PSI
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Procedures for Administering Self-Assessment Examinations (SAE)

The National Board for Respiratory Care (NBRC)

NOTE: Please read this entire document prior to administering SAEs.

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Section 1 – General Information

This manual is offered as a guide to administer the NBRC Self-Assessment Examinations (SAE). It includes details about the importance of maintaining the security of the examination and providing all students the opportunity to take the examination under identical, fair conditions. Any individual involved in administering or proctoring the administration should read and understand everything contained in this manual.

Section 2 – Test Delivery and System Requirements

SAEs are delivered via the Internet (web) and are password protected to ensure only students authorized to attempt the examinations are allowed to do so.

You are strongly encouraged to order the SAEs a minimum of 48 hours prior to the intended administration. This will allow time to ensure receipt of the log-in information and resolve any issues prior to the day of testing.

A confirmation e-mail message for each SAE purchased is sent to the email used at the time of purchase. The confirmation e-mail is sent from exams@LXR.com and contains the following:

- link (or URL) to be used to access the login page for the examination
- student ID number
- assigned password

It is critical that these e-mails be maintained in a secure manner until the time the examination is administered!

Just a little bit of preparation can go a long way to ensuring the best possible results from this web testing platform. Technology requirements for administration of SAEs include:

- Only Windows 8 and Windows 10 operation systems are supported. The operating system should have all Microsoft recommended updates.
- Internet Explorer version 11 or Edge is recommended. Other browser applications will not work with the system.
- Browser "cookies" must be enabled.
- All popup blockers must be enabled.
- All non-essential and non-standard Windows services must be stopped.
- An HTML capable e-mail delivery for instructions and score reports.
- Ordering the examinations a minimum of 48 hours prior the intended administration.

Notify your (local) technology staff that you plan to administer tests over the internet and the specific date so they can eliminate any issues related to accessing the Internet on that date, e.g. firewalls that may prevent access, etc.

Please understand that the Internet is subject to delays and events that are beyond PSI's control. However, we will work with you to resolve them as best we can to ensure your students have the very best testing experience!

Section 3 – Recommended Testing Conditions

The computer lab or other facility used to administer the examination should be quiet, well lit, and adequately heated or cooled. The room should be well insulated from noise with no outside distractions nearby. Restroom facilities and water fountains should be nearby with students informed of their location. The location of all emergency exits should be marked and explained to students.

Section 4 – Test Administration Procedures & Instructions

Maintaining Security

A confirmation e-mail for each student is sent to the email address entered at the time of purchase and should be received immediately after the purchase is complete. The e-mails are from Exams@LXR.com. (LXR is a division of PSI.) The subject line of each e-mail includes student's name.

Please whitelist Exams@LXR.com to ensure proper receipt of the emails. If you don't receive the email within 30-45 minutes after the order is completed, please check your spam. If the email is not received, please reach out to the PortalSupport@psionline.com and place the word URGENT in the subject line.

Due to the secure nature of the examination and the requirement that students be monitored during the entire examination, please keep these e-mails secure until the date and time of the scheduled administration because they contain the login information for each student.

The confirmation e-mail will include the dates the examination is available for administration (usually 90 days from the purchase date). All students must attempt the examination at the same time. If this is not possible, multiple sittings should be scheduled back-to-back. Students should NOT discuss test questions or possible answers with anyone, either during or after the test administration with anyone including faculty or other examinees. If a student is unable to attempt the examination on the scheduled date(s), it should be administered as soon as possible and must be within the testing window.

Prohibited Personal Items

The following items should **NOT** be permitted in the testing room:

- Cell phones
- Radio or headset devices
- Calculators
- Purses
- Briefcases
- Hats (ceremonial or religious headwear is allowed)
- Personal papers
- Books or reference materials

Allowed Personal Items

The following items are permitted in the testing room, but should be inspected prior to admission to the testing room:

- Eyeglasses
- Eyeglass cases
- Watches

Inspection Procedures:

▶ *For Eyeglasses:*
  - Any student who is wearing heavy framed eyeglasses should remove them in order to demonstrate that no wire is attached.
  - If a student's eyeglasses have an attached lanyard, the student should remove the lanyard to demonstrate that no wire is attached.
  - Visually examine the eyeglasses to ensure that there is no camera embedded in the eyeglass frame.

▶ *For Eyeglass Cases:*
  - Any student that has an eyeglass case should place it in a pants pocket or leave it outside the testing room.

▶ *For Watches:*
  - For students wearing digital watches, visually examine the watch to ensure that there is no camera lens and shutter button.

  - If there is suspicion, ask the student to remove it and place in his or her pocket.

  NOTE: Smart watches are never allowed and should be removed and secured outside of the testing room.

Restroom Breaks

Inform students of the location of restrooms closest to the testing room and that only restroom breaks are allowed during the examination. The following guidelines should be used for restroom breaks:

- students should not leave the testing facility
- students may take as many restroom breaks as needed, each break should not last longer than 10 minutes
- ***only one student should be allowed to leave the testing room at a time***
- students should NOT receive additional time to complete the examination for time lost during a break

Closely observe student after they return from a break – in particular, pay attention to determine if they have returned to the testing room with any prohibited personal items or display suspicious or unusual behavior.

Getting Started

The confirmation e-mail contains a link (or URL) to access the login page for the examination, as well as the student's ID number and password. **It is critical that these e-mails be maintained in a secure manner until the examination is administered.** Ask each student to open Internet Explorer (or other compatible browser), then enter the URL into the browser address field exactly as it appears in the confirmation e-mail. If possible, have the e-mail accessible to the student from the computer used for testing and the student can simply click on the link to access the login page.

Timing the Examinations

You are responsible for controlling the start and finish time of the examination. All students shouldbegin the examination at the same time.

The Secure Comprehensive Clinical Simulation SAE – has 20 problems. The system does not automatically end the examination after a specific period of time. The CSE credentialing examination has a four-hour time limit.

The Secure Comprehensive Therapist Multiple-Choice SAE – has 140 items. The system does not automatically end the examination after a specific period of time. The TMC credentialing examination has a three-hour time limit.

Note: When the time limit is reached, each student **MUST** click on the EXIT button in the lower left portion of the screen and then c l i c k o n FINISH and EXIT. **Score report emails will not automatically be emailed if students don't properly exit the examination.**

Score Reports

Score reports are sent by email to the address used when purchasing the examinations. If an error was made in the email address or if score reports should be emailed to a different address, you must contact PSI to correct it **prior to administration**.

SAE Performance Reports

Various reports detailing student performance are available from the NBRC School Portal. Contact NBRC and support@nbrc.org for assistance accessing the School Portal and with any questions about student performance reports.

Begin the Examination

- Before starting the examination, provide each student with one piece of scratch paper and a pencil.

- Advise students to ONLY use the **navigation buttons at the BOTTOM** of the testing window when taking the examination. They should NOT use the browser's standard navigation buttons on the top of the screen!

- Advise students that a virtual calculator is accessible in the examination software.

On the login screen (sample shown below), each studentwill enter their ID number and password, both of which are included in the confirmation e-mail.
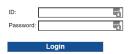
Sample Login Screen

NBRC

The National Board for Respiratory Care, Inc.

Please login to:

Secure Comprehensive Clinical Simulation SAE (Form 2020)

ID: [   ]
Password: [   ]

Login

After entering the ID number and password, the student will be presented with a screen confirming the examination type with instructions on how to begin (sample shown below).
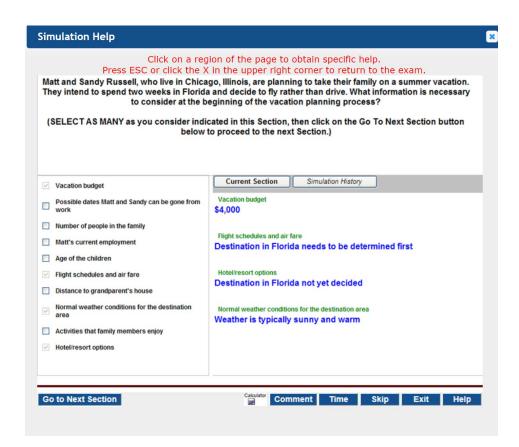
NBRC

The National Board for Respiratory Care, Inc.

Secure Comprehensive Clinical Simulation SAE (Form 2020)

0 of 20 Simulations Completed.

You are scheduled to take:
Secure Comprehensive Clinical Simulation SAE (Form 2020)

Take me to the self-assessment examination.   **Begin**

Date: 10/12/2021 Time: 10:55 AM

STUDENTS SHOULD STOP when they reach this point until you are ready to begin the timed examination. **When all students have read the instructions and are ready to begin, tell students to click on the "BEGIN" button.**

Help Screen
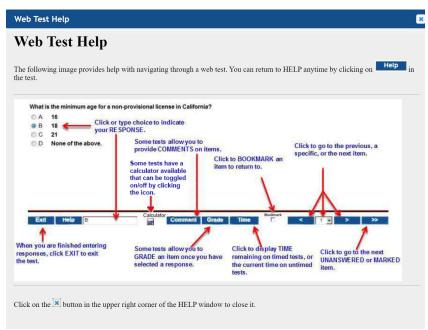
Inform students that a HELP screen that explains how to use the keyboard and mouse to maneuver within the examination is available in the examination software. Once the student begins the examination, he/she can click on the HELP key in the lower portion of the screen at any time to obtain on-screen assistance.

Sample HELP Screen Window CSE Exam:

Sample HELP Screen Window TMC Exam:

Ending the Examination

Once the allowed testing time has expired, each student MUST click on the 'EXIT' button in the lower left portion of the screen and then click on 'FINISH and EXIT'. **Score report emails will not be sent automatically if the exit process isn't properly followed.**

Scratch paper **must** be collected at the end of the examination to ensure students do not take any secure information with them.

Terminating the Examination

An examination may be terminated at any time (due to illness or other emergency). If an examination is terminated, the examination cannot be restarted. Please contact PSI at PortalSupport@psionline.com and they will assist with extending the examination if appropriate so that the student may complete it.

Monitoring Students and Testing Conditions

All examinations must be administered securely. You are responsible for both the standardized administration and security of the examination. You should stay in the testing room during the administration to ensure that students never compromise the security of any examination, either by using notes, talking with other students, or attempting to copy or remove examination materials from the testing room.

You should also monitor conditions inside and outside the testing room to make certain all students are afforded the opportunity to take an examination under satisfactory conditions. If unsatisfactory conditions inside or outside the testing room arise, they should be remedied as soon as possible. An example of an unsatisfactory condition outside the testing room would be excessive noise from other student, staff, or equipment. Examples of unsatisfactory conditions inside the testing room would be poor lighting, one student disturbing others (e.g., coughing, reading questions aloud, etc.), or extreme room temperature.

When monitoring students, if you observe any suspicious activity that may indicate cheating or the recording of examination content, you should watch the student(s) carefully to verify the suspicious behavior.

Warning Signs of Cheating

In spite of warnings that they will be monitored during the examination session, some student may still attempt to cheat. The following actions *may* be evidence of cheating:

- student appears to be looking in their lap or at keyboard excessively to see notes
- students are whispering or talking during the examination
- students appear to be exchanging notes with one another, or answers by some form of "code system"
- students switch seats during the examination

Warning Signs for Recording Examination Content

Another form of cheating involves the recording of examination content. Examination content can be removed from the testing room in a variety of methods:

- students write down examination content and remove it from the testing room. This is why you must collect scratch paper at the end of the examination and not permit any personal papers into the testing room.
- Because miniature recording devices are so widely available and affordable, it is possible for student to sneak devices (such as voice recorders, cameras, and video recorders) into the testing room and attempt to remove examination content. Also, recording devices can be hidden in many everyday personal items, such as hats, pens, watches, eyeglasses, and perhaps even jewelry. This is why we provide procedures for careful inspection of allowable personal items that student may take into the testing room.

Due to the "high stakes" nature of the examination, as well as the significant investmentin developing these examinations, it is critical that the security of examination content be maintained at all times.

The following actions *may* be evidence of recording examination content:

- students are reading out loud or whispering examination content
- students appear to frequently adjust their eyeglasses, watches, or other personal items
- students are observed to possess prohibited materials (such as personal papers or devices)

Section 5 – Troubleshooting & Contact Information

<u>Loss of Internet Connection or Power</u>

If your site experiences loss of power or loss of internet connection during the examination, please advise the student that the software saves responses made up to the point of the power failure or loss of Internet connection and it is possible to restart student from the point that this occurred. Once power or internet connection is restored, the student should simply log in again using the same ID number and password.

You should also advise student that once they begin the exam, if they do not touch the mouse or keyboard for 20 minutes, they will be automatically logged out of the examination. If there is time remaining, the student can log back into the examination using the same procedures as described in the "Getting Started" section of this manual.

You should receive score reports by email immediately after a student exits the examination. Once the allowed testing time has expired, each student MUST click on the 'EXIT' button in the lower left portion of the screen and then click on 'FINISH and EXIT'. **Score report emails will not be sent automatically if the exit process isn't properly followed.** Please contact PortalSupport@psionline.com if you don't receive them.

<u>Contact Information</u>

Should you encounter any technical issues during the examination, or if you have any questions, please contact PSI at PortalSupport@psionline.com or Monday through Friday, 8:30 am to 5:00 pm Central time.