PROFESSIONAL TESTING LIVE REMOTE PROCTORING STANDARDS

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Professional Testing Online Proctoring Standards

Overview

This document outlines the Professional Testing Online Proctoring Standards established by Meazure Learning (Yardstick and ProctorU). This document may be protected by a Non-Disclosure Agreement and should be treated as such.

The standards are grouped into logical categories and each standard has an alpha-numeric code.

A. Test-Taker Resources and Person Check Standards

A1: Food will not be permitted during testing without an accommodation.

A2: Drinks will be permitted without an accommodation.

A3: Drinks will be seen during the camera pan.

A4: Smoking, vaping or smokeless tobacco (dipping) will not be permitted during the examination.

A5: All watches will be removed unless an accommodation is listed.

A6: Music/TV and other background noise will not be allowed without an accommodation.

A7: Non-religious head coverings that obstruct the eyes will be adjusted or removed and head coverings that obstruct the ears will be temporarily inspected.

A8: Sunglasses will be removed.

A9: Ears will be checked for headphones/earbuds/earplugs.

A10: Jewelry and clothing will not be requested to be removed.

A11: Sleeve, pocket, or glasses checks will not be performed.

A12: If children are in the room, proctor will not intervene unless obvious breach is occurring.

A13: If note taking or computation is required for the exam, a small whiteboard or transparency sleeve over a sheet of paper is required; scratch paper will not be allowed.

A14: It is recommended that calculators be built into the computer, test driver, or another online calculator. If this is not possible, physical calculators are allowed but the make/model of the calculator will not be validated or have memory cleared. We will verify a scientific vs. four-function calculator.

A15: If materials are allowed, the order of preference for security reasons are:

1. Available and controlled within the test delivery platform
2. Linked from the test delivery platform and hosted on a website permitted and controlled by the testing organization
3. Downloaded digital resource
4. Physically permitted resources

A16: If physical resources are permitted they will not be inspected; whiteboards will be cleared

A17: Test-taker is required to be clothed and not dressed in only undergarments.

A18: Pets are allowed in the testing area.

A19: Test-takers will not be permitted to use additional display monitors.

B. Test-taker Authentication Standards

B1: Two forms of ID will be optional. The primary ID must match the ID requirements.

B2: Digital IDs issued by governments will be accepted. (Photo and name must be clear)

B3: The photo on the ID must resemble the test-taker and the name on the ID must match the ProctorU account.

- For instances where a nickname is used (From Bill to William), test-takers will be directed to complete a name change process

B4: If the ID is not in English (name and expiration can't be confirmed) but photo matches, the test-taker will be allowed to test but an informational touchpoint will be submitted.

B5: Acceptable primary IDs:

- Driver's license
- Passport
- Temporary government-issued ID
- Any other government issued ID card (including digital IDs such as LA Wallet)

B5-1: Requirements for Primary ID

- Must include photo
- Government-issued
- Not expired; if ID does not have expiration date they can proceed.
- Name must match the test-taker's ProctorU account.
  - Name change process will be given to test-taker.
- Photo resembles test-taker
- Images of IDs will not be permitted (without an accommodation); must be physical unless it is a digital issued ID

B6: Acceptable secondary IDs: ** This list is subject to change **

- School, institution, organization ID
- Voter registration card
- Pilot's license
- Library card
- Concealed firearm permit
- Canadian firearms possession and acquisition license (PAL)
- Proof of professional certification (for members of regulated professions)
- Proof of automobile insurance card, renter's insurance, or homeowner's insurance.
- Health insurance card issued by a private health insurance company, by Medicare, or by a government agency
- Utility bills, which are often used as proof of residence or address
- Medical cannabis card

- Hunting license, boating license
- Marriage certificate
- School record or report card
- Membership cards issued by private clubs (social, athletic, educational, alumni, etc.)
- Membership cards (called loyalty cards) issued by private companies (supermarkets, warehouse club stores, etc.)
- Tribal membership card
- Massachusetts liquor identification card (do not have to be a Massachusetts resident)

B6-1: Requirements for secondary ID

- Name must partially match ProctorU account and primary ID.
- If ID is non-English and the name can not be confirmed, the test can proceed and an information touchpoint will be submitted.

B7: IDs explicitly not accepted:

- Social Security Card
- Birth Certificate
- Debit/credit cards/checks
- Any IDs containing sensitive Personally Identifiable Information (PII) that is not listed above

C. Physical Environment Check Standards

C1: Six point camera pans will be standard (four walls, desk, and view of under the desk standing up away from the desk).

C2: Camera pans will include view of the entire wall (floor to ceiling).

C3: Test-takers will be asked to remove everything from their desk that is not permanently affixed or approved for the test; if it needs to stay it will be checked under to ensure no unpermitted materials are present.

C4: Monitor checks will be conducted using a reflective surface (mirror or cellphone selfie camera view) or with an external webcam to ensure the physical computer is secure and no additional cables are leaving the computer outside of the mouse, keyboard, ethernet, and power cables.

C5: Testing from a hard surface will be required: no beds, couches or testing from the floor.

C6: Test-taker will be asked to place their back to the door, if possible.

C7: Test-takers will not be allowed to test in a room where a clear glass wall would allow someone else to view the computer screen.

C8: Cell phones will be requested to be seen and visually verified that they are placed out of reach of the test-taker, even if they are already put away or in another room.

C9: After each break or a disconnection an additional camera pan will be performed. Proctors will notate each time a camera pan is performed.

C10: The ability to pause and resume the exam for proctors is highly recommended. If proctor can't pause the proctor/advocate needs the ability to add/request up to 15 minutes of time to the exam if disconnections or additional camera pans are required. This is not required but is highly recommended.

C11: At the conclusion of the exam, if a whiteboard is permitted, the test-taker will be asked to clear the whiteboard.

C12: Testing from a bathroom/restroom is not permitted.

D. Virtual Environment and Troubleshooting Standards

D1: Proctor or technician will not uninstall any programs outside of the ProctorU extension and LogMeInRescue applet.

D2: Proctor will perform basic troubleshooting for five minutes then transfer to technician if technical issues occur.

D3: Technicians will troubleshoot for up to an additional 20 minutes and if no resolution is determined the test-taker will need to be rescheduled and given directions on steps to take for the next reservation.

D4: If repeated technical issues occur during the exam, technicians will ask the test-taker to reconnect with a different computer or reschedule the exam.

D5: Technician will be the one to inform the test-taker that no more troubleshooting can be performed.

D6: If a technician turns a test-taker away, instructions will be provided to the test-taker with next steps.

D7: For an additional fee, practice tests will be offered to professional testing clients.

E. Exam Duration and Breaks Standards

E1: Maximum exam duration for an exam session is four hours. If an exam is longer than four hours, Meazure Learning requires the test to be broken into separate reservations (separate exam sections).

E2: Test-takers must go back through the authentication process for each reservation; including if the exam is broken into separate reservations.

E3: Tests that are less than three hours should not have a scheduled break (unless there is an accommodation for the test-taker).

E4: Breaks will not exceed 15 minutes.

E5: If scheduled breaks are required, they should be between sections to ensure integrity of the exam.

E6: For scheduled breaks, Meazure Learning recommends that the exam password be re-entered if the learning management system or exam driver supports that functionality.

E7: For scheduled breaks the exam timer should not start automatically due to increased time for re-securing the environment.

E8: During breaks, test-takers will not be allowed to disrupt the virtual environment (browse the internet, check email, chat, etc.).

E9: When a test-taker returns from a break the physical environment will be resecured. This will include an additional camera pan and clearing of the whiteboard (if permitted).

E10: Though the test-taker will not be alerted to this option, if the test-taker claims they need to take a restroom break for an emergency they will be permitted to take a break. Upon return, the room will be resecured and an Incident Report will be created.

F. Suspicious Activity Intervention Standards

F1: Speaking aloud will not be permitted without an accommodation or unless it is explicitly a component of the exam (oral exams).

F2: Onscreen resources are preferred because allowing physical resources increases chance for breaches going undetected.

F3: Suspicious behavior will be addressed and a warning will be issued.

F4: Additional camera pans may be required depending on the suspicious activity.

F5: If suspicious behavior continues the proctor will contact an intervention specialist to address the situation and this will be documented and shared with the testing organization.

F6: If a suspicious behavior persists, the exam will be shut down and the testing organization will be notified.

F7: If a content theft attempt is detected, the exam will immediately be terminated and the testing organization will be notified.

G. Proctor Administration Standards

G1: Proctors that monitor professional testing exams must be trained/certified to do so.

G2: Proctors that do not meet established proctor error and observation scores will be demoted out of the professional testing proctor rotation until retraining occurs.

G3: Proctors will be randomly audited by the Quality Team to ensure adherence to internal and client proctoring procedures.

G4: Proctors are scheduled at a maximum of 4:1 ratio.

G5: The exam should be delivered through a learning management system or test driver. Manually timed exams and/or paper exams are outside of our standard process.

H. Accommodation Standards and Process Exceptions

H1: The testing organization is responsible for reviewing and approving all accommodations.

H2: The testing organization is responsible for inputting the accommodation directly onto a test-taker's account (directly through ProctorU or through integration).

H3: Meazure Learning supports the following base accommodations and process exceptions for online proctoring, but requires approval before anything else is added into the system to ensure proper execution.

Examples of common accommodations include:

- Extra time (no additional charge)
  - Must be enforced by the Learning Management System or Exam Driver.
- Text to speech programs (Officially supported: JAWS; VoiceOver for Mac, and Narrator for Windows); (extension based applications will not be supported)
- Speech to text programs (extension based applications will not be supported)
- Screen magnifier; (extension based applications will not be supported)
- Additional breaks
- Human assistant during the exam

Common Process Exceptions:

- Wearing of watches
- Background noise such as a radio or television
- Additional permitted materials (when others are not permitted the same materials)
- Speaking/reading aloud
- Use of headphones/earbuds/earplugs
- Food permitted
- An alternate form of identification
- Personal external medical devices
    - Hearing aids
    - Insulin pump
    - Glucose monitors
    - Other external devices

H4: The following accommodations do not need to be added to the system.

- Use of medication
- Drinks
- Service animals
- Face mask (due to the current pandemic). This will be temporarily removed to validate identity but then can be worn during the exam.