing time. Terminate testing if an
examinee without a medical statement leaves the testing session after testing has begun. Explain to the examinee that the test will be scored and recorded in the student record.

**TEST INTERRUPTIONS**

Should an E-Exam test session be interrupted, the TCO will print the student test summary, document the circumstances that caused the interruption and notify AU/A4/6 via cdsar.login@maxwell.af.mil. For additional information, see “Testing Policies and Procedures” and “Test Interruptions” in the E-Exam Guide in the Testing folder at website: http://www.au.af.mil/au/afiadl. The E-Exam guide provides information for E-Exam administration only and does not provide guidance for managing the official testing facility.

Ideally, the test session should be uninterrupted. However, there are times when disruptions occur. Students will not be penalized for events beyond their control.

Each TCF should have written guidelines for managing test material during test interruptions.

In the event of a fire alarm or other emergency, the test session administrator and students must follow the appropriate local emergency response procedures.

If conditions permit, the test session administrator should ensure that the PCs are powered off prior to evacuating the site. Test sessions interrupted by evacuations should be rescheduled (see Power Outages in the guide).

**Power Outages**

In the event of a power outage, the student should resume testing when the power is restored. The test should resume as soon as the power comes back on provided the student remains in the testing room. However, if the student elects to leave or if time does not permit, a new test session must be scheduled.

1. **Cannot resume testing and testing rescheduled:**
   
   When power outage prevents resuming a test session and students are rescheduled for another date.

   **E-Exam:** make a list of the affected students and include the E-Exam number unlocked for that test session.

   **Paper Exam:** make a list of the affected students and ensure students name is on the pink test booklet and answer sheet.

   Reschedule the test session according to local policy.

   For E-Exam: administer the alternate exam.

   For Paper Exam: order the alternate version of the exam. Upon receipt of the alternate version, destroy the initial exam.

   If the student fails the rescheduled test, the test that was aborted due to the power outage can be used a a retake (2d attempt).
2. **Students remain in test room and testing can resume:**

   If you are informed that power will be restored within a reasonable time (less than 30 minutes) keep the students in the testing room (unless local policies dictate other action).

   When the power returns, unlock the same test that each student was taking or if student was taking a paper exam, give back the test booklet and answer sheet.

   Follow the E-Exam guide for procedures for completing the test session.

3. **Once the test session has ended, the test session administrator must:**

   Document the events including circumstances that caused the test interruption.

   Print the student’s test summary (if possible).

   FTP results to AU/A4L as usual.

   Mail paper answer sheet (see Test Completions) for additional instructions.

   Email AU/A4L at e-exam@maxwell.af.mil and include student name, full SSN, E-Exam number, test date and explanation of events. Request deletion of score or other corrective action needed.

   For paper exams, email auecampussupport@maxwell.af.mil if you have questions.

**TEST COMPLETIONS**

After the student has completed the examination, the test session administrator should:

(**NOTE:** This process is very important.)

**E-EXAMS**

1. The TCO/TA or ATA must directly observe E-Exams being scored after entering the exit password.

2. Electronic scores must be transmitted immediately. This will ensure test scores are posted prior to an enrollment expiring. An electronic exam will not post automatically if received 30 days after the exam taken date. The TCO must contact AU/A4L.

3. If a student fails an E-exam, provide the student with a hard copy of the “Test Summary” which shows the learning objectives that require further study.

4. Examine test materials to verify the student returned all materials, including authorized worksheets and scratch paper. Shred, pulp, or burn to destroy.

5. Ensure a student has access to the course examination *only* during the authorized test administration period. A student may *not* review the contents of the examination once the testing period has ended and exam (electronic or paper) has
been returned to the test session administrator. Trainers and/or supervisors are not authorized to review exams.

**PAPER EXAMS**

1. Retain the test booklet for 45 days from the date the student completed the test or until notified that the examination results have been received or score is verified in CDSAR or AUSIS. Tell the student that the exam booklet will be destroyed in 45 days unless he/she notifies you that the results have not been received. If there is any question or problem concerning the examination score, retain the booklet until AU/A4L has been contacted and the matter resolved.

2. Place the answer sheet in the envelope provided and seal the envelope. Only appointed testing personnel should handle test documents after the test session. Do not give the envelope with the completed answer sheet to a student to mail.

3. Request name or rank changes using the A4/6 helpdesk at: [https://www.auecampussupport.com](https://www.auecampussupport.com).

**Reporting Results**

Course examinations are graded upon receipt at AU/A4/6 and test results are mailed as quickly as possible. If a student or supervisor notifies the testing office that the test results have not been received and AU/A4/6 confirms that the answer sheet has not been received, the testing office should:


2. For paper exams, request a replacement answer sheet from AU/A4/6 via [https://www.auecampussupport.com](https://www.auecampussupport.com). The TCO/ATCO/TA or ATA must mark the answers from the test booklet onto the new answer sheet and forward it to AU/A4L for scoring. Do not allow the student remark the answer sheet. The marked responses should then be double-checked by another authorized testing official to ensure total accuracy.

3. Mark on the test booklet the date the replacement answer sheet was forwarded to AU/A4/6. Retain the test booklet for 45 days more days or until the score is validated in CDSAR or AUSIS. Annotate the destruction of the test booklet on the test inventory log.

4. Destroy the test booklet after notification that the student received the test results, or the 45 days have elapsed, or score is validated in CDSAR or AUSIS. Annotate the destruction of the test booklet on the test inventory log.

**Exam challenges**

Questions must be challenged **during** the test session, and the comments must be as detailed as possible. All challenges are automatically sent to AU/A4/6. Procedures for
processing a challenge are described in detail in the E-Exam Test Control Officer’s Guide.

Questions to be challenged on paper exams, contact A4LOC at auecampussupport@maxwell.af.mil and include course number, test edition number and test question number. DO NOT TYPE THE QUESTION. Typing and sending a test question to another person could constitute a potential test compromise.

**Hand Scoring**

The course examination (CE) booklet or CE answer sheet will be hand-scored or verified with score received from automated grading only when:

1. The scanned grade received is below 040 and a discrepancy is suspected.
2. There appears to be a discrepancy in the CE booklet.
3. The CE booklet and CE answer sheet form numbers do not match.

The CE answer sheet or CE booklet will **not** be hand-scored to assist in “purge” testing for the completion to be posted before an individual meets a board, such as promotion, assignment, etc. The CE booklet will **not** be accepted for these students and the CE answer sheet will be processed in the normal grading cycle.

Verification, hand-scoring, or adjustment to a score will **not** be made to encompass items deleted after original grading took place. The score received will be based on the number of valid questions and responses marked on the answer sheet at the time of scoring.

Assistance may be requested through the A4/6 Helpdesk at: https://www.auecampussupport.com.

**EXAM RETAKES**

Students are allowed one retake for a failed exam (for a total of two test attempts).

Follow these guidelines for e-exam test retakes:

The test examiner/administrator must ensure that a previous score is posted to the students official record either in CDSAR or AUSIS before administering the next exam in a series or a retake exam.

Students must be given a different edition/form number of the exam from the one that they failed. Use Web CDSAR to determine the correct edition to administer for the retake.

The student may retake an exam (with a different edition/form number) on any computer established for testing as long as the correct edition/form number of the exam for the retake is used. *(Exception: See note below)*

For CDC exams, retakes must be scheduled within 90 days of the initial test when using stand-alone (not networked) PCs.

For paper exams, the alternate edition of a paper exam will be automatically mailed when a failing score is posted in CDSAR or AUSIS.
NOTE: Fire Fighter and Civil Engineering tests with a single E-exam number require that the retake be given on the same computer used for the previous test session. The test session administrator must document the assigned computer number of the computer the student tested on in case a retest is needed. This is not necessary when testing PCs are using a server/network set-up.

ADMINISTRATOR ERRORS-EXAM RETAKES

A student who has a first failing score will be administered the alternate version of an exam. If the testing office makes a mistake by administering the same version of the exam to the student again, the test control officer will send a letter directly to AU/CFRR at student.services@maxwell.af.mil or fax to com 334 953 8127 or DSN 493 8127. The letter must address; what happened, details on why it happened and what measure(s) have been put in place at the test control facility to ensure this type of error does not happen in the future. The AU Registrar will review the documentation and if necessary gather additional information from other sources. The AU Registrar will make a decision if the score will be posted or if the student has to retake the test again with an alternate edition. The TCF, A4/6 Student Support Services and the student will be notified of the AU Registrar's decision. If the student wants to appeal the AU Registrar's decision, it must be done within 30 days from the date the AU Registrar's notification (letter, e-mail). The appeal must be sent directly to the AU Chief Academic Officer (AU/CF) and received within the 30 day from the date of the initial notification by the AU Registrar. The Chief Academic Officer will review the appeal and render a decision. His or her decision is final.

TEST TRANSFERS

The TCO is authorized to transfer the paper CEs to another official test control facility for an individual departing for a permanent change of station (PCS) or extended temporary duty (TDY). The TCO must verify the PCS or TDY by requesting a copy of the student’s PCS or TDY orders. Use the TCF address at the new location for transferring exams, not the address of the student. Annotate on the test inventory log the new TCF address, date of transfer, and signature of person making the test transfer.

NOTE: CEs may be forwarded only to official AU TCFs. The departing student must not hand carry the examination to the new testing facility.

DESTRUCTION OF EXAMS

The TCO should destroy used, surplus, damaged, or nonessential paper exams by burning, shredding, or pulping and annotate the inventory log with the course exam
control number, reason for destruction, date of destruction, and signature of the person performing the destruction. If the wrong exam is inadvertently destroyed, annotate the control facility inventory log and immediately contact AU/A4/6 at auecampussupport@maxwell.af.mil for a replacement.

Course exams may be destroyed using the following timelines if no exam date has been scheduled. TCFs located in the continental US may destroy exams after 90 days and overseas TCFs may destroy exams after 120 days. THIS IS AN OPTIONAL POLICY AND EXAMS MAY BE KEPT LONGER. NOTE: Exams for Professional Military Education [PME] correspondence programs should be retained and destroyed in accordance with the instructions provided by the appropriate PME school. See the A4/6 catalog on website https://www.au.af.mil/au/afiadl in the course and Admin Information Folder for additional information.

If the test control facility elects to retain nonessential examinations, destruction must be accomplished when the student enrollment has expired or has been cancelled in CDSAR or AUSIS. (check WebCDSAR or AUSIS for cancellation dates) The test booklet destruction or transfer of the exam to another testing office must be recorded on the test control inventory log.

**TEST COMPROMISES**

AU, A4/6, Bases, TCFs, and MAJCOMs share responsibility in preventing loss or compromise of course exams (CEs). All military members, including USAFR and ANG members, DOD civilians, and others under Air Force authority who develop, handle, administer, or participate in the extension course program are prohibited from any actions that could result in the possible compromise of CEs. Unauthorized discussion, disclosure, or possession of CEs is a violation of Article 92, UCMJ. Members of the USAF Reserve Components who are not subject to the UCMJ are subject to applicable Air Force administrative sanctions and civilian penalties. Air Force civilian employees are subject to applicable disciplinary action according to AFI 36–704, and civilian penalties.

A TCO must not reproduce, copy, fax, or email a course examination or any part thereof.

If a student questions any part of the examination, if materials are missing, or if the booklet is misprinted, the TCO must send a request to AU/A4/6 requesting assistance using either the helpdesk or email below.

http://www.auecampussupport.com

or email

auecampussupport@maxwell.af.mil

Include the student’s name, last 4 of SSN, course number, examination form number. AU/A4/6 can take remedial action based on this information.
POTENTIAL COMPROMISE SITUATIONS

The following are potential compromise situations that can occur as a result of actions taken on the part of individuals who develop, handle, administer, or participate in the AU CE program:

1. Administering any course exam to a student that does not have an active open (O) enrollment in either CDSAR or AUSIS. As electronic testing is used more widely, test administration personnel must use WebCDSAR to verify the student enrollment information prior to the test session. Student record status codes in CDSAR are open (O), hold (H), and closed (C). Exams are to be administered only to students who have an open (O) enrollment.

2. Failing to properly identify students prior to administering a test.

3. Reviewing, accessing, or allowing review of or access to, controlled test material by any individual not specifically authorized.

4. Having an oral or written discussion concerning contents of test material with an unauthorized person.

5. Bringing any unauthorized material into the examination room.

6. Permitting reproduction or copying or faxing of any test material.

7. Removing test material from the examination room without authorization.

8. Leaving an examinee, or group of examinees, unsupervised during a testing session.

9. Being unable to account for the location or disposition of test material.

10. Improperly packaging or labeling test material for mailing in a way that could result in unauthorized disclosure.

11. Opening of, or otherwise tampering with, any package containing test materials by an unauthorized person.


14. Taking or possessing test materials without authorization.

15. Taking any deliberate action that could result in the unauthorized disclosure of test material.


17. Administering more than one course exam for the same course/person the same day.

SUSPECTED COMPROMISE

When a course exam is believed to be lost, or in danger of compromise the following actions must be taken:
TCF/TCO RESPONSIBILITY

- Immediately suspend all testing of the jeopardized exam or exams at that installation.
- Impound all tests involved.
- Notify the TCF/TCO Commander and AU/CFRR (student.services@maxwell.af.mil) of the possible compromise and include the following information:
  1. Test identification.
  2. Date or probable date of loss or compromise.
  3. Location and geographical extent of jeopardized area.
  4. Verification that all testing on the jeopardized test has been stopped and tests impounded.
- AU/CFRR will provide TCO with additional instructions for investigating a potential compromise via the e-mail.

COMMANDER RESPONSIBILITY

- Determine if a potential compromise occurred. See potential test compromise situation list in this guide for some of the situations that are considered potential compromises. The list is not all inclusive.
- If it is determined that no compromise exists, notify AU/CFRR (student.services@maxwell.af.mil) using a memo for record of incident and steps taken to prevent the incident from recurring. Recurring incidents at the same TCF will be considered a potential test compromise and an investigation will be required.
- If a potential compromise does exist,
  1. Appoint a field grade officer to conduct an investigation.
  2. Notify AU/CFRR (student.services@maxwell.af.mil.) and the MAJCOM Chief, Education Services Division or the MAJCOM training manager of the name and phone number of the investigating officer no later than 7 workdays from discovery of the possible loss or compromise of a course examination.
  3. Forward a copy of the final results of the investigation to AU/CFRR, either via email (student.services@maxwell.af.mil) or fax (DSN 493-8127 or Com 334 953-8127) and to the MACOM Office of Primary Responsibility (OPR) within 60 calendar days after the possible loss or compromise has occurred.

INVESTIGATING OFFICER RESPONSIBILITY

- Coordinate with the Education Services Officer or MPF Education/Training Manager and AU/CFRR (student.services@maxwell.af.mil) to obtain additional information if required.
• Conduct a potential compromise investigation according to the Air Force Commanders-Directed Investigation (CDI) Guide to confirm the loss or compromise and take disciplinary action as needed.

• The final report must include:
  • 1. Matters investigated surrounding the possible loss or compromise.
  • 2. Facts.
  • 3. Discussion.
  • 4. Conclusions.
  • 5. Recommendations.
  • 6. Disciplinary action taken, if appropriate.
  • 7. Specific corrective action taken to prevent similar recurrence of the loss or compromise, if appropriate.

THE MAJCOM OPR RESPONSIBILITIES
• Monitor the progress of the investigation.

• Coordinate to ensure that AU/CFRR has been forwarded the final report and include any MAJCOM recommendations.

AU/CFRR RESPONSIBILITY
• Notify the testing office upon receipt of initial e-mail from TCO to suspend testing for the Test identified and provide CDI and potential test compromise information included in the Test Control Facility Guide.

• Notify AU/A4/6 Student Administration, Data Branch, Curriculum Control Branch and PME school if applicable of the potential compromise to include test identification and TCF zipcode and shred.

• Coordinate with AU/A4/6L Curriculum Control Branch or the PME school if a new exam is required.

• Notify TCO via e-mail to resume testing.