

STANDARDS FOR TEST ADMINISTRATION

SIMULTANEOUS ONLY

ATTENTION PROGRAM MANAGERS AND TEST ADMINISTRATOR SUPERVISORS

The instructions provided in this manual should be followed very closely. All test proctors who administer Consortium Examinations must be thoroughly trained prior to administration of examinations. The program manager/test administrator supervisor is responsible for providing training opportunities and for ensuring that test administration does not deviate from the instructions contained herein. If the test administration deviates from these instructions, the test may be invalidated, especially if such administration procedure affects the validity and reliability of the test or the test experience.

Consortium for State Court Interpreter Certification

**November 1998
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INTRODUCTION

These standards apply to test administration when the simultaneous portion of the examination is the only part being given.

DEFINITIONS

At each testing site, one or more individuals should fulfill the following roles:

Test administration supervisor. This individual is responsible for oversight of the entire test administration process as outlined in these standards, including any required troubleshooting. Generally this will be a representative of the National Center for State Courts or the member court or agency in the state where the test is being administered. It is the responsibility of the test administration supervisor to ensure that test security standards are maintained and that the tests are administered in accordance with the Consortium for State Court Interpreter Certification *Agreements for Consortium Organization and Operation*.

Test registration clerk. The test registration clerk is the person to whom examinees report when they appear for the test. The clerk secures identification, registers the examinee, provides them with necessary pre-test information, and maintains security in the waiting area.

Test proctor. The test proctor is the person who will greet the candidates after they have registered and escort them to the testing room. The proctor has been trained to administer the test in the same fashion to all candidates. The proctor will also escort the examinees to the exit when they have finished taking the test.

SECURITY

The continued security of all test materials and instruments is of extreme importance. The cost of developing oral proficiency examinations is high. If test materials or instruments are compromised, it forces the Consortium to “retire” that test and develop a replacement test. Items for which the highest level of security is required include:

- Test scripts
- Prerecorded test CDs
- Test scoring dictionaries

Every program manager and trained test administrator should be made aware of the security concerns as they relate to Consortium examinations.

When examinees arrive for an examination, they should not be allowed to take briefcases, gym bags, coats, and other personal belongings into the testing room. All examinees should be advised prior to the testing date not to bring any personal belongings with them. The test environment should include registration personnel who can offer to hold any personal belongings for the examinee until the conclusion of the exam. If the examinee insists upon taking a personal item into the testing room (the best example of this is a lady’s purse), place the item as far away from the test recordings and microphones as possible. If a cabinet or drawer is available, place the item in the cabinet or drawer and close it. The administration supervisor does have the option to reschedule an examinee’s test for another date if that becomes necessary; however, good advance planning and advice to examinees prior to the test date will usually avoid situations like this one.

If the administrator must leave the testing room empty (during a break or over the lunch hour), the room should be kept locked. Be aware of how many other individuals in the area have a key to the room and be sure they understand the importance of allowing no one to enter the testing room except for pre-approved personnel. If the administrator is uncomfortable with easy access to the testing room or does not have control over access to the room, he/she should take test scripts and CDs with him/her.

The administration supervisor should account for all test materials at the end of each day of testing and remove them from the testing room(s). If administrators are staying in a hotel, the test materials should be kept in the administration supervisor’s room in a secure location.

Whenever test scripts, CDs, scoring dictionaries, and test results report forms are being shipped from one location to another, the shipment should always be via a traceable method (USPS, FedEx, UPS, etc.). Notice should be provided to the recipient that the materials have been shipped and the expected delivery date. Shipments should be timed so as not to be in a warehouse or mailroom over a weekend.

When test materials are received in the program manager’s office from the National Center for State Courts, the Inventory Control Sheet should be checked to insure receipt of all the necessary items and the date of receipt entered on the Inventory Control Sheet. While in
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possession of test documentation and CDs, the program manager must store items in a locked, secure location in the office. The items should not be kept in a briefcase or other easily transported container and should not be left in a vehicle.

All test materials must be returned to the National Center for State Courts at the conclusion of the test session. The Inventory Control Sheet should be completed and returned with the test materials and instruments.

EQUIPMENT AND SUPPLIES

Materials and supplies required on test day that will be provided by the Consortium include:

- Two prerecorded CDs containing the simultaneous examination (one original plus one back-up) for each test room in each language being tested.
- Test proctor incident reports to record any happenings that are unusual.
- Candidate Information Sheet (attached). This should be distributed to candidates on the day of testing.
- Agreement and oath for candidates (attached). This must be signed by each candidate on the day of testing.

Materials and supplies required on test day that are provided by the member/entity include:

- A tape recorder. External microphones for the recorders are best. If external microphones are not used, be sure that the built-in microphones are sensitive enough to make a good quality recording and that the recorder is placed directly in front of the candidate.
- CD player with a headset for each testing room plus at least one back-up machine.
- Blank tape cassettes. It is recommended that a separate tape should be used for each candidate. While this means "wasting" one side of the tape, this approach makes it less likely that any candidate's tapes can be damaged, not recorded properly, misplaced, or mislabeled. 60-minute tapes are recommended (for simultaneous administration ONLY).
- CD cleaning cloth.
- Blank cassette tape for testing the microphone and tape recorder.
- Labels for test tapes and other test materials, pre-printed with candidate ID numbers.
- Water pitcher and cups.
- Note pad and pen or pencils.
- Box of tissues.
- Manila file folders or envelopes for storing candidates' notes. (Or, destroy candidates' notes when the candidate is finished and leaves the test room.)

TESTING ROOMS

It is important that the testing room(s) provide an environment suitable to the administration of a professional examination for interpreters. Testing rooms should meet the following criteria:

The testing room should be large enough to contain a table and seating for two/three people. Thought should be given to acoustics, odors, external sounds, and privacy.

The following furniture should be available and fit comfortably, with walking room around the furniture:

- a table large enough to seat the examinee and proctor across from each other, and large enough to accommodate a tape player, a CD player, a box of tapes, a box of tissues, pads and pencils/pens, a glass of water, and any external microphones that may be used.
- a comfortable chair for the examinee and for the proctor.
- additional chairs should be moved away from the table, especially on the examinee's side of the table.

A grounded, three-prong electrical outlet should be available near the table to plug in the tape player and the CD player. Battery-operated equipment is not recommended. However, if any battery-operated equipment is used, be sure that new batteries are inserted. If extension cords are used, be aware of safety issues and position the cords accordingly.

Lighting in the room should be adequate for reading of materials by the proctor and taking notes by the examinee. Watch for flickering fluorescent bulbs; they are annoying and strain the eyes.

Curtains or blinds at the windows should be drawn to avoid distraction during the test. If that is impossible, seat the examinee with his/her back to the window. If artwork or decorative items are present in the room that may be distracting to the examinee, remove them or place them in an area that is out of sight or arrange the room so that the examinee is not facing those items when seated.

The temperature in the room should be comfortable and hot or cold air should not blow directly on the examinee or the proctor. (Material provided to the examinee prior to the test date should have included a "tip" for the examinee to bring a sweater in case the air conditioning makes the room too cold.)

The testing room should be quiet and free from external distractions. Telephone ringers should be turned to the "off" position if they are present in the testing room and the proctor must turn off any cell phones or other devices prior to administering any examinations. Signs should be posted on the doors, indicating "*Quiet please – testing in progress – do not disturb.*" Avoid areas that have talking, laughing, or shouting people outside the test room doors and check to be sure that no public announcement systems feed directly into the testing room except for emergency announcements (such as in the case of a fire or other

life-threatening situation). Avoid testing in buildings that are located adjacent to railroad tracks or construction sites.

PREPARATION OF EQUIPMENT AND SUPPLIES

WARNING:

Each administrator supervisor should review and edit this script with test proctors to make it fit with the language(s) and the test procedure being followed.

Well in advance of the first scheduled appointment, proctors should place the prerecorded simultaneous CD into the CD player and listen to the recording all the way through. CD's are always checked prior to shipping, but occasionally a CD may get some dust on it during the shipping process. Ensure that the CD does not skip or malfunction in any way. Every CD must be checked, including the backup CD.

These preparations must be completed at least 30 minutes before the first scheduled appointment of the day and before each candidate takes the oral test.

1. Fill water pitcher, make sure cups are available and pour water in one cup.
2. Make sure note pads and pencils/pens are on the table in front of where the candidate will sit.
3. Check the CD machine to make sure it is plugged in. Clean the recorded side of the simultaneous CD with the special cloth, remove any dust or debris inside the CD playing area of the machine, and place the CD carefully in the machine. Plug the headphones into the CD player. Put on the headphones and perform a volume check on the CD player.
4. Perform a sound check on the tape recorder to make certain the recording level is properly set. (Record yourself on a blank tape and play it back). If an external microphone is to be used, be sure that it is connected to the recorder and is turned on and tested. Also make sure that the microphone is positioned to ensure that the candidate's voice will best be recorded -- for internal microphones, this may mean positioning the tape recorder between the proctor and the candidate.
5. Check the recording machine to make sure a properly labeled blank tape has been inserted and is ready to record the test (the candidates' blank tapes may be handed to the proctor when each candidate is escorted from the registration area).

TEST ADMINISTRATION INSTRUCTIONS

1. After obtaining the label sheet of the next candidate from the registration clerk, the test proctor pages the candidate in the waiting area with the words:

We are ready for Mr./Ms._____.

2. Introduce yourself. For example:

My name is _____. I am the test proctor and will escort you to the testing area. If you are ready, will you come with me please?

3. Escort the candidate into the testing room. Have the candidate place any personal belongings in a predetermined place as far as possible from where the test will take place. *NOTE: The point here is to make sure that no secret tape recordings can be made. Be alert to the possibility that the person may have a recording device in his or her pocket. For example, a special request by a candidate to keep a jacket or coat is a signal to politely say “Yes, that will be ok, so long as we can check the pockets”.*

4. Indicate where the candidate should sit and ask the candidate to make her- or himself comfortable.

5. Do the following things:

- If the tape recorder has a tape counter, ensure that the counter is set to 000 (some tape recorders begin to make a “clicking” sound once the counter reaches the maximum 999).
- Immediately turn on the tape recorder so that everything said in the room is recorded.
- Check the sound-level indicators or lighted display on the machine (if any) as you are reading to verify that the machine is recording.
- Ascertain that the “voice activation” feature, if any, is OFF.

6. The Administrator should read verbatim:

Welcome to the Screening Phase for [TARGET LANGUAGE] interpreters. We assume you’re as ready as you can be, so let’s begin! The test is being recorded, so please state your social security number (or other id#) for the record.

We have poured water for you. Please help yourself to more whenever you’d like

The instructions I am reading to you are from a written script that is read word-for-word to each candidate. This ensures that every test candidate has the examination administered in the same way as every other candidate.

Please remember that your interpretation should be complete, accurate, and faithful to the language level, style, tone and intent of the speaker. When you interpret, you must not edit, summarize, delete, or add. If you give us synonyms of words or two versions of phrases, only the last thing you say will be counted.

Use appropriate grammar, vocabulary and idioms. Do not mumble your words; if the raters cannot understand what is being said, it will be counted against you. You may use words generally accepted in countries of the [TARGET LANGUAGE]-speaking world, as long as the usage can be found in a standard dictionary.

Do you have any questions?

We will now administer the simultaneous interpreting test, which is about 7 minutes long. As you know, in simultaneous interpreting, you will interpret only from English into [TARGET LANGUAGE].

The test has been recorded, and you will listen to it through headphones while interpreting aloud so that your interpretation can be recorded on the tape recorder. Once the test begins, we are not permitted to stop either of the machines. Only when you are through interpreting and the test is completed will I stop the machines. If you ask to have the machines stopped, I will encourage you to continue with the test. If you repeat your request to stop the machines, I will stop the machines and the remainder of the examination will be counted as incorrect.

Hand the headphones to the candidate and plug them into the CD player. Wait for the candidate to adjust the headphones comfortably.

There is about one minute of introduction and instructions at the beginning of the CD to allow you to adjust the headphones and volume.

Are you ready? (Wait for an answer)

Point to the volume control and say:

Here is the volume control, please adjust it as necessary.

Press the “play” button to start the CD player.

After the simultaneous recording is over, press “stop” on the CD player, leaving the tape recorder on. Invite the candidate to remove the headphones and drink some water. Take the headphones from the candidate.

That's it! The test results should be ready by [DATE]. [STATE THE NAME OF THE APPROPRIATE PERSON] will report your results to you by mail.

If you have any feedback about your test experience, we welcome your sending any comments. Please send them to [NAME AND ADDRESS].

Stop the tape recorder.

Let's check this tape to be sure your voice recording is audible.

Rewind and play back a portion of the tape to be sure you have an audible recording. **BE SURE TO REWIND FAR ENOUGH TO DETERMINE IF THE TAPE IS AUDIBLE. IF NOT, ASK THE CANDIDATE TO WAIT UNTIL THE ADMINISTRATOR SUPERVISOR CAN BE SENT FOR.**

Remove the recording from the machine, have the candidate initial the tape label to verify that the ID number is correct; and put the tape in the labeled envelope.

Have the candidate retrieve her or his belongings and escort the candidate to the outside exit door.

Return to the test room, record any unusual happenings on the Test Proctors Incident Report. (For example, if outside noises are loud enough to distract the candidate, or if there is any mishap with operating the CD machine during the simultaneous test, write the circumstances on the report form and turn it in to the test administrator supervisor.)

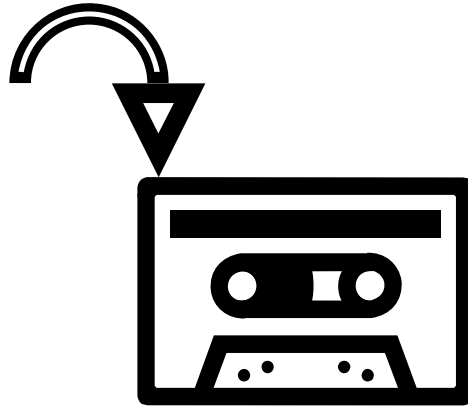
Repeat Room Preparation Instructions.

Collect the candidate's notes and put them in the folder for later destruction or destroy them immediately.

Greet the next candidate.

AS A COURTESY TO THE RATERS, ALL EXAMINATION TAPES SHOULD BE COMPLETELY REWOUND.

THE “**SAFETY TAB**” LOCATED IN THE UPPER LEFT CORNER OF THE CASSETTE SHOULD BE POPPED OUT (USING A PENCIL OR OTHER SMALL, POINTED ITEM) TO GUARD AGAINST RECORDING OVER AN EXAMINATION.



TROUBLESHOOTING FOR TEST PROCTORS

Administration of oral proficiency examinations should be administered in the same way to each and every examinee as far as possible. Any variation in administration technique can affect the fairness of the test itself. For these reasons, training and close supervision of test proctors is very important and regular refresher training is valuable.

That being said, proctors might experience equipment problems, make unintentional errors, or face other challenges not addressed in the pre-scripted administration instructions. This section reviews some situations that may occur and offers some solutions. Proctors should be trained to overcome unanticipated occurrences.

The test proctor should reflect a calm and professional demeanor and not become flustered or disoriented when an unexpected situation occurs. The testing process itself is stressful and the examinee should not be exposed to stress or dismay exhibited by the proctor.

Test proctors must stick to the pre-scripted administration instructions. Do not engage the candidate in conversation and do not attempt to answer questions about the examination. If the candidate asks questions and the answer is contained in the instructions, simply reread the appropriate portion of the instruction. If the candidate asks questions completely outside of the content of the instructions, the administrator should clearly state that he/she cannot answer the questions.

In general, there are three personality types that proctors can be prepared for:

A hostile or defensive examinee. This examinee might attack the test, the ability of the examiners, the interpreting program, or the entire court system. It is important that the test proctor avoid an argumentative or defensive posture. A suggested response might be: "At the conclusion of the examination, you will be given the name and contact information of the person you may contact with questions, comments, or complaints about your test experience."

An extremely nervous examinee. Some examinees become so nervous they exhibit physical reactions, such as extreme perspiration, voice cracking, hyperventilation, or trembling. Some individuals experience a true test phobia. Proctors need to remember that stress can be contagious and be alert to maintain a calm and unruffled demeanor. Courtesy and a sincere smile may be in order before the test begins. The proctor can move slowly and deliberating through the pre-scripted instructions and offer to allow the examinee to sip water, take deep breaths, or if necessary, allow the candidate to stand and stretch for a moment or so before beginning the test. The candidate owns the problem, and the proctor should not adopt it as his/her own; on the other hand, a gentle and sympathetic attitude might help the candidate complete the examination.

The solicitous and the unprepared examinee. Proctors who administer many examinations will encounter over-solicitous examinees that may think that treating the proctor in an especially nice way will gain them some advantage in the testing

process. Proctors will also encounter the unprepared examinee that has obviously not read the material provided to him/her, nor practiced for the examination. In both of these cases, the proctor must simply treat these examinees as others are treated. The proctor's attitude should remain stable and consistent from candidate to candidate – never become overly friendly with a candidate and never display disgust, exasperation, or defensiveness.

Occasionally, a candidate will be so nervous or unprepared to take the examination, he/she will ask that the test be discontinued. The proctor should say, "Are you certain you wish to discontinue your examination?" If the candidate confirms, the proctor should stop the test at that point and finish reading the administration instructions.

The proctor should have listened *all the way through* the prerecorded CD prior to the start of the testing day. However, a candidate may experience a "bad" recording, such as skipping, distortion, or other malfunction. If the examinee states the problem *prior to the start of the examination itself (in other words, during the one minute of prerecorded instructions)* the proctor should make an announcement for the tape recorder and listen to the CD through the headphones. If the problem is confirmed, the proctor should remove the CD from the CD player and replace it with the backup CD. (Again, it is important that the proctor listen to both CDs prior to the start of the testing day.) Announce for the tape recorder that the test will now continue and continue with the administration.

Sometimes, regardless of precautions, a proctor must deal with an unexpected external condition. Unexpected noises outside the testing room, someone knocking on the test-room door despite the *Do Not Disturb* signs, a train passing by, a fire alarm sounding, etc. The proctor should use good judgment and avoid overreacting to these kinds of distractions. For guidance only, some examples might include:

if someone knocks, the proctor might be able to quietly get up and move to the door without interrupting the candidate's simultaneous rendition. No conversation should take place at the door, however.

noises from outside the testing room (such as neighboring office workers laughing or joking) should be considered in light of the level of interference. If the noises are loud enough to be picked up on the tape recorder, they may present a problem that must be dealt with.

These are the types of occurrences that should be anticipated prior to the testing sessions (see *Testing Rooms* section of this administration manual); therefore, occurrences should be infrequent.

Occasionally, a candidate is so nervous or unprepared to take the examination, he/she fails to begin the simultaneous interpretation. The candidate may simply sit and listen to the CD recording and not begin the interpretation. The proctor should sit quietly and allow the test to continue to completion. End the session with the scripted instructions. If the examinee realizes that something is wrong and asks what to do – the proctor may say "you

should be interpreting,” or something similar. ***The proctor should not prompt a candidate to begin interpreting.***

There are situations when it is appropriate to stop a test and offer to retest the candidate at a later date or time, or postpone the test until later in the day if a different version of the test is available. These might include

complete malfunction of equipment (tape recorder, CD player, or headset);

the assertion from a candidate that he or she cannot continue because of a physical condition (this may indicate that the candidate must formally request ADA accommodation and cannot participate in the examination on that day), or

any challenge that renders the proctor incapable of administering that examination *in the same way* that all other candidates received the examination. Deviation from the approved method of administration, except when an ADA accommodation has been approved, may jeopardize the validity of the administration.

The prerecorded introduction to the simultaneous portion of the examination informs the candidate that “if you are not ready to take the test, you should inform the proctor now.” The recording then continues with the balance of the one-minute introduction. In the scripted instructions, which are read to the candidate by the proctor, it says “Once the test begins, we are not permitted to stop either of the machines.” These two instructions are not at odds with one another. A trained proctor knows from practice and experience that if a candidate positions the headphones, begins listening to the prerecorded introduction to the simultaneous, and within one minute, proclaims, “I am not ready to take the test,” the test can be interrupted to deal with the perceived problem. If more than a minute has expired, the proctor knows that the introductions are complete and that the test has begun – it is from that time forward that the test cannot be stopped.

The important point here is that the proctor should not make independent decisions on a case-by-case basis. Procedure should be clearly defined in advance and the proctors trained accordingly, prior to administering any examinations.

In the final analysis, all experienced test proctors will agree that any number of challenges can arise during the course of administration of an oral examination. Structured training of test proctors is essential and should include actual demonstrations of examination administration and practice in the handling of unusual or unexpected situations.

APPENDIX 1

Candidate Information Sheet

Welcome to the screening phase of the [STATE NAME] Court Interpreter Certification Test. By appearing here today you demonstrate your commitment to professionalism in the field of court interpreting. We congratulate you.

This information sheet has been prepared to explain the procedure that will be followed today. **Please read it carefully**, because after your name is called for the test, there will not be time to repeat all of this information before the test begins.

Procedure:

1. You have completed your registration, and now need only to wait until the test proctor calls your name. The test proctor will take you to the testing area and get you started.
2. Do not talk to the test proctor or ask questions about the examination. The proctor is not allowed to discuss the contents of the test nor to answer questions or make comments outside of the written instruction script provided to him/her. The proctor's role today is simply to see that the test is smoothly administered in an identical fashion for all candidates.
3. This is Phase 1 of a two-phase testing process. This first phase is a test of simultaneous interpreting. As you know, for the simultaneous portion of the exam, that means you will be listening to English language speech and simultaneously interpreting it into the target language.
4. Your interpretation must be accurate and complete. When you interpret, you must not edit, summarize, delete, or add. If you use synonyms of words or two versions of phrases, only the last thing you say will be counted.

Your interpretation should be faithful to the language level, style, tone, and intent of the speaker. Use appropriate grammar, vocabulary and idioms. Feel free to use the regional expressions with which you are familiar.

As you are interpreting, you should behave as though you were actually in a courtroom with a judge, lawyers, and a jury, except that you need to speak loudly enough to make sure we get a good recording.

5. For those candidates who qualify today to advance to the second phase of the test, the test dates will be [DATE].

Personal belongings You are not allowed to have any personal belongings with you when you take the test. These will be stored at a distance from you in the test room or in some other safe location away from the immediate testing area. Notepads and pens will be provided for you. Any notes you take will remain in the testing room after you leave.

APPENDIX 2

THIS PAGE SHOULD BE ADAPTED TO CONFORM TO ANY APPLICABLE STATE OR LOCAL LEGAL REQUIREMENTS.

General Questions and Answers

Rate of speech: The simultaneous test is recorded at approximately 120 words per minute. This is a comfortable pace, slower than most ordinary courtroom speech.

Stopping the test/repeats: The test may not be stopped once it has begun. The test begins after one minute of prerecorded instructions. If you don't know a word or phrase, it is to your advantage to do the best you can and continue on with the script.

Dictionaries or personal notes: These are not allowed during the test. After the test begins, you would not have time to refer to them and still keep up.

How is the test scored? Each exam will be assessed in two ways: 1) by the number of correct scoring units earned and 2) by an overall nonscoring unit evaluation. Scoring units are particular words and phrases that are selected to represent various features of language that interpreters encounter in their work, and that they must render accurately and completely, without altering any of the meaning or style of speech. In addition to the evaluation of a candidate's scoring unit performance, each section of the exam is further evaluated in a general way by the test raters for consistency in language and interpreting skills. This nonscoring unit evaluation is a structured assessment of language and interpreting skills that may not be captured within the framework of scoring unit scoring. It will be used to determine any consistently repeated mistakes, functional problems of understanding a candidate with a native accent, and significant changes in meaning in nonscoring unit phrases of the test. Two raters score the test, and in order for a scoring unit to be counted incorrect, both raters must agree that there was an error. The raters are professional interpreters who are certified in the language being tested or who have extensive interpreting experience and training, or are linguistics experts that have been identified and trained. They will not know who you are.

Does the test take into account that there are different expressions (in both the non-English and English language) used in different parts of the country and in different non-English-speaking countries and regions? YES. The test is designed to be free of regionalisms in both the non-English and English language and has been reviewed carefully and pilot tested. Any acceptable regionalism may be used in your interpretation, as long as it accurately conveys the meaning of the source language and remains faithful to the original style or register of speech.

When will I know the results? Your test results will be reported to you in approximately [NUMBER OF DAYS/WEEKS].

Who will know my test scores? Only you and [STATE NAME'S] Interpreter Coordinator will have access to your test scores after they are compiled by the National Center for State Courts. Detailed individual scores will be released, upon request, to any Consortium state representative.

You may request that your test results be released to an entity or entities of your choice -- you will be asked to sign a release form and a fee may be charged for the service.

APPENDIX 3

COURT INTERPRETER CERTIFICATION TEST

Agreement and Oath for Test Candidates

I certify and affirm that I will not copy, record, discuss, nor in any way divulge the contents of the [STATE NAME] interpreting proficiency test, either during the testing period or at any other time thereafter.

Signature

Date

Print Name

SS# (or other ID)

APPENDIX 4

TEST PROCTOR'S INCIDENT REPORT

State Name _____ Date of Testing _____

Test Language and Version _____ Proctor's Name _____
(please print)

Candidate ID _____ Test Part _____

Please specify problem(s), e.g. with test script, with test recording, with test administration, etc:

CLEANING AND CARING FOR CDS

Lint or debris on the recorded surface of the CD can cause skipping. It is very important to wipe the CD with a special cloth (e.g. Kensington Surface Guardian Lint-Free Wipes, sold at Staples for \$3.47 for 12). The CDs and the inner surface of the CD player should be cleaned often during test administration.

It is also very important to avoid scratching the recorded surface of the CDs. They should be handled by the edges and never placed on a rough surface. Care should also be taken when placing a CD on the spindle of the player to avoid scratching the recorded surface, which is close to the hole in the CD. When not in use, CDs should be kept in plastic sleeves.

CLEANING AND CARING FOR TAPE RECORDERS

There are four components of the recorder that must be serviced every 10 hours of operation to maintain optimal sound fidelity of the recording and playback. They are the erase head, record/playback head, capstan, and pinch roller.

To clean these components moisten a cotton swab with alcohol or head cleaner (do not saturate the swab with fluid) and wipe the parts pictured below.

Use a dry cotton swab to remove any excess fluid before using the tape player.

