
CLEP® Test Center Guidance Related to COVID-19

October 2021

Introduction

- As states and regions continue to be impacted by COVID-19, CLEP is providing information on the following pages to assist test centers with ensuring a safe testing environment.
- Safety practices are recommended throughout the testing process to help reduce the risk of spreading the virus.
- The following pages describe the enhanced measures and modified procedures that test centers are expected to follow.
- Additionally, please be aware of and adhere to all local laws and governmental guidance applicable to reopening in your location. Follow the advice of your local government and comply with their guidance regarding restricted hours of operation or mandated closures.

Introduction (continued)

- With your assistance, CLEP is committed to providing test takers and test center staff with a safe testing environment at all times, and especially in light of the ongoing pandemic. CLEP expects test centers to operate in accordance with national, federal, state, and local guidelines, including but not limited to requirements for:
 - capacity control
 - physical distancing
 - cleaning and disinfecting testing facilities
 - engaging in daily health-related screenings of test center staff
 - requiring test center staff to use Personal Protective Equipment (PPE) in order to take reasonable precautions to attempt to limit exposure to test takers, test center staff, and any other individuals present at the test center
- In addition, CLEP requires that each test center provide reasonably safe conditions at its facilities in accordance with all applicable laws and regulations, COVID-19 specific or otherwise.

Guidelines and Modifications

Social Distancing

- **Plan ahead** for how to adjust the spacing and flow of test takers in your test center to comply with governmental standards in your location for maintaining social distancing to reduce spread of the virus.
- **Social distancing affects all phases of the testing process.** Additional information is provided later in this document.
 - **In advance** – Determine whether changes to test center flow and seating capacity will be necessary.
 - **During arrival** – Remind test takers to observe social distancing guidelines. Control access to the lockers or storage area to maintain social distancing while test takers store their belongings.
 - **During testing** – The test room must be continuously monitored during testing, but testing room walk-throughs can be eliminated if necessary to maintain social distancing. On return from breaks, have the test taker hold up their ID and lower their face mask briefly (if they are wearing one) so you can verify their identity.
 - **At the end of the test** – Provide containers for test takers to return their pencils and scratch paper to minimize touching these items. Control test taker flow to maintain social distancing when they are retrieving personal belongings and exiting the center.

Masks

Follow local governmental guidelines regarding masks/face coverings.

- **In locations where governmental guidelines require wearing a mask in public:**
 - Test center staff must wear a mask.
 - Test takers must wear a mask that they provide for themselves. (Test centers will not provide masks for test takers.)
 - The masks do not need to be medical grade; homemade masks, bandanas, and scarfs are acceptable as long as they cover the user's nose and mouth.
 - Refuse admission to test takers who arrive without a mask where local guidelines require masks.

Masks (continued)

- **In locations where governmental guidelines DO NOT require wearing a mask** in public, masks are optional for test center staff and test takers.
 - CLEP recommends staff to wear masks and gloves even if not required by governmental guidelines.
 - Test centers must allow test takers to wear masks even if not required by governmental guidelines.

Masks (continued)

- **In all locations, whether or not governmental guidelines require wearing masks or gloves, the following guidelines should be observed:**
 - Test takers who bring masks may wear their masks during the entirety of their time at the test center.
 - Test takers must remove their masks briefly to verify identity. Masks may remain on during the entire test.
 - TCAs don't need to closely examine test takers' masks. However, TCAs should be extra vigilant during testing to watch for any test taker misconduct related to the masks, such as removing/storing notes or other prohibited items.
 - Test takers are allowed to wear rubber gloves. Visually inspect the gloves (without touching them) to confirm that there is no writing on them.

Cleaning and Disinfecting

- Cleaning products: Sanitizing wipes, sanitizing spray and paper towels, disinfectant spray, and soap and water are all options that can be used depending on availability.
- **Caution:** Be careful not to introduce excessive moisture when cleaning electronic devices.
- If available, place bottles of hand sanitizer in common areas for everyone to use.
- Frequently clean high-touch surfaces (e.g., countertops and tables, doorknobs, elevator buttons).
- Clean commonly used surfaces (keyboards, remote controls, desks, chairs) before each use.
- Wash your hands often, using soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose or mouth with unwashed hands.

Temperature Testing

Follow your local governmental guidelines regarding temperature testing.

- Temperature testing must be performed if required by governmental guidelines.
- Temperature testing is optional in locations where governmental guidelines do not require it.

Test centers that engage in temperature testing should use the following standards:

- Use a non-invasive, touchless infrared thermometer to read individual temperatures. Note: CLEP will not supply or reimburse centers for thermometers.
- Apply a standardized temperature threshold, e.g., 99.5° F (37.5° C) or as required by governmental guidance, to determine whether an individual is allowed to enter the test center. Apply that requirement across all test takers in a confidential, nondiscriminatory manner.

Preparing for Reopening

Advance Preparation for Reopening

The following preparation steps can be completed without entering the test center:

- Review the social distancing standards required by your local government. Plan how you will adapt your test center to maintain those standards. Test takers must be seated in a manner that ensures distancing guidelines are satisfied during testing and when they are moving to and from their workstations.
- Acquire supplies such as face masks and gloves for staff and cleaning supplies.
- Notify your center's TCAs and Proctors about the reopening and ensure adequate staffing for test administrations.
- Refresh your knowledge of test center procedures, if necessary, by reviewing the eLearning modules or the *CLEP Test Administrator's Handbook*.

Complete the following preparation steps when you can enter the test center:

- Clean the test site and equipment.
- Perform a round-trip before your first administration to ensure all connections are working properly.

What to Do on Test Day

Test Taker Arrival

- Recommendations for before test takers arrive:
 - If test takers will need to stand in line as they arrive, use tape or signs to mark where they should stand to maintain the necessary social distancing.
 - Similarly, mark the safe distance location on the floor where the test taker should stand for the check-in process.
 - **For tests that require headsets remove the foam windsocks** from the headset microphones but save them for future use. Leaving the windsocks off will enable you to wipe down the microphones before each use.
- Maintain social distancing during the test taker flow.
- In a region where a mask/face covering is government-mandated, do not admit test takers who arrive without a mask/face covering. Allow test takers to wear a mask, even if masks are not government mandated.
- Allow test takers to wear rubber gloves.

Check-in

- **Safe distance** – Ask the test taker to stand in the safe distance location that you have marked on the floor.
- **Perform routine visual inspections** from the designated safe distance area. This includes having test takers present their eyeglasses for inspection, empty their pockets, and raise their pant legs above their ankles and pull up their sleeves above their wrists for inspection.
- **ID verification** should be completed from the same position. Ask the test taker to lower or remove their mask momentarily for this process.
- **ID document expiration dates of February 1, 2020 and later are acceptable for testing until December 31, 2021.** This is a temporary measure to assist test takers who may have been unable to renew their ID documents due to restrictions and closures during the pandemic. After December 31, 2021, expired ID documents won't be accepted.
- **Scratch paper and pens or pencils** are to be provided by the test center, as usual.

Starting the Test

To maintain social distancing when seating a test taker and starting the test:

- Instead of escorting a checked-in test taker immediately to the assigned workstation, ask them to wait in a designated safe distance location while you prepare the workstation to launch the exam.
- Tell the test taker, “I will motion with my hand when it is time to come to the workstation. The first thing you will need to do at the workstation is confirm your name on the screen.”
- Go to the workstation and complete the confirmation steps to bring it to the Candidate Information screen (the first screen that the test taker should see). Note: You will need to remember the test taker’s name to confirm that the name is correct on the workstation.
- Motion for the test taker to come to the workstation. Step back as the test taker sits down and observe at a distance that the test taker has launched the test.

During the Test

During the test:

- Allow test takers to wear masks and gloves.
- **Increase visual monitoring of test takers. Be vigilant for electronic devices, notes, and other prohibited items.**
- Ensure that the testing room is monitored continuously during testing. However, testing room walk-throughs can be eliminated if necessary to maintain social distancing.
- If a test taker needs to leave the room for an unscheduled break, have the test taker hold up their ID and lower their face mask briefly so you can verify their identity upon their return. Observe the social distancing guidelines.
- If a test taker requests replacement scratch paper, ask them to move away from the workstation briefly so you can swap the paper while maintaining social distancing.

At the End of the Test

- **Center-provided pencils** – Provide a tray or bin for test takers to return the pencils so that they can be sanitized for reuse.
- **Scratch paper** – Ask the test taker to show you that they are returning the full number of pages of scratch paper and then deposit them into a bin or container. **As always, all scratch paper must be returned by test takers and destroyed by the test center.**
- **Control test taker flow** to maintain social distancing when they are retrieving personal belongings and exiting the center.

Frequently Asked Questions

Test Center Status During the COVID-19 Situation

Q: Has CLEP suspended testing?

A: CLEP has not suspended testing.

All test centers are encouraged to follow the advice of the CDC and their local governments and comply with their guidance regarding restricted hours of operation or mandated closures.

At-Home CLEP Exams with Remote Proctoring

- Q:** Is it possible for a student to take a CLEP exam remotely?
- A:** Yes. CLEP exams with remote proctoring are now available. Remote proctoring allows students to take an exam online while a human proctor monitors them via video.

Exams will be administered by Proctortrack, CLEP's remote proctoring solution. Proctortrack will serve as the sole provider of remote-proctored CLEP exams to ensure consistency in registration, scheduling, and administration in a secure online environment.

Information on eligibility, requirements, and registration can be found on the CLEP website:

clep.collegeboard.org/about-remote-proctoring

If a Center Closes Due to an Outbreak

- Q:** What should we do if our institution or organization must close its facilities because of an illness outbreak and test administrations have been scheduled?
- A:** Follow the standard procedures your institution has for emergency closings.
- Display a sign at the testing location to inform test takers about the closure.
 - If possible, contact test takers who have registered in advance and have upcoming appointments.
 - Post a notice on the test center's website.
 - Add an automated message to the test center's phone line.
 - Inform students that they also have the option to take a CLEP exam remotely. More information is available on the CLEP website:

clep.collegeboard.org/about-remote-proctoring

If a Test Taker Shows Symptoms of Illness Before the Test

Q: What options do TCAs have if they observe that a test taker is exhibiting symptoms of illness prior to starting the test (e.g., during check-in)?

A: TCAs are not permitted to turn away test takers just for looking or acting sick and should not inquire in detail about a test taker's health.

- TCAs do have the option to inform an apparently ill test taker that it is possible to reschedule the test administration.
- A Center Problem Report (CPR) must be filed to document the situation.

If Symptoms of Illness Cause a Disturbance

Q: What should a TCA do if test takers complain during the test about another test taker who has symptoms of illness?

A: After observing the test taker's behavior, if the TCA determines that the behavior is disruptive to the overall testing environment (for example, severe or persistent coughing is distracting the other test takers), the TCA should take the following actions:

- Attempt to improve the situation, for example by suggesting that the test taker leave the testing room for a brief unscheduled break.
- If the situation continues to be disruptive, the TCA has the option to dismiss the test taker.
- The TCA must file a CPR. Document that the test taker could not continue because of illness, and include the names of any other test takers who were disrupted or who lost testing time because of the situation.

If a Test Taker Becomes Ill During a Test

Q: What should a TCA do if a test taker becomes ill and is unable to finish the test?

- A:**
- If a test taker must leave the room temporarily, handle the situation the same as for an unscheduled break.
 - If a test taker must withdraw permanently from testing, collect the scratch paper, turn off the testing station, and file a CPR stating that the test taker could not continue because of illness.
 - In case of a medical emergency, call 911 or the appropriate local emergency number. Try to make the test taker comfortable until help arrives. File a CPR, and include the names of any other test takers who were disrupted or who lost testing time because of the situation.
 - Disinfect the workstation where the test taker was seated.

Expired Tickets

Q: What options are available to test takers whose tickets have expired because of the COVID-19 situation?

- A:**
- After April 30, 2021, vouchers will no longer be issued for tickets that **expired on or after March 1, 2020**.
 - If students encounter issues finding a test center and/or scheduling an exam, please inform them about CLEP remote proctoring as a potential option:

clep.collegeboard.org/about-remote-proctoring

Using High School Vouchers During a Closing

Q: My high school district is closed and has purchased vouchers for CLEP exams. Will our students be able to test?

- A:**
- Your students can use their registration tickets to test at another CLEP test center before June 30, 2022.
 - If they are unable to test by June 30, 2022, their registration tickets will be automatically canceled, and your school will not be invoiced.

Turning Test Takers Away Based on Geographic Location

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- Q:** Is it acceptable for a test center to refuse to test registered test takers from particular geographic locations because of concerns about coronavirus?
- A:** CLEP's policy is that test centers should not turn away a subset of registered test takers based solely on the geographic location of their residence, because of concerns about COVID-19, unless the test center submits to CLEP a mandate or instruction issued by a local or federal government with authority over the center that would permit such action.

Please be aware of and adhere to all applicable local law and governmental guidance.

Masks, Gloves and Other Supplies

- Q:** Will test centers receive supplies such as masks, gloves, wipes and cleaners from CLEP?
- A:** These items should be sourced locally by the test centers. CLEP will not reimburse sites for these supplies.