

NCARB Live Follow-Up: During Your Appointment

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Michelle Cohn (00:00): Hi, everyone. I hope you were able to watch our recent NCARB Live, where we talked about all things online proctoring. We received a lot of questions during that NCARB live and we weren't able to answer all of them. So in this video, we're going to answer a lot of the questions we had received about during an online appointment and potential disruptions of the test during that appointment. So our first question:

Can we have tissues during an online appointment, similar to at the Prometric test center?

And the answer is yes, you can have a tissue on your desk. Know that the proctor will want to see that as part of your security check-in. So just be prepared for showing that during your security review, but then yes, you would be allowed to have that tissue nearby.

Joan Paros (00:50): Can you talk to yourself or look at things beside your screen while testing remotely?

It's recommended against either talking to yourself or looking around the room, because the proctor is going to be paying attention and is also going to be alerted to anything that you're doing. So if you're talking, they don't know if you're talking to someone else. If you're looking around the room, obviously it's a security risk because they are going to pause the test and check in to see either who you're talking to or what you're looking at. So it's best to try to stay focused on the exam in order to be able to keep testing and remove the chance that the proctor's going to pause the exam for anything that you're doing.

Michelle Cohn (01:34): Can we use a calculator that we have at home?

The answer is going to be no. There'll be the same rules at the test center that will apply when you're in the online proctoring set-up in your home or office. The calculator is still going to be provided to you in the software where you actually take your test, and so you will not be allowed to use a personal calculator on your desk.

Joan Paros (02:01): Can candidates drink water or coffee or snack during the tests?

It's recommended that you save any other activities besides testing for during the break time. Because again, the proctor is going to be monitoring all your behaviors for security purposes. So it's best that you limit any other outside activities to your break time.

Michelle Cohn (02:22): How will Prometric validate my ID online and what ID do I need?

Similar to the calculator, the same rules apply between the test center and online proctored delivery. You will need a photo ID and you'll want to make sure that the name on your ID exactly matches the name on your test. So this is a good place for a quick reminder that if you do have a name change, you want to make sure that you contact NCARB at least seven business days ahead of your test, and preferably that you contact us before you even schedule the test

to make sure that your name is updated in the system before you schedule. When you go to your online proctoring appointment, you will need to show your ID in the camera. The system will take a picture of that ID for the proctor to be able to check prior to allowing you into the exam.

Joan Paros (03:17): Will the exam be video- or audio-monitored by an attendant throughout the duration?

Yes. You may not have the same proctor for the entire duration of the exam, but the entire exam will be proctored from the time you began testing, and during your breaks and subsequent to your breaks, until you finish the exam.

Michelle Cohn (03:36): Can online testers use earplugs?

Well, the answer to that is no. I'm going to say I'm assuming that this question here is referring to earplugs for sound abatement. No, those are not allowed. Similarly, ear buds, headphones, anything like that is also not allowed. The proctor needs to know what is going on in the room at all times. If you have anything in your ears, a Bluetooth-type device or an earplug, that is going to be an issue with the security requirements.

Joan Paros (04:12): Are candidates penalized for unexpected interruptions in the exam?

I'm not sure what you mean by "penalized." The exam will be paused if you're interrupted, if the proctor hears anything or sees anything or notices anything out of the ordinary other than your testing. The proctor is going to pause the exam and check in with you and speak with you about it and ask you to please remove the interruption so that you can continue the test.

Michelle Cohn (04:39): Would dropped WiFi be treated like a break where a candidate couldn't go back and answer questions they have viewed?

No, that would not be treated the same as a break. The system would recognize that the WiFi all of a sudden stopped and the exam would automatically go into a pause state, is what it's called. So your exam time would be paused and the items that you have seen would not be locked as they would be if you had gone on a break. So you would have that opportunity to hopefully be able to fix your WiFi, and then you would be able to get back into your exam. You would have to go through that security check-in process once more, but then you would be able to get right back into your exam. The items would not be locked, and your exam time will pick back up where you had left off.

Joan Paros (05:33): Is there any remedy for problems that arise during the exam? For example, I have had my screen freeze at testing centers. If that should happen, what do we do?

Keep in mind, you're able to communicate with your proctor during the exam, and they would pause your exam and speak with you and help you resolve whatever issue you're having. That doesn't apply to any issues with your own WiFi or any technical issues you're having on your end. But again, you can always chat with the proctor and discuss whatever issue is taking place.

Michelle Cohn (06:05): I have a baby at home. What if he comes to me during the exam? Is it against security rules?

Yes, it is against security rules. This goes back to a previous question that Joan had answered about not having interruptions during your test experience. So if the baby does come into the room, the proctor would likely pause your exam, speak to you about the issue, just confirming what's happening. But you will need to ... You're not allowed to test with the baby in the room. So we do encourage candidates when they're scheduling their online proctored exams to really think carefully about the times of day that they're scheduling those exams. For instance, when they are able to access childcare, or for instance, when they know there's not going to be a heavy load on the internet because of other people in their home. So this just really is part of that consideration for when you're scheduling your online proctored exam.

Joan Paros (07:01): If the WiFi gets lost and the test goes into a pause state, will the candidate have to redo the security test by the proctor?

Yeah, anytime that you take a break or the exam is paused, and you're still seated at your desk, but the exam is paused—you lose connection, you're unable to test for whatever reason, whether it be a WiFi issue, technical issue, anything of the sort—you would need to go through the check-in process. And again, that also is under consideration for after a break as well. Every time you come back from a break, you need to go through the check-in.

Michelle Cohn (07:43): All right. Well, that covers all the questions we had received about what happens during an online proctored appointment and what happens if your test is disrupted and then how interruptions might be handled. We hope that this was helpful and answered some of your questions. Keep an eye out for other videos that we'll have covering other aspects of online proctoring. Thanks.