

COMPUTER BASED TESTING (CBT) DISRUPTION POLICY

AAACE and its computer-based testing provider (CBT) are committed to providing a comfortable and stable environment for our test takers. AAACE certification test takers can expect a secure test environment and high test standards (See [“COMPUTER BASED TESTING \(CBT\) DELIVERY and TESTING STANDARDS”](#)) when taking an AAACE CBT exam. Some situations are outside the control of either AAACE or the vendor. This policy provides guidance to the test taker to deal with technical issues should they occur while taking an AAACE International (AAACE) computer-based test (CBT).

Examples of unexpected events which may negatively affect your testing experience include power outages, servers crashing or test equipment e.g. monitor, CPU, or software malfunctions. Potential disruptions and related fixes include:

- **Computer keyboard keystrokes are limited, and internet access is disabled.** Do NOT attempt to access the internet or use common keystrokes e.g. CTRL+C, CTRL+V, CTRL+ALT+DEL, CTRL+X as these features are disabled during testing for security reasons. These actions will automatically shut off the computer. If this happens, notify the test center proctor immediately. They will reboot the computer and re-initiate your test. If you are taking your exam via online proctoring (OLP), it is important to report your issue directly to Kryterion using their [Live Chat](#) feature.
- **Test Equipment.** Report computer issues to the testing center proctor or OLP proctor for attention and corrective measures. Examples of test equipment problems include blurry screen resolution, difficulty navigation due to a sticky mouse, sluggish response time, “freezing up” or performing erratically. If you are taking your exam via OLP, it is important to report your issue to Kryterion directly through their [Live Chat](#) feature.
- **Power Outages.** If a power failure occurs while you are taking the exam, remain calm and do leave the test facility. CBT test responses including the memo are saved periodically throughout the test so the test center proctor and technical staff can recreate your exam including the memo once power is restored. If it is mutually determined, between the test center proctor and the test taker, that there is insufficient time to complete the test before the test center closes, both the test center and the test taker are responsible to immediately document and communicate the disruption and reason for not finishing the test to AAACE. If you are taking your exam via OLP, it is important to report your issue directly to Kryterion using their [Live Chat](#) feature.

If you experience an event notify the proctor immediately: Every effort will be made to prevent an examination disruption. However, in the event a disruption occurs, the testing center will promptly address and disposition the disruption to quickly allow you to resume your examination. It is always preferred that the test taker complete their test instead of attempting to reschedule which may or may not be approved and could cost the test taker to sit again. The testing center or OLP proctor reports all disruptions and examination issues to the vendor’s client services department which then provides a report to AAACE within 24 hours.

If you are not satisfied with the way your event was handled by the testing center: Report the disruption or issue related to your AAACE examination experience to Penny Whoolery, Manager, Certification (pwhoolery@aaacei.org or 304-296-8444, ext. 1104). Examination candidates can feel confident in knowing AAACE will advocate on their behalf, when warranted.

AAACE International, a member of the Institute of Credentialing Excellence and the Board of the Council of Engineering and Scientific Specialty Boards (CESB), adheres to credentialing associations’ best practices and standard. AAACEs CCP, CCT, CEP, CST, EVP and PSP Certification Programs are accredited through The Council of Engineering & Scientific Specialty Boards (CESB).