

# CALIFORNIA ESCROW ASSOCIATION

## INSTRUCTIONS TO PROCTORS OF THE PROFESSIONAL DESIGNATION EXAMS

- These instructions are for the Escrow Problem and Oral Interview portions of the exams
- The True/False and Multiple Choice portions are completed on line

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### PRIOR TO THE EXAM DATE

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#### I. PREPARING FOR THE EXAM

##### A: TEST DATE

- Test dates are scheduled with the Professional Designation Committee/Chair at CEA Board of Directors meetings
- Test dates are published in the *CEA News* and on the CEA website
- A [minimum of 5 candidates](#) is required to schedule an exam at a specific site

##### B: SECURE A TEST SITE

- The Proctor is responsible for locating a test site that is conducive to the testing program
- Things to look for in a venue:
  - One room for Proctors, to organize the test materials and grade the tests
  - One room for candidates during roll call, lunch, and signing in for oral interviews
  - Offices and/or individual desks for the candidates, for written portions of the test
  - Adequate parking

##### C: SITE INFORMATION

- The Proctor must provide CEA Headquarters with:
  - The complete address of the test site
  - A phone number that can be used on the day of the exam

##### D: FOOD AND BEVERAGES

- The candidates will have been instructed in writing to bring their own lunch, snacks and drinks
- CEA does not reimburse for any food and/or beverages for test candidates or Proctors.
  - Candidates will be instructed to bring their own snacks and drinks.
  - Snacks and drinks for the proctors to be provided by the local regional association.
    - Garbage bags, paper towels, and spray cleaner
  - **NOTE: LEAVE THE SITE AS YOU FOUND IT**
    - Do a walk-through before leaving –
    - **Be sure no test materials, trash, food or beverages are left behind**

##### E: CANDIDATES' TEST NOTIFICATION PACKET

- Once their test applications have been approved by the State PD Committee Chair, each candidate is sent:
  - A Notice of Candidacy for Examination
  - A map and important test site information
  - A list of supplies they'll need to bring: #2 pencils, battery-operated calculator, lunch/snacks
  - An exam schedule, as follows:

8:30 AM – 9:00 AM	Roll call and instructions to all candidates (EXCEPT those retaking their Oral Interviews only)	
9:00 AM – 11:30 AM	CEI Exam	(up to 2.5 hours)
9:00 AM – 11:30 AM	CET Escrow Problem	(up to 2.5 hours)
9:00 AM – 12:00 PM	CEO, CSEO, CBSS & CMHS Escrow Problem	(up to 3.0 hours)
10:30 AM	Oral interview retakes -- check in deadline	
10:30 AM – 12:30 PM	Oral Interviews – Candidates will be called after completing the escrow problem section	<b>Note:</b> N/A for CET test

#### F: “THE PD BOX” – TEST MATERIALS

- CEA HQ will forward the PD test materials box to the Lead Proctor 7 business days before the exam
  - **EXTREMELY IMPORTANT:**
    - INVENTORY the materials in the box no later than **4 days prior** to the exam
      - Verify all required items are enclosed
      - In the event items are missing, notify HQ immediately
- **The following items should be in the box:**
  - Answer Key for all tests.
  - 2 copies of Instructions for Test Proctors
  - 1 copy of the list of candidates, with notations as to what test sections they are taking
  - Sharpened #2 pencils
  - At least 2 extra copies of each test
  - Escrow problems, marked for each particular test
  - Oral interview questions for each particular test
  - Scantron answer sheets
  - Critique sheets
  - PD form #102
  - PD form #104
  - PD form #108 – 3 per candidate
  - **Personalized folders for each candidate**, noting:
    - Their first and last name
    - Their test ID number
    - Which exam they are taking

#### CEA PROFESSIONAL DESIGNATIONS EXAM FORMS

Form Number	Form Name	Exhibit
PD Form #102	Candidate Identification Form	A
PD Form #501	Continuing Education Credit Form	B
PD Form #108	Oral Interview Evaluation Sheet	C
	Candidate’s Critique Sheet	D
PD Form #104	Recap Sheet	E
	Scantron Answer Sheet	F

- **In addition** to the test materials box, the **Proctor should bring the following items** to the test site:

Continuing Education <b>stamp</b> for PD Form #501	Stapler and staples	Sharpened #2 pencils (extra)
Trash bags	Post-it notes	Rubber bands
Paper clips	Whiteout tape	Scratch paper
Calculator with EXTRA batteries, for Proctors’ use		Large face clock, optional

- **IMPORTANT NOTE:**
  - RE-INVENTORY all test materials **AFTER** the exam

- **Make sure no exams are missing!**

## II. ORGANIZING FOR THE EXAM

### A: CANDIDATE FOLDERS

- **Make sure that each candidate's folder contains** all test materials they will need for their particular exam:
  - PD form 102
  - [2 Scantron answer sheets](#)
  - Escrow problem, marked for the particular test
  - Critique sheet

### B: PRE-MARK PD FORMS #104 – RECAP SHEETS

- On each candidate's form #104,
  - **LINE OUT** the tests which that candidate is NOT taking
    - i.e.: If the candidate is taking the CEO test, line out CSEO, CBSS, etc.
  - **LINE OUT** any other non-applicable portions
    - i.e.: For candidates who are not required to take the full exam
- **NOTES:**
  - On the day of the exam, the Proctor is responsible for completing the scores for the oral and fill-in-the-blank portions of the escrow problem on Form #104
  - For any candidate taking the oral exam, the proctor must also circle "Pass" or "Fail" at the bottom of the form

### C: PD FORM #108

- For each candidate taking the oral exam, there should be 3, double-sided
- Proctors are to fill in the Candidate's ID number & the test number just prior to administering the oral exam

## III. PROCTORS

### A: ENLIST PROCTORS

- Depending upon the number of candidates, you should need 4-5 Proctors in the morning for the Escrow Problem portion of the exam
- Proctors conducting the Oral Interview portion and grading the fill-in-the-blank portion of the Escrow Problem should arrive around 10:00 AM, to preview the oral questions
- Prior to the test date, get confirmation from each Proctor that they will be there
- Lead Proctor: Appoint Proctors for:
  - Escrow Problem
  - Oral Interview Coordinator
  - Oral Interview Runner

### B: DUTIES OF THE PROCTORS

#### Escrow Problem Proctors:

- Ensure that all candidates are set up at their exam desks/tables, and that all materials other than pencils, scratch paper, calculators, answer sheets and test packets are removed from the desk/table top.
  - **All personal belongings, including silenced cell phones must be stowed**
- Ensure that each candidate is using the correct answer sheet

- Begin the exam by announcing the time of commencement
- Maintain a low level of noise in the test area
  
- Ensure that any candidates who leave the exam area check in and out with the Proctor
  - **NOTE:** Remind any candidates leaving the room that no extra time will be allowed – their test period will not be extended if they leave the test area for bathroom breaks, smoking, or for any other reason
  
- Paper clip each candidate’s exam materials and forms together, and deliver them to the Lead Proctor
- Collect all test materials from the candidates as they finish, or when the test period is up, whichever occurs first
  - i.e.: All forms, materials, answer sheets
  - Each candidate’s scratch paper and calculator tapes must be collected, to be shredded
  
- Direct candidates to the Oral Interview area after the escrow problem portion, if applicable
  - CET test does not include an Oral Interview
  - Candidates retaking only the escrow problem do not take the Oral

**TEST TIMING PROGRESS ANNOUNCEMENTS:**

- CET Escrow Problem:
  - Exactly 2.5 hours are allowed from the time the test commences
  
- CEO, CSEO, CBSS and CMHS Escrow Problem:
  - Exactly 3.0 hours are allowed from the time the test commences
  
- **Proctor is to make the following time announcements to the candidates:**
  - When half of the test period is remaining
  - When 30 minutes are remaining
  - When 15 minutes remain prior to the end of the exam

**C: ORAL INTERVIEW COORDINATOR**

- Set up your Interview Teams
  - Ideally: 1 Captain and 2 Members from among the Proctors available at the test site
  - A 2-member team will suffice
  - **NOTE: All Interviewers MUST be holders of the CSEO professional designation**
  
- Establish interview areas such that a candidate faces the interviewers
- Review all questions and acceptable answers with the team members in advance
- Instruct the interviewers on how to properly complete PD Form #108
- Coach the teams on making the candidates feel at ease
  
- Instruct each Team of the following Interview procedures:
  - Write the ID numbers on 3 PD Forms #108 for each Oral Interview candidate
  
  - Keep candidates who have completed their Oral Interviews separate from those who have not
  
  - All grading is to be independent – not a group decision
  
  - Note on the front of the score sheet the question numbers asked
    - If the candidate failed the question, indicate the reason(s) why

- When a candidate's Oral Interview and PD Forms #108 are complete, the Interview Team Captain should raise their hand to the Oral Interview Runner, indicating that the Team is ready for the next candidate
  - (The Runner is to return all PD Form #108s to the Oral Interview Coordinator, who will attach them with the morning testing materials and forms for each candidate, as applicable)

#### **D: ORAL INTERVIEW RUNNER**

- **NOTE: All Runners should be holders of the CSEO professional designation**
- As an Interview Team becomes available, obtain the next candidate's PD Forms #108 from the Oral Interview Coordinator
- Escort the candidate to the available Team
  - Ideally, a candidate should not be acquainted with any of the Team Members
  - The candidate may ask to be assigned to another team if they DO know any of the Team Members
- Introduce the candidate to the Team **BY CANDIDATE NUMBER ONLY – NOT BY NAME**
- Advise the Team which exam the candidate is taking (i.e.: CEO, CBSS, etc.)
- When an Interview Team Captain raises their hand to indicate an interview is complete, escort the next candidate to the Team
- After introducing the new candidate to the Team, collect the PD Forms #108 for the previous candidate, and deliver them to the Oral Interview Coordinator
- When the final interview of the day is complete, collect all of the Oral Interview questions from each Interview Team, and return them to the Lead Proctor

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## **DAY OF THE EXAM**

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### **I: ADMINISTERING THE EXAM**

#### **A: FINAL PREPARATIONS ON THE DAY OF THE EXAM**

- Candidates will have been instructed to arrive by 8:30 AM
  - Proctors should arrive earlier than 8:30 AM, with at least 1 assistant
- Survey the test site for potential problems

- Set up food, beverages and Proctor table
- Introduce yourself and the other Proctors to the candidates
- Hand out pre-checked folders to candidates taking the exam
- Begin roll call
  - Call roll by using the candidate attendance sheet provided by HQ
  - As you call each candidate's name, confirm with them that their **8-digit ID number** is on all of their paperwork
    - All digits – including any leading zeroes – must be used on all materials, or the results of the exam will be delayed
- **Remind candidates:**
  - To silence cell phones
  - That if they get interrupted after the test begins, their time will not be extended
  - To stow all personal belongings, including silenced cell phones, off the table and out of sight
  - That they MAY write on the problem section of the test

## II: PREPARING THE EXAM DOCUMENTS WITH THE CANDIDATES

**NOTE:** Instruct the candidates to use *ONLY #2 pencils* to complete their test documents

### A: PD FORM #102

- Have the candidates:
  - Print their name exactly as they want it to appear on their PD plaque
  - Set the form aside, to turn in with all test materials when the entire test is over

### B: SCANTRON ANSWER SHEET

- *There is a large simulation of this form in the box to use for demonstration purposes*
- Have the candidates:
  - Verify that their names and all 8 digits of their ID numbers (including any leading zeroes) are on BOTH sides of all Scantron forms
  - Fill in the bubbles corresponding to their ID numbers on the front and back of all Scantron forms

### C: CRITIQUE SHEET

- Have the candidates fill this form in completely and turn it in at the end of their examination

## III: ANNOUNCEMENTS TO THE CANDIDATES

### A: GENERAL EXAM CHRONOLOGY:

- The escrow problem portion is given in the morning
- Oral interview sign in is at: 10:30

### B: MAKE THESE ANNOUNCEMENTS TO THE CANDIDATES:

- As you were instructed in your letters from HQ, **calculators** are required for the problem portion of the exam
  - Calculator tapes and all scratch paper must be turned in with their other test materials

- The Information Letter you received explained the grading process and timeframes for receiving test results
  - Results will be mailed out to you within 3 weeks of the test date
    - The address you’ve entered on your PD Form #102 is the address to which your results notification will be mailed
  - **DO NOT CALL CEA HEADQUARTERS OR THE PROFESSIONAL DESIGNATION CHAIR FOR YOUR TEST RESULTS**
    - Neither is your Regional PD Chair nor your employer to call headquarters for the results
- Your Regional Association President and/or Professional Designation Chair will be notified **ONLY** if you have passed the entire exam
- You are the **only** person notified if you fail any portion of the exam
- Should you not pass any portion of the exam, you will be notified and provided with an Application for Retake
  - The cost of retaking any portion of the exam will be noted on the re-examination application
- Should you not pass any portion of the exam, you will have 18 months from the date you took your original exam in which to successfully retake the portion(s) missed
  - If you have not retaken and passed all portions of the exam within said 18 months, then you will be required to take the entire exam over before earning your Professional Designation

#### IV: COMMENCING THE ESCROW PROBLEM TEST PORTION

##### A: DISTRIBUTE ESCROW PROBLEM TESTS TO THE APPROPRIATE CANDIDATES

- Review the contents of the test folder with the candidates
  - Ensure that they have all necessary testing materials
  - Ensure that they have received the **correct test** (i.e.: CEO, CSEO, etc.)

**Read the following information to the candidates:**

“You may write on any portion of the Escrow Problem test materials.

This exam is testing your ability to follow instructions, as well as your overall knowledge.

The instructions may not be what is customary in your area, and may not reflect your company policy.

Follow the instructions – don’t overthink things. *Continued on next page...*

Don’t do any more or any less than what the instructions tell you to do.

If they do not specifically tell you to pay the next installment or the next loan payment, **DON’T DO IT.**

If you are taking the CEO, CSEO, CBSS or CMHS exam, your test is now in the new format, based on the CAR Contract.

The General Instructions in your test packet will provide only the information that is **not** included in the CAR Contract portion of your test.

It is **not** necessary to read the entire contract in detail; **only** to read in detail those portions which apply to your test and the questions associated with it.

Information needed for test answers from the contract can be found in the appropriate areas of the contract, just as they would appear in your day-to-day business.

We will announce when half of the test period has elapsed, when you have 30 minutes remaining, and lastly, when 15 minutes remain before the end of the testing period.”

**What constitutes a passing grade?**

Test	Total possible points	Points required to pass
CEI	150	105
CET	280	196
CEO, CSEO, CBSS, CMHS	600	450

**B: PREPARING THE ANSWER SHEETS**

- The answers to the first set of questions for the escrow problem are fill-in-the-blank
  - Instruct the candidates to transfer their answers from their Settlement and Disbursement Sheet to the fill-in-the-blank answer sheet included in their test packet
- The remainder of the escrow problem is multiple choice, and will be completed on the Scantron Answer sheet
  - Instruct the candidates to **use only #2 pencils**, and to **fill in each bubble completely**
  - The grading machine is very sensitive –
    - Make sure any erasures are done completely, so the machine does not pick up the wrong answer
  - Be sure that the **QUESTION number** on the exam corresponds with the **ANSWER number** on the Scantron answer sheet
  - Both sides of the Scantron sheet are required to complete the entire exam
  - **IMPORTANT! NOW -- BEFORE BEGINNING THE EXAM --**
    - In order for their multiple choice answers to begin in the right place, instruct the candidates to use a **PEN** and “**X**” through the first numbers on the Scantron sheet, as follows:

Test	“X” through these numbers	Begin M-C answers with this number
CET	1-21	22
CEO	1-35	36
CSEO	1-25	26
CBSS	1-24	25
CMHS	1-21	22

**C: THE ESCROW PROBLEM EXAM PERIOD**

- **BEFORE** announcing the commencement of the exam, check the room:
  - Make sure the candidates are ready
  - Make sure all their personal belongings – including cell phones – are stowed off the table
- Advise the candidates to:
  - **REVIEW** each of their forms before turning them in
  - **MAKE SURE** that the Scantron bubbles and all written information have been completed properly



- **TURN IN** all scratch paper, calculator tapes, and all other test materials to the Proctor when they have finished the exam or when time is called, whichever comes first
- **SIGN IN** with the Oral Interview Coordinator after the escrow problem is complete, if applicable
- **CET and CEI** candidates have a full 2.5 hours to complete the exam
- **CEO, CSEO, CBSS and CMHS** candidates have a full 3.0 hours to complete the exam
- Watch the time –
  - Be sure to **ANNOUNCE** when *half* of the test period has elapsed, when **30 minutes** remain, and lastly, when **15 minutes** remain before the end of the testing period
- **IMPORTANT: DO NOT ALLOW CANDIDATES TO LEAVE THE TEST AREA BEFORE MAKING SURE YOU HAVE COLLECTED ALL OF THEIR TEST MATERIALS**
  - Collect and shred all scratch paper and calculator tapes
- Separate any tests which have been written on from those with no writing
- Return all exams and answer sheets to the Lead Proctor

## V: ORAL INTERVIEW TEST PORTION

### A: PREPARATION

- **NOTE:** *Prior to meeting with any candidate*, each question to be used in the Oral Interview should be reviewed by the Proctors who will be assisting with that portion of the exam
- The Oral Interview Coordinator is to:
  - Review the procedures and questions in the morning, *during the Escrow Problem portion* of the exam
  - Review PD Form #108 with the Proctors and instruct them on how to complete it with THEIR name, the date, and candidate's ID number
  - Discuss the number of questions a candidate should be asked –
    - The number may vary depending on how any candidate responds, with regard to accuracy and demeanor
    - An average of 3-5 questions per candidate is typical
    - The interview should last approximately 7 minutes, unless the candidate appears to be struggling
    - The team should ask just enough questions to get a feel for the candidate's ability
- All **questions** asked per candidate must be circled on the review side of PD Form #108
- If the candidate failed to answer a question correctly, Proctor's remarks must include the question number and the reasons why the answer was incorrect, in the event the candidate fails the Oral Interview
- **All grading is to be independent, and not a group effort**
- Discuss the scoring technique with regard to:
  - 3 areas of grading
  - Point structure

## B: THE INTERVIEW

- **DO NOT ASK THE CANDIDATES THEIR NAMES OR THE NAMES OF THEIR EMPLOYER**
- The interviewers should welcome the candidate, and introduce themselves *by name* and by *the type of entity* they work for
- The candidates will most likely be nervous –
  - Try to make them as comfortable as possible before beginning the test questions
- The Team Captain will begin the interview by asking:
  - What type of entity the candidate works for?
  - Have they worked with any other type of entity?
  - How long have they been in the escrow business?
  - Whether they work in Southern or Northern California?
  - What is their job title?
- When the Oral Interview is complete, the Oral Interview Coordinator will calculate the scores for each candidate

	2-member team possible points	2-member team points required to pass	3-member team possible points	3-member team points required to pass
CET	60	40	90	60
CEO	120	80	180	120
CSEO	120	80	180	120
CBSS	120	80	180	120
CMHS	120	80	180	120

## VI: COMPLETING THE EXAM PPROCESS – GRADING AND RECAPPING

### A: GRADING THE ESCROW PROBLEM:

- Proctors must grade the fill-in-the-blank portion of the Escrow Problem before leaving the test site
- The Lead Proctor is to distribute all the test folders to the other Proctors, and call out the correct answers and point value for each
- The Proctors add up the number of points earned, and place the total in the upper right hand corner of the fill-in-the-blank answer sheet

### B: COMPLETION OF THE RECAP FOR SCORING OF CANDIDATES:

- Using PD Form #104, complete the fill-in-the-blank score and the Oral Interview score on the appropriate lines
- *Also indicate whether the candidate passed or failed the Oral Interview*

### C: CANDIDATE FOLDERS:

- When the entire exam is completed and all test materials have been returned, each candidate's folder should contain the following items, and be *stacked in this order from top to bottom*:
  1. PD Form #104

2. PD Form #108
3. Escrow Problem fill-in-the-blank Answer Sheet
4. Scantron Answer Sheet
5. PD Form #102
6. PD Form #501
7. Candidate's Critique Sheet
8. Settlement/Disbursement sheets and any additional papers

**D: REMAINING PD MATERIALS:**

- Place all other test materials back in the PD box, in their appropriate files
- **EXCEPTION:**
  - Place any test materials which have been written on in an envelope, marked to indicate that the contents need to be destroyed

**E: FINAL INVENTORY:**

- **YOU MUST INVENTORY ALL TEST MATERIALS BEFORE AND AFTER THE EXAM**
- **YOU MUST NOT BE MISSING ANY EXAMS**
- **Before leaving the test site, check the entire area to make sure that no test materials remain, that the test area is clean – as it was when you arrived**

**F: SHIP THE BOX TO HQ:**

- On the business day following the exam, ship the sealed PD box containing all completed candidate folders and other test materials to:  
 California Escrow Association  
 2520 Venture Oaks Way, Suite 150  
 Sacramento, CA 95833  
 (916) 239-4075

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