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Introduction

Pearson establishes Controlled Testing Centers (CTCs) at accredited universities and colleges to serve candidates who take the *Miller Analogies Test*® (MAT). When an institute requests to become a CTC, Pearson provides a MAT Controlled Testing Center Agreement form. It is signed by the Test Administrator applicant and one of the institute’s administrative officials (e.g., president or dean). Once Pearson has approved the institution and Test Administrator, the CTC will be set up to administer the computer-based MAT.

This *Test Administration Manual* provides general guidelines for operating CTCs and also includes instructions for computer-based administrations.

It is extremely important to follow the procedures in this Manual to ensure that the MAT is administered the same way at every CTC. Failure to follow all the procedures described in this Manual and in any subsequent correspondence from Pearson may jeopardize the status of a MAT CTC or the status of its Test Administrator or Proctors.

Contact Information

Your assistance with the administration of the MAT is greatly appreciated. If you or your staff have any questions, comments, or suggestions regarding the MAT, please contact Pearson:

Pearson  
*Miller Analogies Test*  
MAT Customer Relations  
19500 Bulverde Road, Suite 201  
San Antonio, Texas 78259  
Email: MATScoring.services@pearson.com  
Fax: 1-800-727-0811  
Telephone: 1-800-622-3231  
Monday–Friday, 9:00 a.m.–4:00 p.m. central time
Operating a MAT Controlled Testing Center

Controlled Testing Center Staff

The Test Administrator

Test Administrators are responsible for operating the CTC, supervising the CTC staff, and acting as the contact person between the CTC and Pearson. All MAT correspondence will be addressed directly to the Test Administrator. Please respond to any Pearson correspondence within two business days. The Test Administrator is ultimately responsible for the security of MAT administrations at the CTC.

In addition to this Manual, the roles and responsibilities of a Test Administrator are outlined in the MAT Controlled Testing Center Agreement form (section 3.c).

Changing the Test Administrator

Pearson must be notified immediately in writing (by email or fax) if the CTC plans to name a new Test Administrator. When this occurs, a CTC must be temporarily inactivated until Pearson certifies the new Test Administrator.

When the institution designates a qualified successor, he or she must complete a new MAT Controlled Testing Center Agreement form and sign it along with an appropriate administrative official.

If the transfer of responsibility from one Test Administrator to another cannot be effective immediately, the retiring Test Administrator must consider the CTC inactivated.

If for any reason the outgoing Test Administrator is unable to notify Pearson that such a change is necessary, a Proctor or a supervising administrative official must notify Pearson, and detailed instructions on how the change should be handled will be provided.

Pearson will certify the new Test Administrator only after the nominee’s qualifications are found acceptable.

Supervisors and Proctors

The Test Administrator appoints Supervisors and Proctors to assist with the administration of the MAT. Supervisors and Proctors report directly to the Test Administrator and may be a member of the faculty, professional staff, or support staff. While graduate students may be appointed as staff to help with the exam, undergraduate students cannot be employed in this capacity. There are no exceptions to this policy. All Proctors must have some experience in testing, counseling, or teaching, and they must be registered with Pearson.

The names and signatures of all Supervisors and Proctors must be submitted to Pearson using an Appointment of Test Administrator/Supervisor/Proctor form (Exhibit A of the MAT Controlled
Testing Center Agreement form). If there is any change of Supervisors or Proctors, the Test Administrator must inform Pearson and submit a new form.

A Proctor may handle routine matters at the Test Administrator’s discretion. Appropriate duties include scheduling candidates and collecting fees. Proctors may also assist with managing candidates, proctoring MAT administrations and uploading data from computer-based test (CBT) administrations. Supervisors may perform similar duties and may oversee the work of other Proctors. (After this section and throughout the rest of this Manual, both Supervisors and Proctors are referred to as Proctors.)

Determining the Number of Proctors Needed

The Test Administrator should have the assistance of at least one Proctor for every 25 candidates. During an administration of the MAT, the Test Administrator or Proctors must walk around the room to actively monitor the candidates. It is essential that there is at least one authorized Proctor present to supervise the candidates in the testing room during an administration.

Considerations for the CTC Staff

Pearson strongly advises all Test Administrators and Proctors who are interested in taking the MAT do so before their professional exposure to the test. CTC staff is ineligible to take any form of the MAT for the duration and for a period of two years following their exposure to the test. Each Test Administrator and Proctor must sign an agreement stating compliance with these terms.

Controlled Testing Center Guidelines

Test Scheduling

The CTC establishes its own hours of operation and testing schedule for the MAT. Candidates make appointments for testing directly with the CTC.

Billing and Establishing Test Fees

CTCs are billed a specified amount for each MAT CBT data transmission received and scored by Pearson. The Test Administrator is responsible for arranging with the institution to make timely payments to Pearson. Respond promptly to billing, even if there has been no MAT testing during that period.

Each CTC determines the amount of the fee it collects from students, based on the policies of each institution, which may be any of the following:

- Assume all of the costs of testing and provide MAT administrations as a no-fee service to candidates
- Charge candidates only for the amount to be paid to Pearson
- Charge candidates the amount to be paid to Pearson plus any additional charges for the CTC’s administrative costs
Regardless of the fees a CTC chooses to collect, each MAT candidate who earns a valid score will receive an Official Score Report and up to three Official Transcripts sent to institutions named at the time of testing.

Preparing the Test Setting

Before an administration, know the locations of fire exits, restrooms, drinking fountains, the nearest telephone, and the phone number of campus security. When administering the MAT CBT, ensure that all necessary network connections are available.

A CTC should be a distraction-free environment during testing. Prepare a “Testing—Do Not Disturb” sign that can be posted on the door. Candidates sometimes report being distracted by background noise, such as computers beeping, people talking in a nearby room, telephones ringing, or people coming and going. Minimize these distractions as much as possible.

Make sure that the testing room conditions are comfortable, paying special attention to lighting and ventilation. It is important that each candidate have a surface large enough to comfortably operate a mouse and keyboard and to use scratch paper if necessary. Make adjustments to ensure the testing room is comfortable for all candidates. The room should also be easily accessible to persons with impaired mobility. Do not allow smoking during the exam.

Remove anything that could assist candidates during an exam (periodic tables, writing on chalk boards, etc.).

Terminating Controlled Testing Center Status

The agreement between a CTC and Pearson can be terminated only by written notice by either party. At that time, the CTC must promptly pay any outstanding charges.

Research Cooperation

The CTC may be asked to participate in the collection of MAT research data, such as an equivalency study, which is part of the field-testing process used to validate new MAT test forms. If research data are subsequently published, participating institutions can choose either to be credited in the publication or to remain anonymous. Pearson ensures that research information concerning an institution’s own students, applicants, and/or employees will not be revealed to others without their express approval.

Any persons or agencies other than Pearson conducting research that involves the MAT must receive prior written approval from Pearson. Any proposal, especially if it involves contact with candidates, is carefully reviewed for its compliance with appropriate testing procedures and to ensure the protection of individual privacy. If a research study is proposed at a CTC, the Test Administrator will be notified.

Addressing Requests for Alternative Testing Sites

Pearson will administer the MAT at an Alternative Testing Site to accommodate candidates who live more than 100 miles from any CTC. Pearson makes arrangements with Special Proctors.
for this purpose (see “Appendix A: Alternative Testing Sites”). If an eligible candidate inquires about an alternative site at the CTC, refer him or her to www.MillerAnalogies.com or to the MAT Candidate Information Booklet for instructions on making this request.

CTCs are not responsible for the administration of these special examinations or for the collection of fees associated with Alternative Testing Sites. In addition, CTCs are not permitted to recruit Special Proctors or to administer the MAT outside the CTC.

**Interpreting Official Score Reports**

After receiving and scoring the MAT candidates’ responses, Pearson sends an Official Score Report to each candidate. Official Transcripts are sent directly to the schools that candidates select on the day of testing.

Candidates receive an unofficial Preliminary Score Report upon completion of the test. Explain to candidates that a Preliminary Score Report cannot be presented to schools as a substitute for an Official Transcript.

Candidates often ask CTC staff for help in interpreting their MAT Official Score Reports. Whether the Test Administrator wishes to interpret MAT scores for candidates is entirely a matter of local policy. Professional psychologists, counseling staff, and faculty advisers may also wish to discuss a candidate’s performance in accord with their best professional judgment and institutional policies.

**Using the MAT Technical Manual**

There is no passing or failing score set by Pearson for this test. If a CTC chooses to help a candidate understand his or her Official Score Report, the MAT Technical Manual provides important information designed to ensure the appropriate interpretation and use of the test results.

The information presented in the MAT Technical Manual provides information regarding operational processes, score interpretation, technical characteristics, and relevant research related to the MAT.

Information regarding MAT score interpretation can also be found at www.MillerAnalogies.com and in the MAT Candidate Information Booklet.

**Test Materials**

**Test Administration Materials**

**Test Administration Manual**

Keep this Test Administration Manual available for reference during test administrations. This Manual provides detailed instructions for administering the CBT. CTCs receive an Internet link to access the Manual when they receive the MAT CBT software (see “Computer Specifications and Software Components”).
Candidate Information Booklet

The Candidate Information Booklet contains instructions for candidates taking the MAT and an explanation of what happens after the test. It includes information about interpreting scores and ordering additional Official Transcripts, as well as other fees and special services.

The Candidate Information Booklet is available for download from the MAT website (www.MillerAnalogies.com). Anyone inquiring about the MAT can be directed here for the most up-to-date information.

Scratch Paper

In case candidates require scratch paper, have clean sheets of paper (8.5” x 11”) available. The sheets should be numbered to match the candidate’s Workstation ID (see “Activating the Test Console for Each Workstation” for more information on Workstation IDs). Make sure to collect all scratch paper after testing.

Pencils

Have on hand several sharpened pencils with erasers for candidates who have not brought their own (for use with scratch paper only).

Degrees of Security

Though the Test Administrator is primarily responsible to maintain control over test procedures, all staff members are responsible for keeping the MAT secure. If there is a breach in security, however minor, it must be reported to Pearson at once and documented in detail in the Comments field of the Proctor Console (see “Testing Irregularities”). The various MAT materials require different degrees of security (see Table 1).

Table 1: Levels of Security for MAT Materials

<table>
<thead>
<tr>
<th>MAT Material</th>
<th>Level of Security</th>
<th>Who Has Access</th>
<th>Availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate Information Booklet</td>
<td>Low</td>
<td>Everyone</td>
<td>Provided to CTCs to distribute freely and electronic version on <a href="http://www.MillerAnalogies.com">www.MillerAnalogies.com</a></td>
</tr>
<tr>
<td>Technical Manual</td>
<td>Medium</td>
<td>Educational institution officials including deans, admissions officers, department heads</td>
<td>By request from Pearson</td>
</tr>
<tr>
<td>Test Administration Manual</td>
<td>High</td>
<td>Test Administrator and Proctors</td>
<td>Provided electronically to CTCs</td>
</tr>
<tr>
<td>Computer-Based Test</td>
<td>Critical</td>
<td>Test Administrator and Proctors may administer, but only viewed by candidates on the day of testing</td>
<td>Provided electronically to CTCs</td>
</tr>
</tbody>
</table>
Test Administration Procedures

For accurate interpretation of the test results, adhere to the MAT procedures described below. The administration of the MAT requires approximately one and a half to two hours of dedicated time.

To ensure accurate timing, please note the beginning time according to a wall clock in case anything goes wrong with the CBT. If there is not a wall clock, please use a stopwatch.

A basic timeline for administration is outlined in Table 2. The time estimates are based on group CBT administrations of two candidates.

Table 2: MAT Administration Schedule

<table>
<thead>
<tr>
<th>Procedure</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preliminary procedures</td>
<td>Approximately 20–30 minutes</td>
</tr>
<tr>
<td>Administering the MAT</td>
<td>Exactly 60 minutes</td>
</tr>
<tr>
<td>Collecting any scratch paper</td>
<td>Approximately 5 minutes</td>
</tr>
<tr>
<td>Answering questions</td>
<td>Approximately 5 minutes</td>
</tr>
<tr>
<td>Printing the Preliminary Score Report</td>
<td>Approximately 5 minutes</td>
</tr>
</tbody>
</table>

Note that there is no scheduled rest period during the MAT.

Preliminary Procedures

Checking Candidates Identification

Each candidate must present two forms of identification (ID). IDs are only valid if they are unexpired.

The primary form of ID must be government-issued and contain both the candidate’s photograph and signature; they include:

- Driver’s license
- Government-issued identification card or passport

Valid forms of secondary ID include:

- Credit card (with or without a photograph)
- Library card
- Utility bill with the candidate’s name and address appearing exactly the same as on the primary form of ID
- Student ID
When checking candidates’ IDs, look for indications of tampering, including:

- If an ID is laminated, be sure to check all four edges to ensure that a slit has not been made to change the photo and/or name.
- Make sure the font size of the candidate’s name is not different from the other text, which may suggest the name was altered.
- Make sure that no photos on IDs are crooked, which may be an indication that an original photo was replaced.
- If there is any doubt about a candidate’s identity, check the candidate’s signature on the primary form of ID against his or her signature on a secondary form of ID.

If any of these indications are found or some other form of tampering is suspected, inform the candidate that his or her ID is not acceptable and ask for another.

If a candidate does not have two acceptable forms of appropriate ID, the candidate cannot be admitted for testing. There are no exceptions to this policy. Deny the candidate access to the test and note it in the Comments field of the Proctor Console (see “Testing Irregularities”).

If there is any uncertainty or questions about whether to admit a candidate, call MAT Customer Relations.

Securing Prohibited Items

Prior to admitting candidates, inform them that they are not allowed to take any personal items into the testing room. They may have a piece of paper that has the addresses of any schools they wish to receive Official Transcripts if those schools are not listed in the MAT School Codes. This piece of paper needs to be collected once the demographics section is completed. Once testing begins, they may only have their pencils to use with the scratch paper provided by the CTC. Candidates are informed in several instances that violating this policy in any way will cause their MAT scores to be canceled. There are no exceptions to this policy.

Candidates may not have any reference materials or electronic devices while taking the MAT, including:

- Books (reference or otherwise)
- Papers and/or notes
- Rulers
- Any electronic devices, including:
  - Calculators (including watch calculators)
  - Cameras
  - Cell phones
  - Headphones
  - Pagers
  - Recording devices
Also, candidates are not allowed to have the following items in the testing room while taking the MAT:

- Any writing instruments other than pencils to use with the provided scratch paper
- Any food or beverages
- A hat with a bill or brim
- Purses, backpacks, briefcases, etc.

For candidates with prohibited items, recommend that they put those items in their vehicle prior to testing. If time does not allow candidates to go to their vehicles, the CTC must provide a secure location for them to store their items. Pearson suggests that the CTC provide plastic bags, sticky notes, or some other way for candidates to easily identify the prohibited items that they stored. Make sure that all electronic devices that are stored are turned off so they cannot make disrupting noises during testing. Such disruptions may result in Pearson canceling scores for candidates involved.

Seating the Candidates

Direct each candidate to a specific workstation. Arrange candidates so they are sitting with at least one empty seat between each person or in cubicles separated by dividers that block the view of neighbors. Scratch paper and pencils (if necessary) can be distributed after the candidates are seated.

Explaining the No Score Option

Candidates may choose to indicate that they do not want their test to be scored. This may be because of various reasons, such as an illness on the test day or the desire to practice for a future attempt at the MAT. It is important to tell the candidates that clicking the Do Not Process This Score button at the end of the test will result in the following:

- The test will not be scored.
- Official Transcripts will not be sent to recipient schools.
- There will not be a reportable record of the candidate having taken the MAT.
- The candidate will receive a blank Official Score Report.
- The test fees will not be refunded.
- The No Score Option request is irrevocable.
- A preliminary score will not be provided.

Administering the MAT

Supervising the Test

During the test, be careful not to engage in or allow any activity that diverts attention from the candidates or that may distract candidates in any way (e.g., talking among staff, eating, reading). Also, never leave the candidates unsupervised for any reason.

The Test Administrator and one or more of the Proctors should walk around the testing room frequently during the exam to guard against cheating or other inappropriate behavior.
Issuing Warnings or Dismissals for Inappropriate Behavior

If a candidate is observed engaging in inappropriate behavior during testing, the Test Administrator or a Proctor must either issue the candidate a warning or immediately escort him or her from the testing room, depending on the severity of the behavior.

The following behaviors are inappropriate and justify one warning:

- Giving or receiving assistance during the test (e.g., speaking to another candidate, gesturing to another candidate in an attempt to communicate)
- Looking at another candidate’s computer screen in an attempt to copy answers or to verify his or her own answers

If repeated a second time, immediately collect the candidate’s scratch paper, escort the individual from the testing room and, if necessary, call campus security.

The following behaviors warrant immediate dismissal without a warning:

- Referring to any materials or devices other than the scratch paper provided or the computer screen
- Accessing any of the prohibited items during the test
- Leaving the testing room without permission
- Removing scratch paper from the testing room
- Creating a disturbance in or outside the testing room (e.g., failure to turn off a stored cell phone or any excessive behavior considered by the Test Administrator to be disruptive to other candidates)
- Providing unacceptable IDs or deliberately misrepresenting his or her identity at any time

In the event that an incident requires that a candidate be escorted from the testing room, inform the person that his or her MAT scores will be canceled and that Pearson may consider further action. If necessary, call campus security to help deal with the candidate. In extreme cases, have campus security present before confronting a potentially disruptive candidate.

Any incident resulting in a warning or dismissal must be noted in the Comments field of the Proctor Console (see “Testing Irregularities”).

Incidents That Affect an Entire Group of Candidates

In case of a problem or situation that affects the entire group of candidates (e.g., fire alarm, lighting problem, power loss), resolve the problem or deal with the situation as quickly as possible, and resume testing.

If a problem or situation is not immediately resolvable, immediately notify MAT Customer Relations. If for any reason it is impossible to contact Pearson immediately regarding the situation, dismiss the candidates, document the occurrence in the Comments field of the Proctor Console, and contact MAT Customer Relations as soon as possible.
Candidates Who Discontinue Testing

If a candidate discontinues testing before finishing the MAT, immediately collect the candidate’s scratch paper. Then provide Pearson with an explanation of the incident in the Comments field of the Proctor Console. The CTC will be invoiced for a candidate who quits before completing the test.

If a candidate must be dismissed during the test because of illness or because he or she does not wish to complete the test, suggest that the candidate click the Do Not Process This Score button at the end of the test.

Inform the candidate that his or her reasons for quitting will be considered when deciding what to report to Pearson. Describe the details of the situation in the Comments field of the Proctor Console.

Candidates Who Finish Early

On specific occasions, candidates who finish before the 60-minute time limit may be dismissed early if it will not be disruptive. This may be less of an issue if candidates are not tested in groups.

If a candidate completes the test in an exceptionally short amount of time (e.g., 15 minutes), note the occurrence in the Comments field of the Proctor Console.

Collecting Materials

Immediately following a test administration, collect and shred the candidate’s scratch paper or dispose of it in some equally secure manner.

Admitting Official Test Observers

Observations of CTCs are conducted from time to time by Pearson employees, or others authorized by Pearson, to evaluate the quality of test administration procedures and facilities. The Test Administrator may or may not be given advance notice of such a visit. Still, any observers must be documented in the Comments field of the Proctor Console.

Verify the identity of anyone claiming to be an employee of Pearson by requesting the following:

- A photo ID issued by Pearson
- A second form of official photo ID (such as a driver’s license)

For a person claiming to be authorized by Pearson to act as an official observer, verify his or her identity by requesting the following:

- A letter of authorization on official Pearson letterhead naming the individual
- An official photo ID (such as a driver’s license) with a name that matches the name on the authorization letter

Official observers will not interfere with the CTC’s work in any way unless they see some serious violation of the required policies or procedures. Do not hesitate to ask the Pearson observers questions or to offer comments that may help improve the test administration process.
Accommodating Candidates With Disabilities

Pearson requires that a CTC provide special testing arrangements to any individual who has a physical or mental impairment or limitation described as a disability under the Americans With Disabilities Act of 1990 (ADA) or the ADA Amendments Act of 2008 (ADAAA). For any questions regarding the required accommodations, contact Pearson prior to the test date.

Pearson sincerely appreciates the cooperation of all CTC staff in administering a special edition of the MAT to candidates who otherwise may not be able to take the test.

Required Documentation

If a candidate requests a special administration, refer him or her to www.MillerAnalogies.com for full instructions. Candidates must submit the following documents directly to Pearson when requesting accommodations:

- A completed Accommodations Request Form (from the MAT website)
- A signed HIPAA statement (from the MAT website)
- A current letter (not more than three years old) from a licensed professional with training that is applicable to diagnosing the disability

The letter must appear on the licensed professional’s official letterhead and include:

- The licensed professional’s title, address, and telephone number
- A description of the nature of the functional limitation as it applies to taking a multiple-choice standardized test
- The specific accommodations the candidate will need for testing

The authority providing this letter may also include test results, a signed school Individual Education Plan (diagnosis and plan), or other official documentation that identifies the candidate’s disability and the accommodation he or she requires.

Additional Documentation

Additional documentation may be required by Pearson if a candidate does not provide sufficient documentation or requests changes to accommodations initially requested. In such a case, Pearson will notify the candidate that the additional information must be received by Pearson at least six weeks before the scheduled examination date. The CTC will also be notified of the status of the candidate’s request.

Appeal of Decisions

If a candidate’s requested accommodations are denied or modified and he or she wishes to appeal this determination, inform the candidate that he or she may do so by contacting Pearson’s ADA/ADAAA Coordinator in writing at MAT Customer Relations (see “Contact Information”) and requesting an appeal of Pearson’s decision within seven business days of the receipt of the decision. Within 12 business days of Pearson’s receipt of the candidate’s notice of appeal, Pearson’s ADA/ADAAA Coordinator, General Counsel, and any experts and consultants that Pearson may deem appropriate and necessary, will hear the appeal and both the candidate and the CTC will be notified of its decision.
Providing a Special Administration

After reviewing the documentation, Pearson will inform the Test Administrator if the candidate’s request is approved or not. If the request is accepted by Pearson, contact the candidate and make arrangements for testing. Pearson will inform the Test Administrator of any accommodations that must be provided to a candidate and, if necessary, will send any specific guidelines and materials needed to administer a special edition of the MAT.

Administer the MAT according to the guidelines provided by Pearson. Each request for special testing accommodations will be considered individually, and the accommodations made should meet the specific needs of the candidate. To avoid possible lawsuits or other complications, the accommodations provided to a candidate must be consistent with the accommodations specified in the letter provided by the candidate from a licensed professional and approved by Pearson.

If a candidate’s particular need does not require a special testing accommodation, the candidate involved is not required to request such an accommodation in advance and must be allowed to provide such an accommodation for him- or herself (e.g., a personal service animal or an interpreter for the hearing impaired that the candidate may bring on the day of testing). Candidates requiring self-provided accommodations must not be denied admission or be separated from other candidates without the Test Administrator first contacting MAT Customer Relations and receiving approval from Pearson to do so.

Pearson Test Administration Policies

Administration sites for Pearson examinations must ensure that staff (including employees, contractors, administrators, proctors, supervisors, and volunteers) at the site during examination administration are trained in and required to follow all of the Pearson test administration policies.

Regularly confirm that all areas within the site that are likely to be used by candidates are made accessible as required under ADA/ADAAA and other applicable federal and state laws. It is the CTC’s obligation to comply with these legal requirements. Information concerning the accessibility laws of the ADA/ADAAA is available at www.access-board.gov.

Grant site access to all qualified individuals with disabilities. Unless Pearson has pre-approved denial of access for an individual, Pearson’s ADA/ADAAA Coordinator must be contacted if there appears to be any reason or need to deny access to any person requesting an accessible site. Pearson’s ADA/ADAAA Coordinator is available at 1-800-622-3231.

Provide accessibility in a customer friendly manner, without commenting on or questioning the nature of an individual’s disability or the need for accessibility of the site.

Ensure unencumbered access to qualified individuals with disabilities, including individuals who appear at the site with personal assistive devices or animals, such as service animals (dogs or other animals trained to assist), wheelchairs, walkers, canes, braces, speech or hearing aids, and other communication or mobility enhancing technology or animals. These individuals are not required to request special accommodations in advance; they must be granted unencumbered entry to the site and courteous assistance in entering and exiting the examination.

Provide special accommodations, as approved by Pearson, and immediately report any deviations or complaints to the Pearson ADA/ADAAA Coordinator. When special accommodations have been approved by Pearson, staff must document: (i) the accommodation requested and the records
supporting the request; (ii) modification or provision of the accommodation; (iii) the qualifications of individuals providing accommodations (e.g., resumes of readers, scribes, or credentials for sign language interpretation); (iv) any examination administration irregularities occurring during accommodated examinations; and (v) any and all complaints made by candidates, and /or other individuals requesting accessible sites. This documentation must be retained in a secure and highly confidential manner separately from any other records relating to the candidate or the test administration; and copies must be provided to Pearson for its records.

Keep all accommodation requests and the identity of candidates requesting them confidential. Correspondence with candidates regarding requested accommodations must be transmitted in a highly confidential fashion. Fax and email must be avoided, unless the candidate has approved this form of correspondence in a signed waiver. Scores for candidates receiving special accommodations may not be red-flagged or in any way segregated from the scores of other candidates.
Administering the MAT
Computer-Based Test

The MAT CBT consists of two components, the Proctor Console website and the Test Console desktop application. The CTC Test Administrator uses the Proctor Console website to manage the Proctors who are supervising examinees. The Test Administrator accesses the Proctor Console website through an administrative computer to complete the registration process. The Test Console desktop application install is available via a download link (see “Installing the MAT Software”). Please contact MAT Customer Relations at 1-800-622-3231 or MATScoring.services@pearson.com with any questions you may have.

Observe the following procedures for administering the MAT CBT:

- The Test Administrator is responsible for installing the Test Console desktop application software after it is downloaded.
- Each MAT CBT administration consists of a registration completed within the Proctor Console website and a test administration completed within the Test Console desktop application.
- Each test item appears on a separate screen, giving the examinee the option of answering the item, skipping it and going on to the next item, or returning to previous items.
- At the end of the test, if there is time remaining, examinees may review all of the items or return only to those items they have skipped.
- At the end of the test, the examinee has the option to see his or her preliminary score. The Proctor will print this Preliminary Score Report from the Proctor Console website. The Preliminary Score Report is NOT the Official Score Report, which will be mailed by Pearson.

**NOTE:** All computer stations must be in locations that can be easily supervised with the appropriate level of security (see “Degrees of Security”).

Computer Specifications and Software Components

To use the MAT CBT software, computers must meet the following specifications.

**Minimum System Requirements**

- Windows 98/ME/XP/NT 4.0/2000
- Microsoft Internet Explorer 6.0
- Pentium II 400 MHz processor
- 128 MB RAM
- Display capable of 800x600 resolution with 256 colors
- 280 MB free hard disk space required (40MB additional required for installation)
- Mouse or compatible pointing device
- Internet connection
Recommended System Requirements
- Windows 7 and later including Windows 10 and 64-bit operating systems
- Microsoft Internet Explorer 9.0 or higher
- 1 GHz processor
- 1 GB RAM (more memory improves performance)
- Display capable of 1024x768 resolution with 256 colors
- 320 MB free hard disk space
- Mouse or compatible pointing device
- Internet connection

**NOTE:** It is strongly recommended that your CTC use an uninterruptible power supply, which will allow examinees to continue taking the MAT in the event of a power outage.

Deep Freeze® or Other Desktop Management Software

The MAT CBT software has a sophisticated test data recovery model that recovers test data in the event of a power failure or Internet connection interruption. However, the recovery model feature is overwritten when system management software, such as Deep Freeze, which restores an image after restarting the computer, is used on the Test Console. The workstation’s environment is refreshed to its previous state when the computer is rebooted after a power failure or an Internet connection interruption.

If your CTC uses a desktop system management software, such as Deep Freeze, you will need to contact your internal Technical Support for help in allowing write access to the MAT folder and its contents. We recommend that the directory where the MAT CBT test data is stored be protected from being overwritten by configuring the system management tool to allow data updates. Depending on the software used, instructions may differ, so please refer to the software’s user guide.

Using Deep Freeze Software with MAT

1. Thaw the drive. Locate the directory where the MAT CBT is installed, which is typically `C:Documents and Settings\<User folder>\Local Settings\Apps\2.0\<Random>\Random\mat.tion _<Random>_<Random>`. This location may differ from one installation to another.
2. Give the user account that will be accessing the Test Console full control of the install folder above.
3. Permanently thaw the directory where the software is installed (i.e., the MAT folder in the path above). This means that the Deep Freeze software will not restore the MAT CBT directory on the drive after a reboot.
4. The remainder of the drive can then be re-frozen.

These steps will minimize the likelihood of the examinees retaking the exam and delaying their end test results due to a power or system failure.

**NOTE:** The Proctor must have write-access to the MAT folder and its contents to use the MAT CBT, regardless of whether Deep Freeze software is in use.
Setting Up the MAT Test Console

The MAT CBT Test Console software enables examinees to take the test in a computer-based environment. This system interacts with the Proctor Console website during the registration and printing of the unofficial Preliminary Score Report. The Official Score Report and the Official Transcripts are mailed from Pearson to the examinee and to recipient schools.

**NOTE:** The MAT CBT Test Console software should be installed and activated well before the test is administered to any examinees.

Installing the MAT Software

1. Turn on the computer and make sure no other applications are running, including those located in the system tray.

2. Download the Test Console desktop application executable using the link provided by Pearson MAT Customer Relations. When prompted to open or save, select **Open**. This begins the installation process.

**NOTE:** This application requires both Internet Explorer 6.0 or above and .Net Framework. If either of these is not already installed, they will be installed automatically.

3. Click the **Next** button on the Setup Welcome window to open the License Agreement window.

4. Select **To Everyone** from the radio buttons. This will place a shortcut on the desktop. If the **Just Me** option is selected, a shortcut will not be created.

5. Click the **Next** button to install the application to the default folder. If a different folder is desired, click the **Browse** button.

6. Click the **Finish** button to complete the installation.

Activating the Test Console for Each Workstation

Once the application is successfully installed, the Test Console must be activated upon the initial start-up. An activation window appears when the application is accessed for the first time. Enter the requested information, and then click the **Activate** button. Once the application has been activated, the Test Console opens and the MAT CBT can be administered.

**NOTE:** The information included in the email from Pearson is needed to activate the Test Console.
Figure 1: Workstation Activation Window

1. Enter the Site ID located in the email from Pearson in the Site ID field.
2. Enter the User ID located in that same email in the User ID field.
3. Enter the password located in that same email in the Password field.
4. Enter the Workstation ID in the Workstation field. This ID must be unique for each workstation and contain at least three characters. For example, for the first workstation, enter 001 in this field.
5. Click the Activate button to activate the Test Console and begin administering the MAT CBT.

NOTE: The Test Activation window only appears the first time the application is opened. Once the Test Console is activated, it will not need to be reactivated unless the software is reinstalled.

Logging In and Out

Once a computer station is activated, a Proctor must log in each time the application is launched. Clicking the Test Console icon on the desktop opens the Proctor Log In window where he or she must enter his or her Proctor ID and Password. This same window will be used to log out at the end of each day of testing.

Using the Proctor Console Website

The Proctor Console website is used to register examinees, print registration tickets, monitor the MAT CBT test, and print Preliminary Score Reports. Also, the Proctor Console enables the Test Administrator to create, edit, and delete Proctors.
Basic Information

Becoming Familiar With the MAT CBT

A “Trial” form is available for selection in the Proctor Console website. Test Administrators should use this form to become familiar with the MAT CBT, train staff, validate display settings, and ensure no technical problems exist prior to a live administration. To use a Trial form, register an “examinee” as usual and select the Trial form as the Form Version (see “Registering Examinees”). This form does not contain live test questions and no scores will be sent. Trial form administrations will not be billed.

Log In Information

The Test Administrator will need the email containing the user name and password when accessing the Proctor Console website. After logging onto the website, the Test Administrator can change the password, but not the assigned user name. The URL for the Proctor Console is: http://tpc-etesting.com/Proctorconsole

![Log In Window](image)

Figure 2: Log In Window

1. Enter the User Name and Password into the corresponding fields.
2. Click the Log In button.
After the Test Administrator logs into the website, the **Manage Examinees** window appears. If an incorrect user name or password is entered, a prompt to enter the information again will appear.

**Tip:** To protect the security of the website, it is important to log out if the computer will be left unattended for an extended amount of time.

**NOTE:** Use the navigation tools on each window to move from screen to screen. Using the **Back** and **Forward** buttons on the browser will automatically log the user out of the system.

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### Managing Examinees

The **Manage Examinees** window appears immediately after successfully logging on. From the **Manage Examinees** window, a Test Administrator or Proctor can click a hyperlink to view, register, or search for examinees and to change the password.

![Manage Examinees Window](image)

**Figure 3:** Manage Examinees Window

### Registering Examinees

Click the **Register** button on the **Manage Examinees** window to go to the **Examinee Registration** window, and register examinees for the MAT.
Figure 4: Examinee Registration Window

1. Select the **Register** tab from any **Examinee View** window to open the Examinee Registration window.

2. Enter the examinee’s first name, middle initial, and last name in the corresponding fields.

3. Enter the examinee’s Social Security number in the SSN/ID field. This ensures that an examinee does not take the same form more than once and allows Pearson to pull an examinee’s scores to be sent to his or her recipient schools. Only check the **No SSN** checkbox if the examinee does not provide a Social Security number. If the No SSN checkbox is marked, the system will assign a numeric ID. Pearson monitors how many times each CTC selects the No SSN option. If this option is used too often, Pearson will follow-up with the Test Administrator as to the reason why this is occurring.

4. Enter the date of birth in the following format: MM/DD/YYYY or click the **Calendar** icon next to the field to enter the date of birth using the Calendar Control window.

5. Select either the MAT form version or the Trial form version to be administered from the **Form Version** radio buttons. Always select the MAT form version for use with examinees. The form that the examinee receives when a test is administered will be randomized based on the examinee’s MAT testing history. The Trial form should only be selected for technical assistants who are testing the system.

6. Click the **Register** button to add the new examinee to the database. After adding the examinee, print the Registration Ticket for verification purposes and for the examinee to use when logging into the test (see “**Printing the Registration Ticket**”).
Status Column Definitions

There are seven status definitions used for the MAT CBT:

- **Assigned**—Appears if the examinee has been assigned a Test Activation ID but has not yet logged in to the system.
- **Expired**—Appears if the user has been assigned a Test Activation ID but did not log into the Test Console within 14 days. A Proctor can reactivate an expired ID by clicking the **Edit** hyperlink (see “Editing Examinees” for more information).
- **In Progress**—Appears when the examinee logs into the Test Console.
- **Complete**—Appears when the examinee has finished the exam.
- **Incomplete**—Appears when the test has been In Progress for a period greater than two hours.
- **Terminated**—Appears when a Proctor ends a test for an examinee by pressing \(<\text{CTRL}> + <\text{SHIFT}> + <\text{E}>\).
- **Cancel**—Appears when the examinee cancels the test prior to item exposure. A canceled ticket can be reactivated with the same form since the examinee was not exposed to any MAT questions.

**NOTE:** It is suggested that the Internet browser be refreshed to view the updated statuses. The application does not automatically refresh. To do this, click the **Refresh** hyperlink, which is located next to the Print hyperlink.

Station ID Column

This column displays the identification of the workstation where the examinee took the MAT. This field displays information if the test status is In Progress or Complete.

Print Column

From this column, the Registration Ticket and the Preliminary Score Report can be printed:

- **Registration Ticket**—Used by the examinee to activate the Test Console and begin taking the MAT CBT.
- **Preliminary Score Report**—Contains the examinee’s unofficial score on the MAT.

A Ticket hyperlink is available if the status is Assigned or In Progress, and a Report hyperlink is available when the status is Complete. (See “Printing the Registration Ticket” for more information.)

Edit and Delete Columns

Click one of these columns to edit or delete examinee information. The hyperlink appears when the test status is Expired or Assigned.
Special Circumstances

Retests
There are certain instances when Pearson requests that an examinee retake the MAT. In those instances, the examinee is not billed for the retest. Thus, if Pearson has requested a retest for an examinee, check the Pearson requested that examinee retest checkbox. Then, enter the reason in the Reasons for Requested Retest box. It is required that the reason be entered in the box prior to saving the assessment.

Special Accommodations
On occasion, a CTC may need to provide a special administration for an examinee with an impairment that affects his or her ability to take a test in the standard manner. Accommodations for these examinees should be made in accordance with the Americans With Disabilities Act (ADA) and the ADA Amendments Act of 2008 (ADAAA), which have established basic legal rights for individuals with physical and mental disabilities that limit a major life function. For detailed instructions regarding special accommodations, see “Accommodating Candidates With Disabilities.”

NOTE: If unsure of how to accommodate the needs of an examinee, contact MAT Customer Relations at 1-800-622-3231 or MATScoring.services@pearson.com.

Time Accommodations
If the examinee has special time accommodation requirements, select the desired time from the Time Accommodation drop-down menu. A message will appear confirming that the necessary documentation for a special needs consideration has been sent to Pearson.

Printing the Registration Ticket
Once an examinee has been registered for the MAT, print his or her Registration Ticket. The examinee must verify the information on this ticket, and then use the Activation ID printed on the ticket to take the MAT CBT.

1. Click the Ticket hyperlink from the Print column on any window to open the Print Ticket window with the selected examinee’s information.
2. Click the Print Ticket hyperlink to print the ticket to the default printer.
3. Give the printed Registration Ticket to the examinee for verification. If any of the information on the ticket is incorrect, select the Edit hyperlink from any window to make the necessary changes. This will not change the Activation ID.
4. After the examinee verifies that the information is correct, he or she is ready to begin taking the MAT CBT.

NOTE: If there is no access to a printer, have the examinee verify the information online and write down the Activation ID.
Editing Examinees

Click the **Edit** hyperlink from any of the **Examinee View** windows to go to the Edit Examinee window. The **Edit** hyperlinks are located in the column to the right of the **Print** column. The Edit Examinee window allows the information for existing examinees to be edited and/or the reactivation of an expired ID.

1. Click the **Edit** hyperlink from the Edit column on any of the Examinee View windows to open the Edit Examinee window, which displays the examinee’s information.
2. Make all desired changes to the examinee’s information.
3. Click the **Save Changes** button to save the new information and to update the Examinee List with the changes.

**NOTE:** If you wish to reactivate an expired ID, check the **Reactivate ID** checkbox on the **Edit Examinee** window. This will change the Activation ID, so you must reprint the Ticket.

**Tip:** Click any of the column headers to sort the list by Date, Time, Examinee, Status, SSN/ID, Station ID, or Print. Once the list is sorted, it remains sorted until the window is closed or refreshed.

Searching for, Deleting, and Viewing Examinees

Searching for Examinees

The Examinee Search window can be used to search for existing examinees using specific criteria. Click the **Search** tab from any of the Examinee View windows to access this page. The available search options are: First Name, Last Name, SSN/ID, Date of Birth, Status, Station ID, and Date.

**Figure 5:** Examinee Search Window

1. Click the **Search** tab from any of the Examinee View windows to open the **Examinee Search** window.
2. Enter the information by which you wish to search.
3. Click **Search** to search the database for the information and to refresh the list with the results. A message appears if there are no examinees who match the search criteria.

4. Click **Clear** to clear all search fields.

**NOTE:** Click the **Print** hyperlink to open a printer-friendly version of this search list. From here, the list of examinees can be printed.

### Deleting Examinees

In any Examinee View window, examinees whose status is either **Assigned** or **Expired** can be deleted by clicking the **Delete** hyperlink in the column farthest to the right. A message appears, confirming the deletion. Click the **Yes** button to delete the examinee from the database.

### Viewing Examinee Details

When in any Examinee View window, all of the details for a specific examinee can be seen by clicking the **View** hyperlink in the Details column.

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**Figure 6:** View Details Window
Testing Irregularities

If a testing irregularity occurs that may result in a possible invalidation of the test, check the box next to the Testing irregularity resulting in possible invalidation statement.

The Testing irregularity resulting in possible invalidation box must be checked by the Proctor THE SAME DAY the test is completed. Then, enter the relevant comments in the Comments field. Comments are required if an incident has occurred.

Pearson will review these comments for a possible score invalidation.

Managing Proctors

After the Test Administrator has logged into the Proctor Console, the Examinee View window appears. Click the Proctor View button at the top left of the screen to open the Proctor window. From either of these windows, click a hyperlink to view, create, designate, edit, delete, or search for Proctors. Only designated Proctors have access to these screens. Proctors without administrative rights will not see the Proctor View button.

Viewing Proctors

<table>
<thead>
<tr>
<th>Proctor</th>
<th>User Name</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>ProctorSample</td>
<td>SampleProctor</td>
<td>Administrator</td>
</tr>
</tbody>
</table>

**Figure 7:** Proctor View Window

Clicking the View button from the Manage Proctors window opens the Proctor List window. From this window, new Proctors can be created and current Proctors can be edited or deleted. To add a Proctor, click the Create tab to proceed to the Create Proctors window. To search for a Proctor, click the Search tab to proceed to the Search Proctors window.

**Tip:** Click a column header to sort the list accordingly. Lists can be sorted by Proctor, User Name, and Access Level.

Creating Proctors

The Create Proctor window is used to add new MAT Proctors as well as edit or delete existing Proctors. This page can be accessed from the Proctor View window by clicking either the Create button or the Create tab.

**NOTE:** All Proctors must be approved by Pearson prior to administering the MAT. Proctors should not be added to the list without obtaining the appropriate permission (See “Supervisors and Proctors”).
**Create Proctor Window**

1. Select the **Create** tab from any Proctor window.
2. Enter the first and last names of the Proctor to be created in the corresponding fields.
3. Enter the email address of the Proctor to be created in the Email field.

**NOTE:** The entered email address is where the password will be sent if a Proctor forgets his or her password.

4. Select the access level from the Access Level drop-down box. The options are Proctor and Administrator. If no option is selected, the Access Level automatically defaults to Proctor, and no administrator rights are given.
5. Enter the user name for the Proctor in the **User Name** field. This field may contain up to 10 characters.
6. Enter the password for the Proctor in the **Password** field. The password can be 6–10 characters.

**NOTE:** The Proctor has the option to change his or her password when logging on for the first time.

7. Enter the password again in the **Confirm Password** field. The password in this field must be identical to the one entered above.
8. Click the **Create** button to add the new Proctor. If any of the required fields are missing or contain invalid information, the Proctor will not be successfully created until the required data are correct. If the Proctor being created is already in the database, an error will display, and the Proctor will not be created. Proctor information may edited, searched, or deleted after a Proctor is created.
Password Options

Changing Your Password

If for any reason you feel that your password has been compromised, you should change it to maintain the security of the system.

![Change Password Window](figure9.png)

**Figure 9:** Change Password Window

1. Click the **Change Password** hyperlink from either the Manage Examinees or Manage Proctors window to open the **Change Password** window.

2. Enter your current password in the **Old Password** field. Press the **Tab** key to move to the next field.

3. Enter your new password in the **New Password** field. Press the **Tab** key to move to the next field.

**NOTE:** Passwords must contain at least 6 characters.

4. Enter your new password again in the **Confirm Password** field.

5. Click the **Save Changes** button to change your password and return to the previous window. If the New Password and Confirm Password fields do not match, you will receive a warning message. The fields must match exactly to successfully change your password.

Forgotten Password

If you have forgotten your password, you can have it sent to the email address on file.

1. Click the **Forgot Password** hyperlink to open the **Forgot Password** window.

![Forgot Password Window](figure10.png)

**Figure 10:** Forgot Password Window

2. Enter your user name in the **User Name** field. If you have forgotten your user name, you will be asked to contact Pearson to have it sent to your email address.

3. Click the **Email Password** button to have the password sent to your email address. A message will appear stating that the password has been emailed to you.
Using the Test Console to Administer the MAT CBT

After the MAT software is installed and activated, the workstations are ready for MAT administrations. Click the MAT icon on the desktop to open the program. Examinees can then log in and read through the instructions and sample items and take the test. Proctors should supervise the examinees at all times during the test administration.

**NOTE:** The examinees can be given scratch paper for use during the exam. However, any scratch paper must be collected as soon as the examinees complete the test.

Registration and Log In Procedures

1. Register the examinee using the Proctor Console (see “Registering Examinees” for more information) and print the ticket or write down the Activation ID.
2. Seat the examinee at one of the computer stations. Be sure that the computer station can be easily supervised.
3. When the examinee is seated and ready to begin, ensure that no other applications are running.
4. After clicking the MAT Console icon, the Proctor Log In window appears. After the Proctor logs into the application, the Examinee Log In window appears. Have the examinee enter the Test Activation ID number located on their Registration Ticket and their Date of Birth in the corresponding fields. Then, click the Log In button.

Demographic Windows, Instructions, and Sample Items

After the examinee has logged in, the first of several demographic windows appears. The examinee then enters his or her personal demographic and identifying information in the appropriate fields and selects the schools to which Official Transcripts will be sent. Directions are presented for each piece of information requested.

A Proctor may answer questions an examinee has about this process, the use of the computer program, or the testing or scoring procedures. However, once the examinee begins the MAT test, a Proctor may not answer any more questions.

Once the examinee has successfully completed entering the requested information in the demographic windows, the program displays a welcome message and then presents some basic instructions followed by several sample items. If the examinee does not feel ready to begin the exam, he or she may click Repeat in the Final Directions window to go back over the instructions and sample items. The examinee can start the test by clicking Begin in the Final Directions window.
Administering the Exam

Once the examinee clicks the **Begin** button, the test is presented, and the timer is activated. The examinee has the option of skipping items and returning to them later if time allows. At the end of the test, the examinee may also choose to review all of the items for as long as time remains. However, once the time limit elapses, the examinee will be unable to return to any skipped items.

If the time limit elapses before an examinee completes all items, the test closes, and a “Time has Expired” message appears with an **OK** button to exit from the program.

When the examinee has completed the MAT, the Log Out window appears. The examinee can choose to not process his or her score by clicking the **Do Not Process This Score** button. This will close the program without displaying a preliminary score. If the examinee selects not to process his or her score, only the demographic data and the form version will be processed and no scores will be reported.

If the examinee chooses to process the score, he or she will click the **Process Score** button, which leads to a screen where the preliminary score is displayed. On the screen displaying the preliminary score, the examinee clicks the **Exit** button to close the program and transmit the score.

**NOTE:** The Preliminary Score Report is not the Official Score Report, which is provided to the examinees later by Pearson.

Post-Testing Procedures

Record any irregularity in the administration of the MAT CBT in the **Comments** field on the Proctor Console.

**NOTE:** It is essential to collect any scratch paper immediately after the examinees complete the MAT CBT.

Processing the Test Results

After examinees have completed the test, the test data is automatically uploaded to the Pearson server. If data cannot be sent for any reason, the workstation on which the MAT CBT is installed can be used for another administration as long as the Internet is connected and the machine is working.

Even if a test is canceled and/or not scored, data must still be transmitted for form tracking. If the data transmission cannot occur after the test has been in an In Progress status for two hours, the test status will be set to Incomplete. Once the data transmission is successful, the test status is set to Complete and the **Log In** window displays.

**NOTE:** If the Test Console is shut down prior to or during data transmission, the data will be transmitted when it is restarted.

Power Failure/Loss of Internet Connection

If an interruption occurs at any point due to a power failure or computer malfunction, enter the same ticket ID after re-opening the **Test Console**. The Test Console will open after the last item completed and the timer clock also resumes with the same amount of time remaining. The
examinee should click the Previous button to ensure the answer was added or information was completed on the demographic windows, depending on where he or she was when the outage occurred.

**Recovering a Completed Test Administration**

Once an examinee clicks the Process Score or Do Not Process This Score button, the test is considered complete even though it may have failed to be transmitted successfully. To complete the data transmission, open the Test Console and log in with your Proctor ID and password. At this point, the Transmitting Data window will appear. After the data transmission is complete, go to the Proctor Console and ensure the status has changed to Complete.

**Recovering an Incomplete Test Administration**

1. Open the Test Console and log in with your Proctor ID and password.
2. Instruct the examinee to log in and enter the same Test Activation ID and his or her date of birth. A message should display stating that recovery was successful.

**NOTE:** If the examinee has lost the Registration Ticket, another one can be printed from the Proctor Console.

3. Ensure that the examinee is seated and ready to continue the testing, and then click the Yes button to resume. The timer will begin immediately upon clicking this button if they were in the timed portion of the test.

4. When the Test Console opens, the examinee’s remaining time (within 15 seconds) at the moment the power failure occurred should still be available. It is recommended that the examinee click the Previous button to ensure that previous answers were saved.

After the recovery occurs and the examinee has completed the test, open the Proctor Console to ensure that the status is labeled Complete. For loss of Internet connection during the administration, restore the Internet, and then launch the Test Console.

**NOTE:** Use of an uninterruptible power supply, which will allow examinees to continue taking the MAT in the event of a power outage, is strongly recommended.

**Technical Issues**

**Technical Support**

For any questions regarding the MAT CBT, including the administration, scoring, or score reporting, contact MAT Customer Relations at the telephone or fax number or email address listed in the Contact Information section of this Manual.

For assistance using the MAT CBT, refer either to the online Help or the information provided in this Manual. For further assistance, call Pearson Technical Support at the following number:

**US and Canada:** 1-800-249-0659 (Monday–Friday, 7:00 a.m.–6:00 p.m. central time)

Pearson Technical Support hours are subject to change.
When calling, be at the computer with the application running and have the following information ready:

- A description of the hardware and software you are using (including any network software).
- A description of the problem and what you were doing when the problem occurred, and the exact wording of any error message you might have received.

Pearson Technical Support may be requested at the following email address:

eSupport@pearson.com

**NOTE:** For issues of a nontechnical nature (e.g., orders, product inquiries), contact MAT Customer Relations at MATScoring.services@pearson.com or 1-800-622-3231.

### Warning Messages and Recommended Solutions

Tables 3, 4, and 5 contain all of the warning messages you might encounter in the Test Console and Proctor Console applications, with their corresponding meanings and recommended solutions.

#### Table 3: Test Console: Installation and Activation Warning Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unable to log in: Log in failure: unknown User Name or bad Password.</td>
<td>This window appears if the currently logged in user attempts to run the setup under a different User ID, but provides invalid credentials for the new User ID.</td>
<td>Call your institution’s technical support to get the appropriate user rights for installing software.</td>
</tr>
<tr>
<td>You do not have sufficient privileges to complete the installation. Log in as administrator and then retry this installation.</td>
<td>This window appears if your User ID has insufficient privileges to install the application. You will not be able to complete the installation.</td>
<td>Call your institution’s technical support to get the appropriate user rights for installing software.</td>
</tr>
<tr>
<td>You may not install this application to the ROOT directory. Please choose another destination path.</td>
<td>This message appears when the selected target directory is the root directory (e.g., C:).</td>
<td>You must select another directory prior to continuing with the installation.</td>
</tr>
<tr>
<td>The path selected is not a valid path. Please choose another destination path.</td>
<td>This message appears when the selected target directory is not a valid path (e.g., does not exist or contains invalid characters).</td>
<td>You must select another path prior to continuing with the installation.</td>
</tr>
<tr>
<td>The target drive (C:) does not have sufficient disk space to install the application. The setup program will now terminate.</td>
<td>This message appears if the selected drive for installation does not have enough disk space to install the application. The installation will abort.</td>
<td>The minimum space required for a successful installation is 250 MB. You should either uninstall applications no longer in use or install the application to a different drive.</td>
</tr>
<tr>
<td>Message</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>User Name or Password not found or invalid. Please try again.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Required fields are invalid or missing. Please verify the information entered for the following fields: (missing/invalid information displays)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Proctor you are attempting to create already exists in the database.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An undetermined error has occurred. Please try again at a later date.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>This message appears when an invalid user name or password is entered when logging in to the system.</td>
</tr>
<tr>
<td>This message appears when information is missing while either creating a Proctor or registering an examinee.</td>
</tr>
<tr>
<td>This message appears when attempting to create a Proctor who is already in the database.</td>
</tr>
<tr>
<td>This message appears when any connectivity or web-based error has occurred.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check your user name and password to ensure that they are correct. If you are still unable to log in, contact the CTC Test Administrator.</td>
</tr>
<tr>
<td>The required fields must contain the correct information prior to saving the data to the database. Refer to the list of missing/invalid information and correct all items. After the information has been corrected, the data can be saved.</td>
</tr>
<tr>
<td>The system does not allow duplicate Proctor records. Check to ensure the Proctor you are attempting to create does not exist in the list.</td>
</tr>
<tr>
<td>Check to ensure that your connection to the Internet is active. If so, contact Pearson.</td>
</tr>
</tbody>
</table>
### Table 5: Test Console Warning Messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Meaning</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The User ID and/or Password could not be found. Please verify the information entered and try again.</td>
<td>This message appears when the <strong>Activate</strong> button is clicked on the Test Console Activation window and the User ID and/or password cannot be found in the database.</td>
<td>Check the CTC letter sent from Pearson to ensure that the correct user name and/or password are being entered. If you are entering the correct information, contact Pearson.</td>
</tr>
<tr>
<td>The User ID entered is not an administrator User ID. Please enter an administrator User ID and Password.</td>
<td>This message appears when the <strong>Activate</strong> button is clicked on the Test Console Activation window and the User ID is not associated with the Test Administrator.</td>
<td>Only Test Administrators can activate the Test Console. Ensure that you have administrator-level access. If you do not, contact the Test Administrator for activation.</td>
</tr>
<tr>
<td>The Site ID could not be found. Please verify the information entered and try again.</td>
<td>This message appears when the <strong>Activate</strong> button is clicked on the Test Console Activation window and the Site ID is not valid or does not exist.</td>
<td>Check the information sent by Pearson containing the Site ID to ensure it is being entered correctly. If so, contact Pearson.</td>
</tr>
<tr>
<td>Do you want to allow this exam to continue?</td>
<td>This message appears when <strong>&lt;CTRL&gt; + &lt;SHIFT&gt; + &lt;E&gt;</strong> is pressed from any window other than the Proctor Log In window.</td>
<td>Once the key combination is pressed, the timer is suspended. Click <strong>Continue</strong> to allow the examinee to finish the test or click <strong>Exit</strong> to close the test administration. Report any incidents using the <strong>Comments</strong> field in the Proctor Console.</td>
</tr>
<tr>
<td>Do you want to allow this exam to be scored?</td>
<td>This message appears when the <strong>Finish</strong> button is clicked on the Previous window.</td>
<td>Click the <strong>Process Score</strong> button to process the examinee’s score or click the <strong>Do Not Process This Score</strong> button to end the exam without processing any scores. In either scenario, the examinee data will still be sent to Pearson.</td>
</tr>
<tr>
<td>If you cancel now, you may not be entitled to a refund of your registration fees. Are you sure you wish to cancel?</td>
<td>This message displays when any <strong>Cancel</strong> button is clicked.</td>
<td>The examinee can click the <strong>Yes</strong> button to cancel the test or click the <strong>No</strong> button to continue. If he or she has been exposed to items on the test, he or she will not be able to retake the test using the same form. The Test Status for the examinee in the Proctor Console will display Canceled.</td>
</tr>
<tr>
<td>Internet connection is not available at this time. Please try again later.</td>
<td>This message appears if an Internet connection is not found when the Proctor clicks <strong>Log In</strong> on the Proctor Log In window or the examinee clicks <strong>Log In</strong> on the Log In window.</td>
<td>Click <strong>OK</strong> and then restore the Internet connection. You will not be able to administer the MAT until the Internet connection has been restored.</td>
</tr>
<tr>
<td>There was a problem connecting to the MAT server. Please try again later.</td>
<td>This message appears when you are unable to connect to the system, regardless of your Internet connection.</td>
<td>Check your Internet connection. If you can connect to the Internet, but continue to get this message, then call Pearson Technical Support to resolve this issue: 1-800-249-0659.</td>
</tr>
</tbody>
</table>
Appendix A: Alternative Testing Sites

Particular Guidelines for an Alternative Testing Site

There are no specific instructions for a Special Proctor administering the *Miller Analogies Test* (MAT) to candidates at an alternative testing site other than the instructions for standard administration presented in this Manual. Prior to administering the MAT, become familiar with the standard administration instructions. All standard procedures, including the security precautions, apply to alternative testing sites.

Establishing Testing Fees

Candidates pay the Alternative Testing Site Fee directly to Pearson. No portion of this fee is refundable. Any fee that is charged to candidates above the Alternative Testing Site Fee is entirely at the Alternative Test Administrator’s discretion and should be arranged with a candidate prior to the testing session.

Administering the MAT

All standard administration procedures, including validating the candidate’s identity and maintaining security, must be followed by a Special Proctor.

Pearson sincerely appreciates the cooperation of Alternative Test Administrators in maintaining the integrity of the MAT testing process and in administering the test to candidates who otherwise may not be able to take it.
Appendix B: Limited Warranty

Pearson warrants that each test offered is suitable, in accordance with applicable professional psychological standards, for use for its intended purpose, and will be manufactured in usable quantity.

Pearson makes no other warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose.

Replacement of materials, at Pearson’s sole option, constitutes the user’s sole and exclusive remedy in lieu of all remedies and actual, consequential, special, incidental, or other damages in connection with a test, any test materials, and any use or misuse thereof, and any scoring or other services related thereto.

Pearson will not, under any circumstances, be liable for the user’s expense for delays, for cost of substitute materials, or for possible lost income, grants, profits, or any other special or consequential damages that may result in using a test product.
Appendix C: CBT Test Materials
Checklist

Checklist for Computer-Based Administrations
Make sure you have all of the following materials on hand for computer-based testing:

___ 1. Scratch paper
___ 2. Pencils (for use with scratch paper)
___ 3. Registration Tickets (printed at the time of testing)
___ 4. Test Administration Manual