



Introducing the NCTA Proctor Certification Exam

NCTA Conference
August 2022
Chicago, Illinois



Presentation Overview

- Introduction
- History of the PCE
- Current Status of PCE
- Tentative Launch Date
- Questions



Introduction

Proctor
Certification

Proctor Certification Committee

Current Co-Chairs:

- *Dr. Sara Rieder Bennett*, University of Akron
NCTA President Elect
- *Dr. Cindy James*, Thompson Rivers University
Canadian Higher Education Testing Association (CHETA)
President

Meazure Learning Representative

- *Andrew Dedes*, Psychometrician



Introduction

Proctor Certification Test

The Goal

Establish a process to evaluate and certify proctors

Proctor Certification Exam

- Demonstrate minimal competency in understanding and applying the tasks and tools necessary to properly proctor an exam.
- Demonstrate and adhere to best practices related to proctoring
- Test whether an examinee knows what actions to take in certain situations related to proctoring
- Standardizing the processes and procedures related to proctoring, knowledge of test concepts related to administration
- Similar to the Test Center Certification, but certifying that an individual has demonstrated competence



Proctor Certification Committee Members

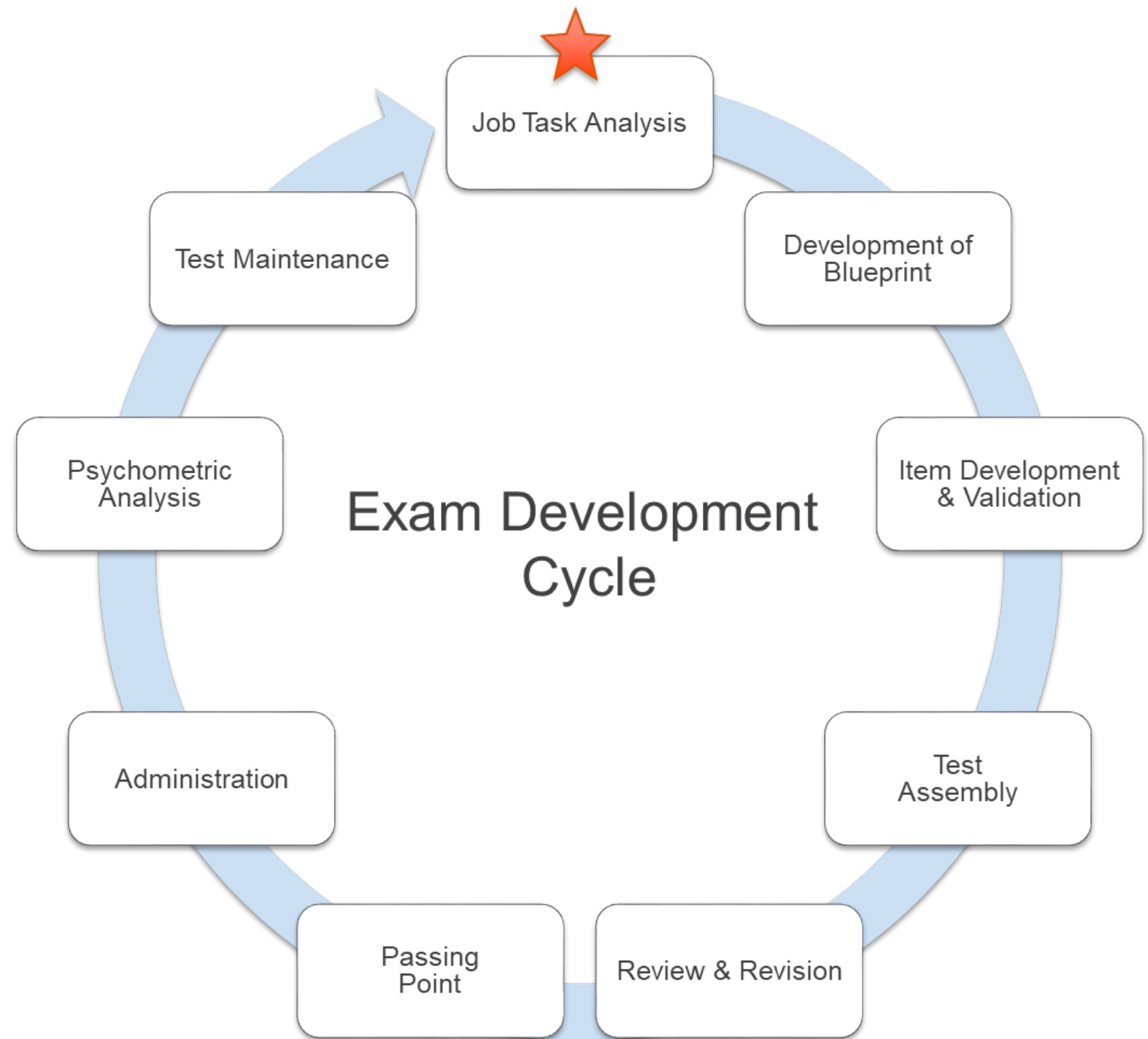
Founding/Early Members (2018)	
Founders	
Jarret Dyer	Cindy James
Jim Wollack	Rachel Schoenig
Duane Goupell	Julie Gill
Paula Doughman	Kim Pearson
Steve Saladin	Kim Brunnert
Theresa Scott	Patrick Ochoa
Rachel Hample	Luke Brymer
Sonya Sedivy	Rory McCorkle
Sara Rieder Bennett	Mark Ross



Condensed History

- Requests for Information (RFI) 2019
- Requests for Proposals (RFP)- 2020
- Scantron (now Meazure Learning) was the successful vendor – Fall 2020
- Master Service Agreement & Scope of Work signed – Fall 2021
- Recruited Subject Matter Experts
- Formed Job Task Analysis Committee (January 2022)
- Established Test Domains and Tasks
- Survey of Domains and Tasks sent to proctors – April 2022
- Results used to establish blueprint for PCE

What we
need to do





Job Task Analysis (JTA) Committee

Duties

- To determine all relevant tasks, knowledge, skills, and abilities that are required to perform the duties of the proctoring credential.
- To categorize all the tasks and knowledge, skills, and abilities into the major domains of the exam which will provide the framework for the exam blueprint.

JTA Members	Affiliation
Sara Rieder Bennett	NCTA, University of Akron
Cindy James	NCTA, TRU (Canada)
Kim Brunnert	Elsevier (Houston)
Francine Feero	NCTA, University of Alaska
Jarret Dyer	NCTA, College of DuPage
Jeff Marsh	Ascend
Jim Wollack	NCTA, University of Wisconsin
Duane Goupell	NCTA retired
Steve Saladin	NCTA retired
Josh Rivas	UA Computer Based Assessment



PCE Domain & Tasks

Core
Professional
Knowledge

Preparation

Admission
Process

Proctoring

Exit
Procedures

Best Practices
Definitions
Concepts

Facility
Equipment
Material
Protocol

Checking IDs
Instructions
Seating

Active Proctoring
Documentation
Irregularities

Chain of Custody
Communication
Checkout
Documentation



DOMAIN

Core Professional Knowledge (23%)

Task # 1 (16%) Use Best Practices

- Display professional behavior
- Aware of factors that affect test scores
- Know specific/standard accommodations
- Recognize standardized protocols
- Cognizant of proctors responsibilities
- Aware of conflict of interest
- Aware of cultural differences
- Aware of individual differences

Task # 2 (7%) Understand Definitions & Concepts

- aware of accommodated testing
- understand conflict of interest
- understand proctor legal and ethical principles
- understand test concepts (e.g., standardization, testing formats, validity)



DOMAIN

Preparation (16%)

Task # 1 (4%) Prepare facility

- Identify appropriate testing location
- Verify security within facility
- Ensure test area is secure
- Scan the testing room
- Checking outside areas
- Creating check-in/staging areas
- Maintaining facility

Task # 2 (7%) Prepare equipment/materials

- Prepare test station
- Ensure technology is operational
- Gather ancillary materials
- Check other equipment
- Manage secure storage of exam materials before administration
- Review test day roster

Task # 3 (5%) Follow protocols

- Adhere to specific exam protocols
- Check accommodations
- Communicate with examinee
- Prepare seating area/plan



DOMAIN

Admission Process (19%)

Task # 1 (7%) Verify Test Taker

- Aware of identification requirements
- Handle false/inappropriate identification
- Ensure confidentiality of personal info
- Respond to language barriers/communication challenges

Task # 3 (4%) Share Instructions

- Communicate test policies
- Communicate test center policies
- Communicate acceptable/prohibited materials
- Explain accommodations procedures

Task # 2 (6%) Monitor Test Taker

- Follow chain of custody
- Ensure security of exam materials
- Recognize appropriate test taker attire
- Permit only allowed items/materials
- Identify personal storage
- Handle misconduct during admission
- Respond to non-compliance

Task # 4 (2%) Admit Test Takers

- Assign seating area
- Prohibit third parties



DOMAIN

Proctoring (28%)

Task # 1 (7%) Active Proctoring

- actively monitor candidates
- monitoring exam material usage
- recognizing potentially problematic behavior
- knowledge of possible security breaches
- minimizing distractions for candidates

Task # 2 (4%) Respond to Test Taker Needs

- Provide basic troubleshooting
- Decide when to intervene or seek additional support
- Process exam content errors
- Respond to candidate complaints

Task # 3 (4%) Documentation

- Document testing environment
- Document possession of exam material
- Document timing

Task # 4 (5%) Respond to Irregularities

- Aware of irregularity/emergency procedures
- Intervene as necessary
- Document problematic behavior
- Document events that affect exam
- Time-stamp irregularity reports

Task # 5 (8%) Maintain Standard Procedures

- Read test script verbatim
- Follow break protocol
- Adhere to proctor ratios
- Secure exams/materials
- Assist with test access/tutorials



DOMAIN

Exit Procedures (14%)

Task # 1 (3%) Maintain Chain of Custody

- Secure test materials
- Check exam booklet
- Manage testing/ancillary materials

Task # 3 (6%) Checkout Procedures

- Close out/submit exam
- Inspect candidates/materials
- Follow dismissal process
- Authenticate examinee
- Check for security breaches

Task # 2 (3%) Post Test Communication

- Provide proper score discussion
- Respond to candidate complaints
- Communicate with test sponsors
- Communicate with candidates

Task # 4 (2%) Post test activities

- Secure the facility
- Complete post test documentation



Proctor Certification Exam

Survey of Proctors

- Domains and Tasks verified by a proctor survey
- 386 Completed the survey
- Confirmed the Blueprint for the PCE





Survey of Proctors

Survey Details

- Domains, tasks, and knowledge statements were organized into a survey instrument
- Survey invitations were sent to a list of qualified proctors provided by NCTA
- For each knowledge statement, respondents were to answer two questions:
 - *How important is this knowledge or skill for a proctor to ensure a valid and secure testing session?*
 - *How often would a proctor be expected to exhibit this knowledge or skill?*

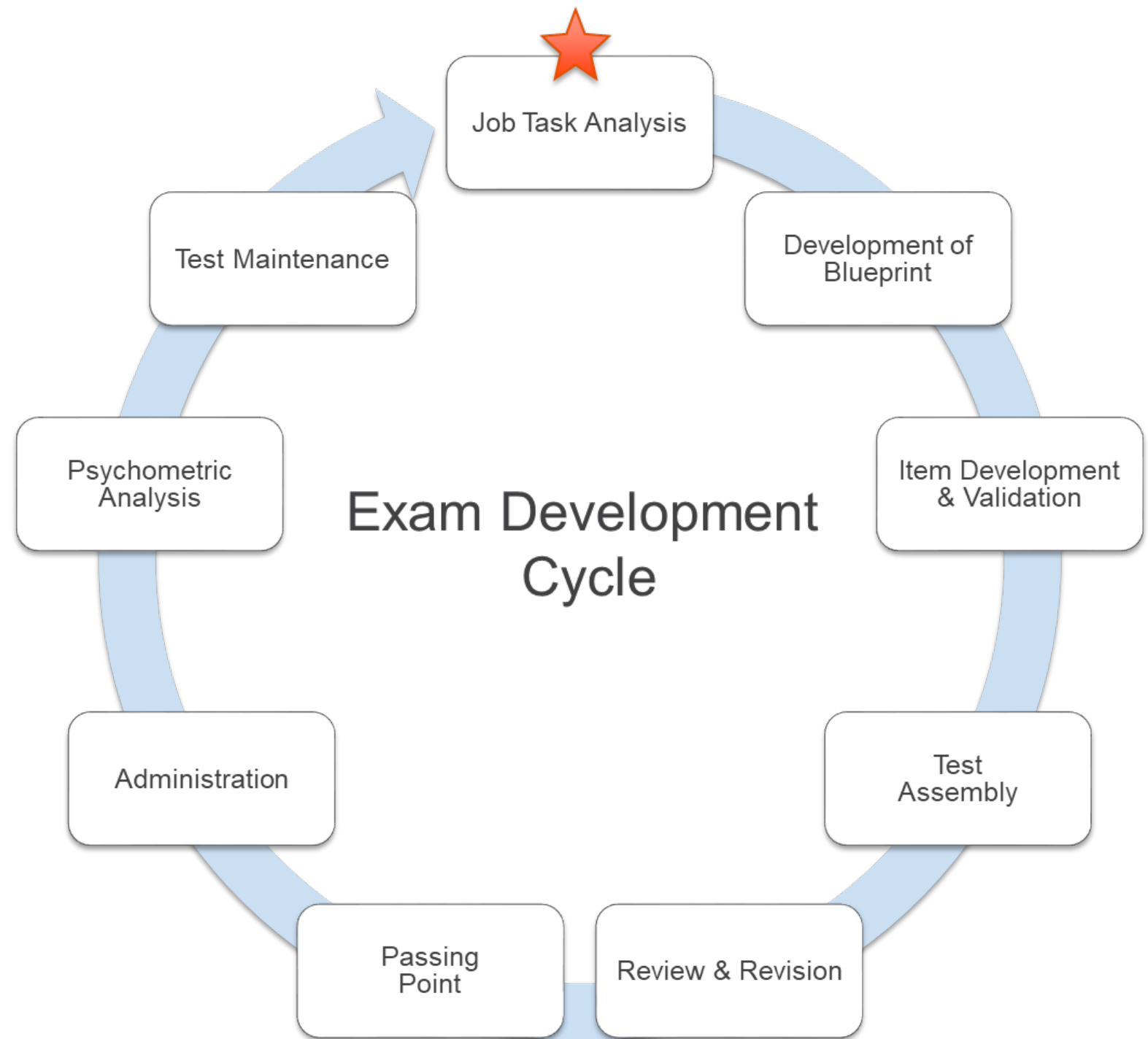


Survey of Proctors

Survey Results

- The survey data was used to calculate the weighting of each domain and task.
- All domains and tasks received enough support to be included on the exam.
- We now have a completed blueprint! It consists of all necessary subject matter that will be included on the test, and the percentage of the exam that will be devoted to that subject matter.

What we
have done
&
What we
need to do





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Item Writing

We NEED Item Writers

Criteria

- Must be a member of NCTA
- Experience with testing

Time commitment

- Training webinar (2 hours)
- Review webinar (2 hours)
- Item development (over 2 months)





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Item Writing

We NEED Item Writers (continued)

Tech Requirements

- Access to computer & internet

Benefits

- Work with colleagues throughout NA
- Gain expertise in item construction
- Sharing your expertise with others
- Support your profession

Please consider volunteering!



Proctor Certification Exam

Logistics Committee

Purpose: Oversee the Proctor Certification Exam

Duties

- Vetting applications
- Managing finances (e.g., fees)
- Managing registration
- Creating & awarding the Certificate
- Establishing/monitoring testing windows
- Managing accommodations
- Tracking test activity
- Establishing policy (e.g., retests, recertification)



Need volunteers



Proctor Certification Exam

Launch Date: January 2023





Proctor Certification Exam

Tentative Answers
to Pressing
Questions

Applications: anyone serving as a proctor

Test fees: TBA

Test Windows: Once or twice a year

Test Sites: Certified testing centers or remotely

Retests: TBA

Recertification: TBA



Proctor Certification Exam

Other Questions?

To volunteer:

slr45@uakron.edu (Sara)

cjames@tru.ca (Cindy)