The Source Evaluation Society and our technology partner, Castle Worldwide, are pleased to offer you QSTI/QSTO Exam Groups 1, 2, 3, 4, and 5 through our online exam portal!

QSTI/QSTO candidates will need to register with Castle who will send you a confirmation e-mail with a link you must follow to activate your account. Once your account is activated, you may browse and select the exam(s) you wish to take, exchange payment information. Once that the payment transaction is complete, you will receive two emails:

1. Invoice Receipt for payment and a confirmation e-mail (Subject: SES Eligibility Notice) that will have you schedule an exam time. Once you schedule your exam, you will be sent another two emails.

2. Castle Exam Registration Confirmation. This email will contain a password needed to access the exam. The second email will be Appointment Confirmation Notification which will contain instructions and a link to the LIVE EXAM portal. The portal will connect you with a proctor who will assess your location and PC for appropriateness, and make a determination regarding the reference materials you are allowed to have on hand during the exam. An online guide is available before the exam to make sure you are familiar with navigating the exam environment (flagging questions for later, etc.). After taking the exam, there is a post exam survey where you can leave comments for SES regarding your exam experience.

The examination costs are $200.00 per exam group, and each is a one time purchase. There are no additional charges for proctoring or exam delivery. Re-take efforts will incur another $200.00 charge.

Benefits of taking an online proctored exam include:

- Flexible location – you just need broadband internet connection
- Instant scoring feedback when you submit your completed exam
- Flexible scheduling – purchase your exam and schedule exam time within six months.
- Comfortable surroundings – can be done from home, work or even hotel.

Before purchasing an exam, you will need to register for a Castle Worldwide account here: [http://castleworldwide.com/Connect/ses](http://castleworldwide.com/Connect/ses)

Use the same link (above) to return to your active account and purchase exams.

To learn more about live online proctoring:
FAQ for taking an exam through Castle can be found here: https://www.castleworldwide.com/cww/take-a-sample-test/certification-test-faq/

Familiarize yourself with the online exam tool here: https://www.castleworldwide.com/cww/take-a-sample-test/testing-instructions/

To use the Live Online Proctoring (LOP) system, you must have a webcam installed on your exam workstation (e.g., laptop computer) and reliable access to the Internet. The minimum technical requirements include:

- A well-working computer with 1 GB of RAM or higher
- A high-speed Internet connection (5 mbps). Wireless is acceptable; however, a wired-connection is preferred.
- A webcam with 640×480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Flash player version 7 or higher
- Browser compatibility: IE, Firefox, Chrome, Safari

REMINDER: Changes to the QSTI/QSTO Examination Review Process -

During the first 12 years of delivering QSTI/QSTO exams in a paper format with manual exam grading, SES offered exam "Appeal" reviews for those who narrowly missed a passing score in an effort to both provide a check on the grading process and as a way to review comments regarding a particular exam question. In some cases, this revealed grading errors or ambiguous question wording, and SES revised the exam score.

Over the past eight years, the SES made a considerable effort to continually improve exam questions, standardize language, validate exam grading answer keys, and clarify the intent of the question. As a result, the number of exams requiring score changes resulting from these reviews has dropped to nil in recent months. Further, automated grading and scoring provided in SES’s new on-line exam platform will eliminate manual grading errors. With that in mind SES is changing its examination review policy to one of "review only". SES will use those reviews to validate exam grading, provide feedback in the form of references for incorrectly answered questions, and review any comments provided by the examinee during the exam with the goal of improving the examination question pool moving forward. We will no longer be changing the score of any exams based on an appeal in comment form but will re-grade an examination if a scoring error did occur. Castle Worldwide offers a manual scoring validation (review of all software actions vs. exam key scoring) upon request and receipt of a $50 charge.
WHAT TO EXPECT (in detail):

Below are screen shots of the registration and scheduling of exams and example emails that will be received when registering and scheduling on-line exams.

1. To register for a Castle Worldwide account go to the website: http://castleworldwide.com/Connect/ses

Registration screen (Fig 1)– create a profile, user name and password to access Castle Connect.

2. Select First Time User? Tab, fill out information and create account.

Figure 1. Registration screen for Castle Connect to access system to register for exams.

Once you are able to log into the Castle Connect system, you need to create an application. To do this, select Create (Figure 2). You will enter your general information (Figure 4), select your
exams (Figure 5), state if you need any ADA requests (Figure 6), verify the information is correct (Figure 7) and submit the application. Then you will submit the payment Information.

Figure 2 Create an application.

A Popup (Fig 3) will open on the screen and then a form (Fig 4) will open. This opens automatically but it takes a little time.

Figure 3 – Popup
Figure 4. General Information (Demographics) for registering for exam.
Figure 5 Select your exam.
Figure 6. ADA Request
Figure 7. Attesting to registration

Figure 8. Submit screen – go to To Payment
Figure 9. Application is generated and payment is being calculated.

Figure 10 Calculated cost and list of exams selected.
Figure 11. Payment Information Screen

There will be a verification of information screen and then payment confirmation.
Figure 12. Payment confirmation.

**Invoice Receipt**

*Confirmation Number: 240973*

<table>
<thead>
<tr>
<th>Item</th>
<th>Quantity</th>
<th>Unit Price</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 2 Exam</td>
<td>1</td>
<td>$200.00</td>
<td>$200.00</td>
</tr>
<tr>
<td>Group 4 Exam</td>
<td>1</td>
<td>$200.00</td>
<td>$200.00</td>
</tr>
</tbody>
</table>

This is the email you will receive as a receipt.

**From:** Castle Connect [mailto:connect@castleworldwide.com]

**Sent:** 12/15/16 at 6:51 AM

**To:** Edmund Lathrop <Lathrop.edmund@myemail.com>

**ONCE YOU COMPLETE THIS SCREEN, YOU ARE FINISHED AND SHOULD RECEIVE EMAILS WITH INSTRUCTIONS FOR YOUR NEXT STEPS.**
You should receive this email after completing payment for an exam(s).

From: Castle Connect [mailto:connect@castleworldwide.com]
Sent: Thursday, December 15, 2016 6:51 AM
To: Edmund Lathrop <Lathrop.edmund@myemail.com>
Subject: SES Eligibility Notice

SES Eligibility Notice

To: Theresa Lowe
Date: 12/15/2016

Congratulations! Castle Worldwide, Inc. is pleased to announce that you are now ready to schedule your SES Qualification Exam(s).

Please note: This exam is will be taken at your home or office on your own Personal Computer via Live Online Proctoring (LOP). Please review the technical requirements listed below.

This notice contains your username and password.

To submit your scheduling request, go to https://www.castleworldwide.com/registration/asp/login.asp and enter your username and password.
(If the above link is not functioning properly, please copy and paste the address into your web browser address bar.)

Your username is: **Edmund-test2**
Your password is: **XXXXXXXXXXX**

Please note: The password contained in this email is not the password needed to access your certification exam at the testing center.

You are registering for: SES Qualification Exam(s)

Testing via Live Online Proctoring (LOP):

You must meet the following technical requirements to test via LOP:

- You are required to have a webcam installed on your exam workstation and reliable access to the Internet. An Internet connection disruption will suspend the test session. The following are minimum technical requirements:
- A well-working computer with 1 GB of RAM or higher
- A high-speed Internet connection (5 mbps). Wireless is acceptable; however a wired-connection is preferred
- A webcam with 640x480 video pixel resolution (a laptop camera is acceptable)
- Working speakers connected to the computer
- A microphone connected to the computer (consider a webcam with a built-in microphone)
- Flash player version 7 or higher
- Browser compatibility: IE, Firefox, Chrome, Safari

In order to minimize any disruptions you may experience during your exam, it is recommended that you test your system prior to taking your exam. To configure your system for the LOP environment before the exam, click here: http://onlineproctornow.com/systemtest.php

To check your system for Castle's delivery system, click here: https://www.castleworldwide.com/pass/PassLogin/SystemRequirements.aspx

**Rescheduling:** You may reschedule your LOP appointment when necessary via Castle's LOP partner's (B Virtual) scheduling system.

You will receive the general test administration rules and instructions via your confirmation email.

**Please note:** This exam is delivered via Live Online Proctoring (LOP). By taking this exam, you are attesting that you understand that your examination session, including video, is recorded and saved for 15 days. The recordings are deleted after 15 days. By agreeing to take this exam, you agree to have your examination session recorded.

If you have any questions regarding your registration please contact Castle at (919) 572-6880.

Best wishes as you prepare for the examination.

Sincerely,

Castle Worldwide, Inc.
PO Box 570
Morrisville, NC 27560
testing@castleworldwide.com
Scheduling Details:

https://www.castleworldwide.com/registration/asp/login.asp

Figure 13: Scheduling login

Figure 14: Candidate Information
TO BE ADMITTED TO THE EXAMINATION YOU MUST:

- Submit your CONFIRMATION NOTICE to the proctor.
- Bring a current, government-issued photo identification with signature (Driver’s license, immigration card, passport. State ID card). You will NOT be admitted without proper identification.
- Original documents are required.
- Your first and last name on your confirmation notice must match the first and last name on your identification exactly.
- Nicknames are not acceptable.
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation notice.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on your confirmation notice in order to be admitted. Presenting state change documentation (marriage license, etc) at the testing center is not acceptable. Name change documentation may be submitted to Castle at least one week prior to your testing appointment if needed.
- Report on time.

GENERAL INSTRUCTIONS

- Smoking is NOT permitted in the examination site.
- Food and beverages are NOT allowed in the examination area.
- All personal items including books, notebooks, other papers, all electronic equipment (i.e., cell phones, cameras, etc.), bookmarks, costs, etc. will NOT be allowed in the exam room and must be left outside of the exam room AT YOUR OWN RISK.
- The proctor will provide a dry erase board for writing notes or scratch paper and a pen. No items or papers may be removed from the testing center. You may NOT bring your own scratch paper, etc.
- Friends and relatives, including children, will NOT be allowed in the examination building.
- Bring earplugs if you are sensitive to ambient noise. If you choose to bring earplugs, they will be subject to examination by the testing center staff.
- Computer-based testing facilities offer exam services to multiple agencies. There may be other individuals in the testing room with you who are sitting for exams from different organizations. The rules for their exam may be slightly different than the rules for your exam, and what is not allowed in terms of exam items, and what is and is not allowed at that test center, and so on. It is important to read and follow the rules for your exam.
- Computer-based tests are delivered via secure internet connections. Internet connections are subject to the local internet provider. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back into your exam. Upon logging back into the exam you will remain at the first unanswered question. The same rule will apply if you leave your seat during the exam.

PROHIBITED ITEMS

Candidates are expressly prohibited from bringing the following items to the test site:

- cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials.
- notes, books, dictionaries or language dictionaries (unless expressly permitted by the exam sponsor).
- book bags or handbags.
- purses or handbags.
- iPods, mp3 players, tablets, headphones or ear phones.
- calculators (except as expressly permitted by the test sponsor - see CALCULATOR POLICY BELOW IF APPLICABLE), computers, iPads, or other electronic devices with one or more memories.
- personal writing material, i.e., pencils, pens, and highlighters (unless expressly permitted by the exam sponsor).
- Google Glass and smart glasses (glasses with any electronics).
- watches.
- food and beverages.
- coats and jackets.
- hats, hoods, or other headwear are not permitted in the examination room unless required for religious purposes. All items may be removed by the proctor if suspicious behavior is detected.
- Please note that sweaters and sweatshirts without pockets or hoods are permitted to be worn.

EXAM SECURITY: Exam security is a serious matter. In addition to leaving all personal items outside of the exam room, candidates may be asked to turn pockets inside out, as well as show that nothing is hidden under shirt sleeves and the bands of pants/skirt. Also note that testing sessions are monitored through the window. Candidates caught with prohibited items in the exam room risk exam suspension, disciplinary action, assessment of monetary damages and or legal liability.

If the proctor determines that you have brought any prohibited items to the test site, they may be demanded and held by Castle testing staff. Castle reserves the right to review the memory of any electronic device to determine whether any test materials have been photographed or otherwise copied. If the proctor determines that any test materials are in the memory of any such device, Castle reserves the right to destroy such materials and or retain them for subsequent disciplinary action. Upon completion of the review and any applicable deletions, Castle will return your device to you. but will not be responsible for the deletion of any materials that may reside from our network, whether or not such materials are test materials. By bringing any such device into the test site in violation of our policies, you expressly waive any confidentiality or other similar rights with respect to your device, our review of the memory of your device and or the deletion of any materials. Castle, the examination site, and the test administration staff are not liable for lost or damaged items brought to the examination site. Any rules for candidates with an injury or disability e.g. scars, crutches, wheelchairs etc. may also be inspected.

IMPORTANT: The content, including each question, of this examination is the property of the test provider. The examination contains proprietary test questions. You are strictly prohibited from retaining, copying, distributing, disclosing, discussing, possessing or receiving any examination content, including even partial questions, by written, electronic, oral or in any other written examination. This includes, but is not limited to, emailing, copying or printing of electronic files, reconstructing content through memorization and or dictation, before, during or after the examination. Doing so may result in disciplinary action, assessment of monetary damages and or legal liability. By proceeding further with the examination process, you are acknowledging and agreeing that you understand and accept these restrictions and the consequences (if you break these restrictions).

If you have questions or concerns about security procedures at your test site, contact Castle immediately, before your exam date.
Figure 16 Select Remote Proctoring and select Submit.
Figure 16 Select Remote Proctoring and select Submit.
Figure 17 Select date to take exam.

Figure 18 Select Time for exam – **Please note there are scroll bars that only can be seen when you move your curser over them.**
Once you have selected your scheduled test time you will receive an email like the following example.

From: scheduler@onlineproctornow.com [mailto:scheduler@onlineproctornow.com]
Sent: Thursday, December 15, 2016 7:26 AM
To: Lathrop, Edmund <Lathrom.edmund@myemail.com>
Subject: Appointment Confirmation Notification

Castle Worldwide

Dear Edmund Lathrop,

Thank you for scheduling your exam with us. We are looking forward to you taking your exam through our Online Proctoring System. Please retain a copy of this email for your exam.

Please note that we recommend a minimum of 3 Mbps high speed internet connection that is hardwired. We will attempt to proctor your exam at lower bandwidth internet speeds, but will have to reschedule your exam in the event we are unable to maintain a continuous connection to your computer.

In order to minimize any disruptions you may experience during your exam, it is recommended that you test your system prior to taking your exam. Please be sure that your webcam software is closed while running the systems check. To configure your system before the exam, go to:

http://castllelive.onlineproctornow.com/

Please test your system no later than 4 hours prior to taking your exam.

Exam: SES GROUP 2 EXAM
Date: Friday, Dec 16, 2016
Time: 04:45PM, EST (America/New_York)
Proctor: Adam Smith

On the day of your exam, please follow the steps below at the time of your proctored exam:

Prior to Connecting for Your Exam

1. Ensure you are in a quiet and secure location. We do not allow exams in public locations where others are within speaking distance or may be able to walk into the room, have access to your computer, or where you can become distracted while taking your exam. You must be in a room alone throughout the course of your exam.

2. We recommend that you reboot your computer if you have not already done so on the day of your exam. This will reduce technical issues.

3. Our proctors will ask that you rotate your webcam prior to beginning your exam. Please ensure your computer area contains only permitted items approved by your professor for the area. Any whiteboards or bulletin boards must be cleared, erased or covered. If they are to your back they are exempt from this rule. Any cell phones, tablets, or other communication or recording devices must
be removed from the computer area.

4. Multiple Monitors. Only one screen may be active during your exam session. If you use more than one monitor, they need to be disconnected and turned facing away from you. Please check your screen resolution settings that they are not set to an extended displays setting.

5. Please ensure that all applications are closed and logged out with the exception of the browser being utilized to access the Proctor. This includes Email, chat programs, and webcams (webcams will not open in our program if it is already open in another computer program).

6. All Remote Software applications and virtual machines should be removed as a running process. This refers to programs that would allow for your session to be viewed, controlled, or recorded remotely by another party or computer (VNC software, Virtual Machines, TeamViewer, etc.)

7. Please ensure you are not set up for automatic software updates as this could cause your computer to restart during your exam, causing the exam session to be invalid.

8. Photo Identification: You will be required to show a valid (not expired) government issued photo ID to the proctor via webcam. (Driver’s license, passport, official state identification card, or military id). Your name must match to the name that you registered with for your exam.

**Connecting To Your Proctor on the Day of Your EXAM**

1. Please start connecting to your proctor no earlier than 5 minutes prior to your scheduled exam.

Click on or cut & paste the following URL into your web browser: [http://casttlelive.onlineproctornow.com/](http://casttlelive.onlineproctornow.com/)

2. Click on #3, Start Your Exam

3. Once you reach our remote access landing page, please choose the proctor you reserved your appointment with.

4. You will be instructed to click "run" on two small applets in order for us to provide online proctoring of your exam. Please choose "run" in both cases. Please note it may take up to 45 seconds to connect to your Proctor. Once connected, your Proctor will instruct you on the next steps to begin your exam.

If you are unable to connect, or are having difficulty establishing communication with your Proctor, please click here to chat with a Technical Support Team Member.

Good luck with your exam!

**Castle Worldwide**

*Thank you for using our Online Scheduling System*
This notice is to confirm that you have chosen to test via Live Online Proctoring (LOP). You will need the password contained below on your examination date; therefore, please keep a copy of this confirmation notice.

You will receive a confirmation notice from B Virtual, Castle’s LOP partner once you have scheduled your LOP appointment.

Your examination is: Group 2 Exam
Your exam password is: XXXXXXXX
Your examination date is: 12/16/2016

To view a demonstration of the online test delivery system, please view this free sample test. Please note: the content of the sample examination does not include content from the examination.

In order to test your system for application compatibility, please visit:

https://www.castleworldwide.com/pass/PassLogin/systemRequirements.aspx

To test your system for remote proctoring compatibility, please visit:


TO BE ADMITTED TO THE EXAMINATION YOU MUST:

- Have current, government-issued photo identification with signature (Driver's license, immigration card, passport, State ID card, or military ID card). You will NOT be admitted without proper identification.
- Your first and last name on this notice must match the first and last name on your identification exactly.
- Nicknames are not acceptable.
- If you have more than one last name listed on your government-issued photo ID, the same last names must be reflected on the confirmation email.
- If you have a hyphenated last name, it must be hyphenated on both the identification and on this notice in order to be admitted. Presenting name change documentation (marriage license, etc.) at the testing center is not acceptable. Name change documentation may be submitted to Castle at least one week prior to your testing appointment if needed.
- Report on time.

GENERAL INSTRUCTIONS:
You may have two clean sheets of scratch paper that must be inspected by the proctor. The proctor will inspect the paper after the exam and need to observe you destroying the paper. You may only use the paper to work out problems, but NOT write down exam content. Copies of the paper will be recorded and your examination may not be scored if you write examination content on your scratch paper.

Friends and relatives, including children, will NOT be allowed in the room, or in the vicinity, in which you are testing.

Computer-based tests are delivered via secure internet connections. Internet connections are subject to the local internet providers in the area. While it is not the norm, internet connections can, on occasion, be lost momentarily, requiring the proctor to log you back into your examination. If this occurs, inform the proctor that your connection has been lost and they will assist you in logging back in to your exam. Upon logging back into the exam you will resume at the first unanswered question. Your exam time remaining will be exactly the same as it was when the internet connection was lost. Even though internet connections are secure, candidates are strictly prohibited from attempting to access any information, programs or websites while testing.

Prohibited Items: Candidates are expressly prohibited from having the following items in the room in which they are testing:
- cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy or otherwise copy test materials,
- notes, books, dictionaries or language dictionaries (unless expressly permitted by the exam sponsor),
- book bags or luggage,
- purses or handbags,
- iPods, mp3 players, headphones, or pagers,
- calculators (except as expressly permitted by the test sponsor - see CALCULATOR POLICY ON YOUR NOTICE TO SCHEDULE IF APPLICABLE), computers, PDAs, or other electronic devices with one or more memories,
- personal writing utensils (i.e., pencils, pens, and highlighters),
- watches,
- food and beverage, and
- coats and jackets.
- Hats, hoods, or other headwear are not permitted in the examination room unless required for religious purposes. All items are subject to inspection by the proctor if suspicious behavior is detected.
- Please note that sweaters and sweatshirts without pockets or hoods are permitted.