

Position Description

POSITION PROFILE

Position Title: Testing Center Student Proctor

EOU Department/College: Learning Center

EOU Supervisor Title: Travis Paulson, Testing Center Coordinator

Typical Job Duration: Year-round

Job Level: Level 1; \$13.20 per hour

Type of Schedule/Typical Hours: Fixed schedule; more hours during Summer term

Typical Number of Hours Per Week: 15 hours per week during Fall, Winter, and Spring; more during Summer

POSITION INFORMATION

Student Position Description Summary:

The Testing Center Student Proctor provides essential support to students and faculty by facilitating access to tests, managing testing environments, and ensuring a smooth operation of testing procedures. Responsibilities include greeting and assisting students, scheduling assessments, monitoring the testing room, and handling data entry tasks.

Job Duties/Responsibilities/Essential Functions:

- Greet and assist incoming students and public
- Schedule and update daily assessments
- Escort test takers to their assigned rooms

- Process online exam requests and deliver completed assessments
- Monitor the testing environment and perform data entry of proctor information

HIRING CRITERIA

Minimum Qualifications:

- Current undergraduate or graduate enrollment at EOU
- Good academic standing (GPA 2.0 or higher)
- Able to pass a background check

Preferred Qualifications:

- Experience in customer service or office environments
- Strong verbal and written communication skills

Desired Knowledge, Skills & Abilities:

- Effective communication in both verbal and written forms
- Ability to handle multiple tasks and work independently
- Professional demeanor and strong organizational skills

STUDENT LEARNING OUTCOMES

As a result of completing this internship, the student will:

Academic Learning Outcomes:

- **Ethical Standards and Integrity:** Understand and apply ethical standards required in monitoring and administering exams, aligning with academic integrity policies.
- **Attention to Detail:** Develop meticulous attention to detail through accurate scheduling, monitoring, and data entry, critical for ensuring the integrity of the testing process.

Industry Learning Outcomes:

- **Operational Efficiency in Educational Services:** Gain hands-on experience in the operations of an educational service facility, focusing on the administration of a testing center.
- **Regulatory Compliance:** Learn to comply with institutional and regulatory standards that govern student assessment processes.

Career-Readiness Learning Outcomes:

- **Professional Communication:** Enhance communication skills by interacting with students, faculty, and staff in a professional setting, providing information and assistance regarding testing procedures.

- **Problem Solving:** Develop problem-solving skills by addressing and resolving issues that arise before, during, or after exams, ensuring a smooth testing experience for all participants.
- **Time Management and Organization:** Cultivate time management and organizational skills through managing testing schedules and ensuring timely processing of exam materials.
- **Customer Service:** Improve customer service skills by providing a supportive and respectful environment for test takers, essential for roles in service and education sectors.

PROFESSIONAL DEVELOPMENT & TRAINING

Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

LEARNING ASSESSMENT & PERFORMANCE EVALUATION

Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework