Live Remote Proctoring (LRP) - FAQ's

Q: What is Live Remote Proctoring (LRP)?

A: Online testing, via LRP, is specifically designed to be a secure, web-based, monitored testing event with a live proctor monitoring the exam, candidate, and testing environment throughout the exam administration. LRP is defined by the National Commission for Certifying Agencies (NCCA) as follows:

"Remote proctoring that occurs with a person actively watching and monitoring a candidate during the time of the test administration and that provides safeguards for exam integrity and validity similar to in-person proctoring."

Q: Can our school/existing proctors deliver LRP?

A: No, LRP is only able to be delivered through secure third-party vendors such as PSI, who are trained, certified, and enabled with special technology (AI, facial recognition/tracking, etc.) to be able to securely monitor exams remotely. School personnel will not be required or allowed to proctor LRP exams and should not engage in any form of remote proctoring exam set up for institution onsite testing.

❖ **TECHNOLOGY REQUIREMENTS**

Technical requirements

➢ Live Remote Proctoring will work with any modern Windows or Mac OS X computers with a working webcam, microphone, and internet connection.
➢ A compatibility check tool can be accessed before the candidate register, during the registration process or prior to testing at: https://syscheck.bridge.psiexams.com/ to ensure the candidate's system meets the following technical requirements (hardware and software) for their remote proctored exam. The compatibility check tool does not detect firewalls or VPNs.
  - **Operating systems supported**: Windows 10, 11 and later; 32bit (x86) and 64bit (x64); Mac OS macOS 11(Big Sur), 12(Monterey), 13 (Ventura).
  - **Browsers supported**: Chrome Extension
  - **Browser settings**: The browser must accept third-party cookies for the duration of the exam ONLY
  - **Webcam/microphone**: Minimum VGA 640 x 480 resolution, enabled built-in or external microphone
  - **Bandwidth**: Minimum 400 kb/s download and upload
  - **Hardware requirements**: 2GB RAM Memory; 1 GB Free Disk Space, minimum 1368x768 screen resolution
  - *If you run the PSI Technology Check for LRP it will take you through the requirements. It is important to note the difference between an operating system and browser/platform. Google Chrome is the recommended browser to access Live Remote Proctoring, but the operating system on your tester's computer needs to be Windows, Mac OS, or Linux.*

- ➢ If device compatibility is not confirmed, candidates are encouraged to utilize a different device that is compatible or utilize PSI's Testing Center option.
- ❖ Can a candidate install the security plug in prior to initiating their exam?
  - ➢ Answer: No, but a candidate only needs to do it one time. If they are taking more than one exam, it will not be necessary for any future attempts.
- ❖ Is a webcam required?
  - ➢ Yes, requirements include a computer, web camera *(within the computer or external to the computer- the webcam needs to be mobile enough to move to show the proctor the room the candidate is testing in)*, speakers, microphone, and stable broadband internet connection.
- ❖ Are candidates able to take exams via LRP on a public computer? ex: Library
  - ➢ Answer: Yes, if they can get the browser (Chrome extension/Secure browser) and are confined to a secure testing environment which includes being in a room alone with a desk and free of clutter. Testing is not allowed in open public spaces.
- ❖ Will I still be able to approve a testing roster for LRP testing?
  - ➢ Yes, that process remains unchanged with the availability of LRP.
- ❖ How will I accommodate my students without computer or Wi-Fi access?
  - ➢ Candidates without access to a computer or internet can test at their local PSI test center.
- ❖ Will the student be required to download software to take their exam or continue to log onto the NHA site?
  - ➢ Our LRP solution leverages a Chrome extension to eliminate the need to download special software.
  - ➢ School staff will need to ensure that students who are testing on site at a school and/or through a school issued computer will not run into issues with school firewalls or school computers. Please reference NHA's *Live Remote Proctoring Institution Technical Resource Guide* to ensure students will not have technology issues on test day.
  - ➢ **A full list of PSI technical requirements is available by following this link and should always be referenced for the latest information.**

EXAM SITE AND PROCTOR INFORMATION

- ❖ Do NHA institutions supply their own proctor or is the proctor provided by PSI?
  - ➢ The proctors are provided by PSI and PSI proctors are the only authorized proctors for LRP.
- ❖ Can candidates test individually, using LRP, onsite at an institution?
  - ➢ Yes. They can test individually on site in a secure testing environment free from presence of other individuals and activities.
- ❖ Is there a cost for using LRP?
  - ➢ There is no cost for using LRP
- ❖ Does PSI have a maximum # of candidates per day for LRP?
  - ➢ We anticipate PSI to be able to handle customer demand and are confident PSI can support NHA's testing volumes.

- ❖ Does the testing room need to have a closed door – for example could they test in a kitchen?
  - ➢ A candidate may test wherever they like, if the environment is clear from prohibited materials, there is adequate lighting and low noise, and there are no other people.
- ❖ Are these possibilities for Group Scheduling acceptable:
  - ➢ On-site computer lab or similar based group scheduling for clients who do not have a proctor but testing at the same time with PSI –
    - Yes. We would need to know in advance to alert the proctoring team.
  - ➢ Individual group scheduling from home to ensure candidates test on the same date/time with all candidates testing from home and proctored by PSI LRP
    - ▪ Yes. We will do our best to accommodate the same date/time but it will be dependent on proctor availability. The more notice we have to schedule them, the more likely we will be able to have them test together. I believe we are already doing this.
  - ➢ Small group scheduling in a secure space, like two sisters in the same class maybe in the same room either at a classroom, library or even in a home but all proctored remotely while in the same room
    - ▪ Yes, but we would prefer to have individuals not test in the same room from their home. We would need to know in advance to alert the proctoring team.
  - ➢ Can you let me know what the guidelines for the space are if doing group scheduling for a group of 15 who want to all be in the same room?
    - ▪ Candidates should not be able to view each other's workstations. Having candidates sit in alternating seats or alternating rows would be helpful. The best classroom set up for this is where one set of candidates is facing one wall and another set is facing the other, with a good amount of space between each. Corrals are also great. But we understand that this is not always possible.

EXAM REGISTRATION FAQ

- ❖ What is the process for scheduling an exam?
  - ➢ Please login to your NHA account or create an account at nhanow.com and "apply" to begin your registration process.
- ❖ What are the ID requirements?
  - ➢ (1 form) Government-issued photo ID that bears the candidate's first and last name and signature. Military IDs are not accepted for LRP exams. Acceptable forms of ID include:
    - ▪ Driver's License
    - ▪ State identity card (non-driver license)
    - ▪ NYC ID (city issued)
    - ▪ Passport or Passport Card – any country (valid government-issued passport)
    - ▪ Permanent Resident Card, Green Card, Alien Registration

- ExCPT Exam ONLY: Candidates residing in the state of Arizona MUST also provide either an original OR copy of their High School Diploma or Certificate of Completion of the GED or HiSET.

❖ Will a candidate be turned away if the proctor cannot get a good quality picture?
  ➢ If the proctor is unable to verify the identity of a candidate, then they will not be allowed to test. This is to protect the content.

❖ If a candidate has an exam already scheduled at PSI, how do they change it to PSI LRP?
  ➢ Candidates simply return to their account, click "Apply" and "Schedule with PSI"

❖ Do candidates have to wait 24 hours to schedule their exam after they apply?
  ➢ No, candidates will be able to schedule their LRP exam at the time of their registration. An important distinction is candidates who are waiting for exam approval from their institution. These candidates will need to log back in to schedule their exam date after receiving their institution's approval.

❖ Will the institution/instructor receive any notification that the student has scheduled their PSI exam?
  ➢ Not currently.

❖ Do the candidates get a notification once they register that states the guidelines for LRP testing?
  ➢ Yes, candidates are provided information about test day and their testing experience within the email confirmation they receive after registering and scheduling their exam with PSI.

❖ How will our students register? I have high school students and our school pays for their exam. Will they be able to schedule themselves or will I have to register each of them?
  ➢ Candidates register themselves from the NHA platform.

❖ Once LRP is implemented, what will the turnaround time be for students to get a test date and time?
  ➢ Students can schedule their exam as part of their registration process and most candidates are able to take the test within 3 days.

❖ Who do we submit name change to? Or authorization date extensions? Changes made in the Partner Site are not reflected on the new platform.
  o You would either run an update to the eligibility API, but candidate may not be scheduled to do so. If they are, then you would submit a ticket to Client Services (NHAClientSupport@psionline.com).

Accommodation FAQ's

❖ Will NHA waive the 30-day requirement for accommodation review?
  ➢ NHA expects to provide accommodations reviews in an efficient manner. To ensure we can support you, please do the following:
    - A complete accommodation request form with all current documentation is required for review of accommodation requests. The most common cause of delays is incomplete or outdated information.
    - Our accommodation review team will process your request and communicate if you are approved for an accommodation

- ❖ What kind of accommodations can be granted for Live Remote Proctoring?
  - ➢ PSI Live Remote Proctoring will only be able to support extended testing time.
  - ➢ Additional accommodations, such as readers, may be available at campus testing locations and PSI testing centers, based on exam date and location.
- ❖ Once an accommodation is approved, PSI will contact the candidate within 48 hours to make arrangements to schedule the candidate for their exam and provide required accommodations for testing.
  - ➢ The length of time between the call from PSI and the candidate testing may be impacted by the accommodation requested. Some accommodations take longer to arrange than others.

EXAM DAY EXPERIENCE FAQ

- ❖ How is the candidate's identity verified?
  - ➢ The PSI proctor will have their candidate provide their identification by showing it via the web camera at the beginning of the testing experience. All government issued identification presented must contain a photo and signature. Acceptable forms of identification include Driver's License, State identity card (non-driver license), Passport, Passport card, Green card, Alien registration, Permanent resident card, or National identification card.
  - ➢ Candidates will also be asked to take a picture of themselves, and the proctor will review the id and candidate photo to ensure a match.
    - ▪ Military IDs are not accepted for LRP exams. Please be prepared with an alternate form of identification.
      - • Can students use the paper version of their state issued ID?
        - ♦ Paper IDs are not accepted
      - • Can students use a US domestic or foreign issued passport as a form of ID?
        - ♦ Yes
- ❖ Does the proctor talk to the test taker?
  - ➢ Yes, proctor and candidate can communicate via live chat during the exam.
- ❖ Can students leave the room for bathroom breaks or any other reason during the live exam?
  - ➢ No, candidates must remain in the exam room and within camera view during LRP exam administration."
  - ➢ If they do become disconnected for longer than one minute, can they retest since they did not get to finish the original exam?
    - ▪ Yes – any technical issues experienced by the candidate will be reviewed on a case-by-case basis and handled by NHA in the best interest of the candidate. The candidate can submit an incident report to have their exam experience reviewed.
- ❖ Will you know if test irregularities, such as cheating attempts and clicking outside of the browser, occur during the exam?

- ➢ Yes – there are mechanisms in place to determine if the candidate has moved outside of the testing platform or cheating attempts occur. If there is an issue, the PSI proctor will create an incident report and the standard review process will be followed.
- ❖ Will Calculators be allowed?
  - ➢ ExCPT is the only exam that allows for a calculator (non-scientific) and PSI has confirmed that will continue
- ❖ Will scratch paper be allowed?
  - ➢ Candidates can have two sheets of paper and a pencil during exam administration - they already do that for onsite testing. LRP will allow for scratch paper. The LRP proctor will require the candidate to tear up the paper prior to leaving the session.
- ❖ CBCS Candidates, for all exams post 9.28.2021, please reference the NHA Candidate Handbook Exceptions for specific directions regarding CBCS exam day to ensure a successful candidate experience.