



CLT/CLT10 Online Test Administration Manual

This manual is your guide to administering the online CLT/CLT10. Administrators must carefully read this before administering the test and adhere to all of its guidelines.

Customer Support

- Please contact us via the live chat feature on [our website](#) should an issue arise that you cannot resolve. During test days, CLT will have live online support from 7AM to 5PM EST for in-school test administrators and proctors.
- If you cannot access the CLT live chat, try accessing it on your phone, email us at schoolsupport@cltexam.com, or reach out to us via phone: (443) 782-3733
- For questions related to test sales and testing with CLT/CLT10, please contact your [partnership director](#).

School Administrator Accounts

- Each school should identify **one point of contact** (e.g., a test coordinator) to serve as their main School Administrator. This contact will receive all test-related communication including reminders about [test-specific dates and deadlines](#) starting around eight weeks before an exam.

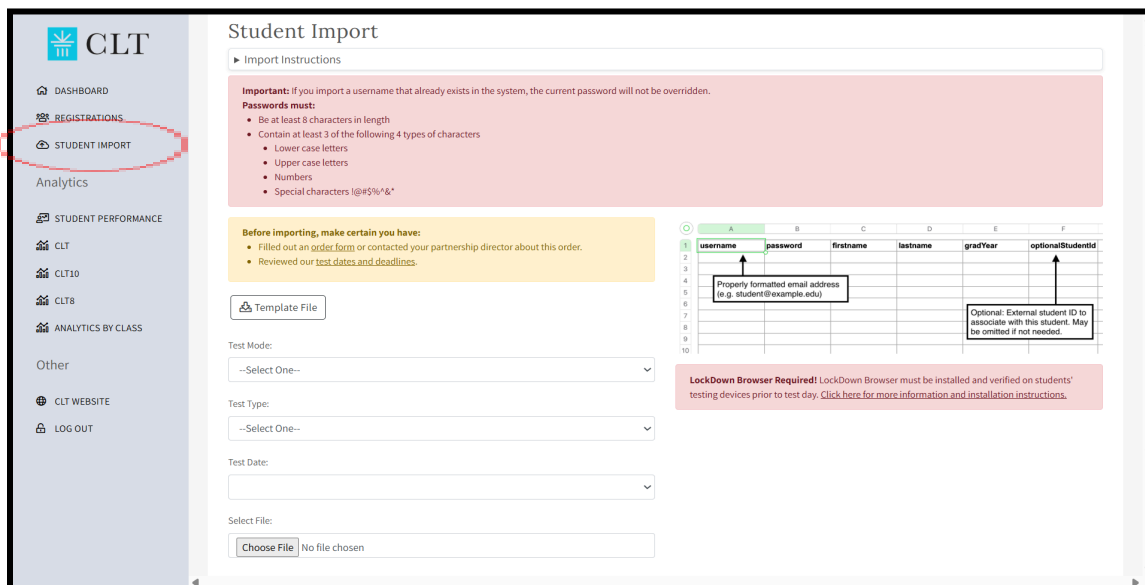
Time From Test	Day of Week	Item
Within 24-48h of placing order		Order confirmation
8 weeks before	Monday	Welcome email
6 weeks before	Thursday	Print order deadline
Exactly 4 weeks before		Accommodations deadline
4 weeks before	Wednesday	Online order and student import deadline
1 week before	Monday	Instructional email with Test Access Codes
1 day before		Final instructional email
1 week after	Wednesday	Online test score release
30 days after answer sheets are returned		Paper test score release

- Multiple contacts from a school may request a CLT School Administrator account. Anyone with an administrator account can register students, upload rosters, and view scores. **Proctors do not need an account in order to proctor tests.** To request changes on an account, contact us at schoolsupport@cltexam.com.

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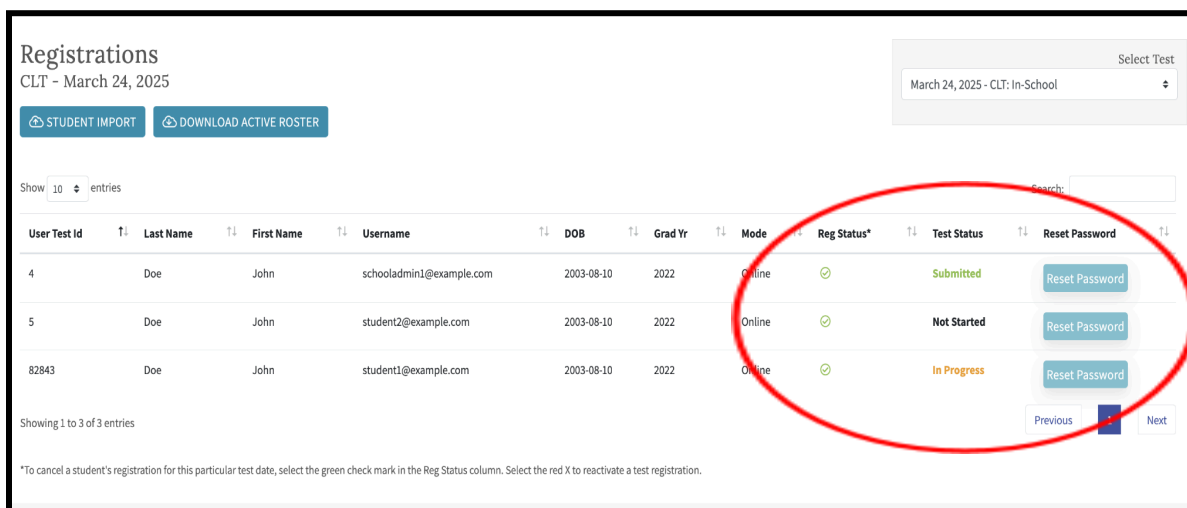
Utilizing the CLT Dashboard

- To access your CLT School Administrator dashboard, sign in at cltexam.com. Administrators can [import student rosters](#) via their dashboard. Importing instructions will also be emailed to the school's point of contact ahead of test day.



- Student Registration Status:** Administrators can **deactivate registrations** via the dashboard. Deactivations should result from things like a student absence, a student being asked to stop testing or leave, or when a student test appears as “in-progress” after they should have submitted it. Clicking the green checkmark icon under “Reg Status” will deactivate a test and turn the icon into a red “X.”
- Password Resets:** Admins can **reset passwords** via the admin dashboard for school-created accounts (the “Reset Password” button will appear blue). For student-created accounts (the “Reset Password” button will appear grayed-out), their password can be reset via the “Don’t remember your password?” function on the login page. The school support team at CLT can also reset individual passwords and provide bulk password resets.
- Test Status:** Once any student at your school has begun testing, administrators can see test status (i.e., Not Started, In Progress, or Submitted) by refreshing their dashboard.

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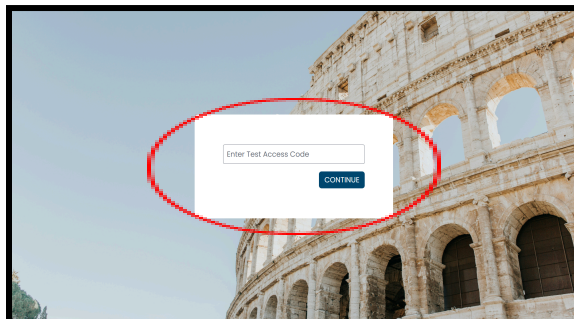


Accommodations

- Accommodation requests should be submitted **at least four weeks** before testing. Requests must be submitted via [the Accommodations Portal](#).
- See our [Testing Accommodations site](#) for general information and our [In-School Accommodations guide](#) for test day information—including the table of extended timeframes. Please email cltaccommodations@cltexam.com with any questions.

LockDown Browser

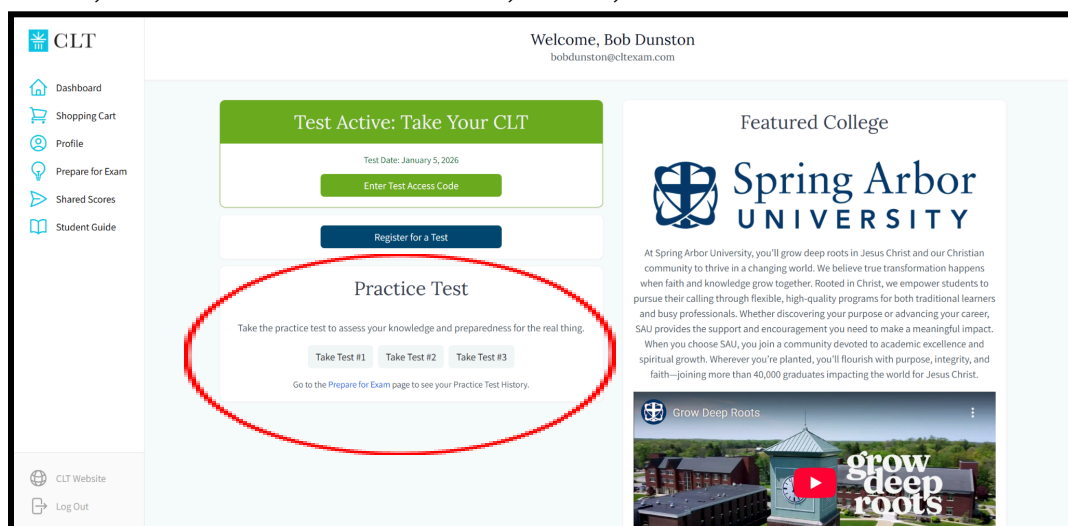
- All testing computers must have [LockDown Browser installed for the CLT](#). Our FAQ page on Lockdown Browser [can be found here](#).
- On test day, when students click the green banner that says “Enter Test Access Code” on their CLT dashboard, LockDown Browser will ask permission to launch and may ask to close various applications in order to continue. After students click through those permissions and closures, they must click the green banner that says “Enter Test Access Code” from their CLT dashboard again (which will then be in LockDown Browser). That will then take them to a screen where they can enter the test access code and click “Continue.”



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Wi-Fi and Computer Requirements

- In general, **25 Mb/s** (for uploading and downloading) is sufficient for a site with under 40 test-takers if the internet isn't being used for any other high-bandwidth activities while students are taking the test. You may test your device's Mb/s speed at speedtest.net. To improve a slow or unstable connection on a given device, you can try using an Ethernet cable, if possible.
- Internet and devices can be tested by having students submit a **practice exam**. This process does not test LockDown Browser because it is not activated for practice tests. If a device cannot successfully submit a practice exam, consider a different browser, device, or network.



- Additionally, any domains ending in .cltexam.com should be whitelisted. If specific domains are needed, whitelist www.cltexam.com, app.cltexam.com, app2.cltexam.com, clt2.cltexam.com, and tapi.cltexam.com. For issues with the chat appearing, please ensure hubspot.com and hs-scripts.com are not blocked. The chat uses port 443.
- Schools may use laptops, desktops, or tablets for the exam. Schools should supply chargers and take room outlet access into consideration when testing.

Facility Requirements

- The exam should be administered in a closed, quiet room suitable for testing. The room's lighting, temperature, and ventilation should be appropriate for testing.

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- Educational materials that are relevant to the CLT exam (e.g., math or grammar posters) should be removed or covered. You can also print out the [Test-Day Sign](#) to hang on the door of testing rooms if you'd like. (optional)
- Students should be seated **4 feet apart** (measured from test to test) and all face the same direction. Partitions and other materials between desks are not allowed.



Exam Availability and Make-Up Dates

- In-school test administration **must begin between 7–11 AM** local time and all testers should test **simultaneously**. Staggering administrations is not allowed.
- If your school does not meet during these hours, or you experience extenuating circumstances, a start time exception may be requested via [this form](#).
- Administrators may work with their [Partnership Directors](#) to reschedule a test if their school or students could not take their exam.

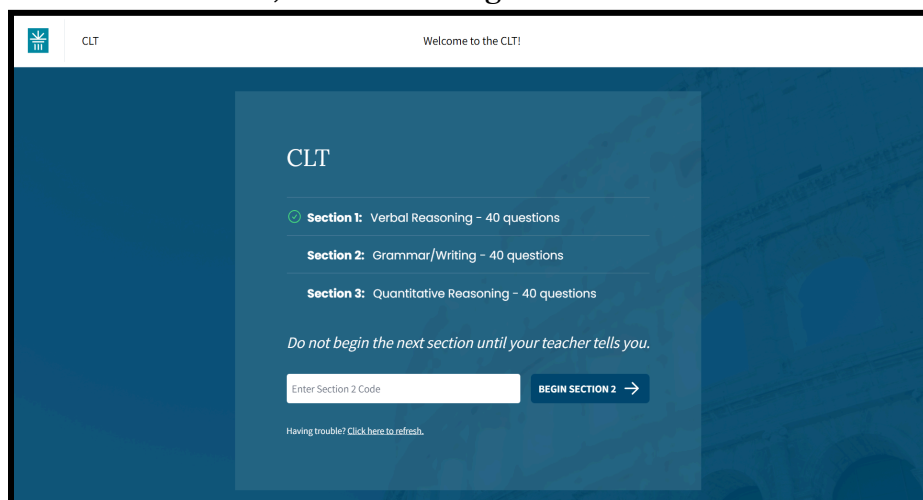
Test Access Codes

- The three CLT/CLT10 access codes will be emailed to the school's point of contact on the Monday of the week prior to the test and on the day before the test.
- **Proctors must not distribute the test access code (TAC) until all students have logged in, completed their profiles, and had their identities confirmed by the proctors.** Proctors may provide the TAC once all students have completed these steps.
- **Section 2 and 3 access codes should be provided only when every student is ready to begin that section in order to ensure that students**

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progress through the test simultaneously. Failure to provide codes at the correct times may result in student scores being withheld or voided.

- An in-test timer will tell each student how much time they have remaining to complete their current section. The timer will turn red when they have 5 minutes left. Until then, it will remain green.



Proctoring Information

- Proctors must ensure compliance with all testing rules in their room and should **be familiar with the [proctor guide](#) and [proctor script](#) before testing.**
- Proctors must monitor no more than 20 students at all times. They must be 21 or older and cannot be related to any of their students.
- Proctors may answer questions about navigating the testing interface or about the test administration (e.g. repeating instructions), but they cannot address test content in any way during the exam.
- If a student arrives late, we ask that they test in a separate room so that students in a room are always progressing through the test together. Additional rooms and proctors should be secured if needed.
- If a student experiences a technical problem while testing that hinders their access to the test, please record the time and reach out to CLT via live chat for assistance with restoring the timer. Time can only be added to sections that the student is currently in, so students should not move forward until helped.
- Ensure that students **do not** have access to any of the following:
 - ✓ Phones (must be turned off and out of reach)
 - ✓ Calculators
 - ✓ Smart watches
 - ✓ Books

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- ✓ Reference materials of any kind
- ✓ Snacks (only permitted during their 10 minute break)
- Proctors should supply **scratch paper** (up to six sheets of graph paper, lined paper, or printer paper), **writing utensils**, and **extra chargers**.
- Proctors are responsible for **protecting the content of the exam** by ensuring that students do not copy or otherwise duplicate exam material, such as by taking pictures of their screens or writing down content to take with them.
- Proctors should have a **registration spreadsheet** with student names, usernames, and passwords to mitigate login issues. Proctors should also ensure that each student is logged into the correct account before testing.

Pretest Checklist

- ☐ Plan to begin testing between **7–11 AM (local time)** with all testers testing **simultaneously** (no staggered groups).
- ☐ The **room is adequately prepared**, e.g., it is quiet and ventilated, desks are properly spaced, wall posters are covered, etc.
- ☐ The **technology is ready**, e.g., laptops (brightness up), chargers, LockDown Browser, wifi, etc.
- ☐ Desks have **scratch paper** and **writing utensils**.
- ☐ Students have had the **opportunity to use the bathroom** before testing.
- ☐ Students have logged in to cltexam.com with their **correct usernames/email addresses** and **passwords** and have **completed their profiles**.
- ☐ Proctors are ready to **walk around the room** and **confirm that the name on the screen matches the student in the seat** before distributing the TAC.

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	Sample Schedule	Time
(8:00 am)	<i>Prepare the testing room</i>	(~20 min)
(8:20 am)	<i>Admit students and ensure that they have the proper devices, scratch paper, writing utensils, and a charger.</i>	(~10 min)
(8:30 am)	<i>Begin the proctor script, which will have students login and complete their profiles. Verify that students are in the right account before testing.</i>	(~30 min)
	Exam: 2 hours 10 min	
(9:00 am)	Section 1: Verbal Reasoning	40 min
(9:40 am)	Section 2: Grammar/Writing	35 min
(10:15 am)	Break	10 min
(10:25 am)	Section 3: Quantitative Reasoning	45 min
(11:10 am)	<i>Closing announcements and student surveys</i>	(~10 min)
(11:20 am)	<i>Test Day Anomaly Report and Post Test Survey</i>	(~10 min)

Anomaly Reports, the Post-Test Survey, and Score Release

- Within **24 hours of testing**, please submit a [Test Day Anomaly Report](#). Reports submitted later than 24 hours may not be processed prior to our post-test data analysis, so students with late-reported or unreported anomalies may be initially flagged and have their scores withheld.
- Anomalies are any occurrences that are outside the expected experience of test administration. This would involve any timing discrepancies, technological interruptions, or rule violations.
 - ✓ **Individual anomaly reports** provide information about one or two students who were affected—e.g., arrived late and started at a different time, became ill and left the test before submitting, computer crashed, used a phone during testing, etc.
 - ✓ **General anomaly reports** provide information about incidents that affected all students—e.g., internet outage at the school, fire drill during testing, etc.
- Collect all scratch paper and dispose of it in a place that students cannot access.
- Complete the [Post-Test Survey](#) to provide feedback on the testing experience.
- In-school CLT/CLT10 exam scores will be released the Wednesday after the test.