

LAST UPDATED DEC, 2025

---



# STACCC

## Examination Manual

STACCExams.COM

---

If you have any questions regarding information not covered here, please contact [info@staccexams.com](mailto:info@staccexams.com). Email is the **best way** to reach out to us. Please let us know what else needs to be added to this guide.

# Contents (Hyperlinked):

Title	Page
<a href="#">Exam Information</a>	3
<a href="#">Explainer Video Library</a>	4
<a href="#">Getting an Administrator Account</a>	5
<a href="#">Administrator Enrollment Dashboard Orientation</a>	8
<a href="#">Adding New Users to Your Organization</a>	9
<a href="#">Estimates and Quotes</a>	11
<a href="#">Ordering an Exam</a>	12
<a href="#">Administrator Enrollment Dashboard: Explained</a>	15
<a href="#">Administrator Enrollment Exam Page Orientation</a>	17
<a href="#">Accepting a New User Invitation</a>	21
<a href="#">Proctor Enrollment Dashboard Orientation</a>	23
<a href="#">Proctor Enrollment Dashboard: Explained</a>	24
<a href="#">Proctor Enrollment Exam Page Orientation</a>	26
<a href="#">Accommodations</a>	30
<a href="#">Retesting</a>	32
<a href="#">Review Materials</a>	33
<a href="#">Enrolling Students</a>	34
<a href="#">Student Enrollment Instructions</a>	36
<a href="#">Proctor and Testing Information</a>	39
<a href="#">Successful Testing Tips</a>	44
<a href="#">Student Testing Instructions</a>	45
<a href="#">Violations of Testing Integrity</a>	50
<a href="#">Data Policy and Processing Agreement</a>	52
<a href="#">STACC Security &amp; Integrity Agreement</a>	53

## Important Technology Information

Our tests are web-based. If a device has internet access - it can access the exam. Nothing needs to be downloaded. The IT department needs to make sure that students can access staccexams.com and staccexams.net websites as well as receive e-mail messages from @staccexams.com. Be sure these links are “*whitelisted*” for the exams to properly function.

*Note: Industry Recognized Credentials (IRCs) have the highest expectation of testing integrity. They cannot be accessed by anyone but the exam taker. No part of any IRC content may be documented, recorded, paraphrased, or in any way retained.*

# Important Exam Information

## Industry Recognized Credentials (IRC)

An Industry Recognized Credential is a certification or credential that is:

- Developed and issued by, or endorsed by, a nationally-recognized industry association or organization representing a particular field or industry.
- Sought or accepted by companies within the industry as a recognized, preferred, or required qualification for recruitment, screening, hiring, retention, or advancement purposes.
- Certify the certificate holder has specific skills and knowledge and can apply them in industry settings.

An Industry Recognized Credential is a certification or qualification that is valued and recognized by employers in a specific industry or field as indicating an individual has the necessary knowledge, skills, and competencies to perform successfully in that industry.

IRCs are **not required to comply** with educational testing requirements as they are not educational tests. IDEA, Section 504 and similar regulations do not apply to IRCs. IRCs may not be modified in any way.

***IRCs have the highest expectation of testing integrity. They cannot be accessed by anyone but the exam taker. No part of any IRC content may be noted, recorded, paraphrased, or in any way retained after the exam is completed.***

## Pretests

Pretests are used by some school systems as a way to document student achievement. They are usually taken the first week of the course or beginning of training and then compared to the regular test taken at the completion of the course or training. They are not designed to be practice exams. Passing a pretest does not earn certification.

To find approved **review materials** for a certification exam, go to <https://lapsen.org/credentials/> - scroll down and click on the credential to be reviewed. Then, scroll down and look for the section titled “**Support Materials.**” Review materials to prepare for testing can be found here.

## Two Section Exams

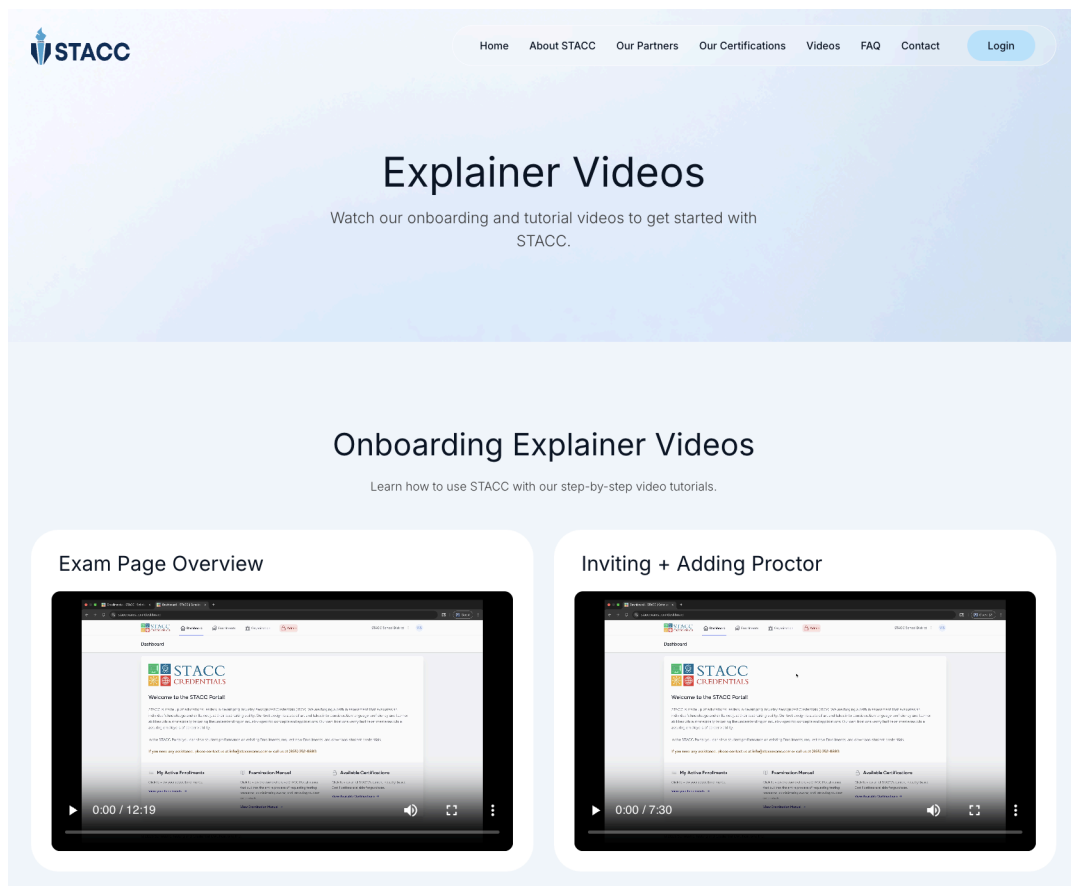
STACC offers the Certified Protection Officer (CPO), Basic Crime Scene Investigator (BCSI), and National Law Enforcement Certification (NLEC) broken into two independent sections. Once the first section is completed, students cannot return to access that section. At that point they are able to start the second section. The score is combined and reported as a complete score. Performance on either section does not qualify for a passing score. This option is provided to accommodate testing schedules with limited time periods and also students with accommodations.

# Explainer Video Library

If you prefer learning visually, we invite you to explore the STACC Explainer Video Library, available at <https://www.staccexams.com/videos>. This library features **narrated videos** that walk you through all major processes within the STACC platform.

The step-by-step visuals cover **key processes** such as Testing Administrator account registration, inviting and assigning proctors within your organization, and ordering exams, helping ensure a clear and efficient setup experience.

The STACC Explainer Video Library is regularly reviewed and updated to ensure all content remains accurate, relevant, and aligned with the latest platform enhancements.





# Getting an Administrator Account

A Testing Administrator (TA) is the person who can order exams, arrange payments, coordinate proctors and generally oversee testing. An organization can have [several](#) different TAs - but they should be limited to those who can approve ordering tests and create financial obligations. This might be a CTE office person, a bookkeeper or a lead teacher in larger districts. They will have [full access](#) to everything.

The term “proctor” refers to anyone else in the organization that will assist with testing or need access to results. They will have access to the exams as designated by the TA. This can be classroom teachers, paraprofessionals, or others who will help with testing or need access to the results.

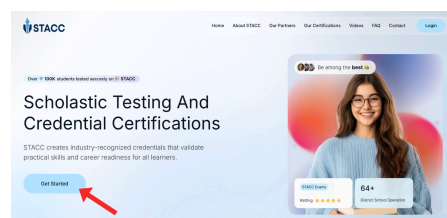
Please make sure your organization does not create multiple orders for the same testing requests. This can be controlled by limiting the number of TAs.

Only TAs will register with STACC directly. The TA will send invitations to proctors. Teachers should never sign up to be a TA unless approved by administration to purchase tests and assign access to student data.

## Step One

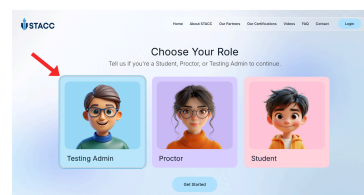
Go to [staccexams.com](https://staccexams.com) and click on the blue “Get Started” button.

**NOTE:** Be sure to type this URL in your browser’s address bar - not in the search box.



## Step Two

Select “Testing Admin” and click the blue “continue” button at the bottom of the section.



## Step Three

Enter your email address. Testing Administrators must use their school or district email address. Once you have typed your email address and verified that it is correct, click the blue “continue” button.

A screenshot of the STACC 'Enter Work/Employee Email' form. The form has a light blue background. At the top left is the STACC logo. To the right are navigation links: Home, About STACC, Our Partners, Our Certifications, Values, FAQ, Contact, and Login. The main content area has a heading 'Enter Work/Employee Email' and a subheading 'Admin must use your school or district email.' Below this is a text input field labeled 'Email' with the placeholder text 'John@workspace.com'. To the right of the input field is a blue button labeled 'Continue'.

**Critical** - you must make sure your school system will allow emails from STACC. This is called “whitelisting.” It is imperative that you check with your IT to make sure these websites and emails will come through your firewall.

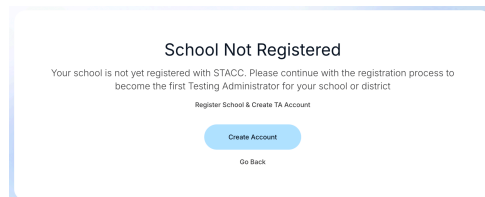
1. [staccexams.com](http://staccexams.com)
2. [staccexams.net](http://staccexams.net)

---

## Step Four

If your school is new to the STACC platform, you will receive a message stating that your school has not registered. Click the blue “**Create Account**” button to continue.

If your school already uses the STACC platform, you will receive a message stating that your school has already registered. Use the blue “**Request Support**” button if you believe this is an error.



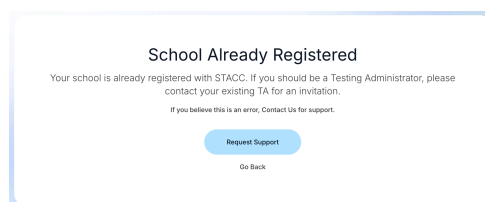
School Not Registered

Your school is not yet registered with STACC. Please continue with the registration process to become the first Testing Administrator for your school or district.

Register School & Create TA Account

Create Account

Go Back



School Already Registered

Your school is already registered with STACC. If you should be a Testing Administrator, please contact your existing TA for an invitation.

If you believe this is an error, Contact Us for support.

Request Support

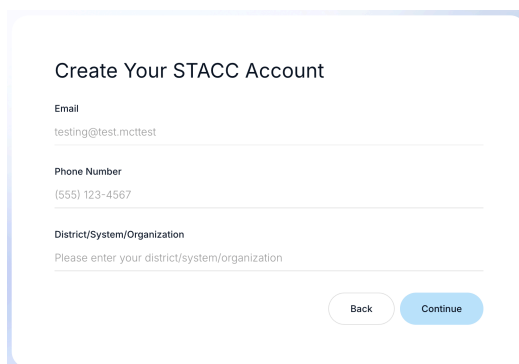
Go Back

---

## Step Five

**Phone Number:** Provide a phone number that leads directly to you, rather than a district or school front office number that requires we speak to a receptionist or use a directory.

**District/System/Organization:** Use the actual name of your organization - not abbreviations or nicknames. Ex: Fulton County Schools is often referred to as Fulton Schools - but would be entered as “Fulton County Schools.”



Create Your STACC Account

Email

testing@test.mcttest

Phone Number

(555) 123-4567

District/System/Organization

Please enter your district/system/organization

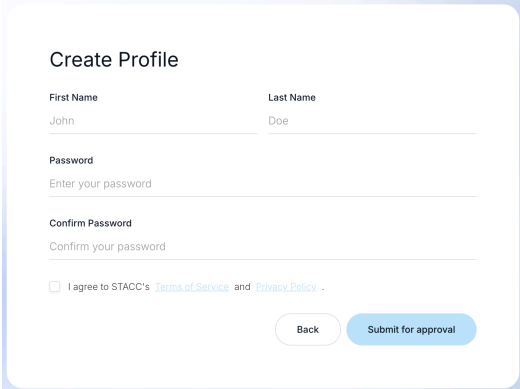
Back Continue

## Step Six

**Name:** Provide your first and last name.

**Password:** Choose your password. Passwords must be at least 8 characters long and include an uppercase letter, a lowercase letter, and a number or symbol.

Review the STACC Terms of Service and Privacy Policy documents linked in blue text. Then, **check the box** to the left of them stating that you agree.

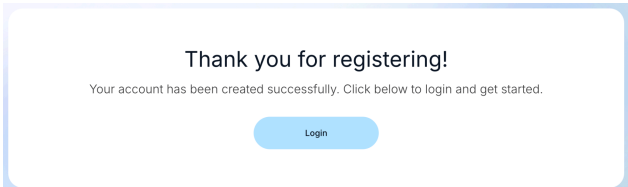
A screenshot of a 'Create Profile' form. It has two input fields for 'First Name' (containing 'John') and 'Last Name' (containing 'Doe'). Below these are two password fields labeled 'Password' and 'Confirm Password', both with the placeholder text 'Enter your password'. At the bottom, there is a checkbox followed by the text 'I agree to STACC's [Terms of Service](#) and [Privacy Policy](#)'. Two buttons are at the bottom right: a 'Back' button and a blue 'Submit for approval' button.

Click the blue “**Submit for approval**” button at the bottom right corner of the window.

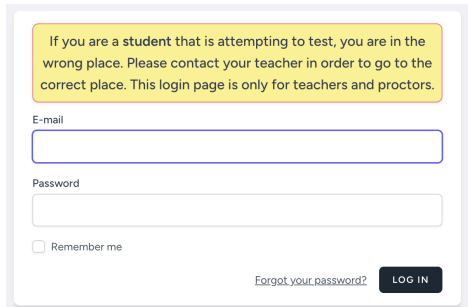
---

## Step Seven

You will receive a message saying that you’ve successfully registered. Click the blue “**Login**” button to continue.

A screenshot of a confirmation message box. It says 'Thank you for registering!' followed by 'Your account has been created successfully. Click below to login and get started.' Below the text is a single blue button labeled 'Login'.

After clicking the login button, you will be taken to the [staccexams.com/login](https://staccexams.com/login) page, where you can enter your e-mail address and password to log in.

A screenshot of a login page. At the top, a yellow warning box states: 'If you are a student that is attempting to test, you are in the wrong place. Please contact your teacher in order to go to the correct place. This login page is only for teachers and proctors.' Below this are two input fields for 'E-mail' and 'Password'. There is a checkbox labeled 'Remember me'. At the bottom right, there is a link 'Forgot your password?' and a dark blue button labeled 'LOG IN'.

# Administrator Enrollment Dashboard Orientation

## 1. Enrollments Tab

- Click on this tab to return to the Enrollment Dashboard (shown below)
- The Enrollment Dashboard (shown below) is the default page of the STACC platform.

## 2. Examination Manual

- Click on the “Exam. Manual” tab or the green “Examination Manual” button to quickly access this document.

## 3. Organization Tab

- Click on this tab to access your “Organization Settings” page.
- The “Organization Settings” page is used to change your organization’s name and add or remove users from your organization.

## 4. Manage Organization Tab

- Click on the name of your organization to reveal a dropdown menu with another button to access your “Organization Settings” page.

## 5. Account Management Icon

- Click the circular icon containing your initials to reveal a new dropdown menu with the options to access your “Profile Settings” page or “Log Out” of your account.
- The “Profile Settings” page can be used to change your profile photo, name, and email address, update your password, enable two-factor authentication, log out of all browser sessions, and delete your account.

All other Enrollment Dashboard features are explained in detail in the [Administrator Enrollment Dashboard: Explained](#) section (page 15).

The screenshot shows the STACC Administrator Enrollment Dashboard. At the top, there is a navigation bar with the STACC logo and four tabs: Enrollments (1), Exam. Manual (2), Organization (3), and a dropdown menu (4) containing STACC School District and a user profile icon (5). Below the navigation bar, the main header area includes the title 'Enrollment Dashboard' and a subtitle 'View and manage your Enrollments.' To the right of the header are two buttons: 'EXAMINATION MANUAL' (2) and 'NEW ENROLLMENT'. The dashboard features a summary section with five cards: 'Total Enrollments' (3), 'Active' (1), 'Expiring Soon' (0), 'Expired' (0), and 'Ended' (1). Below this is a search bar and filters for 'Hide Ended', 'All Statuses (3)', 'All Time', and 'Sort by Date'. The main content area displays a table of enrollments, showing two examples: 'Executed Enrollment Example' and 'Invoiced Enrollment Example'. The table has columns for Enrollment, Status, Dates, Users, Certs, Attempts, and Actions.

ENROLLMENT	STATUS	DATES	USERS	CERTS	ATTEMPTS	ACTIONS
Executed Enrollment Example ID: 410	Executed	October 14, 2025 October 14, 2026	0	3	0/60 0.0%	View
Invoiced Enrollment Example ID: 409	Invoiced	October 14, 2025 No expiration	0	3	N/A	View

# Adding New Users to Your Organization

To add new users to your organization, it is crucial that your organization can receive emails from STACC (Refer to to the top of page 6 on “whitelisting”).

You must first determine the user’s role:

- **Administrator** → user with full access and all permissions. Only administrators can order exams and invite/assign new users within the organization. Organizations should only have 1 administrator unless multiple are absolutely necessary.
- **Proctor/Teacher** → user who is able to access testing URLs, testing passwords, and student scoring and certificates. Proctor/Teachers must be granted enrollment access by the Testing Administrator.
- **Read-Only** → user who is only granted access to view student scoring and outcomes; created for use by county/district auditors.

Organization Settings

**Organization Name**

The organization's name and owner information.

Organization Admin

WS TA Full Name  
AdministratorEmail@domain.com

Organization Name

STACC School District

SAVE

**1**

**Add Organization Member**

Add a new member to your organization, allowing them to view and request Enrollments.

**2**

Please provide the e-mail address of the person you would like to add to this organization.

**3**

**Email**

**Role**

**Administrator**

Administrator users can purchase Enrollments and review student results, including invoices, notes, usage, usage limits, etc.

**Proctor/Teacher**

Proctors can view Enrollments and student results that are assigned to them, including invoices, notes, usage, usage limits, etc.

**Read-Only**

Read Only users can view Enrollments and student results for Enrollments they are assigned to, but not create or update anything, including invoices, notes, usage, usage limits, etc.

**4**

ADD

**5**

**Pending Team Invitations**

These people have been invited to your team and have been sent an invitation email. They may join the team by accepting the email invitation.

**6**

NewUserEmail@domain.com

CANCEL

**7**

**Organization Members**

All of the users that are apart of this organization.

**8**

WS Proctor #1 Name Proctor/Teacher Remove

WP Proctor #2 Name Proctor/Teacher Remove

From the Administrator Enrollment Dashboard (shown on page 8), click the “**Organization**” tab and you should see the page shown above.

**On this page:**

1. Look for the “Add Organization Member” section.
2. Enter the email address of the new user you would like to join your organization.
  - Double check that the email address and domain have been typed correctly. If your email invitation does not make it to the new user, the most common cause is a misspelled/invalid email address in this box.
3. Choose the new user’s role as “Administrator,” “Proctor/Teacher,” or “Read-Only.”
  - Reminder: most organizations should only have one Testing Administrator, and all other users should be listed as a “Proctor/Teacher.”
4. Once the steps above have been completed, click the black “Add” button to send the email invitation.
5. Once an invitation has been sent, a new section titled “Pending Team Invitations” will appear on the Organization Settings page.
  - This section allows you to see invitations that have been sent, but have not yet been accepted.
  - This section can be used to verify that an email address has been typed correctly if the new user cannot find the invitation in their email inbox or spam folder.
6. Press the red “Cancel” button if you would like to cancel the email invitation sent to the new user.
7. Once a new user has joined your organization, you can see the user’s name and role in the section titled “Organization Members.”
8. If you would like to remove a user from your organization, click the red “Remove” button on the same line as the user’s name and role.

# Estimates and Quotes

**Only testing administrators** should request estimates/quotes. Be sure anyone requesting estimates/quotes has coordinated with the others in their school/district to ensure requests are not duplicated.

To receive an estimate/quote for a certification exam/pretest, email [info@staccexams.com](mailto:info@staccexams.com) with the full name of the certification (**not** a course name like Public Safety I, Criminal Justice I, etc.) and the exact quantity of certification exam/pretest attempts you would like. The STACC team will then generate a quote and email it back to you.

If you are able to use an invoice as a quote and want a more automated process, please follow the steps highlighted in the “Ordering an Exam” section below. When a new enrollment request is placed (i.e., exams are ordered), our system will automatically generate an invoice for your exams, which can be accessed on your new enrollment’s exam page.

**Please Note:** Requesting an estimate/quote does not automatically request enrollment (order exams) on the STACC platform. Exams will still need to be ordered on the platform later.

# Ordering an Exam

“**Enrollments**” hold your certification exams and pretests. Only Testing Administrators can create new enrollments. In each enrollment, you will find URLs and passwords necessary for exam access, student scores and testing information, and certificates for students who successfully pass an exam.

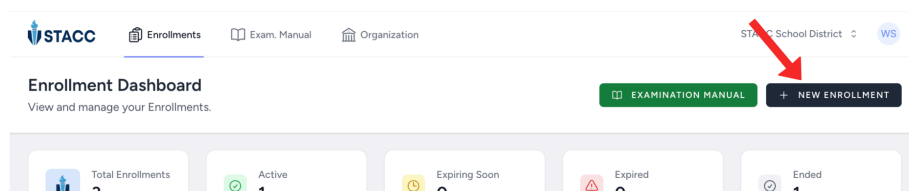
By default, a Testing Administrator will have access to all of your organization’s enrollments. On the other hand, proctors must be specifically assigned to enrollments to gain access.

We recommend that you **create a consistent format** for naming your enrollments. If you are ordering exams on a district level, we recommend including the name of the school in the enrollment name (ex: “Washburn School District - Shannon High School”). If you are ordering exams for one school only, we recommend including the name of the course or instructor in the enrollment name (ex: “Shannon High School - Public Safety I”).

Please do your best to not duplicate an enrollment request. If you do, please email [info@staccexams.com](mailto:info@staccexams.com) with the enrollment ID and invoice number for the duplicate enrollment that should be deleted.

To request a new enrollment (order exams), begin by navigating to the **Enrollment Dashboard** by either logging in to your account on [staccexams.com](https://staccexams.com), or using the “Enrollments” tab if you are already logged in. The Enrollment Dashboard is the default page you will see when you log in to your account.

Click the black “**New Enrollment**” button located in the top right corner of the Enrollment Dashboard.



On the next page, you will be prompted with an enrollment request wizard.

1. **Enrollment/School Name:** Provide the name you would like associated with your enrollment.
2. **Approximate Testing Dates:** Provide us with a date or range of dates you expect to administer the certification exams to your students. We do not lock you down to testing on these dates. Instead, we use this section to alert our support staff of high-volume testing weeks to ensure someone is available to assist you if needed.
3. Once you have filled these two boxes, hit the blue “**Next**” button in the bottom right corner of the window.

Details Certifications Users & Notes

This wizard allows you to request testing resources (an Enrollment) for your Organization, as well as invite Proctors/Admins to have access to the resources.

NOTE: An Invoice will be automatically generated when requesting testing resources using this wizard. If you or your District requires an **Estimate for a Purchase Order** prior to being issued an Invoice, please first contact us at [info@staccexams.com](mailto:info@staccexams.com) before using this form, so we can provide you with an Estimate.

Enrollment/School Name\*: This can be a school, teacher, class period, etc.

Enrollment/School Name

Approximate Testing Date(s):

Approximate Testing Date

NEXT



On the next page, you will select your certifications.

1. On the left side of the page under **“Certifications,”** click the black **“ADD”** button(s) next to the certification(s) you would like to include in this enrollment.
2. This will move the certifications to the **“Selected Certifications”** section on the right side of the page.
3. In the “Selected Certifications” section, you must then specify the quantity of each certification exam by typing a number in the **box** or utilizing the **-/+** buttons.
4. Once you have specified your certification quantities, you will see your **“Total Credits Requested”** at the bottom of the “Selected Certifications” section.
5. Once you have selected your certifications and specified their quantities, click the blue **“Next”** button in the bottom right corner of the window to continue.

The screenshot shows the 'Certifications' wizard. On the left, under 'Certifications', there is a list of available certifications with their respective costs and an 'ADD' button next to each. On the right, under 'Selected Certifications', there is a list of selected certifications with input boxes for quantity and a 'Total Credits Requested' summary at the bottom. Red numbered callouts indicate the steps: 1. Clicking the 'ADD' button; 2. The 'Selected Certifications' section; 3. Specifying the quantity; 4. Viewing the total credits; 5. Clicking the 'NEXT' button.

On the next page, you will assign existing users to the enrollment.

1. **Invited Users Section (optional):** If you have already invited additional users to join your organization and they have successfully created their accounts, you will see them listed here.
  - a. If you would like to add any of these existing users to this enrollment, providing them with URLs and passwords necessary for exam access, student scores and testing information, and certificates for students who successfully pass an exam, **select the box** containing their name. The user will then automatically gain access to the enrollment when the request is submitted.
  - b. By default, Administrators have access to all enrollments under an organization and do not need to be granted access on this page.
2. **Comments/Additional Information Section (optional):** This section can be utilized to provide information to your proctors or other admin, such as who will proctor the exams, which students will need special accommodations, etc. This box should **not** be used to

The screenshot shows the 'Users & Notes' section. It includes a list of 'Invited Users' with checkboxes for selection. Below this is a 'Comments/Additional Information' text area. Red numbered callouts indicate the steps: 1. Selecting a user; 2. Adding comments; 3. Clicking the 'SUBMIT REQUEST' button.

provide information to the STACC team, as we will not see this information unless we specifically access this individual enrollment.

3. Once you have finished assigning existing users and utilizing the comments/additional information box (optional), click the black “**Submit Request**” button in the bottom right corner of the window.

Once you have submitted your enrollment request, you will be prompted with one more window, which asks you to “**Confirm Enrollment Terms and Conditions.**” You must read each line, check the corresponding boxes, and click the blue “**Request Enrollment**” button in the lower right corner of the window to finalize your request.

**Confirm Enrollment Terms & Conditions**  
Please acknowledge each item below to proceed.

- ☐ All Enrollment requests **must be paid for or have an approved Purchase Order (PO)** prior to receiving testing URL(s).
- ☐ If more testing attempts are used than the number requested, remaining credits will be billed with an **Overage Invoice** at the end of the testing cycle.
- ☐ I have read and agree to the **Examination Manual**.
- ☐ I understand that I may need to **whitelist STACC's domains (staccexams.com and staccexams.net)** on our network and student e-mail system, which will likely involve coordinating with my IT department. If the domains are not whitelisted, there may be delays on testing day.

If you have any questions or concerns, please contact us at [info@staccexams.com](mailto:info@staccexams.com).

▲ Check each box to continue... CLOSE REQUEST ENROLLMENT

Now your requested enrollment will appear on your Enrollment Dashboard.

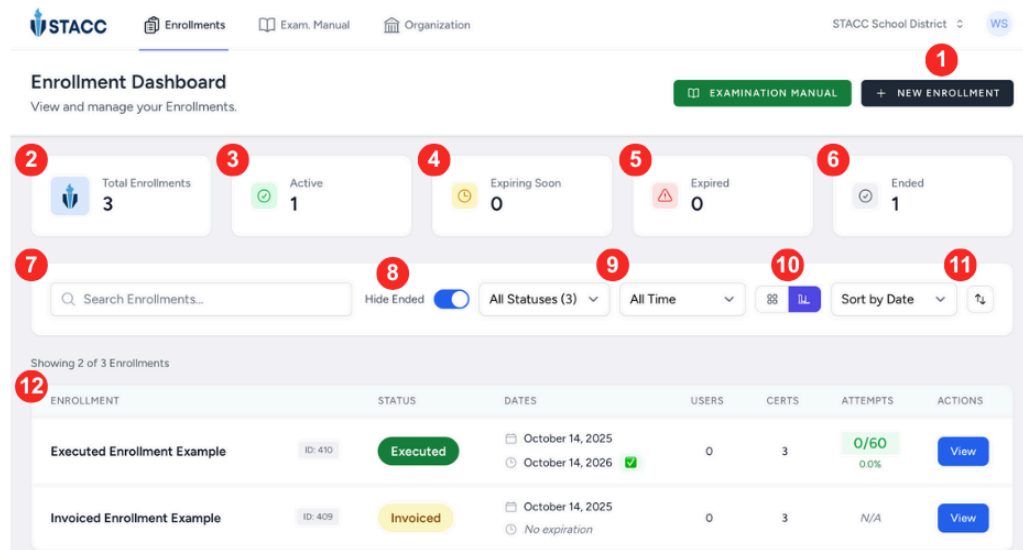
By default, all certification exams offered through STACC come with a regular timed link and a “**No Timer**” link. This “No Timer” exam version is provided for use with students needing **special accommodations**. Please see the [Accommodations](#) section (page 30) to review STACC’s policies regarding students needing special accommodations. The “No Timer” exam states there is a time limit, but that is for reference only - no timer will be activated.

Both exam links automatically allow for **three test attempts** to accommodate retesting. Please review the [Retesting](#) section (page 32) for details on our retesting policy and procedures. **All retest attempts cost the same as the initial exam attempt and count against your total purchased exam quantity.**

## Payment

- STACC can take credit card payments. There is a 3% credit card fee to cover the credit card processing expenses charged by the credit card company.
- Once we have a purchase order number, we can approve testing execution (activate the test).
- Checks should be made payable to STACC.
- For a copy of our W-9 [click here](#)

# Administrator Enrollment Dashboard: Explained



1. **“New Enrollment” Button:** Administrators can click this button to request a new enrollment (order exams)
2. **Total Enrollments:** Shows the total number of enrollments your organization has created on the STACC platform, regardless of academic year, enrollment status, or expiration.
3. **Active Enrollments:** Shows the total number of your enrollments that are in “Executed” status, meaning the exams have been activated and are available for use.
4. **Expiring Soon:** Shows the total number of your enrollments that will expire soon. Enrollments expire 365 days after the date of activation (the date they enter “Executed” status).
5. **Expired Enrollments:** Shows the total number of your enrollments that have expired, meaning more than 365 days have passed since they were activated (placed in “Executed” status).
6. **Ended Enrollments:** Shows the total number of your enrollments that have been placed in “Ended” status. Administrators should place all of their enrollments in “Ended” status at the end of each academic year once all testing is complete. This ensures that students are not able to access additional exams that could be utilized as “unused credits” for the following academic year.
7. **Enrollment Search Bar:** For systems with many enrollments to sort through, simply type the name of an enrollment in this bar for quicker access.
8. **“Hide Ended” Toggle:** Use this toggle switch to clean up your enrollment dashboard and hide enrollments that are in “Ended” status, which cannot be utilized for future testing.
9. **Enrollment Status and Time Filters:** Use these filters to display enrollments by status or a range of time that they were created.
  - **Invoiced Status** → an enrollment request has been placed, the enrollment has been created, and an invoice has been generated, but we have not received an

approved purchase order or payment to cover this enrollment. Enrollments in “Invoiced” status have not been activated and the exams they hold cannot be administered yet.

- **Executed Status** → an enrollment request has been placed, the enrollment has been created, an invoice has been generated, and we have received an approved purchase order or payment to cover this enrollment. Enrollments in “Executed” status have been activated and the exams they hold are ready to be administered.
- **Ended Status** → the “executed” enrollment was utilized for all testing, retesting, and makeups necessary for the academic year, and the testing administrator has used the “End Courses” button on their enrollment’s exam page to lock the enrollment and disable future use. Enrollments in “Ended” status can still be accessed to collect student scores and certificates, but the URLs and passwords used to access the exams have been disabled.

**10. Enrollment View:** Click the box on the left side of this area to see your enrollments as large icons. Click the box on the right side of this area to see your enrollments in a list format (as shown in Page 15 image).

**11. Date and Order Filters:** Use the box on the left to choose whether you want to sort your enrollments by date created, name, status, or expiration date. Use the small button with arrows to the right of this box to order them (i.e., oldest to newest or vice versa, alphabetically A-Z or Z-A, etc).

**12. Enrollment Overview Section:** This section (whether in icon or line format) provides an overview of each one of your enrollments. In this section, you can see an enrollment’s name, ID number, status, creation date, expiration date (only appears in executed status), the number of users that have access to the enrollment, the number of different certification exams the enrollment holds, and the number of attempts used and ordered (only appears in executed status).

- To access an enrollment’s Exam page, click anywhere on the enrollment icon or line, or utilize the blue “View” button.
- The enrollment’s Exam page shows all information about the enrollment and includes the URLs and passwords necessary for testing, as well as student scores and certificates.
- Further details on the Enrollment Exam page can be found in the [Administrator Enrollment Exam Page Orientation](#) section of this manual (page 17).

# Administrator Enrollment Exam Page Orientation

By clicking on an enrollment from your Enrollment Dashboard, you will open up a page that looks like this.

This page is known as the enrollment's **Exam Page**, and it includes all of the information you will need for testing.

In this example, the exam page is for an enrollment that's in "**Executed**" status, meaning the exams have been activated.

For enrollments in "**Invoiced**" or "**Ended**" status, you may not see all of the information shown in this example.

The screenshot shows the STACC Administrator Enrollment Exam Page. The page is titled "Executed Enrollment Example" and "STACC School District". The top navigation bar includes "STACC", "Enrollments", "Exam Manual", and "Organization". The user's name and email are displayed in the top right corner.

The page is divided into several sections:

- Enrollment Details:** This section provides key information about the enrollment, including the requested date (October 14, 2025), testing dates (December 8th-12th, 2025), and the expiration date (October 14, 2026). It also includes an "Enrollment Actions" section with an "END COURSES" button.
- Summary:** This section displays the total attempts (5), overall pass rate (0.0%), and current enrollment status (Executed).
- Exams:** This section lists the exams for the enrollment, including the exam name, password, and links to the exam page. The exams listed are:
  - #1853: Law and Public Safety Introductory Level Competency
  - #1855: National Basic 9-1-1 Dispatch Certification
  - #1857: National Law Enforcement Certification
- Invoices:** This section displays the associated invoices for the enrollment, including the invoice number and date.
- Organization Users:** This section displays the users who have access to the enrollment, including the user name, email, and phone number.
- Enrollment Notes:** This section displays the comments for the enrollment, including the note text and date.

Numbered callouts (1-14) are placed on the screenshot to highlight specific features and information.

Enrollment Exam Page:

- 1. Organization/Enrollment Name:** Displays the name of the enrollment on top, and the name of the organization just below that.
- 2. Testing Administrator Information:** Displays your Testing Administrator's name, email address, and phone number.
- 3. Enrollment Details:** This box shows the date the enrollment was requested (created), the approximate testing dates the Testing Administrator provided when they created the enrollment, and the expiration date (only shown for enrollments in "Executed" status).
- 4. End Courses Button:** At the end of the academic year, once all testing, retesting, and makeups have been completed, the Testing Administrator should click this button to place the enrollment in "**Ended**" status, locking further use and prohibiting students from continuing to access the exams.

5. **Total Attempts and Overall Pass Rate:** Shows the total number of exam attempts (across all certifications) that were requested in this enrollment, and the total number used as both a whole number and a percentage. Just below that, you can see how many of the students who tested have passed or failed their certification exams/pretests (as both a whole number and a percentage).
6. **Status:** Displays the status of the enrollment.
  - **Invoiced Status** → the enrollment has been created, an invoice has been generated, but we have not received payment or an approved purchase order. Your exams have not been activated and cannot be used.
  - **Executed Status** → we have received payment or a purchase order to cover the exams in your enrollment. Your exams have been activated and already to be used.
  - **Ended Status** → you have completed all testing, retesting, and makeups for the year, and you have used the “end courses” button. Your exam URLs have been deactivated and cannot be used or accessed. Scores and certificates can still be accessed.
7. **Certification Info:** Shows the name of the certification exam/pretest, as well as the exam ID number.
8. **Exam Password:** Shows the password your students will need in order to access their certification exams/pretests. This password should not be shared with students digitally, and should only be provided to them when they are prompted for it.
9. **Exam URLs:** URLs that students will access to take an exam. The top URL with the green icon is the regular timed version of the exam. The bottom URL with the red icon is the “no-timer” version of the exam, which is only to be used by students needing special accommodations. These URLs should be shared digitally to avoid spelling/typing errors that can hinder students from accessing the exam.
  - **IMPORTANT:** in your exam URL, you will see “<https://staccexams.com/l/...>” - the character after “.com/” is a lowercase L, not an uppercase letter i or number 1.
10. **Attempts:** Shows the total number of attempts that were purchased for each certification exam/pretest on the right side, and the total number of attempts that have been used on the left side. This “Attempts” icon will be **green** until you have used more attempts than were originally purchased, and then it will turn **red** to indicate an overage that must be paid.
11. **Grades Dropdown Menu:** Click these arrows to reveal the grades dropdown menu. This dropdown menu contains the name of your students, their attempt numbers, their score/outcome, the date and time of their attempt, and an option to download their certificate if they have passed. Use the “**Show Quiz Summary**” button to see a breakdown of performance by course standard. Use the “**Export Grades**” button to export a .csv file of the information on this page. Use the “**Export PDFs**” button to download all students’ certificates at once.

Student	Attempt	Outcome	Score	Attempted At	Certificate
1	1st	PASS	72%	05/12/2025 10:37AM	Download
2	1st	PASS	72%	05/12/2025 10:41AM	Download
3	1st	PASS	75%	05/12/2025 10:46AM	Download
4	1st	PASS	70%	05/12/2025 10:47AM	Download
5	1st	PASS	72%	05/12/2025 10:47AM	Download
6	1st	FAIL	64%	05/14/2025 10:59AM	
7	2nd	PASS	78%	06/02/2025 9:30AM	Download
8	1st	FAIL	56%	05/12/2025 10:40AM	
9	2nd	PASS	74%	05/13/2025 10:42AM	Download
10	1st	FAIL	64%	05/12/2025 10:52AM	
11	2nd	PASS	72%	05/13/2025 10:42AM	Download
12	1st	FAIL	67%	05/12/2025 10:44AM	
13	2nd	PASS	72%	05/13/2025 10:32AM	Download
14	1st	PASS	74%	05/12/2025 10:47AM	Download
15	1st	FAIL	64%	05/12/2025 11:29AM	
16	2nd	PASS	96%	05/13/2025 11:09AM	Download

- If a student is caught **cheating** during a certification exam, a report can be filed as soon as the exam attempt is submitted.
- By clicking the **yellow icon** to the right of the certificate download button, a window will open that allows you to describe the cheating incident and any measures that are being taken by your school, such as giving the student a score of 0%, contacting the student's parents, arranging for a discussion between the student and your principal, etc.
- Use the **"Submit Report"** button to automatically alert the STACC Administrative Team of the incident. We may reach out to you to gather some additional information.

- 12. Invoices Section:** Shows the invoice generated by this enrollment. Here you can find the enrollment's invoice number. Click the green **"PDF"** button to download the invoice as a PDF. Click the blue **"View"** button to view the invoice in your browser.
- 13. Organization Users Section:** Shows the proctors and secondary administrators that have joined your organization (users will not show up here if they have not accepted your invitation yet). To assign a user to this enrollment and give them access to the Exam Page, **check the box** next to their name and click the black **"Save Users"** button. Likewise, if you want to remove a user from accessing an enrollment, uncheck the box next to their name and click the black **"Save Users"** button again.
- 14. Enrollment Notes Section:** Use this section to make notes that are viewable by proctors and administrators that have access to this enrollment. Notes are private and only visible to your administrators, assigned proctors, and the STACC administrative team.

- To add a note:
  - Click the blue **"Add Note"** button.
  - Type your note in the new **"Note Content"** box that will appear.
  - Your note is public to administrators and proctors by default; check the box in the lower left corner of the window to make it private.
  - Click the new green **"Create Note"** button.



- Suggested uses:
  - Document testing irregularities.
  - List students who were absent on testing day.
  - List students who will need special accommodations.
  - List your schedule of testing.
  - Leave specific notes on testing.
- **Reminder:** This section should not be used to leave notes, comments, or questions for the STACC administrative team. We will not see these notes unless we specifically click on your individual enrollment. Instead, please direct all inquiries to [info@staccexams.com](mailto:info@staccexams.com).



# Accepting a New User Invitation

Administrators need to share this document with those they invite:

When your Testing Administrator invites you, you will get this in an email

You have been invited to join **STACC School District's** STACC Organization as a **Proctor**.

Please click the **Create Account** button below to create your account and join your STACC Organization. You will then be able to access Enrollments, Certificates, and other testing resources.

If you have any questions or run into any issues, please do not hesitate to reply to this e-mail and/or reach-out to your Testing Administrator.


Your Testing Administrator is TA's Name  
(TestingAdministratorsEmail@domain.com)

Thank you!

**Create Account**

Once you receive this email you will need to click “Create Account,” and then you will be taken to [staccexams.com](http://staccexams.com) and prompted to create your login credentials

1. **Your Name:** Enter your first and last name with correct capitalization. Double check your spelling before moving on.
2. **Phone Number:** Provide a phone number that leads directly to you, not to your school or district's main office where we must be redirected or listen to a directory menu.
3. **District/System/Organization:** This is the name of your district, system or organization, as chosen by your Testing Administrator. Proctors cannot change this name.
4. **E-mail Address:** This is the email address your Testing Administrator sent the proctor invitation to. You cannot change this email address. If the email address is incorrect or if you would like to use a different one, do not continue with registration and reach out to your Testing Administrator. Your Testing administrator will need to cancel the proctor invitation and resend it to the correct email address.



You have been invited to join the STACC School District STACC Organization in order to gain access to Organization's STACC Portal account.

Once you have registered, you will automatically be redirected to the STACC Portal where you can access your Enrollments, student Certificates, and other testing resources.

Your Name  
First Name  Last Name

Phone Number  
Phone Number

This should be a phone number that leads **directly to you**, and not your school's main phone number.

District/System/Organization

The field is pre-filled with the name of the Organization you are invited to join.

E-mail Address

The field is pre-filled with the e-mail address that you were invited with.

Password

Confirm Password

☐ I agree to STACC's [Terms of Service](#) and [Privacy Policy](#)

Already registered? [Login here.](#) **REGISTER**

5. **Password:** Choose a password that is at least 8 characters long and includes an uppercase letter, a lowercase letter, and a number or symbol. You must then re-type the password to confirm it.
6. **“I Agree” Checkbox:** Read through the STACC Terms of Service and Privacy Policy documents. Click the underlined text to open these documents in a new window for review. Once you have read through both documents, you must check the box on the left side of this line.

Once all information has been entered, double-checked, and you have read and agreed to the STACC Terms of Service and Privacy Policy, click the black **“Register”** button in the bottom right corner of the window to continue.

You will then be directed to a page where you will need to review the policies and agreements required to access the STACC platform and exams. These are available on the STACC website for reference. Once you have read the required policies and agreements, type your name in the box at the bottom and click the black **“Sign and Submit”** button

Before using the STACC Portal, you must review & sign the following Agreement.

Note: IRCs have the highest expectation of testing integrity. They cannot be accessed by anyone but the exam taker. No part of any IRC content may be documented, recorded, paraphrased, or in any way retained.

### General Testing Information

- How to get from enrollments to testing day from your enrollment email - [click here](#)
- Instructions on how to get a quote, order a test, or get an invoice - [click here](#)
- Directions on getting students enrolled - [click here](#)

### Rules, Regulations and Policies

Anyone involved in any way with testing needs to review and be familiar with these documents:

- [STACC Security & Integrity Agreement](#)
- [Accommodations to Examinations](#)
- [Proctor Requirements](#)

### Testing Coordinator

The testing coordinator is responsible for the facilitation and monitoring of the examination process. The paramount priority is the security of the assessments. Coordinators must also ensure that all participants follow all regulations and guidelines.

Proctor

Your account registration is now complete and you should see your Enrollment Dashboard.

You should then click on your **“Organization”** tab to verify which role you have been assigned:

- **Administrator:** If you were given this role, you will be tasked with ordering exams (requesting enrollments) and inviting/assigning additional users.
- **Proctor:** If you were given this role, you will only have access to the enrollments your Testing Administrator provides for you. You cannot order exams or invite/assign new users.

Most organizations should only have one administrator. If you believe you were assigned the wrong role, please contact your organization's Testing Administrator to request a role change.

# Proctor Enrollment Dashboard Orientation

## 1. Enrollments Tab

- Click on this tab to return to the Enrollment Dashboard (shown below)
- The Enrollment Dashboard (shown below) is the default page of the STACC platform.
- This page will not show any enrollments until your Testing Administrator has assigned you as a proctor for an enrollment.

## 2. Examination Manual

- Click on the “Exam. Manual” tab or the green “Examination Manual” button to quickly access this document.

## 3. Organization Tab

- Click on this tab to access your “Organization Settings” page.
- The “Organization Settings” page can be used to leave your organization.

## 4. Manage Organization Tab

- Click on the name of your organization to reveal a dropdown menu with another button to access your “Organization Settings” page.

## 5. Account Management Icon

- Click the circular icon containing your initials to reveal a new dropdown menu with the options to access your “Profile Settings” page or “Log Out” of your account.
- The “Profile Settings” page can be used to change your profile photo, name, and email address, update your password, enable two-factor authentication, log out of all browser sessions, and delete your account.

All other Enrollment Dashboard features are explained in detail in the [Proctor Enrollment Dashboard: Explained](#) section (page 24).

**STACC** 1 Enrollments 2 Exam. Manual 3 Organization STACC School District 4 WP 5

### Enrollment Dashboard

View and manage your Enrollments.

Total Enrollments  
2

Active  
1

Expiring Soon  
0

Expired  
0

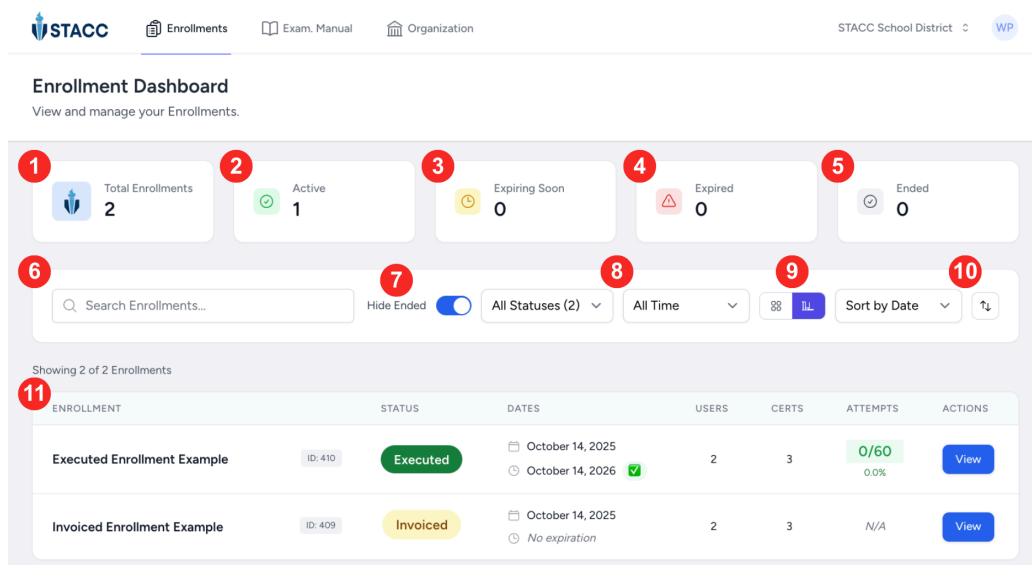
Ended  
0

Hide Ended ☒ All Statuses (2) All Time Sort by Date

Showing 2 of 2 Enrollments

ENROLLMENT	STATUS	DATES	USERS	CERTS	ATTEMPTS	ACTIONS
Executed Enrollment Example	ID: 410 Executed	October 14, 2025 October 14, 2026	2	3	0/60 0.0%	View
Invoiced Enrollment Example	ID: 409 Invoiced	October 14, 2025 No expiration	2	3	N/A	View

# Proctor Enrollment Dashboard: Explained



1. **Total Enrollments:** Shows the total number of enrollments your Testing Administrator has granted you access to.
2. **Active Enrollments:** Shows the total number of enrollments (accessible to you) that are in “Executed” status, meaning the exams have been activated and are available for use.
3. **Expiring Soon:** Shows the total number of enrollments (accessible to you) that will expire soon. Enrollments expire 365 days after the date of activation (the date they enter “Executed” status).
4. **Expired Enrollments:** Shows the total number of enrollments (accessible to you) that have expired, meaning more than 365 days have passed since they were activated (placed in “Executed” status).
5. **Ended Enrollments:** Shows the total number of enrollments (accessible to you) that have been placed in “Ended” status. Administrators should place all of your organization’s enrollments in “Ended” status at the end of each academic year once all testing is complete. This ensures that students are not able to access additional exams that could be utilized as “unused credits” for the following academic year.
6. **Enrollment Search Bar:** For systems with many enrollments to sort through, simply type the name of an enrollment in this bar for quicker access.
7. **“Hide Ended” Toggle:** Use this toggle switch to clean up your enrollment dashboard and hide enrollments that are in “Ended” status, which cannot be utilized for future testing.
8. **Enrollment Status and Time Filters:** Use these filters to display enrollments by status or a range of time that they were created.
  - **Invoiced Status** → an enrollment request has been placed, the enrollment has been created, and an invoice has been generated, but we have not received an approved purchase order or payment to cover this enrollment. Enrollments in “Invoiced” status have not been activated and the exams they hold cannot be administered yet.

- **Executed Status** → an enrollment request has been placed, the enrollment has been created, an invoice has been generated, and we have received an approved purchase order or payment to cover this enrollment. Enrollments in “Executed” status have been activated and the exams they hold are ready to be administered.
  - **Ended Status** → the “executed” enrollment was utilized for all testing, retesting, and makeups necessary for the academic year, and the testing administrator has used the “End Courses” button on their enrollment’s exam page to lock the enrollment and disable future use. Enrollments in “Ended” status can still be accessed to collect student scores and certificates, but the URLs and passwords used to access the exams have been disabled.
- 9. Enrollment View:** Click the box on the left side of this area to see your enrollments as large icons. Click the box on the right side of this area to see your enrollments in a list format (as shown in Page 24 image).
- 10. Date and Order Filters:** Use the box on the left to choose whether you want to sort your enrollments by date created, name, status, or expiration date. Use the small button with arrows to the right of this box to order them (i.e., oldest to newest or vice versa, alphabetically A-Z or Z-A, etc).
- 11. Enrollment Overview Section:** This section (whether in icon or line format) provides an overview of each enrollment you have been granted access to. In this section, you can see an enrollment’s name, ID number, status, creation date, expiration date (only appears in executed status), the number of users that have access to the enrollment, the number of different certification exams the enrollment holds, and the number of attempts used and ordered (only appears in executed status).
- To access an enrollment’s Exam page, click anywhere on the enrollment icon or line, or utilize the blue “View” button.
  - The enrollment’s Exam page shows all information about the enrollment and includes the URLs and passwords necessary for testing, as well as student scores and certificates.
  - Further details on the Enrollment Exam page can be found in the [Proctor Enrollment Exam Page Orientation](#) section of this manual (page 26).

# Proctor Enrollment Exam Page Orientation

By clicking on an enrollment from your Enrollment Dashboard, you will open up a page that looks like this.

This page is known as the enrollment's **Exam Page**, and it includes all of the information you will need for testing.

In this example, the exam page is for an enrollment that's in "**Executed**" status, meaning the exams have been activated.

For enrollments in "**Invoiced**" or "**Ended**" status, you may not see all of the information shown in this example.

The screenshot displays the STACC Enrollment Exam Page for an "Executed" enrollment. The page is titled "Executed Enrollment Example" and "STACC School District". It shows enrollment details for "Law and Public Safety Introductory Level Competency" and "National Basic 9-1-1 Dispatch Certification". The status is "Executed". The page includes sections for "Enrollment Details", "Enrollment Actions", "Invoices", "Organization Users", and "Enrollment Notes". Red numbered callouts (1-14) highlight specific features: 1. Organization/Enrollment Name, 2. Testing Administrator Information, 3. Enrollment Details, 4. End Courses Button, 5. Total Attempts, 6. Status, 7. Exam Title, 8. Password, 9. Exam Link, 10. Attempts, 11. Attempts dropdown, 12. Invoices, 13. Organization Users, 14. Enrollment Notes.

Enrollment Exam Page:

1. **Organization/Enrollment Name:** Displays the name of the enrollment on top, and the name of the organization just below that.
2. **Testing Administrator Information:** Displays your Testing Administrator's name, email address, and phone number.
3. **Enrollment Details:** This box shows the date the enrollment was requested (created), the approximate testing dates the Testing Administrator provided when they created the enrollment, and the expiration date (only shown for enrollments in "Executed" status).
4. **End Courses Button:** At the end of the academic year, once all testing, retesting, and makeups have been completed, the Testing Administrator should click this button to place the enrollment in "**Ended**" status, locking further use and prohibiting students from continuing to access the exams.

5. **Total Attempts and Overall Pass Rate:** Shows the total number of exam attempts (across all certifications) that were requested in this enrollment, and the total number used as both a whole number and a percentage. Just below that, you can see how many of the students who tested have passed or failed their certification exams/pretests (as both a whole number and a percentage).
6. **Status:** Displays the status of the enrollment.
  - **Invoiced Status** → the enrollment has been created, an invoice has been generated, but we have not received payment or an approved purchase order. Your exams have not been activated and cannot be used.
  - **Executed Status** → we have received payment or a purchase order to cover the exams in your enrollment. Your exams have been activated and already to be used.
  - **Ended Status** → you have completed all testing, retesting, and makeups for the year, and you have used the “end courses” button. Your exam URLs have been deactivated and cannot be used or accessed. Scores and certificates can still be accessed.
7. **Certification Info:** Shows the name of the certification exam/pretest, as well as the exam ID number.
8. **Exam Password:** Shows the password your students will need in order to access their certification exams/pretests. This password should not be shared with students digitally, and should only be provided to them when they are prompted for it.
9. **Exam URLs:** URLs that students will access to take an exam. The top URL with the green icon is the regular timed version of the exam. The bottom URL with the red icon is the “no-timer” version of the exam, which is only to be used by students needing special accommodations. These URLs should be shared digitally to avoid spelling/typing errors that can hinder students from accessing the exam.
  - **IMPORTANT:** in your exam URL, you will see “<https://staccexams.com/l/...>” - the character after “.com/” is a lowercase L, not an uppercase letter i or number 1.
10. **Attempts:** Shows the total number of attempts that were purchased for each certification exam/pretest on the right side, and the total number of attempts that have been used on the left side. This “Attempts” icon will be **green** until you have used more attempts than were originally purchased, and then it will turn **red** to indicate an overage that must be paid.
11. **Grades Dropdown Menu:** Click these arrows to reveal the grades dropdown menu. This dropdown menu contains the name of your students, their attempt numbers, their score/outcome, the date and time of their attempt, and an option to download their certificate if they have passed. Use the “**Show Quiz Summary**” button to see a breakdown of performance by course standard. Use the “**Export Grades**” button to export a .csv file of the information on this page. Use the “**Export PDFs**” button to download all students’ certificates at once.

Student	Attempt	Outcome	Attempted At	Certificate
1	1st	PASS 72%	05/12/2025 10:37AM	Download
2	1st	PASS 72%	05/12/2025 10:41AM	Download
3	1st	PASS 75%	05/12/2025 10:46AM	Download
4	1st	PASS 70%	05/12/2025 10:47AM	Download
5	1st	PASS 72%	05/12/2025 10:47AM	Download
6	1st	FAIL 64%	05/14/2025 10:59AM	
7	2nd	PASS 78%	06/02/2025 9:30AM	Download
8	1st	FAIL 56%	05/12/2025 10:40AM	
9	2nd	PASS 74%	05/13/2025 10:42AM	Download
10	1st	FAIL 64%	05/12/2025 10:52AM	
11	2nd	PASS 72%	05/13/2025 10:42AM	Download
12	1st	FAIL 67%	05/12/2025 10:44AM	
13	2nd	PASS 72%	05/13/2025 10:32AM	Download
14	1st	PASS 74%	05/12/2025 10:47AM	Download
15	1st	FAIL 64%	05/12/2025 11:29AM	
16	2nd	PASS 96%	05/13/2025 11:09AM	Download



- If a student is caught **cheating** during a certification exam, a report can be filed as soon as the exam attempt is submitted.
- By clicking the **yellow icon** to the right of the certificate download button, a window will open that allows you to describe the cheating incident and any measures that are being taken by your school, such as giving the student a score of 0%, contacting the student's parents, arranging for a discussion between the student and your principal, etc.
- Use the **"Submit Report"** button to automatically alert the STACC Administrative Team of the incident. We may reach out to you to gather some additional information.

- 12. Invoices Section:** Shows the invoice generated by this enrollment. Here you can find the enrollment's invoice number. Click the green **"PDF"** button to download the invoice as a PDF. Click the blue **"View"** button to view the invoice in your browser.
- 13. Organization Users Section:** Shows which proctors and secondary administrators have access to this enrollment (Reminder: Testing Administrators have access to ALL enrollments). This section has more functionality for Testing Administrators and can be used to add or remove users' access to an enrollment. Proctors are not able to grant access to enrollments, so you will only see the other users who have been granted access here.
- 14. Enrollment Notes Section:** Use this section to make notes that are viewable by proctors and administrators that have access to this enrollment. Notes are private and only visible to your administrators, assigned proctors, and the STACC administrative team.

- To add a note:
  - Click the blue **"Add Note"** button.
  - Type your note in the new **"Note Content"** box that will appear.
  - Your note is public to administrators and proctors by default; check the box in the lower left corner of the window to make it private.
  - Click the new green **"Create Note"** button.



- Suggested uses:
  - Document testing irregularities.
  - List students who were absent on testing day.
  - List students who will need special accommodations.
  - List your schedule of testing.
  - Leave specific notes on testing.
- **Reminder:** This section should not be used to leave notes, comments, or questions for the STACC administrative team. We will not see these notes unless we specifically click on your individual enrollment. Instead, please direct all inquiries to [info@staccexams.com](mailto:info@staccexams.com).

# Accommodations

All assessments offered by STACC are Industry Recognized Credentials (IRCs). IRCs are required to be standardized as much as possible. An IRC conveys to industry that the certificate holder can perform skills sets and reference specific knowledge on demand. IRCs do not fall under IDEA mandates. However, certification agencies work with STACC to support certain accommodations that are deemed appropriate.

Presently all IRCs offered by STACC are offered only in English.

Student specific information is not required to be shared with STACC. As part of the STACC exam site agreement, the designated proctor is responsible for verifying the accommodations requested as well as compliance with STACC guidelines dictated here and in all other exam site guidelines.

Any accommodations provided by a school, organization, district, or charter may only be offered to students in compliance with formalized education plans (e.g. Individualized Education Plans, 504 Plan, etc.).

All responsibility and accountability for any accommodation lay with the school, organization, district, or charter providing the exam.

Accommodations not listed below are most likely not able to be facilitated. Any questions regarding accommodations can be directed to [info@staccexams.com](mailto:info@staccexams.com) at least 30 calendar days prior to testing.

All exams are only offered online. All exam proctoring must strictly follow STACC proctor guidelines unless otherwise specified below.

## Extended Time

A link to a non-timed exam is created in each Enrollment. It is the responsibility of the testing site to maintain proper exam times. For example, if an exam is 60 minutes and a student has 1.5 time extension, the proctor must enforce the cut off at 90 minutes. The exam will state there is a time limit - but that is for reference only, no timer is activated.

## Multiple Sessions

Exams may be offered in two sessions by request. The exam is split into two equally weighted parts and offered in two separate sessions. Students would not be able to access the first session once they complete that session. Such requests should be sent to [info@staccexams.com](mailto:info@staccexams.com) at least 30 calendar days prior to testing.

## Visual Assistance

All images may be “right clicked” on and opened in a new window to be enlarged. Proctors and facilitators must be sure to close opened windows after each question.

## Readers

A reader facilitator may be assigned to read content to an exam taker for those identified in a formal education plan identified as needing such. A non-timed exam link may be used to accommodate this support. This accommodation must be offered individually in a private setting apart from any other test takers. Each test is randomized, creating a unique exam order which requires one reader per student receiving reader support.

Course instructors, content instructors, and instructors for subjects covered on the pretests and certification exams are strictly prohibited from acting as a reader facilitator. Reader facilitators who do not adhere to this guideline will be found guilty of testing integrity violation.

## Note:

Under no circumstances can any distractors be eliminated.

It is prohibited to assist a student in a way that hints at an answer, clarify industry related vocabulary or assist above and beyond the stipulations above. The proctor must strictly adhere to these guidelines.

**No part** of an exam or pretest can be compiled, recorded, paraphrased or otherwise retained for any reason including but not limited to preparing students with special needs, at-risk students, struggling learners or any other designation.

# Retesting

## Failures & Retest

Overall retest/remediation policy:

If a student fails their first attempt they may retest up to two more times provided the school follows the protocols listed below. Schools may be more restrictive, allowing less (or no) retests, if they choose. It is **expected** that schools will work with students to prepare and remediate them for the test – not simply take the test again.

- First Retest – May be taken as early as the next school day. Schools may wait longer if they prefer. Students should be provided a review with the instructor prior to retest. The cost to retest is the same as the regular test price.
- Second Retest – Should the student fail the second attempt, the student must wait at least *one calendar week* before testing again. Schools may wait longer if they prefer. It is imperative that the school works with the student to ensure the student understands the material and is prepared. The cost to retest is the same as the regular test price.
- Third Failure – If a student fails the third attempt, the student cannot test again without retaking the course.

All efforts should be made to prepare students to pass on their first attempt.

Retesting is allowed as it is assumed the school and teacher are addressing the shortcomings the student has in preparation for the exam. Serious effort to remediate the student is **expected**.

The use of previous exam or pretest questions as review materials for retesting is strictly prohibited and will result in a violation of testing integrity. Information on approved review materials can be found on page 33 of this manual.

# Review Materials

All STACC exams have review materials. Exam standards identify the origin of the test content. Standards can help schools align instruction to ensure proper preparation and coverage. Review sheets or worksheets may be available for exams as well. **Under no circumstances should anyone review an exam or pretest, or retain information from an exam or pretest to create review guides, study materials or anything similar. Inadherence to this guideline will result in a violation of testing integrity.**

To find review materials:

1. Go to <https://lapsen.org/credentials/>
2. Scroll down and click on the credential to be reviewed
3. On the bottom of the page, standards and competencies are listed
4. In the “Support Materials” section you will find a link to the available review materials

## Preparing Students for Testing

In collaboration with LAPSEN, Mr. Josh Clark, a former 10-year high school Law and Public Safety Instructor and current Assistant Principal in North Carolina, has produced a short video covering strategies to prepare your students for credential testing and increase their likelihood of success.

In this short video, Mr. Clark shares lessons learned during his extensive research in the areas of classroom management, instructional and review strategies, and the use of support materials and AI to enhance your students' learning experience and testing outcome.

### Video Link:

<https://www.youtube.com/watch?v=cevRYFEDx3Y>

In addition to this video, Mr. Clark produced a toolkit for Law and Justice students to prepare for the National Law Enforcement Certification (NLEC) exam. While this toolkit is tailored to the NLEC, it includes numerous strategies and tips that apply to all certification exams.

### Toolkit Document:

<https://docs.google.com/document/d/14KPAItU6OQ8RhVdFCJXqLRg6lyttBv7ZejYkQ3t2qvA/co py>

# Enrolling Students

At least a week prior to testing we recommend that you have the students get their STACC accounts. You can have them enroll as early as the first week of school. Also have them login with their login information a few days before the exam.

## Emails

Students must register with an email if at all possible. Many of the certifications they are testing for are actual industry certifications and they will need access to these certificates when they enter the career field. The email must be confirmed - meaning students will need to check their email to complete the process. Students will need email access the day of the test - if at all possible - to get their results and later to access copies of their certifications.

Their test registration is also registration with the credentialing body for industry certification. The credentialing body needs to be able to verify the student's certification. Triple check to make sure they use their **real names** with proper **punctuation** and **capitalization**.

Emails will serve as their user name.

**Does your school allow your students to access their personal emails?** Ideally students should use their email to be able to easily access copies of their certificates in the future.

**If yes - start the Student Enrollment Instructions below.**

**If your school does not allow students to access their personal emails** - are they allowed to get emails from outside the school network on their school emails?

**If yes - Student Enrollment Instructions below.**

- Ask your IT department to "whitelist" [staccexams.com](http://staccexams.com) and [staccexams.net](http://staccexams.net) - both as web links and emails that originate from those links.

**If your school does not allow students to access their personal emails nor allows them to receive emails from outside the school network,** things get complicated. Choose one of these solutions:

- Work with your IT/tech support in your school to find a solution. Sometimes account settings can be changed temporarily. Ideally, students need access to their personal emails.
- Have students sign up for their accounts using their personal email at home, using cellular data, or on another network.
- Worst case scenario - STACC will have to manually enter your students.
  - Open this [spreadsheet](#)
  - Click on "File" and "Make a Copy"
  - For the name of the file use this format: school-proctor last name-test name-year
  - Complete the information very carefully
  - You will have to create fake emails

- Fake email format (studentsfullname@testscert.com) with no spaces
  - Example [charlesthomassmith@staccexams.com](mailto:charlesthomassmith@staccexams.com)
  - There **can only be** letters and numbers for usernames or emails
- Send the file to [info@staccexams.com](mailto:info@staccexams.com) at least **7 school days** before the testing date with the email subject "Manual Student Enrollment"
- You will be notified when your students are loaded.
- **Once you receive notice - have students log in to check their access. This step is imperative!**

# Student Enrollment Instructions

You may wish to print copies of this for the students to reference.

It is important that you make sure all information is correct - spelling, capitalization, and such. What you enter when you enroll is what will be on your certificates and records. The certification you are taking is an industry recognized credential. You may need to get a copy of this for future employment opportunities.

## Email

Ideally you need to use your personal email address. It should be an email address you check. Your proctor (the person overseeing the testing) will give you more information on this.

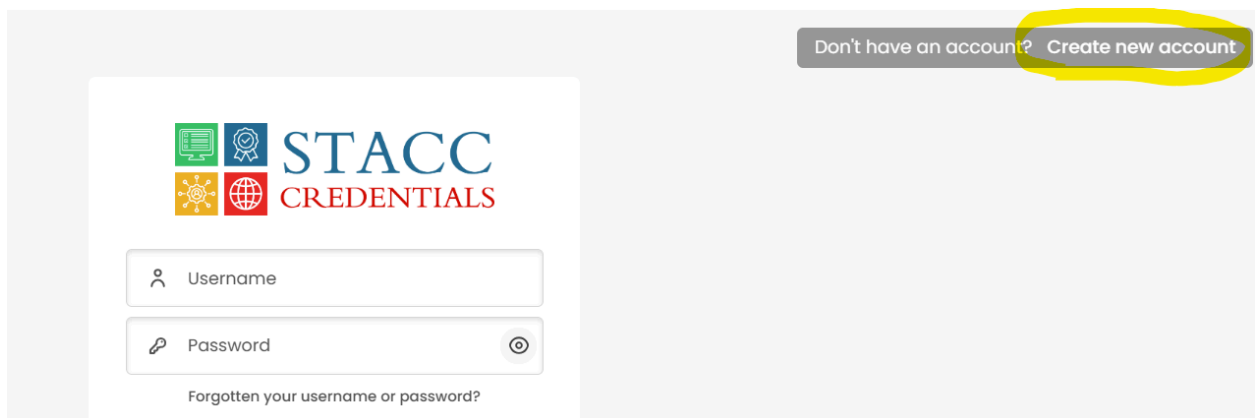
### Getting Your Account

- Go to - [staccexams.net](https://staccexams.net) (MAKE SURE TO USE THE .NET PLATFORM, **NOT** .COM)
- Click on on “Log in” on top right of screen



**Welcome to STACC!**

- You will need to create an account. Look at top right of screen for:






- **Use your email address** for your Username. Check with your teacher to see if you should use your school email or your personal email
- Make sure your email box is not full! Delete enough emails to get a confirmation email.



Username 

- When creating your password - follow the guidelines
- WRITE DOWN YOUR PASSWORD!
- If you are allowed - create a new contact on your phone named "Test STACC" and enter your username and password for future reference.

The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 special character(s) such as \*, -, or #

Password 

- Enter the email address your instructor told you to use. It should be the same as your username. Did you clear out enough of your inbox to get emails?

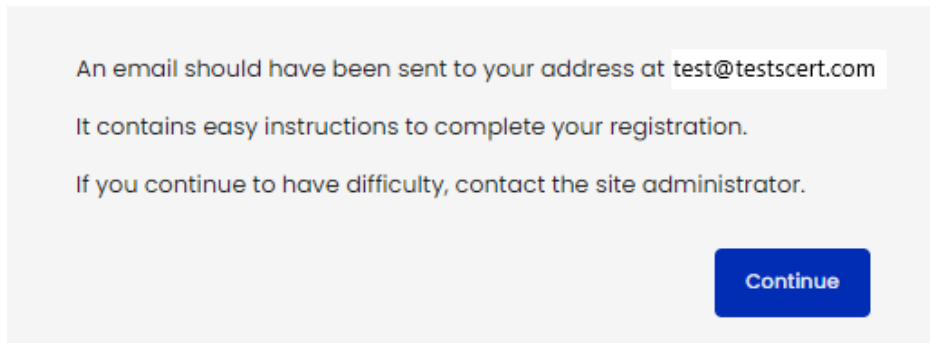
Email address 

- It is **critical** you enter your **real** name correctly as it will appear on your certificate and all records. Capitalize the first letter of your first name and last name.

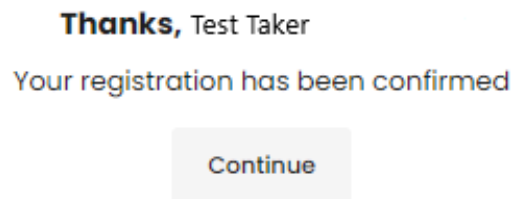
First name 

Last name 

- Double check your entries
- Your proctor/teacher should check your entries before you do anything else.
- Don't click "Create my new account" until your proctor tells you.
- You should see:



- The next step will be to confirm your email address. You will need to go to your inbox and finish the process.
- Note - sometimes the email may be sent to your junk/spam folder. Check there if your email does not appear in your inbox.
- Once you click on the link in your email you should see:



- Return to staccexams.net to verify you are enrolled.
- Log out - Look at the top right and you will see your initials with a dropdown arrow. Then log in again to make sure your account is ready to go

If you are allowed, keep your login information and password on your phone. Create a contact for "Test STACC" and save the username and password there. You will need it to log in in the future.

If something was saved wrong, like your name, let your proctor know. They can contact STACC to get the error corrected.

# Proctor and Testing Information

Thank you for taking on the role of proctor or program administrator for STACC certification services. Your involvement is crucial to ensuring that the testing process runs smoothly for all test takers at your location. As a proctor or administrator, you will oversee the exams and address any issues that may arise. Should you encounter any problems, STACC support is available to assist.

**Key Notice:** By utilizing STACC certification services and administering exams, you are agreeing to the terms outlined in the Examination Manual. Please note that for security purposes, all actions within the STACC certification services may be tracked and recorded.

We aim to provide top-notch, industry-recognized certifications that genuinely reflect a test taker's skills and knowledge.

## Protecting Access:

Accessing STACC certification services implies your acknowledgment that all content is proprietary and copyrighted. Access is restricted to authorized individuals only. Under federal copyright law, it is illegal to copy, reproduce, record, display, or distribute any content without explicit written permission from STACC. Breaching these terms can result in criminal penalties, including imprisonment and fines.

You are prohibited from creating or using student accounts to access exam content. Additionally, you must not share your login credentials with others. Only authorized proctors or administrators should access the website and manage assessments.

STACC reserves the right to verify your identity as a proctor, request additional proof of eligibility, or deny access if needed. You are responsible for protecting all personal information accessed through STACC systems, including IDs, usernames, passwords, assessment information, reports, and test taker results. If you have printed copies of this information, they must be securely stored and not accessible to unauthorized individuals.

Assessment information should not be disclosed unless necessary for administering the tests. **Proctors should never read, retain, or review exam or pretest questions and are prohibited from using these questions as review material, exam prep, or in creating further course content.** If you encounter cheating or any unauthorized behavior, separate the student from their device and document everything possible, including screenshots. Report the incident immediately to your testing administrator and follow the [Test Integrity Breach](#) protocols.

## Proctoring Guidelines:

Ensure the identity of each test taker is verified and that only eligible individuals take the exam. Review the test administration training materials thoroughly and seek additional training if

necessary before proctoring. Make sure the correct exam code is provided to the appropriate test takers.

As a proctor, it's essential to be **constantly** physically present with the test takers you are overseeing. Monitor their actions by moving around the testing area to ensure there is no improper behavior.

## Who May Proctor

All state and local policies, rules and regulations regarding testing must be followed. The content teacher is any teacher who currently teaches, or possibly in the near future will teach, the course(s) for which the exam is being administered. It is *preferred* Content Teachers not be a part of the administration of the exams. Ultimately STACC will defer to the local entity in allowing content teachers to proctor. Content teachers should not have access to the exam links or materials until just prior to the testing period. **Content teachers and proctors are strictly prohibited from accessing exam or pretest materials as a means of preparing students for the exam or pretest. Any content teacher found to be doing so is in direct violation of testing integrity.**

## Testing Rules:

### 1. Pre-Test Preparation

- **Testing Environment:**
  - Ensure the testing room is quiet, well-lit, and free from distractions.
  - Arrange computers with sufficient space between them to minimize the risk of students viewing each other's screens.
  - Clearly mark the testing area with signage indicating that it is a quiet zone.
- **Computer and Software Setup:**
  - Restart all computers
  - Ensure all computers are fully charged or connected to a power source and have access to a reliable internet connection if required.
- **Materials and Supplies:**
  - Have spare equipment or devices on hand in case of technical difficulties.
- **Seating Arrangement:**
  - Assign seats to students or arrange seating to prevent collaboration or screen sharing.
  - Consider using privacy screens or partitions between computers if available.
- **Accommodations**
  - Refer to the [Accommodations](#) page for details.

### 2. Check-In and Test Administration

- **Check-In Process:**

- Verify each student's identity with a school ID or another form of identification before they are seated. If the proctor is familiar with students, this step can be waived.
- Instruct students to leave personal belongings, including phones, smartwatches, and bags, in a designated area away from the testing stations.
- Remind students to use the restroom before the test starts, as leaving the room during the test should not be allowed.
- **Test Instructions:**
  - Clearly communicate test rules and time limits.
  - Provide instructions on how to navigate the test software, including how to submit the test upon completion. Refer to the scripts for details.
  - Unauthorized computer programs must not be accessed during the testing session.
  - Ensure students understand the procedure for reporting technical issues during the test.
- **Proctor Responsibilities:**
  - Proctors should actively monitor the testing room by walking around and observing students' screens.
  - Pay attention to any signs of cheating, such as unusual eye movements, whispering, or attempts to access unauthorized resources.
  - Be ready to assist students with any technical difficulties or questions about the test process.

### 3. During the Test

- **Behavior Expectations:**
  - Students must work independently, without communicating with others or using unauthorized devices or materials.
  - No assistance should be given regarding exam content.
  - If a student needs technical assistance, they should raise their hand, and the proctor will approach them quietly.
  - Students are not allowed to leave the testing area except in emergencies. In such cases, a proctor or staff member must accompany them.
  - If you have an issue where a student must stop the test (emergency, illness, etc.) have them close out of the web browser and shut down their computer. Verify the computer was shut down. Only do this in an emergency. Email [info@staccexams.com](mailto:info@staccexams.com) with a detailed explanation and the name of the student(s) and we will review the exam.
- **Monitoring:**
  - Proctors should regularly walk around the room, checking that students are focused on their screens and not engaging in suspicious activities.
  - Use monitoring software, if available, to track student activity on the computers and prevent access to unauthorized content.
- **Handling Technical Issues:**

- If a student encounters a technical problem, the proctor should promptly assist or escalate the issue to IT support if necessary.
- If a technical issue significantly disrupts the test, the proctor should document the incident and report it to school administrators. Email [info@staccexams.com](mailto:info@staccexams.com) with a detailed explanation and the name of the student(s) and we will review the exam.
- If you have some brief issue (computer error, power outage, etc.) have the exam taker log back in, go back into the exam page and page into the test. They should be able to pick up from where they left off.

#### 4. Test Completion and Submission

- **Submission Process:**

- Instruct students to submit their tests through the online platform once they have completed the exam.
- Ensure that all students have successfully submitted their tests before allowing them to leave the room.
- Proctors should verify that each student has logged out of the testing platform, closed all applications, and shut down or restarted their device before leaving the testing station.

- **Final Checks:**

- Double-check that all test submissions have been received and that no unauthorized materials were used.
- Secure any physical materials (e.g., scratch paper) and ensure they are properly stored or disposed of according to school policies.
- Review the STACC website for retake policies and procedures. The earliest retest option is one day after initial testing.

- **End Testing:**

- Once you are done with testing, retakes and make ups - click the “End Courses” button on the Exam Page. This will finalize testing and open the certifications for distribution.

#### 5. Academic Integrity

- **Cheating Policies:**

- STACC tests are industry recognized certifications. The strictest of testing integrity must be enforced.
- Clearly communicate the consequences of cheating before the test begins, including possible test invalidation, disciplinary action, or a failing grade.
- Any suspected cheating or rule violations should be documented immediately and reported to the appropriate school authorities.
- Any access of exam or pretest material by content teachers or proctors as a means to prepare students for the exam or pretest is considered cheating, and will result in a testing integrity violation.

- Review the [Test Integrity Breach](#) page for details on how to report the incident.

## Failures & Retest

Overall retest/remediation policy: If a student fails their first attempt they may retest up to two more times provided the school follows the protocols listed below. Schools may be more restrictive, allowing less (or no) retests, if they choose. It is expected schools will work with students and prepare them for the test – not simply take the test again.

**\*The use of exam or pretest questions/materials as a means of preparing students for a retest attempt is strictly prohibited and in direct violation of the STACC Security and Integrity Agreement.**

- ➔ First Retest – May be taken as early as the next school day. Schools may wait longer if they prefer. Students should be provided a review with the instructor prior to retesting. The cost to retest is the same as the regular test price.
- ➔ Second Retest – Should the student fail the second attempt, the student must wait at least one calendar week before testing again. Schools may wait longer if they prefer. It is imperative that the school works with the student to ensure the student understands the material and is prepared. The cost to retest is the same as the regular test price.
- ➔ Third Failure – If a student fails the third testing, the student cannot test again without retaking the course.

## Testing Environment

You are responsible for providing a testing environment that meets STACC's system requirements. The environment should be quiet, free from distractions, functional for all test takers, and in compliance with local safety, health, and accessibility standards. Ensure that each test taker is treated equally and fairly.

# Successful Testing Tips

- Have students register for their accounts early - **at least a week** before testing. They can sign up as early as the first week of classes. It costs nothing.
- Double check their names (capital letters, spelling, etc.) as well as their user names before they submit their registration. Name changes/edits take up to **60** days.
- Have students write down their usernames and passwords on a sheet the proctor keeps and store them on their phones in contacts (under "Test"). They will use them for all testing related to the pathway. Have students write their username and password on an **index card** to reference on testing day.
- Have students log in the day before testing to check their access.
- Password issues? The reset password option is on the log in screen.
- Have proctors dry run through the exam process at least 3 school days before testing. Opening the exam in a dry run does not count against the exam use total.
- Remind students to charge their devices and have a plan for those whose devices are not charged.



# Student Testing Instructions

*A downloadable version that can be edited is available - [click here](#).*

*You may wish to print copies of this for students to reference.*

Today you will take the (fill in name of certification):

For (course name):

Do not move ahead or do anything else unless you have been directed to do so by the proctor.

Please do not use your device until your proctor tells you to do so. Your device should be shut down. Your device may be plugged in. Proctors will check to make sure your device is shut down.

Get your index card with your username and password. Set it on your desk.

Before you begin, clear your work area of any materials, except your index card and device. You must clear your desk. All electronic devices must be turned off (ex: cell phones, watches with alarms, etc.). Your backpacks, belongings and cell phones must be stored away from your testing area. Your proctor will tell you where to put your belongings.

The only thing you should have on your desk and seating area is the device you will test on and your index card.

You may power up your device when your proctor tells you to do so. Do nothing else other than power up until the proctor tells you otherwise.

When your proctor tells you - open your web browser. No other tabs, apps, programs or other computer functions may be open. Doing so is presumed to be cheating. Do not do anything further until told to do so.

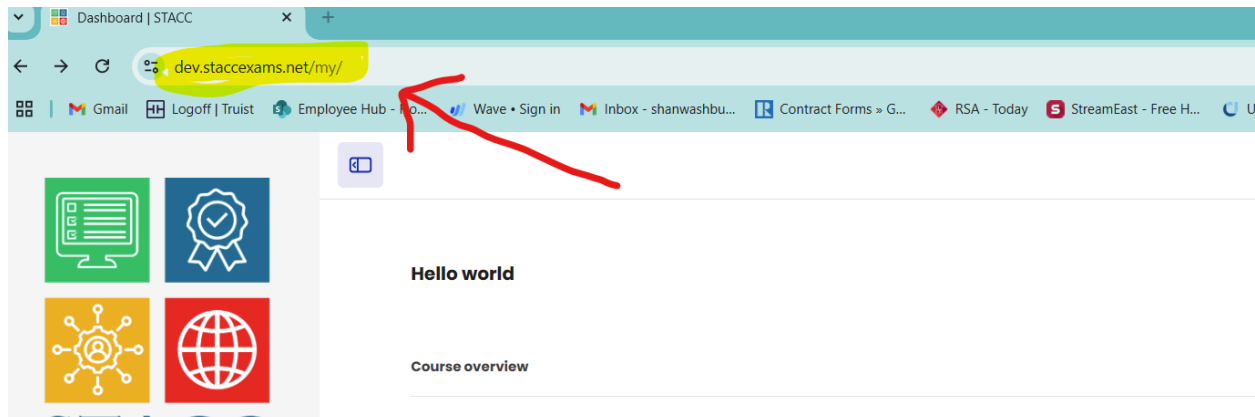
When your proctor tells you to - go to the website: [staccexams.net](http://staccexams.net)

Once opened - you may log in using your username and password. Your proctor will collect your index cards. If you are having a problem with your login - raise your hand to have the proctor assist you. It may be necessary to reset your password, which will require you to access your email. **Do not do so without a proctor assisting you.** If someone is having trouble logging in - you must be patient and wait to move forward.

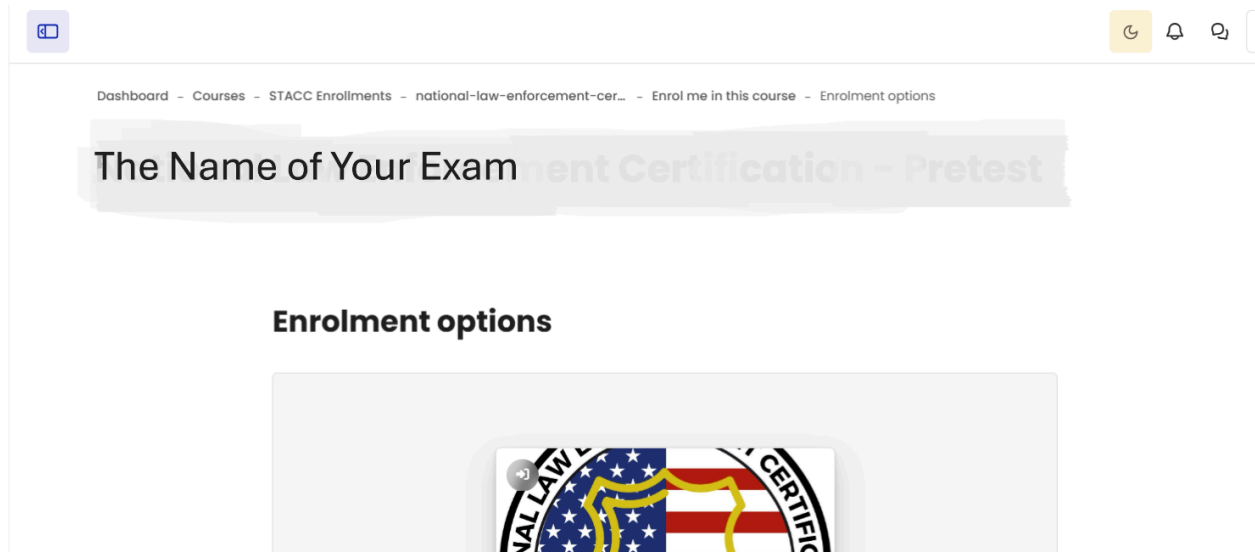
You should NEVER click anything on the STACC Exam site without being told to do so. You could end up ending your attempt and receiving a zero. It is also considered a violation of testing integrity (cheating).

Once your proctor is ready to start - they will write the web address for the exam on the board. The first part of the address is: <https://staccexams.com/> followed by 4-6 letters and/or numbers.

You will go into the address bar of the web browser you are already logged into and type the link exactly as your proctor tells you to.



When you click enter - you should see this screen

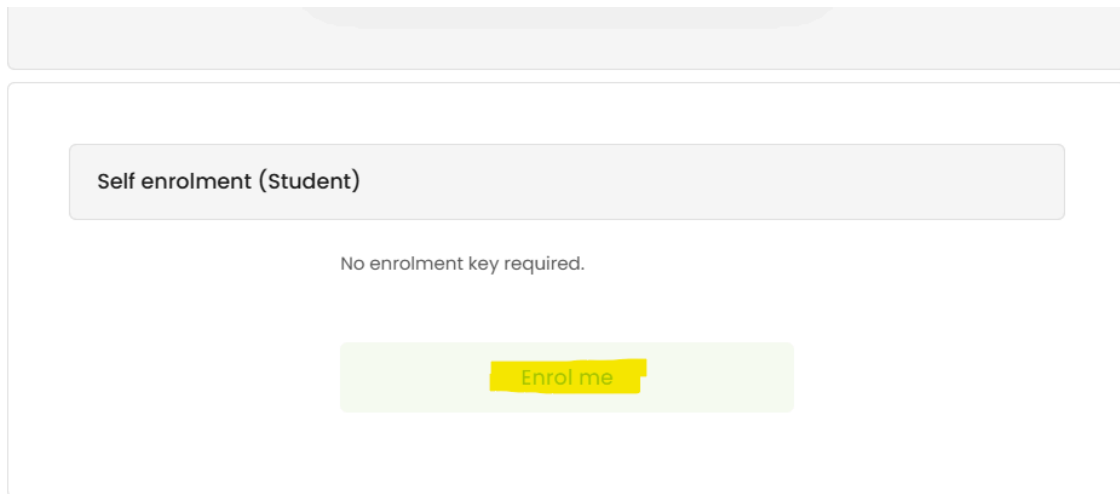


If something is wrong, try entering the address once again.

If that does not work - do not try to do anything else. Raise your hand and wait on the proctor. Be patient.

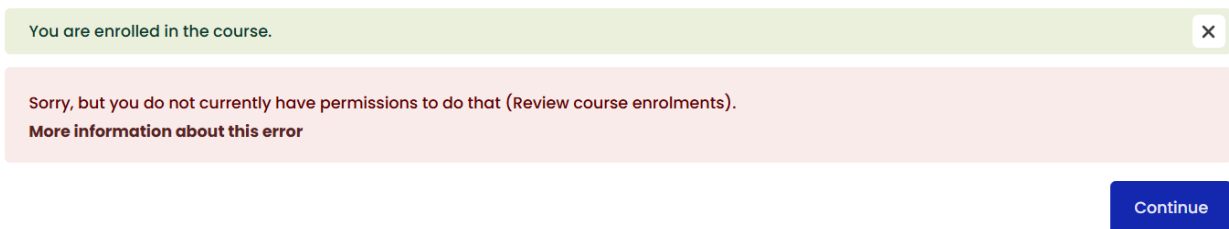
Be sure to read the number of items, time allowed and cut score so you are aware of the testing details.

Once your proctor tells you to do so - click on Enrol me (the software is European - they spell enroll with one L)



A screenshot of a web form for self-enrolment. At the top is a grey header bar. Below it is a white box containing a grey button labeled "Self enrolment (Student)". Underneath the button, the text "No enrolment key required." is displayed. At the bottom of the white box is a green button labeled "Enrol me".


If you see this warning - you can ignore it and click continue:



A screenshot of a warning message. At the top is a green bar with the text "You are enrolled in the course." and a close button (X) on the right. Below this is a pink bar with the text "Sorry, but you do not currently have permissions to do that (Review course enrolments)." and a link "More information about this error". At the bottom right is a blue button labeled "Continue".

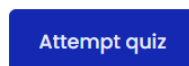
Now - wait again while everyone catches up - your proctor will tell you when to move on.

When your proctor tells you - click on this text area:



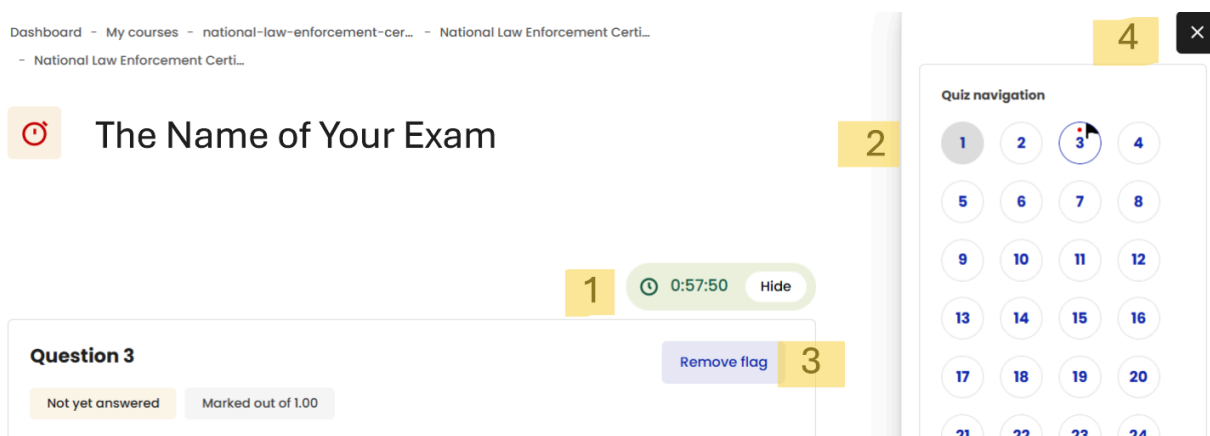
A screenshot of a text area for entering a quiz name. It features a grey button with an information icon (i) and a red button with a clock icon. To the right of these buttons is the text "The Name of Your Test".

When told to do so click on



A blue button labeled "Attempt quiz".

Before you get your password - it is important for you to know some test features:

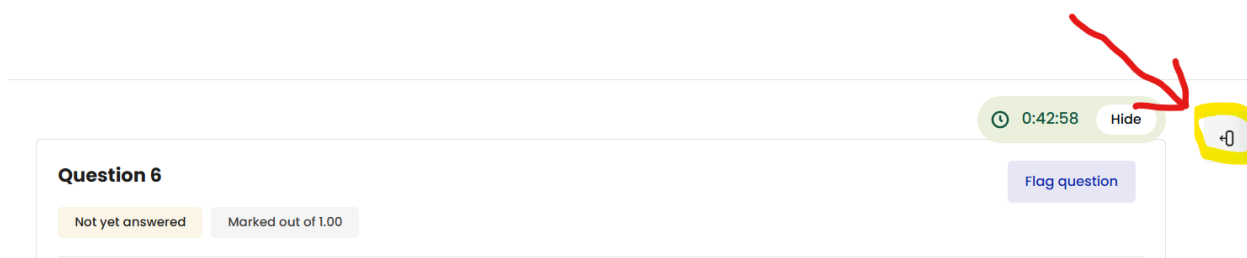


STACC exams give you some great tools

1. This is the timer - it tells you how much time you have left. The test closes when you run out of time.
2. STACC exams allow you to free flow around your exam using the Quiz Navigation box. You can move around by clicking on the test numbers or the “previous page” and “next page” under the answers.
  - a. Gray Circle - #1 has been answered.
  - b. White Circle - #2 has not been answered, it was skipped.
  - c. Flag - #3 has been “flagged” meaning the test taker wanted to mark it and come back to it.
  - d. You can change answers, go back and answer skipped questions, and such until you submit your exam or you run out of time.
3. Flag - this is where you can choose to “flag” a question as a reminder. You can also click it to remove the flag.
4. Minimize the Quiz Navigation box - click on the X

What if your Quiz Navigation box disappears?

Click on this icon:



**Note - your proctor may want you to raise your hand before submitting your test. They will clarify how they want you to finish at this time. Proctors will also clarify what you should do once you are done.**

**If you have any questions - ask them now.**

**Important - at no time should you click on anything other than items in the question box and Quiz Navigation box. Clicking on other areas of the STACC site could cause your quiz to score as a zero. It is also considered a violation of testing integrity (cheating).**

**Additionally - no other tabs, apps, programs or other computer functions may be open. Doing so is presumed to be cheating.**

## **Start Test**

When everyone is ready, your proctor will tell you the password - listen carefully.

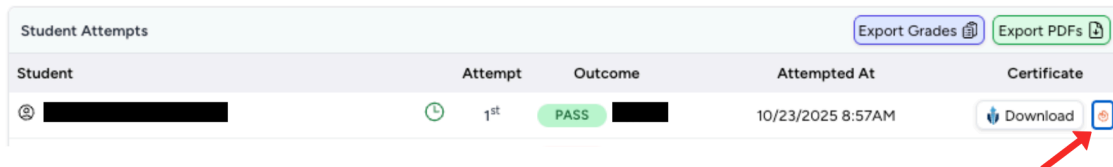
You can click on  to see the password.






Good Luck!!

# Violations of Testing Integrity

All inappropriate behavior should be reported as soon as possible. To quickly report an incident of suspected cheating, please utilize the **“Report Cheating”** feature.

On your enrollment exam page under the **Grades dropdown menu**, you will find your students’ attempt information. Click the **yellow icon** in the “Certificate” column and a “Report Cheating” window will appear.



Student Attempts					Export Grades	Export PDFs
Student	Attempt	Outcome	Attempted At	Certificate		
 [REDACTED]	 1 <sup>st</sup>	 [REDACTED]	10/23/2025 8:57AM	 Download 		

Use this **Report Cheating window** to describe the cheating incident and any measures that are being taken by your school, such as giving the student a score of 0%, contacting the student’s parents, etc.

By clicking the **“Submit Report”** button, you will alert the STACC Administrative Team of the incident. We may reach out to you and request some additional information. The additional information you should gather includes:



**Report Cheating**

**Report Suspected Cheating**  
If you suspect a student has cheated during their exam, please report it below. STACC administrators will review your report and take appropriate action.

Student: David NALS Testing

Your Name  
[REDACTED]

Cheating Reason \*

What steps are you taking on your end?

## Student Information:

- Student name
- Course name and teacher
- Date of incident

## Details of the Alleged Cheating:

- Specific type of cheating observed (e.g., copying from another student, using unauthorized notes, accessing external resources during the test)
- Description of the evidence collected (e.g., screenshots, suspicious behavior observed, unusual patterns on the test)
- Any relevant details about the test administration (e.g., seating arrangement, monitoring procedures)

## Witness Information:

- Names of any witnesses who observed the cheating incident
- Contact information of witnesses (if allowed by school district)

**Teacher Actions:**

- Actions taken by the teacher upon observing the suspected cheating (e.g., removing student from test, speaking to the student privately)
- Documentation of any attempts to contact the student regarding the incident

**Disciplinary Information:**

- Potential disciplinary actions based on school policy (e.g., failing grade on the test, referral to the school administration, parent contact)

**Important Point to Remember:**

- The email should be filled out with specific details and objective descriptions of the incident to avoid ambiguity.

The use of any exam or pretest questions/materials as a means of preparing students for an assessment or as review before a student completes a retest attempt is considered a violation of testing integrity.

Content instructors or classroom instructors acting as a reader facilitator for students with special accommodations is also considered a violation of testing integrity.

# STACC Data Policy and Processing Agreement

## Data Privacy Policy

We are committed to protecting the privacy and security of student information entrusted to us. This Data Privacy Policy describes how we collect, use, protect, and disclose student data in connection with our testing and credentialing services.

<https://d51kb54rvvo7u.cloudfront.net/Data-Privacy-Policy.pdf>

## Data Processing Agreement

To request a Data Processing Agreement, please email [info@staccexams.com](mailto:info@staccexams.com) - an agreement can then be started and returned to you.

### DATA PROCESSING AGREEMENT

\_\_\_\_\_

This Data Processing Agreement (the **DPA**) is entered into as of \_\_\_\_\_ (the **Effective Date**) by and between:

**Educational Institution** ("School," "Client," or "Data Controller"):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

and

**Scholastic Testing and Credential Certifications, Inc.** ("STACC," "Service Provider," or "Data Processor"), with its principal place of business at 10 Glenlake Parkway, Suite 130, Atlanta, GA 30328

This DPA supplements and is incorporated into the Service Agreement between the parties dated \_\_\_\_\_ (the **Service Agreement**). In the event of any conflict between this DPA and the Service Agreement, this DPA shall control with respect to data protection matters.

### RECITALS

WHEREAS, School has engaged STACC to provide career-technical and professional credential testing software and services;

WHEREAS, in the course of providing such services, STACC will process certain Student Data on behalf of School;

WHEREAS, the parties wish to ensure compliance with applicable federal and state student data privacy laws, including the Family Educational Rights and Privacy Act ("FERPA"), 20 U.S.C. § 1232g, and applicable state student privacy laws;

NOW, THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the parties agree as follows:



# STACC Security & Integrity Agreement

## Test Proctor Integrity and Security Agreement

This Test Proctor Integrity and Security Agreement ("Agreement") is entered into by the undersigned school administrator or school teacher ("Proctor") and the school ("School") for the purpose of ensuring the integrity and security of all tests and assessments administered to students, including but not limited to standardized, customized, and partner assessments provided by STACC. This Agreement incorporates the terms and conditions of STACC's Security and Integrity Agreement (SIA) as applicable to the testing environment at the School.

**I. Purpose of Agreement** The purpose of this Agreement is to protect the interests of all parties involved in the test administration process, including the testing agencies, the School, and students. The Agreement outlines the responsibilities of the Proctor to maintain the integrity and security of tests, ensuring compliance with both local school guidelines and STACC's policies for administering standardized assessments.

**II. Proctor Responsibilities** By signing this Agreement, the Proctor agrees to uphold the following responsibilities:

**1. Confidentiality and Security of Test Materials:**

- All test materials, including but not limited to test papers, answer sheets, performance jobs, and scoring criteria, remain the property of STACC and must be handled with the utmost care.
- Test materials must not be accessed by anyone other than students completing an exam or pretest attempt. The use of test/pretest materials by an instructor or proctor as preparation for an assessment, review for students planning to reattempt an assessment, or as a basis for creating course content is strictly prohibited and will result in a violation of testing integrity.
- Test materials must not be reproduced, shared with media sources, or released to anyone other than students participating in the local testing program.
- Instructors, proctors, paraprofessionals, parents, and personnel from other districts are prohibited from accessing or discussing test materials.
- Testing sites and their personnel must protect the integrity of STACC websites, testing platforms, and dashboards. Access to password-protected sites is restricted to approved Site Coordinators and Co-coordinators.

**2. Supervision and Monitoring During the Test:**

- Ensure that all assessments are administered in a proctored environment according to STACC's test administration guides.
- Instructors, paraprofessionals, and teaching assistants are prohibited from proctoring their own students or students in similar educational or Career and Technical Education (CTE) programs.
- Actively supervise students throughout the duration of the test to prevent cheating or unauthorized behavior.

- Ensure that students are seated appropriately to minimize the opportunity for cheating or sharing answers.
- Students must not have access to assessments, questions, or other test materials before the official test administration.

**3. Identification and Authorization of Students:**

- Verify the identity of each student prior to the start of the test.
- Ensure that only authorized students are allowed to take the test.

**4. Reporting Violations:**

- Immediately report any suspected or actual violations of testing integrity (e.g., cheating, misconduct, security breaches) to the appropriate school authorities and STACC as per the guidelines.
- Report any security breaches or compromises immediately to STACC to minimize potential damages, including investigation costs and the replacement of compromised materials.

**III. Security and Integrity:** Testing sites and personnel are responsible for ensuring the security and integrity of the testing environment:

**1. Testing Site Approval:**

- All testing sites must be approved by STACC prior to administering any STACC assessments.

**2. Prohibited Conduct:**

- Instructors, proctors, and others associated with the testing program must refrain from sharing or accessing test content outside of approved testing contexts. This includes accessing materials/content as a means of preparation for student testing, review for students using a retest attempt, and as a basis for instructors creating course content.
- Any violation of test security, including unauthorized access or the failure to follow STACC's testing protocols, could lead to disciplinary action.

**IV. Consequences of Violation** Failure to adhere to the provisions of this Agreement may result in the following consequences:

1. Disciplinary action, including suspension from proctoring future tests, or other administrative actions as determined by the school.
2. Possible termination of employment if the breach involves willful misconduct.
3. Liability for damages related to any compromised assessment, including the costs of investigation and material replacement, as determined by STACC.
4. Legal consequences, including actions in the event of criminal conduct or other violations of the Agreement.

**V. Signatory and Termination** The individual who enters this Agreement will be the authorized contact for managing test administration and materials. STACC retains the right to terminate this Agreement, restrict access, or recall test materials if the terms of this Agreement are violated.

**VI. Governing Law and Dispute Resolution** This agreement is governed by the laws of the State of Georgia, and any disputes must be resolved in Fulton County, Georgia.

**VII. Acknowledgment and Agreement** By providing testing, the Proctor acknowledges that they have read, understood, and agree to abide by the terms and conditions set forth in this Agreement, including the additional stipulations from STACC's Security and Integrity Agreement (SIA).