Remote TSI Testing through Zoom
Frequently Asked Questions
April 2020

1. Do I need to send in my scores to PVAMU after I have completed the exam?
   No, you will not need to send your scores to the university after completing the exam.
   The TSI office uploads the scores from Accuplacer into the PVAMU system within 48
   hours after you have completed the test.

2. I have completed the exam but my scores are still not uploaded, what should I do?
   Contact the TSI office at (936) 261-3610 for assistance.

3. How would I go about getting a copy of my scores?
   Students wanting a copy of the scores should refer to the TSI Results Retrieval section
   at www.pvamu.edu/tsi for more information.

4. What types of devices can students use to test?
   Students can test on a desktop computer or laptop.

5. Are students allowed to test with other people in the room?
   We recommend that students test alone in a room with a door. If students are unable to do
   so, they should move to a quiet section of an available room.

6. What will I have to show during the room scan?
   The proctor will ask you to show a 360 view of the testing space that includes ceiling,
   floor, under table/desk so ensure that no prohibited items are in the immediate area. You
   will also be ask to show the surface of your work area and the keyboard/mouse.

7. What items are students allowed to have while testing?
   The students’ testing area should only include a computer, keyboard, mouse, scratch
   paper and a writing instrument.

8. Can students use calculators for math tests?
   No, calculators are prohibited (unless for a prescribed accommodation). If a test question
   requires the use of a calculator, the calculator tool will be available in the testing
   platform.

9. When do students enter their voucher information?
   While in the general meeting room, the proctor will instruct the student to navigate to
   www.accuplacer.org and click “start test with voucher”.

10. What is the average setup time per student?
    We anticipate a range of 3-5 minutes for a proctor to verify the student’s identity,
    complete the room scan and launch the test.

11. Do students have to test in one test session?
    No, TSI tests are untimed. If a student needs more time past their scheduled test time,
    they will need to click “save and finish” later. Then, reschedule their appointment with
    the Office of Testing Services.
12. Can students communicate with you if you are in a different room?
Yes, students can “ask for help” from the test proctor anytime by following the instructions below.

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**Asking for help**

If you click **Ask for Help**, it will notify the meeting host that you need assistance and they will be asked to join your breakout room.

1. Click **Ask for Help** in the meeting controls.

2. Confirm that you would like assistance by clicking **Invite Host**.

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13. What should students do with their scratch paper at the end of testing?
Proctors will ask the student to rip up or shred their scratch paper at the end of testing into confetti size pieces. If scratch is not ripped up in the presence of a test proctor then your test will be invalidated.

14. What happens if the proctor or student loses internet service?
If internet service is disrupted, the test session will be stopped, and testing will resume once the connection is reestablished. If the connection cannot be reestablished, the student will need to contact the Testing Services office to reschedule.