

Online exam administration process: 3.2.18

Purpose: to outline standard online test administration processes across foundational curricular years. This process is relevant to major in-class, online assessments using BBL or USMLE (not including smaller quizzes or home-based online assessments)

Functions relevant to all online exams

1. Test administration
 - a. Course leader/Lead faculty
 - i. Before exam
 1. Coordinates with lead proctor
 2. Identifies back-up faculty member
 3. anticipates how to respond if errors occur
 - ii. At exam
 1. Briefly introduces exam/process including honor code and identifies lead proctor
 - b. Proctor(s)
 - i. Lead proctor (Identified for each exam specific to each course)
 1. Before exam
 - a. Identifies and confirms other proctors two weeks before exam
 - b. Makes sure proctors are instructed/trained according to the type of exam being given
 - c. Coordinates with the course leader for day of planning
 - d. Coordinates with IT for set up/support; confirms computer needs and number of IT resources in the room
 - e. Verifies students' names and 9-digit ID numbers (for NBME)
 - f. Distributes common laptop test verification to students -- cc's Michael Westfort (for NBME) and Academic Computing Services distribution list
 - g. Reminds students to bring laptop ethernet adaptor and power cord to exam (in the event that ethernet cables are required, IT can provide them).
 - h. Identifies back-up lead proctor and notifies lead faculty
 - i. ensures appropriate room reservation
 - j. sends pdf of exam to "Academic Computing Services' distribution list with encryption, they will delete it after the exam is completed (for BBL)
 - k. Creates Exam Folder which includes
 - i. contact list: list of name, role, contact information for faculty, proctors, IT, Chief proctor, ADUME, SADEA (See template below; also posted on OUME course administrator website)
 - ii. Printed copy of exam (for BBL)
 - iii. two printed copies of class roster (to aid sign-in and sign-out if necessary)

- iv. copy of this protocol
 - v. other documents required by the course
 - 2. At exam
 - a. Introduce exam process (building on faculty Introduction)
 - b. For NBME exams inform students to log in but not launch until instructed to do so (NBME)
 - c. Point person for all communications regarding exam issues
 - ii. Supporting proctor(s)
 - 1. Perform student check-in and out
 - 2. In-room supervision to ensure test procedure followed appropriately (screen use, eyesight, approved items only in the room, etc)
 - 3. Assists with student bathroom breaks
 - 4. Assist students with issues during exam (escalate to Lead proctor if necessary)
 - iii. Proctor pool
 - 1. Maintained by the chief Proctor, accessible to any courses requiring additional proctoring staff
 - iv. Chief proctor (1 per institution -- Specific to NBME)
 - 1. Facilitates NBME processes only
 - 2. Organizes and oversees CBSE
 - 3. Manages proctor pool
 - 4. Contacts the NBME when issues arise with any NBME type exam
 - 5. Identifies backup in case of unexpected absence
 - c. Information Technology (IT) --
 - i. multiple team members are in the room for the start of the exam. Lead IT (academic technology) should identify self and role to lead proctor
 - 1. academic technology Coordinates exam planning with lead proctor (laptops, room needs, Ethernet cables)
 - 2. productivity services are present at the start of the exam to assist with any laptop issues
 - 3. network administrator from IT infrastructure is in the room to change the SSID to facilitate NBME exams only
 - ii. Stay in room for online exams until all students have exam access
 - iii. the ITLC has a laminated sheet on the podium and on the wall with academic technology contact information, the team monitors the phone while the ITLC is in use
 - 1. may need to use corridor phones given poor cellular access, rather than in-room phone to limit disturbance
 - 2. Note: Academic Technology support phone line is manned for the entirety of the exam, and will call other team members to assist if necessary
2. Response to test errors
 - a. Responsibility

- i. Lead proctor is point person, makes all announcements and guides all communications
- ii. if the issue is widespread
 3. Within first 5-10 minutes: lead Proctor coordinates with Academic Technology lead to identify what are the actual problems (log-in, crashing, wifi) and how many students affected
 4. If a wide-spread issue arises, inform students saying something like: "we have identified that a large number of students are having an issue with the exam, we are working on it, if you can access the exam please continue, if you can't please keep your hand raised...we are contacting today's course leader as we work to resolve the problem and will keep you posted. If we are not able to resolve this problem within 15-20 minutes we will move students without access to another room."
 5. Within 10 minutes
 - a. Call Chief proctor to communicate with NBME (NBME only)
 - b. Consult with IT lead to consider any local IT issues
 - c. Contact lead faculty member with all available information
 - d. If no response from lead faculty within 5 minutes, contact back-up faculty
 - e. If no response from back-up faculty within 5 minutes contact ADUME
 - f. If no response from ADUME within 5 minutes contact SADEA.
 6. 15-20 minutes
 - a. If ongoing issue, update students and ask them to go to student lounge to wait for up to 30 minutes (they should be as quiet as possible and can take their laptop with them); remind students of honor code at this time
 - b. lead proctor identifies team member to check students in at the student lounge (this list can also be used to check students back in when the exam is ready for them)
 - c. Convene meeting with faculty leader, IT and lead proctor, curric committee rep/SBC or 2 students not taking the exam (and others as relevant), Chief proctor (if NBME exam) to determine issues and options. faculty member leads the team to make a decision
 - i. Options include:
 1. provide exam as a paper copy (from BBL)
 2. Some students continue while issues are resolved (preferred by students)
 3. Reschedule that day -- must review and consider remainder of schedule on curriculum calendar

4. Reschedule for another day -- must consider remainder of schedule on the curriculum calendar
 5. create and provide substitute assessment
 6. other
 - ii. Considerations include
 1. Last day of semester
 2. Moving exams later and impact on other scheduled classes, exams, careers in medicine, and important events
7. 30-45 minutes
 - a. Faculty leader communicates committee decision regarding exam to students (in iTLC and then student lounge) and team, notifying ADUME if not already involved

Exam administration contact information

Course name:

Exam date:

Role	name	contact information
Lead faculty		
Backup faculty		
Lead Proctor		
Backup Lead Proctor		
Proctors		
Lead IT member	Michael Westfort	x 63920
NBME Chief Proctor	Sue Collette	x 65660
ADUME	Melissa Fischer	x 62285
Asst Dean UME	Gail March Cohen	x 65641
SADEA	Anne Larkin	x 64250
student curriculum committee members *		
SBC leaders *		

NBME contact number:

IT Academic Technology support line, 6-3920, has a second line that will ring in the event that the first line is in use. In the rare event that an Academic Technology staff member is not available the line will ring in IT Communications Technology that is managed by Christine Pimentel.

preferred response to exam error:

* see OUME website to identify appropriate students

2. Other considerations

- a. Calendar
 - i. Avoid co-administration of exams across years
 - ii. Verify no conflicting course session within a year
 - iii. exams that happen in different timeframes -- weekend moved to end of day
- b. Sue Collette (NBME Chief proctor) to verify with NBME that they can extend the length of an exam -- yes; can get permission for 2 day testing
- c. Create and disseminate accurate information about NBME exam flexibility -- Sue to do
- d. Infrastructure updates should not be scheduled the week of an exam if at all possible -- PL and MF addressing

3. Process recommendations

- a. student memorization of ID number as 2nd point of verification
- b. creation of labels/PS campus solutions