BCCOHP
British Columbia College of
Oral Health Professionals

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Multi-Jurisdictional MCQ Examination

Candidate Information Package

The Multi-jurisdictional multiple choice question (MCQ) examination will be administered through remote proctoring. Please refer to the information in this package for technical and logistical guidance.

Remote Proctoring Overview

- **MonitorEDU, the remote proctoring provider, has a video demonstrating how remote proctoring works. Click here for the video.**
- Candidates will write the online exam at a location of their choice.
- A live proctor will observe candidates in real time using the candidate's computer webcam and a connected smart phone camera.
- **Candidates will be required to have access to a computer (laptop or desktop) that has a webcam as well as a mobile phone with a camera. Both devices will need internet access.**
- Candidates will be required to download a unique web browser onto their computers and to test their devices prior to the exam.

MCQ Exam Format

- 240 multiple choice questions administered in two, 3-hour sessions (AM & PM).
- Half-hour lunch break in between AM & PM sessions.
- Candidates will be assigned a registration start time for both the AM and PM.
- Candidates will have to recomplete the registration process after returning from the lunch break.
- All the times will be based on Eastern Savings Time. Please ensure you have properly coordinated your time zone to EST.

Technical Requirements

- It is the **sole responsibility** of the candidate to ensure they can meet the technical requirements and testing environment of remote proctoring, including access to a stable and consistent internet connection.
- The delivery of the exam will be provided through a secure, browser-based platform that locks down the computer from accessing anything except for the exam.
- **Computer (laptop or desktop):** Windows 7 or higher; MacOSX High Sierra 10.13.6 or higher. Webcam required.
- **Web Browser:** Most recent version of Google Chrome (50+) or Microsoft Edge.
- **Mobile Phone/Device:** Android 4.1 or higher; iOS 8 or higher. Camera required.
- **Internet Connection:** Steady internet connection with minimum upload speed of 1MB/second.
- **Six-foot extension cord:** Allows flexibility in placement of the computer and camera if the proctor determines that these items must be moved.
- If candidates have questions about the technical requirements at any time, they are encouraged to contact MonitorEDU through the 24 hour/7 days a week live chatline at https://monitoredu.com/live-chat.

Testing Environment

- Candidates must find a quiet, distraction-free exam room for the day of the exam.
  - o **No-one should enter the room during the exam.**
  - o **The room should be enclosed with a door.**
  - o A sign should be placed on the door to remind everyone that a high-stakes exam is in progress and entering the room could compromise the exam for the candidate.
  - o Limit noise from outside the exam room including TV, conversations, or music.
- A cleared desk or tabletop.
- Comfortable seating.
- Adequate lighting.
- Comfortable room temperature.
- The area beneath the desk and chair must be clear.
- Walls within sight of where the candidate will be seated are clear.
- Other electronics, security systems, or other recording devices in the room are turned off.

Privacy

- The feeds from the video cameras will not be recorded or stored in any way, with the following exception: in the event of an incident wherein the proctor believes the candidate to be in violation of examination policy (i.e., the proctor suspects the candidate may be cheating), a recording, restricted to the incident, may be made for later review.

  This recording and the documentation following from it will be shared only with the respective regulator for use in the further investigation of the incident. Additional information regarding MonitorEDU's privacy policy with respect to video recording maybe found here: https://monitoredu.com/privacy.

Pilot Test Questions

- The MCQ exam is prepared according to the examination blueprint. All the examination questions have been developed, reviewed, and pre-tested, then refined and reviewed again to ensure that they function as required for assessing competence in the test subject areas.

- As part of the pre-testing process of examination questions, 20 of the 240 questions on the examination are non-scored pilot questions that are pre-tested prior to being used as regular scored questions in an examination. These 20 pilot questions are randomly distributed throughout the examination and cannot be differentiated by exam candidates. Pilot questions are not included in the calculation of a candidate's final score on the exam but are used as part of the examination quality assurance process.

Sample Exam Portal
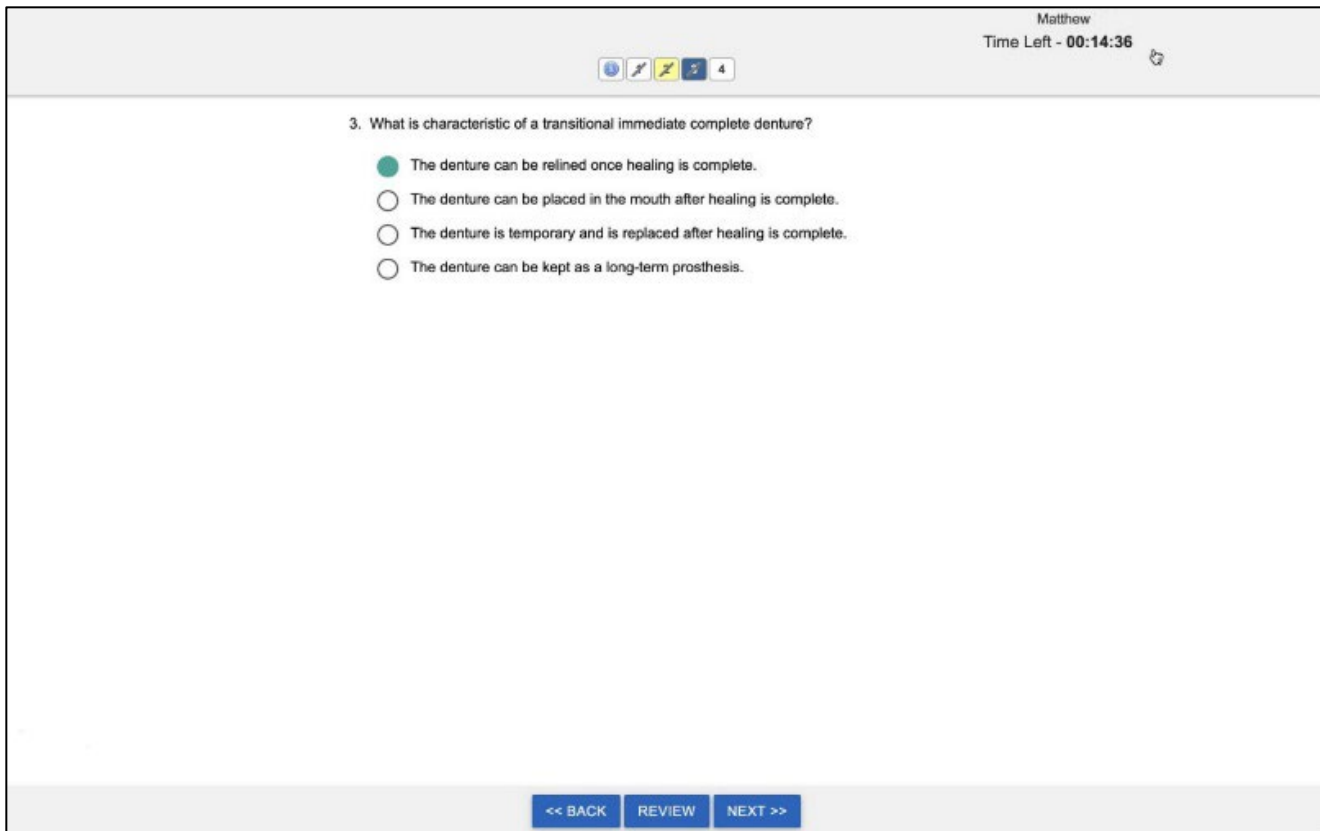
- The image above is an example of what the testing portal looks like during the exam.
    - Candidates will receive one question at a time.

- The top row will show how many questions there are on the exam. Once a question is completed, the question number will be strikethrough.
    - The top row will also display the time remaining for the exam session.

- There are three buttons at the bottom of the screen: Back, Review and Next
    - "Back" goes back one question
    - "Next" goes to the next question
    - "Review" will highlight the question on the top row. This allows the candidate to electronically highlight a question so that the candidate may return to it later. Note that the question will only become highlighted once the candidate moves on to the next question.

- Candidates can always return to any question at any time by simply clicking on the question number on the top row.

MCQ Exam Timeline

Before the Exam

Candidates must:
- Download, install, and test the WebLock Secure Browser onto their main computers.
- Click here to download it to your computer.
- Test computer connections using MonitorEDU's test.
- Download mobile application "Google Meets" using your smartphone's app store. A Google account will be required.
- Prior to the exam, candidates will receive an email with their specific exam information including the exam start time and a link to the exam platform.
- **It is <u>extremely important</u> for candidates to test their computer and connections prior to the exam.**
  - The day of the exam is not the time to diagnose and resolve IT issues.

1-2 Days Before the Exam

- Retest Web Lock by clicking here and clicking "Try WebLock".
- Turn off any adblockers on your web browser.
- Make sure the test area and desk are clean. Make sure any power cables are long enough to the wall outlets. An extension cord may be required.
- Disconnect and remove any other monitors. Make sure only one monitor is connected.
- Make sure there is an area/object/tripod for the candidate's mobile device to be propped up during the exam. The angle of the phone's camera should be wide enough to see the computer screen and testing environment.
- Create door signs to let family members or roommates know not to disturb the candidate.
- **The following are permitted on the candidate's desk during the exam:**
  - one clean piece of paper (8.5"x 11")
  - one pencil/pen and eraser
  - a clear water bottle with labels removed

Day of Exam Preparation

Candidates must:
- Prepare their mobile phones which will be used as a second camera during the exam.
  - Ensure Google Meets phone application is downloaded on the mobile phone.
  - Connect it to power and prop up the phone.
  - Ensure that wi-fi and data are enabled (data if possible).

- o Turn up the volume on the phone so that the proctor may be heard speaking when connected.
  - o Turn off all phone applications, enable camera access permissions in settings.
  - o **Enable Silent mode or Do Not Disturb mode on the phone.**

- Prepare your computer.
  - o Turn off all other computer applications.
  - o Ensure webcam is connected.
  - o Ensure that you turn off remote access on your computer prior to launching the exam:

    - ▪ **If you are using a Windows OS computer:**
      - To disable the Remote Desktop feature using the Settings app, use these steps: Open Settings or search in the task manager for remote access:
      - Click on System.
      - Click on Remote Desktop.
      - Turn off the "Enable Remote Desktop" toggle switch.

    - ▪ **If you are using a Mac OS X computer:**
      - click on the Apple icon in the status bar > System Settings > General, then click Sharing.
      - If you see a lock icon, click it, and enter the name and password of a user with administrator privileges on the computer. Select or deselect the Remote Management checkbox.

- Ensure the desk is clean and cleared and no other objects are within arm's reach other than permitted items.

- Prepare a lunch in advance if possible, candidates are given 30 minutes for the lunch break.

- Bathroom breaks – bathroom breaks are permitted during the exam; the candidate may request from the proctor to use the bathroom.
  - o **Note that the exam time will continue to run during any bathroom breaks**
  - o The candidate will be asked to perform a security sweep of the exam area/desk upon return.

- **Have a government-issued photo ID ready to show to the live proctor on exam day.**

Day of Exam Instructions

1. 15 minutes prior to the scheduled registration time, candidates must navigate to the following website on their main computers: ascproctor.com, when prompted to select a

school/organization, select the **Denturism MCQ Exam**.

2. Candidates then enter their name and email <u>exactly</u> as provided on the examination registration.

3. Candidates will then be directed to a private online chatroom on their main laptop/desktop. **Candidates may wait up to 30 minutes to be assigned a proctor as the proctors are registering other candidates.**

4. A live proctor will initially provide a Google Meets link that the candidate must input onto their mobile phones to create the first video (and audio) connection to their proctor on their phone. The proctor will ask for your email address.

5. The proctor will then provide a second link for the candidate to use on their laptop/desktop to activate a second camera (webcam).

6. The proctor will walk the candidate through the next steps including:
   a. Verifying the candidate's identity with their government-issued, photo ID
   b. Scanning the test area visually using the phone's camera

7. Candidates will now receive the test link.
   a. The WebLock browser should automatically launch

8. Candidates will input their name on the registration page.

9. Candidates will receive a unique test code – **the candidate must write this code down on their paper.**

10. The exam will now begin. Three hours are allotted to complete the first portion of the exam.
    a. The 3-hour timer starts when the exam begins, not when the registration process begins.
    b. The exam is separated into an AM & PM sessions with a lunch break in between. The candidate will complete the above instructions again once they return from lunch.

After Finishing the Exam

- Once candidates have completed the exam, they **<u>must</u>** remain in the testing environment until released by the proctor.
- Candidates should be expected to be sequestered for the entire length of the exam, although they may be released earlier. Candidates will be asked to remain seated at your desk and wait.
- Candidates **<u>MUST NOT</u>** leave the exam testing environment until they have been authorized to do so by your proctor.
  - Leaving without authorization (at any time) may result in an exam being invalid.

Disconnected Connections

- **Do NOT panic. Any progress will be saved.**
- **It is important not to panic, internet or computer issues are encountered routinely and resolved promptly.** It is important to stay composed as once the issue is resolved the candidate will continue with the exam.
- In the event the candidate loses wi-fi connection, their phone's data plan keeps them connected with their live proctor.
- The proctor will help guide the candidate through the reconnection process, if required.
- Keep the unique test code that was written down earlier, as the candidate will need it to reconnect.
- Once you have re-established your internet connection: If you have difficulty connecting back to the exam, speak with MonitorEDU using their 24/7 online live chat: https://monitoredu.com/live-chat
  - College staff are not able to support or troubleshoot the remote proctoring platform. You must contact MonitorEDU directly.
  - The Chief Examiner will review the incident and ensure the candidate can complete the remainder of the exam.

Incident Reports

If you experience anything out of the ordinary that may have negatively affected your exam performance, it is important that you let your respective College's Examination Department know on the day of the exam.

Filing an incident report is a **requirement** should you wish to lodge an appeal after an unsuccessful exam result.

The following are grounds for an appeal that require an incident report:
- Illness on examination day
- Personal emergency e.g. unforeseen emergency or trauma
- Procedural irregularities

Process:
Email your respective College as soon as possible (during your lunch break, after the exam ends, or by the end of exam day). Describe the situation in as much detail as possible, explain how it affected your performance negatively.

Ontario: exams@denturists-cdo.com
Alberta: drichmond@abdenturists.ca

British Columba: vyvian.burns@oralhealthbc.ca

FAQ's

1. **Can I go to a friend/relative's house, or book a hotel room, if my room does not meet the minimum requirements?**
   Yes, provided a candidate can meet the technical and environmental requirements, they can do so in an alternate location suitable for high-stakes testing. Keep in mind there cannot be other people in the room or moving throughout the room when they are testing.

2. **Can I borrow a friend or relative's computer, webcam, or mobile phone?**
   Yes, candidates are encouraged to source or borrow electronic equipment in order to meet the technical requirements of remote proctoring.

3. **Can I write the MCQ exam from another country?**
   Yes, remote proctoring is available to you regardless of geography provided you can meet the technical and environmental requirements. Please note there is no adaptation for time zones.

4. **Will I get my results faster with remote proctoring?**
   No, the procedures used to review and validate the exam results remain critical to high-stakes examinations. Exam results will be released as usual within approximately 6-8 weeks after the administration of the exam.

5. **I am nervous about remote proctoring, who can I talk to who might assist with reassuring me?**
   MonitorEDU has an online chat. Please feel free to contact them with your questions regarding the proctoring experience and any technical specification. https://monitoredu.com/live-chat

6. **Will I be able to see my online proctor while they are observing me?**
   No, candidates will only be able to view their examination. You can only speak to your remote proctor.

7. **Will I be able to use the bathroom during the exam?**
   Yes, candidates are permitted to take bathroom breaks during the examination as necessary just as they are during the in-person administration. The exam clock will continue during these breaks and the proctor may ask for a security sweep or other additional security protocols upon your return. To use the bathroom, ask your remote proctor first.

8. **Will I be able to take notes during the exam?**
   Yes, candidates are permitted to have one piece of plain 8.5"x11" paper and a pen/pencil during the exam. Should candidates choose to have a piece of note paper, it will be shown to the proctor as

part of the security check and will again be shown to the proctor at the end of the exam. The proctor will then observe the candidate destroying the paper at the end of the exam.

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