



5. TEST SECURITY

CLT test security is designed to ensure fairness and equality among test-takers and is broken down into general data security and test day processes and procedures.

Data Security

CLT trains all its employees on the sensitivity levels of CLT data, including the access and use of confidential data such as personally identifiable information. CLT requires each employee to acknowledge and sign internal policies regarding the acceptable use of CLT data.

DATA PRIVACY AND ACCEPTABLE USE

CLT considers all student data confidential, including collected identifiable information (email and profile data) as well as test results. CLT employees may not share any student's data with a third party without that student's express consent.

Students may opt to share their profile and test results with specific colleges of their interest and/or opt into CLT's partnership program in which CLT shares students' data with partner institutions. Students who opt in may also opt out of the program at any time by logging into the CLT web application and editing their profile.

Proctors can view limited student data on test day to facilitate the test and verify attendance. Proctors do not have access to a student's full profile, test history, or any other data. Proctors are not permitted to share any student information with any third parties.

ACCESS CONTROL

CLT data may be accessed either through the web application or through the database directly. All users must be authenticated to access CLT data, and authorization is based on security level.

Web Application Access – The CLT web application security is role-based. By default, all users who register for an account receive the same level of access as students, the most minimal access level.

SUPPORT ACCESS

CLT employees are granted a support role in order to access necessary information to support customers. Users in a support role can view test registrations and view student data, but they cannot access the test management section of the application.

PRIVILEGED ACCESS

A limited number of CLT employees have privileged access that allows them access to write, review, and modify test data in advance of test dates. This includes the ability to add tests, add and edit questions and answers in existing tests, change test dates and deadlines, and deactivate tests. Privileged access users are required to sign an additional policy regarding test integrity and the acceptable use of test data. Privileged access may be granted only by the Chief Technology Officer.

DATABASE/NETWORK ACCESS

Accessing the database directly falls under privileged access and is limited to the development and analytics teams. Network traffic to access the database is restricted by IP address. Each privileged user is granted two accounts, one read-only and one administrative account. Users use their read-only account unless a critical change is required. Some users, such as those on the Analytics team, may be granted only a read-only account.

Physical Access – all CLT data is stored in a secure cloud environment that is not accessible by CLT employees. The third-party cloud provider ensures the highest level of security and access.

MONITORING AND AUDITING

All activities are logged when changes are made in the software, database, and infrastructure. Logging is monitored on a regular basis to identify breaches, risks, or unexpected behavior. User roles are also monitored on a regular basis to ensure that users have not been inappropriately granted access to data.

INCIDENT MANAGEMENT AND RESPONSE

The CLT Executive Team manages all incidents, including data breaches and/or unacceptable use of data. In the event that user data is compromised, the issue will be immediately remediated and the affected parties will be contacted.

Test Day Processes and Procedures

Students may take the CLT only under secure, supervised conditions. These conditions are as follows:

TEST SITES

Students must take the exam at an approved CLT test site that has submitted a test site contract with CLT. The majority of CLT test sites are secondary schools.

PROCTORS

CLT proctors must be twenty-one years of age or older and may not be related to any of the students they are proctoring. Athletic coaches may proctor exams, provided that at least one of the students they are proctoring is not a current or former player for that coach. CLT creates CLT accounts for all proctors and provides them with the CLT proctor manual.

ADMITTING STUDENTS INTO THE TESTING ROOM

On test day, proctors have the final list of CLT students for their specific test site on their CLT accounts. The manual instructs proctors to verify students' identity before admitting them into the testing room, using any of the following types of approved photo ID:

- » Passport
- » Driver's license or permit (if photo included)

- » State ID
- » Military ID
- » High school ID (current year only)
- » HSLDA student ID (current year only)
- » CLT Student ID Form

Proctors then assign seats for every admitted student.

WHAT STUDENTS MAY BRING INTO THE TESTING ROOM

Students may bring the following into the testing room:

- » Testing device
- » ID
- » Writing utensil (for scratch paper that the proctor provides)
- » A watch that does not have internet availability, the ability to communicate with other students, or a calculator, and that is set to silent mode

WHAT STUDENTS MAY NOT USE DURING THE EXAM

Students are not permitted to use any of the following during the exam:

- » Calculator
- » Reference material of any kind

CELL PHONES

These must be turned off and stowed in a backpack or purse or left with the proctor.

PASSWORD

In order to take the exam on test day, students must enter the proctor password specific to the exam in question. The proctor password is displayed on proctors' CLT accounts on test day—it is never communicated to them by email—and the manual instructs proctors to provide their students with this password once all authorized students have been admitted and seated and the preliminary instructions have been read.

TIMING

One of the proctors' primary duties is to ensure that all students adhere to the designated time lengths for each of the exam's sections. Once the allotted time for a given section has elapsed, proctors are instructed to notify students of this, have them remove their hands from their devices, ensure all students have complied, and then begin reading the instructions for the next section. To aid the proctor in determining at a glance whether all the students are working on the appropriate section of the exam, each section is color-coded. A similar aid is available to proctors of paper exams: the names of the first, second, and third sections are printed in bold at the top-left, center, and right of the pages, respectively.

START TIMES

Test start times are staggered across US time zones to minimize instances of students in an earlier time zone taking the exam, then communicating about it with students in a later time zone who have not yet begun. The start time is 10:00 AM in the Eastern and Central Time Zones, 9:00 AM in the Mountain, Pacific, and Alaska Time Zones, and 8:00 AM in the Hawaii Time Zone.

ANOMALIES

Proctors must submit the Administration and Anomaly Report to CLT before exiting the testing room. They

are instructed to note any testing anomalies on this report. The proctor manual outlines procedures regarding anomalies in section 2.4.¹ Instructions for potential testing anomalies that are to be noted on the report include:

- » Students Who Don't Arrive to an Exam
- » Students Who Arrive Late to an Exam
- » Students Who Leave During an Exam
- » Students Who Use an Additional Device or Open an Additional Page
- » Students Who Become Ill During an Exam
- » Questions Asked During an Exam
- » Disturbances During an Exam
- » Emergency Evacuations
- » Power Failure
- » WiFi Failure
- » Device Failure
- » Site Failure
- » Copying Test Materials

Summary

CLT ensures test security by limiting and carefully monitoring access levels to test data, and by setting up and enforcing specific parameters for test administration. By committing to these rules and training schools and proctors to uphold them, CLT provides an exam that is fair, reliable, and accurate.

¹ 2018-2019 Public CLT Proctor Manual.