



CASAS Citizenship Interview Test (CIT) Remote Testing Guidelines

Version 2.0

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I. CIT Testing Online – Remote!

Distance learning has become a regular and essential part of educational programs. Remote testing allows agencies to better support distance learning opportunities for more learners.

For the CIT test, administrators must be certified CIT examiners. They do not need to be certified as eTests proctors. However, CIT examiners must sign a [Proctor Remote Testing Agreement](#) to attest that they will adhere to all test security measures and remote testing protocols. These agreements are kept on file at the agency. Local agencies are responsible for ensuring that their CIT remote testing examiners are trained and are following remote testing protocols.

CIT Remote Test Training is available on the [California Citizenship Preparation](#) page of the CASAS website. It is required that at least one person from each agency complete this training to prepare CIT examiners for the additional challenges presented by remote testing. CIT examiners trained in remote testing can train other CIT examiners at the agency using the remote testing training resources available on the [California Citizenship Preparation](#) page of the CASAS website. To request the *CASAS Fillable PDF CIT Test Booklets, Forms 973 and 974* for remote testing, email CIT@casas.org.

II. Technical Requirements

CIT remote testing can be done on a variety of devices. The CIT test delivery can be modified for remote testing on computers or smartphones. This will allow the CIT examiner to see and interact with the examinee in real time.

Remote assessments can take place using any online platform that allows the examiner to live-monitor the examinee. The testing agency must train staff and examinees on the basics of the selected tools.

CIT examiners and examinees should use the most accessible and most secure remote technology/procedures for CIT testing, e.g.:

- Smartphone with camera
- Computer with webcam and microphone

III. Environment

A proper environment is important to ensure that tests remain secure and to reduce distractions that may invalidate test results. Here are some key characteristics of a proper environment for remote testing:

- Testing should be done in a quiet space without background noise or distractions.
- Lighting should be bright enough for the proctor to clearly see the test taker and the testing space.
- The test taker needs to keep the camera on their face at all times during testing.
- The test taker may not use any other resources while testing unless approved by CASAS.

IV. Security and Privacy

The privacy of examinee personal information and the security of the CASAS CIT testing instruments is extremely important. While it is always necessary to follow best practices to keep examinee information and the tests secure, there are additional security concerns with remote testing.

Collection of Personal Information

The proctor will collect personal information about the test taker to verify their identity. The personal information collected for remote testing is the same information collected for in-person testing. The test taker should be aware that they will need their camera and microphone on throughout the duration of the test. This video will not be recorded except for test security violations. CIT examiners score examinees according to CIT Certification Training and record scoring on either CASAS Paper or PDF Fillable CIT test booklets.

After testing has ended, the CIT examiner should turn in the CASAS Paper or Fillable PDF CIT test booklet, which includes the test results to the agency data person for entering into TOPSpro Enterprise (TE). CIT certifiers must also send in the required CIT test booklets and recorded interviews to CIT@casas.org. CIT examiners and certifiers must delete the *CASAS Fillable PDF CIT Test Booklets* from their personal device upon verification of receipt by the responsible agency person.

Test Security

It is the responsibility of the agency and the CIT examiner to ensure that the CASAS testing instruments and test items are kept secure.

CIT examiners and testing personnel will follow the privacy, test security, technology, and test administration requirements and procedures that have been outlined in the [Proctor Remote Testing Agreement](#). It is the immediate legal responsibility of the agency director, principal, or other primary administrator to enforce the security of testing materials, which includes CASAS Paper and Fillable PDF CIT test booklets 973 and 974. Only CIT examiners and others qualified as part of the testing process may have access to any testing materials.

CASAS continually examines and researches security concerns to maintain the integrity of the testing instruments, but remote CIT examiners need to be vigilant during testing sessions to ensure that CASAS testing instruments are not compromised. If CASAS determines that any agency, school, or other testing entity, has violated any provision of this test security policy in any manner, purposely or otherwise, CASAS reserves the right to take appropriate action to rectify the violation.

Confidentiality of Tests and Test Items

No agency, school, or other entity may use any test or test item — published or unpublished — as a tool to prepare examinees for the testing process. CASAS tests may never serve as practice tests in any capacity or for any purpose. Reviewing, discussing, or explaining test items to anyone at any time is not permissible.

Copyright Infringement

Federal copyright law prohibits the unauthorized reproduction and use of copyrighted test materials. Therefore, it is not lawful to duplicate, photograph, record or reproduce test materials in any manner. The exception to this rule is that *CASAS Fillable PDF CIT Test Booklet* files may be shared with other CIT examiners within the same agency. If using the fillable PDF is not practical, examiners have the option of printing the fillable PDF form out and completing it by hand.

Test Administration

Agencies must ensure that examinees are adequately prepared before testing. The CIT examiner must check that the technology and environment requirements are met, and that the examinee understands the testing process. The CIT examiner must explain all the steps in the remote testing process to the test taker. As they ask the CIT test questions, CIT examiners must actively monitor the examinee throughout an entire test session to ensure that all testing rules are followed. CIT examiners should be aware of the potential for test takers to violate test security and be prepared to intervene if dubious actions are suspected. Personnel must follow all test administration directions as directed in the *CASAS CIT Remote Testing Guidelines* document and the *CIT Test Administration Directions*.

V. Test Administration Directions

Test administration directions are provided below. Following the steps for remote testing preparation will ensure:

- You are comfortable with delivering a testing session as a remote CIT examiner.
- The examinee is familiar with the remote testing process.
- There are no technical issues that might interfere with testing.

Practice remote testing with another staff person at your agency prior to administering the actual test. Practicing is key to ensuring a smooth testing experience for your examinee.

Part A: Preparation for Remote Testing

Note: Communicating with examinees in their native language is acceptable **during preparation** for remote testing.

Step 1: Greeting and Explanation of Next Steps

1. At the designated time, you and the examinee access the video conference meeting URL/link or connect by phone.

Explanation of Remote Testing

- Once you both are connected with video and audio say, **Hello, my name is _____ . I am your examiner and will be giving you the test. I will check your ID and the room that you will take a test in. This should take just a few minutes. I will also be happy to answer any questions that you have. Do you understand?**

Step 2: Verifying Identity

1. Verify the examinee's identity at the start of the meeting.
2. Tell the examinee, **Now I need to check your ID. Can you please take it out?**
3. Follow your agency's protocol on methods to verify examinee identification.

4. Say, **Please hold your ID up to the camera so I can see it. Can you please say your name?**

Step 3: Technology and Environment Review

1. Tell the examinee, **Please pick up your device or webcam and show me the whole room that you are in. I need to see all of it.**
 - If the examinee is not showing the entire room, explain to the examinee specifically that you only want to see that there are no other people in the room, no books and papers next to the computer (Once all requirements are met, ask, **Do you have any questions for me about taking a test in this way?**)

Part B: Taking the Test

Please note that questions #15 on Form 973 and #13 on Form 974 have been modified for CIT remote testing. If you use the paper test booklets and are administering remotely, please make this same modification. This is the only question you may modify.

Step 1: Agreements

You must communicate with the examinee about privacy and security and receive several verbal confirmations.

1. You must say, **Before we start, I need to go over a few important things. I will also ask you some questions. You need to answer Yes or No to each question. Do you understand?** The examinee must answer, **Yes.**
2. If you are going to record the interview, you must say, **I am going to record this interview. The interview will not be saved after it is checked. Do you give permission to be recorded?** The examinee must answer, **Yes.**
3. The examinee must verbally confirm that no other people are in the room and that the answers the examinee gives will be their own. You must ask the following questions:
 - a. **Is anybody else in your room?** The examinee must answer, **No.**
 - b. **Will you take the test by yourself?** The examinee must answer, **Yes.**
 - c. **You cannot use notes, books, or your computer to find answers. Do you agree?** The examinee must answer, **Yes.**
 - d. Examinees must verbally confirm that they will not share test items. You must state **You cannot share any test questions or answers. Do you agree?** The examinee must answer, **Yes.**

If the examinee does not understand or agree to the above agreements, the examinee cannot take the assessment remotely and the session will need to end.

Step 2: During the Test

Testing Rules

Violation of any of the rules listed below may result in the immediate termination of the test.

1. The examinee may not go to any other websites, programs, or documents on their computer while testing.
2. The examinee cannot use any outside sources for help during the test, including

- help from the CIT examiner to explain or answer any part of the test.
3. Examinees cannot take breaks during the test unless they have been approved for a testing accommodation. If approved, examinees should not leave the room or use other devices.
 4. Examinees are not allowed to be interrupted by other people during the test.

Recommendations for CIT examiners

1. You must watch the examinee throughout the entire test checking for:
 - a. Actions that may indicate the examinee is cheating
 - b. Technical problems that arise (e.g., frozen computer, slow internet, etc.)
2. You are not allowed to take breaks during the CIT test.
3. You should end the test if there are signs of cheating or if any technical issues arise that cannot be quickly resolved.
 - a. A new testing time will need to be discussed with the examinee.

Step 3: After the Test

1. Tell the examinee, **Thank you very much. We are finished. Do you have any questions before we end our session today?**
2. Do not discuss test results with anyone.
3. CIT examiners and CIT certifiers transfer CASAS CIT Paper or Fillable PDF Test Booklet(s) to the agency data person for entry into TOPSpro Enterprise (TE). The data person must check the “remote delivery” box in TE.
4. CIT certifiers also send the required test booklets and recorded interviews to CIT@casas.org.
5. CIT examiners and certifiers must delete the **CASAS Fillable PDF CIT Test Booklets** from their personal device upon verification of receipt by the responsible agency person.
6. Test Booklet Storage Policy for Agencies: Blank and completed CIT test forms 973/974 print or PDF need to be secured in a locked cabinet (print) or secure computer (digital). Agencies should keep a small number of pass and fail examples of completed CIT test forms for auditing purposes. These need to be kept for three years plus the current year in a central agency location, unless an agency knows that they will be the subject of an ongoing audit, in which case they must keep records for 5 years. (See the CASAS Administration Manual for additional information related to saving and archiving documents.)

Testing Accommodations

The same testing accommodations allowed by CASAS can be made for remote testing. Please refer to the *CIT Test Administration Directions* for more information on these accommodations. Contact CASAS about providing additional accommodations related to testing in an examinee’s home environment or other location.