



AUACOM PROCTOR MANUAL

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Workflow for an internal examination using SofTest®

This is the workflow for an examination administered by ExamSoft, scheduled to begin at 9:30 a.m. Please use the job-aid titled, “Workflow for an internal examination using SofTest®”, along with this section.

Sign-in at the Main gate by 8:00 a.m. and get your classroom assignment. All proctor’s ID cards must be pinned at the top of your clothes.

Prepare the examination room for test administration

Step 1 - Go to the assigned classroom, turn on all the computers

Step 2 - Login in to the computers using the following procedure

- Press the keys Ctrl, Alt, and Delete simultaneously
- Type in the username as **exam**
- Type in the password as **1234**

Step 3 - After you have successfully logged into the computers, check for Internet connectivity using a web browser and open the SofTest application.



Contact Campus Technology Services (CTS) personnel stationed outside the examination rooms for any issues that you cannot resolve.

Step 4 – Using the provided student login credentials, download the exam on to each laptop

Step 5 – After all downloads have completed, verify the student ID on-screen and the seat number against the roster

Screen examinees at the doorway for identity proof and possession of prohibited items

Step 6 – Request for student ID and verify identity against the same.

Step 7 – Examine students for unauthorized items. Use the job-aid titled, “Doorway Check”, to guide you on what to look for and make sure that you have covered all aspects of the screening process.

Monitor test administration, identify, address and file incident reports

Step 8 – Look for signs of restlessness, hands in pockets or clothing, constantly looking over shoulder. Unfortunately, on occasion, you may come across students who do not comply with policies laid out by the University and the NBME. This section attempts to list out a few of these and suggest a possible course of action. When in doubt, it is advisable to consult the Chief or Assistant Chief Proctor. **Do not forget to file an incident report (See Appendix C).**

Before the examination:

If a student is in violation of the examination policies, you may privately point this out to the student. If they fail to comply inform the Chief or Assistant Chief Proctor immediately.

During the examination:

Violations of examination policies during the examination include but are not limited to the following:

1. Attempting to cheat using concealed notes or devices in the examination room or while on a proctored break
2. An undeclared mobile phone goes off on the student's person during an examination
3. A student is being disruptive and is disturbing other students

In case of examples 1 and 2, inform the Chief or Assistant Chief Proctor, and file an incident report with the Exam Center.

In case of example 3, inform the Chief or Assistant Chief Proctor immediately who will then ask the student to leave the examination room and if required, Campus Security.

Please note that we have continuous video surveillance and recording in the examination rooms.

Step 9 – Students on a break must be accompanied by a proctor to the door and then handed off to the Floating proctor outside of the examination rooms.

Step 10 – If a student takes ill during an examination call the Chief or Assistant Chief Proctor on site. Then the student will either be taken to the Health Clinic, accompanied by a proctor or the AUA emergency team would be call to classroom. The proctor will file an incident report found on the clipboard with the Examination Center.

Step 11 – Recognition and reporting of incidents other than malpractice for which incident reports need to be filed

Close the examination session

Step 12 – Shutdown all laptops

Step 13 – Collect all markers and erasable noteboards

Step 14 – Clean all erasable noteboards

Troubleshooting SofTest issues

Q. I am unable to login to SofTest.

A.

1. Click on the WiFi network icon in the system tray, which is near the clock at the bottom right hand corner of the screen, and check to see which network it is connected to.



2. If it is connected to any network other than Student_Exam, click on the Student_Exam network and click connect.
3. If you get an error message restart the computer and repeat steps 1 and 2. If you are still not able to connect to Student_Exam, bring this to the attention of the CTS support person on site.

Q. The computer shuts off completely while testing.

A. Try to restart the computer and if that does not work, bring it to the attention of the Chief or Assistant Chief Proctor, and also to the attention of the CTS support staff person on site or call the service desk **1195**.

Q. The computer freezes while testing.

A.

1. Power down the computer by holding down the power button for ten seconds and then let go.
2. Press the Power button to start the computer.
3. Press **Ctrl Alt Delete**, enter the User name – **exam** and the Password – **1234**
4. Reopen SoftTest and then key in the Universal Resume code (get it from the Chief or Assistant Chief Proctor on site) and resume the examination.
5. If the computer freezes again, follow steps 1, 2, 3 & 4.
6. Bring this to the attention of the Chief or Assistant Chief Proctor and the CTS support person on site.

After you have successfully opened Softest on all computers, go to the Exam Center and collect the chart with the student login credentials.

Return to your designated examination room and do the following:

1. Switch user
2. Click new registration
3. Typed **auamed**
4. Login as the student using the ID number and Password given on the chart
5. Download the exam
6. On completion click OK and Done

7. In Home the page select Take Exam, highlight the downloaded exam and then leave the window open.
8. Cross check the onscreen name with the chart

You may run the above procedure on four computers simultaneously at any given time. Once the examination has been successfully downloaded on all computers, verify the students name and ID number against your chart for the last time.

At the door:

Let the students in at 9:00 a.m. **after** verifying their identity against their AUA Student ID Card. If a student does not possess their AUA Student ID Card, refer them to the Chief or Assistant Chief Proctor on site. Ensure that the AUA Examination Policies (**Appendix A**) are followed at all times.

Reverse Download of SofTest Exams

The Reverse Download is used only for students who are absent from the examination. This process is done at the **END** of each examination.

1. Click on Home (bottom left) to come out the Take Exam Window
2. At the top of the Home window place the cursor and click in the white space
3. Click Ctrl F3 or Ctrl Fn F3 on the keyboard (varies with type of laptop)
4. In the window that opens, look for the exam, select the exam to be removed
5. Click Remove
6. Yes
7. Done
8. Close Exam Soft Window
9. Shut Down the computer

Complaints regarding test items

If the student has complaints about a test item ask him/her to write to the class SGA immediately after the examination is over, describing the problem with the test item in as much detail as possible.

Workflow for an NBME (National Board of Medical Examiners) examination

This is the workflow for an examination administered by NBME, scheduled to begin at 8:00 a.m.

Sign-in at the Main gate by 7:00 a.m. and get your classroom assignment. Proctor ID cards must be pinned at the top of your clothes.

Step 1 - Go to the assigned classroom, turn on all the computers

Step 2 - Login in to the computers using the following procedure

- Press the keys Ctrl, Alt, and Delete simultaneously
- Type in the username as **exam**
- Type in the password as **1234**

Step 3 - After you have successfully logged into the computers, check for Internet connectivity and open the NBME Secure browser. The icon looks like a *compass* and a *padlock*.



Contact CTS personnel stationed outside the examination rooms for any issues that you cannot resolve.

Step 3 - Let the students in at 7:40 a.m. **after** verifying their identity against their AUA Student ID Card. If a student does not possess their AUA Student ID Card, refer them to the Chief or Assistant Chief Proctor on site. Ensure that the AUA Examination Policies (**Appendix A**) and NBME examination (**Appendix B**) are followed at all times.

Appendix A – AUA Examination policies

The examination policies will be strictly enforced. Any violation of the examination policies will disqualify the student from taking the exam and may invoke further disciplinary action by the school.

1. Student must present a valid AUA student ID to be permitted to sit for the exams.
2. NO bags allowed in the examination rooms. Tables will be provided outside of the Examination rooms.
3. Students must turn off their cell phones, laptops, iPods, iPads, MP3 players, and other devices. These electronic devices must be left in their bags or on the tables outside with the proctors. No Electronic device will be allowed in the exam room or on the student.
4. Students are not allowed to have watches, No Jewelry (**except** for wedding and engagement ring). The AUA proctors and exam administrators will conduct stricter inspections of any and all of the above mentions.
5. Taking notes of any kind, or use of any device, except the markers and dry erase boards provided by the Exam Center is not allowed. Consulting notes, books mobile devices, computers or talking to other students during bathroom breaks is not allowed.
6. Wearing of headphones or earbuds of any kind, including noise-canceling and wireless models, during exams is not allowed. Foam earplugs can be used, but students must show them to the proctor upon request.
7. No food or drinks will be allowed in the examination room: Tables will be provided outside the Examination rooms for all students to place their drinks, food and snacks. **NO FOOD, NO DRINKS WILL BE ALLOWED IN THE EXAM ROOMS.**
8. Students who experience computer problems during an exam must contact the proctor in the room with minimal disruption of the exam.
9. In addition, the **Student Health Clinic** has issued the following guidelines:
 - a) A medical excuse for an exam will be granted only if you are too sick to work. If you have a cold, cough, a mild GI bug, a headache, a little nausea or feel weak, you can and should still show up and take the exams.
 - b) Do not leave once your exams have started-make sure you have the proper over-the-counter medications with you (Tylenol, antihistamine, antidiarrheal, cough medications, etc.)
 - c) Make sure you are taking care of your health the week of the exam-getting proper sleep, taking study breaks, eating correctly, staying hydrated-not binging on caffeine and/or other stimulants.
 - d) If you're feeling ill during your study week, it might be appropriate to be seen several days before the exam in order that you can diagnosed and treated before exam day.

Lock the doors and go around the room with the seating chart, verifying at each workstation that the information you have matches the following:

- Student ID card

- Name on screen
- Seat Number

Inform the Chief or Assistant Chief Proctor to release the password only after all student seating has been verified; you may now distribute the green boards and markers.

Appendix B – NBME Examination policies

Before the examination, the contents of this section will be read out aloud by the Chief or Assistant Chief Proctor. This has been included in this document only for your information.

Before the exam begins, be sure you do not have any unauthorized personal items and/or devices in the testing room. These items include, but are not limited to the following:

- Cell phones
- iPods/iPads
- Watches with alarms, computer or memory capability
- Calculators
- Paging devices
- Recording/filming devices
- Reference materials (book, notes, papers)
- Backpacks, briefcase, or luggage
- Beverages or food of any kind
- Coats, outer jackets, or headwear

You will be provided with one laminated erasable noteboard and one dry erase marker. You are permitted to make calculations or notes only on this noteboard once the exam begins. You can use both sides. If you need additional space for making notes, a proctor will collect the “filled” laminated noteboard and replace it with a new one. The laminated erasable noteboards will be collected at the end of the examination session.

If your screen freezes, raise your hand and a proctor will assist you.

If you need to take a restroom break during the examination, click the **Pause** button at the bottom of your screen. A screen saver will appear. However, this pause does not stop the timer for the exam. Raise your hand and you will be escorted one at a time on breaks.

Appendix C – Incident Report Form

Date: _____

Exam: _____

Student's Name: _____

Student ID (numerical): _____

Type of incident: Cheating () Health () Computer () Other ()

Time: _____

Examination Room/Location: _____

Description of the incident:

Witnesses:

Action taken:

Proctor's name: _____

Proctor's signature: _____