CTCD/CTCM Online Exam Rules and Policies

This online proctored exam will be offered via WebEx. The WebEx link will be posted in the CLASS MATERIALS portion of the course. Simply copy and paste the link into your internet browser on the day of your exam.

Note: You do **NOT** have to download the WebEx program to your computer.

You **must** enter your full name into the WebEx portal. **You will not be allowed to take the exam if the proctor cannot see your full name.** Please do not enter initials, nicknames, etc.

What to expect:

The proctor will open the WebEx exam room **thirty (30)** minutes prior to the exam start time. All exams will be offered at either 9:00 A.M. or 2:00 P.M. At the scheduled start time – or as soon as all registered examinees are in the WebEx room - the proctor will lock the WebEx room.

Late entries will not be allowed to test.

Once the exam room is locked, the proctor will review the testing requirements, address potential questions, give directions to access the exam, and provide basic information for what happens after the exam.

You will not be allowed to stay in the WebEx test room if your Examinee Certification has not been signed and received by the proctor by the exam day.

Be Prepared

Have what you need
- Computer
- State or federally issued ID or state agency badge (with photo and your full name)

Clear your workspace
- Remove all notes, notepads, pens, pencils, books (including the Texas Procurement and Contract Management Guide), power point slides, and cell phone from your area.

Be alone
- We understand that it may be difficult to get away from others in your household or office – please find as private an area as you can.
- The testing session **will be recorded** and kept by the Training and Policy Development team.

Prepare your computer
- Unplug **any** secondary monitors. The proctor will be watching for your eye movements and attention.
- Turn off **any** IP (internet phones) or phone systems that come through your computer while in the exam room.
- When you go into the WebEx room, your camera **must** be on. Remove any devices/paper that are being used to block your front-facing camera.
- **No** examinees will be allowed to mute themselves; it is recommended that you **turn down** the volume on your computer.
- We encourage your agency work location Wifi if possible or **connect directly to your router** to ensure connectivity for the duration of the exam.

- Once the proctor has notified you that you have access to the exam, it is recommended that you **turn down** the volume on your computer.

Questions during the Exam

The proctor will not answer any questions related to the exam.

If you have technical issues, please notify the proctor by asking for him/her by name.

While you are in the WebEx test room, do **NOT** send an email to the proctor or SPD. Opening another application while maintaining access to the exam is grounds for termination and removal of your exam.

After the Exam

Your grade will **not be provided** until after all examinees have completed their exam and the proctor has reviewed and graded your exam. The Training and Policy Development team will notify you of your exam score by email no later than the business day after the exam.

Once you have completed and submitted your exam, you are required to log out of the WebEx training room **AND** the SPDEDU system.

Accessing the exam after you have submitted it will result in an immediate failure; proctors have the ability to see when and how many times you access the exam.

Passing score:
We will input your exam score into our system and process your certificate in the order received.

Failing score:
Your exam score and number attempt will be stored in our system. Examinees have three attempts to pass the exam before they have to take either the CTCD or CTCM class again.

Contingencies

The Training and Policy Development team reserves the right to remove an examinee from the WebEx test room at any time.

Be advised that if an examinee mutes themselves, turns off their camera, is overhead speaking to anyone else, or looks anywhere other than the screen where the exam is located, the proctor will remove the examinee from the WebEx exam room and **invalidate** any exam score.

If an examinee leaves the WebEx exam room at any time, they will **not** be allowed re-entry.

Note: Exam cancellations must occur at least **five (5) business days prior** to the exam date. Failure to take the exam on the registered day (without a cancellation) will result in the student being required to re-take the **course** at the expense of the student or agency.