GUÍAS PARA EL OFRECIMIENTO Y MONITOREO DE EXÁMENES REMOTOS A TRAVÉS DE *RESPONDUS LOCKDOWN*, *RESPONDUS MONITOR* Y *LIVE PROCTORING Y EXAMSOFT*

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I. Propósito:

El propósito de este documento es ofrecerle información al docente y a estudiante sobre las guías básicas de lo que se espera de usted al tomar exámenes a distancia (remotos) utilizando las herramientas de Lockdown Browser, Respondus Monitor, Live Proctoring y Examsoft, algunas de ellas integradas en la plataforma de Blackboard Ultra para cursos en línea del Recinto de Ciencias Médicas.

II. Objetivos

1. Promover la equidad y la integridad académica en el proceso de tomar exámenes remotos.
2. Definir unas guías claras en el proceso antes, durante y después de tomar exámenes remotos.
3. Cumplir con los requerimientos de varias agencias acreditadoras al establecer un sistema de monitoreo de exámenes remotos.

III. Descripción de los Sistemas:

Similar a las acciones tomadas en las unidades del Sistema de la Universidad de Puerto Rico, el Recinto de Ciencias Médicas integró en su plataforma de Blackboard Ultra para el ofrecimiento de cursos a distancia tres (3) herramientas para el ofrecimiento y monitoreo de exámenes remotos. Estas herramientas son:

A. **Lockdown Browser**
B. **Respondus Monitor**
C. **Live Proctoring**
D. **ExamSoft & Examplify** – Estas herramientas se utilizan en forma independiente en las escuelas de Medicina, Medicina Dental y Farmacia. Cada escuela tiene su guía individual de uso del sistema y las mismas se anejan al final de esta guía.

Lockdown Browser: Esta herramienta se integra con el sistema de gestión de aprendizaje (Blackboard Ultra) y permite que el docente coloque restricciones de navegación durante el ofrecimiento de los exámenes en línea, con el fin de evitar la deshonestidad académica. El estudiante deberá descargar el navegador desde el curso e instalarlo en su computadora. También puede descárgalo desde el **enlace único** disponible en la página inicial de acceso a Blackboard. En el caso de que utilice un iPad y su profesor permita el uso de este en el examen, deberá descargar la aplicación con anterioridad y escoger la configuración **University of Puerto Rico - Central Office**. Lockdown Browser le permitirá al docente controlar las siguientes opciones:

1. No permitir copiar, imprimir, acceder a otras aplicaciones o visitar otros sitios web durante un examen en línea,
2. Eliminar opciones de la barra de herramientas del navegador que no sean necesarias para tomar el examen en línea,
3. No permitir salirse del examen en línea hasta que el mismo esté finalizado (Aunque esta opción está disponible NO es recomendado su uso en exámenes a distancia solo en exámenes presenciales donde se tenga personal de apoyo. De no activarse el estudiante podrá cerrar el navegador en el caso de una situación técnica que así lo amerite, enviando un mensaje automáticamente a su profesor),
4. No permitir minimizar la pantalla del examen en línea.
5. No permitir acceso a los estudiantes sin estas restricciones.

Requisitos mínimos para utilizar Lockdown Browser:

1. Descargar e instalar el navegador de Lockdown Browser en la computadora del estudiante.
2. Conexión estable de Internet

Respondus Monitor: Los docentes que requieran verificar la identidad de los estudiantes o monitorear los exámenes en línea podrán utilizar esta aplicación. Respondus Monitor es un sistema que requiere ser configurado por el profesor al momento de preparar el examen. El mismo monitorea a los estudiantes mientras están tomando un examen en línea. Se requiere utilizar una cámara web (webcam) para ver al estudiante y un micrófono para el sonido. El sistema graba al alumno (video y audio) mientras está tomando el examen. Este sistema tiene las siguientes capacidades principales:

1. Utiliza la cámara web del estudiante para inspeccionar automáticamente la conducta de los estudiantes durante la ejecución de los exámenes en línea,
2. Accede a la cámara web del estudiante para grabar y analizar sesiones de exámenes en línea.
3. Aplica inteligencia artificial para supervisar la actividad durante el examen e identifica comportamientos sospechosos.
4. Clasifica los resultados por riesgo, ayudando a los instructores a saber qué sesiones requieren un escrutinio más profundo.
5. proveer acceso a un área restringida donde solo los profesores puedan revisar las grabaciones y resultados de la sesión del examen en línea.

Requisitos mínimos para utilizar Respondus Monitor:

1. Descargar e instalar el navegador de Lockdown Browser en la computadora del estudiante.
2. Conexión estable de Internet
3. Cámara (Webcam)
4. Micrófono

Live Proctoring – Esta es la nueva herramienta integrada por Respondus que permite al profesor ofrecer un exámen remoto y monitoriar al estudiante a través de una videoconferencia (*Teams, Zoom, Google*, otros). En esta modalidad es requerido el uso de Lockdown Browser, pero no se requiere el uso de Respondus Monitor. El profesor debe estar todo el tiempo conectado en la videoconferencia durante el examen y de esta forma tener un chat con el estudiante o atender dudas o preguntas durante el examen. Es una herramienta solo para grupos pequeños (25 o menos).

Examsoft – Este es un producto para profesores, personal y administradores académicos. Con ExamSoft Portal el profesor puede crear y calificar exámenes de manera rápida y sencilla. El programa permite recopilar y organizar todos los datos de su evaluación en un solo lugar, analizar los resultados de los exámenes, generar informes valiosos sobre el aprendizaje de los estudiantes que destacan las fortalezas y oportunidades individuales y proporcionar a los estudiantes comentarios detallados para mejorar su desempeño futuro.

Examplify – Esta es la herramienta para los estudiantes tomar los exámenes de Examsoft. La aplicación se debe descargar un día antes del examen por el estudiante para tomar el mismo. Examplify se puede descargar fácil y directamente a cualquier dispositivo propiedad del estudiante, incluidos dispositivos móviles como iPads. Los estudiantes pueden iniciar una sesión en cualquier momento con sus credenciales de nombre de usuario / contraseña únicos, y eso es todo lo que necesitan.

IV. Algunas de las ventajas de estos sistemas son las siguientes:

1. Mantiene la integridad académica en los procesos de evaluación tipo examen.
2. Provee una forma de confirmar la identidad del estudiante antes de que comience a realizar el examen.
3. Detecta automáticamente y crea evidencia de comportamientos irregulares mientras el estudiante toma el examen.
4. El estudiante no puede abrir pantallas adicionales a las que contiene el examen a menos que el profesor lo permita.
5. Se monitorea constantemente al estudiante y su entorno mientras toma el examen.
6. El profesor puede acceder a la grabación cuando lo desee y de forma segura.
7. El estudiante toma el examen desde su computadora personal.
8. Se puede tomar el examen en el momento y en el lugar más conveniente, ya que no requiere que el profesor esté custodiando el examen.

V. Instrucciones Generales al Docente:

1. Participe de los seminarios gratuitos que ofrece la compañía *Respondus* y de los adestramientos o tutoriales que provee la **División de RCM Online** sobre el uso de estas herramientas.
2. Familiarícese con el uso de las herramientas primero. Consulte o busque ayuda antes de ofrecer un examen remoto utilizando las mismas.

3. Nunca ofrezca un examen sin antes haber realizado un examen de prueba inicial con sus estudiantes para verificar las distintas situaciones que pueden surgir.
4. Ofrezca instrucciones claras a sus estudiantes del uso que le estará dando a esta herramienta. En la sección de *Getting Started* del *Dashboard* de *Respondus Lockdown* Browser dentro de *Blackboard Ultra* podrá ver un ejemplo que podrá utilizar como base para sus instrucciones.
5. Utilice solo las opciones que entiende completamente necesarias. Por ejemplo, no marque la opción de "no permitir salirse del examen en línea hasta que el mismo esté finalizado" a menos que el examen se esté ofreciendo de forma presencial. **Recuerde, que esta opción no es recomendada para exámenes remotos**. Al no activarse el estudiante podrá cerrar el navegador en el caso de una situación técnica que así lo amerite, enviando un mensaje automáticamente a su profesor.
6. Asegúrese que sus estudiantes descarguen e instalen el *Lockdown Browser* desde el sistema de gestión de aprendizaje *Blackboard Ultra*.
7. Mantenga comunicación constante con sus estudiantes para la solución de problemas, en el momento de tomar el examen. Respondus Moinitor provee una Chat en vivo 24 horas al día que puede acceder en el "Help Center" o en el enlace “It’s Not Working” que aparece en los pasos para comenzar el examen supervisado.
8. Utilice la guía para el instructor que se provee en el siguiente enlace y que también esta anejada a estas guías: https://www.respondus.com/downloads/RLDB-QSG-Bb-Instructor-Ultra.pdf

VI. Instrucciones Generales a los Estudiantes:

A. ¿Qué debo hacer días antes del examen?

1. Descargue el navegador de Lockdown Browser disponible en la página de inicio de acceso a Blackboard. ***Este enlace es único para nuestra institución, no puede utilizar ningún otro.***
2. Abra el producto de Lockdown Browser instalado y verifique que no tiene problema o conflicto con su equipo. Una vez instalado ya está listo para cuando tenga un examen remoto.
3. Identifica el lugar en donde tomarás el examen. Deberá ser un área bien iluminada y privada. Debe haber una mesa o escritorio cómoda donde colocar su computadora.
4. Asegúrese que el lugar tiene acceso a una conexión estable de Internet.
5. Informe a las personas que residen con usted, la fecha y la hora en que estará tomando un examen y solicite tener privacidad durante ese periodo de tiempo.
6. Asegúrese que su computadora o tableta esté preferiblemente conectada a la corriente eléctrica o tienen carga completa de batería.
7. Verifique que la cámara y el micrófono de su equipo están funcionando perfectamente.
8. Verifique que tiene sus navegadores de Internet (Chrome, Firefox, Safari) actualizados.
9. Revisa que tu nombre y contraseña de acceso a Blackboard están a la mano y puedes acceder sin dificultad en el sistema.
10. Si quieres tomar notas o cálculos durante el examen (debes revisar si esta práctica es

permitida o no por tu docente), revisa que sea una sola hoja de papel y tenla al lado de tu computadora o tableta. Si es una superficie donde puedes escribir y borrar rápidamente mejor.

11. Asegúrate de tener a la mano una identificación con foto emitida por la institución o alguna otra como licencia de conducir, accesible en el área al momento del examen. Podría ser requerido mostrarla en la cámara de tu computador en algún momento antes de comenzar el examen.

B. ¿Qué debo hacer 30 minutos antes de comenzar un examen?

1. Considera si es necesario, ir al baño antes de que comience el examen, durante los exámenes supervisados por tecnologías no se permite abandonar el campo visual de la cámara.
2. Vístase adecuadamente. No se permiten abrigos con capucha, gafas de sol, gorras y otros elementos que impidan la visualización de tu cara. Espejuelos recetados son permitidos.
3. Asegúrate que el resguardo de batería de tu computadora o tableta esté completamente funcional.
4. Asegúrate que su computadora o tableta está en una superficie estable y que el área está libre de otros materiales y objetos. No utilices tu regazo, cama u otra superficie que pueda mover tu dispositivo.
5. Siéntate frente tu computadora o tableta y accede al Sistema de Blackboard Ultra.
6. Revisa que tu cámara, micrófono y bocinas estén en completo y óptimo funcionamiento.
7. Verifica que tu rostro sea completamente visible en el área de la video cámara.
8. Ten a la mano un medio de comunicación alterno en caso de que algo no funcione bien durante el examen. Mantenlo cercano y en silencio.
9. Asegúrate que no esté cercano a tu área de examinación ningún otro dispositivo electrónico como relojes, audífonos, libros, cuadernos, libretas u otros elementos. Solo debes tener accesible lo que sea permitido por tu docente o examinador.
10. En el sistema de Blackboard Ultra localiza el curso en el cual tendrás el examen.
11. Espera a la hora asignada para comenzar en examen. Localiza el área del curso donde el profesor colocó el acceso al examen.

C. ¿Qué debo hacer durante el examen?

1. Una vez comienza el examen, solo puedes comunicarte con el docente o examinador a través del medio o sistema que haya establecido el instructor del curso.
2. Cualquier comunicación adicional durante el examen está estrictamente prohibida.
3. Debes estar de frente a la cámara durante todo el periodo del examen.
4. Presiona el enlace del examen y el mismo te llevará al producto de Lockdown Browser que ya debes tener instalado en tu computadora.
5. Una vez activado el sistema de Lockdown Browser sigue las instrucciones que aparecerán en pantalla, según el docente haya configurado el examen.

6. Debes completar todos los pasos que el docente haya establecido para la identificación del estudiante. Una vez estos pasos hayan sido completados el examen comenzará de inmediato.
7. Mantenga su rostro enfocado en la pantalla de la computadora frente a la cámara.
8. Si el docente activó el servicio de Respondus Monitor, el sistema estará grabando su imagen (video) y todo el sonido que ocurre en donde usted se encuentre.
9. Competa el examen en todas sus partes hasta el final de este.
10. Revise sus contestaciones antes de someter su examen.

D. ¿Qué debo hacer una vez completado el examen?

1. Asegúrate de haber enviado tu examen de manera final, antes de tomar ninguna otra acción. Puedes comunicarte de manera privada con tu docente o examinador para que te confirme que el mismo ha sido recibido.

2. Cierra su navegador y el sistema de Blackboard Ultra.

VII. ¿Qué hacer en estos casos?

No es posible prever todos los escenarios que pueden ocurrir durante un examen, lo correcto es que, de tener alguna situación, deberá comunicarse de inmediato con el docente o examinador. Sin embargo, a continuación, algunas sugerencias de qué hacer en caso de las siguientes situaciones:

Pérdida de electricidad: Comunícate por otros medios aceptados con tu docente o examinador para recibir instrucciones.

Pérdida de conexión a la internet: Comunícate por otros medios aceptados con tu docente o examinador para recibir instrucciones.

Si eres interrumpido por una persona en tu área de examinación: Debes notificar la situación de manera inmediata a tu docente o examinador.

Utilice la guía para el estudiante que se provee el siguiente enlace y que también está anejada a estas normas: https://web.respondus.com/wp-content/uploads/2020/04/RLDB-Quick-Start-Guide-BbUltra-Student.pdf

VIII. Ayuda técnica en caso de problemas

Debido a que este navegador especializado de Lockdown Browser debe ser instalado por el estudiante en su computadora, estos podrían confrontar alguna situación técnica.

Para ayudar a solucionar estas situaciones el estudiante podría acudir a la línea de ayuda de Respondus en la siguiente dirección: https://web.respondus.com/support/.

También, los estudiantes y profesores pueden abrir una boleta o turno de servicios directo con la compañía en https://support.respondus.com/support/, si así lo desean.

La División de RCM Online puede orientarle y asistirle en este proceso dirigiendo al email: online.rcm@upr.edu o al teléfono (787) 758-2525 ext. 4321.

IX. Capacitación y Adiestramientos:

La empresa Respondus ofrece capacitación en línea la cual puede accederse registrándose en la siguiente dirección web: https://web.respondus.com/webinars/.

Estos adiestramientos están dirigidos a los profesores que planifican utilizar Lockdown Browser y/o Respondus Monitor en sus exámenes en línea. El mismo no tiene ningún costo. La sesión proporciona una demostración detallada de ambas aplicaciones, incluyendo las mejoras prácticas que le ayudarán a utilizar estas herramientas de forma fácil y segura.

De requerir adiestramientos individuales, pueden solicitarlos a la siguiente dirección de correo electrónico: training@respondus.com.

La División de RCM Online puede asistirle y orientarle a través de sus talleres y tutoriales o comunicándose por email a: online.rcm@upr.edu o al teléfono (787) 758-2525 ext. 4321.

Anejos:

Escuela de Medicina-Instrucciones para el uso de exámenes remotos utilizando Examsoft
Escuela de Medicina Dental-Instrucciones para el uso de exámenes remotos utilizando Examsoft
Escuela de Farmacia-Instrucciones para el uso de examen remotos utilizando Examsoft
Escuela de Enfermería-Instrucciones para el uso de exámenes remotos utilizando Examsoft

ESCUELA DE MEDICINA

INSTRUCIONES PARA EL USO DE EXÁMENES REMOTOS UTILIZANDO EXAMSOFT

School of Medicine
Medical Sciences Campus
University of Puerto Rico

PROFESSIONAL AND ACADEMIC HONESTY PROCEDURE FOR DISTANCE LEARNING AND ON-LINE EXAMINATION

PURPOSE

To promote the academic and professional integrity expected of the students of the School of Medicine of the University of Puerto Rico (SOM-UPR) during Distance Learning and On-line Examinations.

PROCEDURE

In keeping with its mission, the School of Medicine of the University of Puerto Rico (SOM-UPR), seeks to prepare its students to be knowledgeable, forthright and honest, within all student responsibilities. It expects and requires academic honesty from all members of the SOM community. Medical students' academic honesty includes adherence to the guidelines established by the Rules and Procedures for the Evaluation of Non-Cognitive Academic Factors of Medical Students at the University of Puerto Rico School of Medicine and do not be involved in any academic-related misconduct during Distance Learning and On-line Examination, but is not limited to:

- Unauthorized collaboration or use of external information during examinations
- Plagiarizing or representing another's ideas as one's own
- Furnishing false academic information to the university
- Falsely obtaining, distributing, using or receiving test materials including copying or taking photographs of any test materials
- Developing or using study guides for course examinations or National Board of Medical Examiner's examinations that are known to be based on memorized examination questions
- Misusing academic resources
- Defacing or tampering with School of Medicine resources
- Obtaining or gaining unauthorized access to examinations
- Soliciting or offering unauthorized academic information or materials
- Improperly altering or inducing another to improperly alter any academic record
- Engaging in any conduct that is intended or reasonably likely to confer upon one's self or another an unfair advantage or unfair benefit respecting an academic matter

Students engaged in the above behaviors will be subject to reporting to the Associate Dean for Student Affairs and the corresponding Monitoring Committee and will be subject to the Rules and Procedures for the Evaluation of Non-Cognitive Academic Factors of Medical Students at the University of Puerto Rico School of Medicine.

Approved by the Curriculum Committee of the University of Puerto Rico, School of Medicine in March 2020.

Adapted from Creighton University, School of Medicine
Medical Education Program Policies, July 9, 2019

"According to the Rules and Procedures for the Evaluation of Non-Cognitive Academic Factors of Medical Students at the University of Puerto Rico School of Medicine, the dishonest behavior will not be tolerated under any circumstances. By proceeding with this examination or test:

I _____attest that I will not give or receive any unauthorized help on this exam. I will not consult books, notes or other resources; I will not copy, record, photograph or reproduce any of the test material; and I attest that all work during the test will be my own. I understand that failure to honor this pledge will constitute academic dishonesty, which is grounds for sanctions, including failing the course and academic dismissal from Medical School."

Sign as read and understood by:

_____ _____
Name of the Student Signature

_____ _____
Academic Year Date

GUIDELINESS FOR ONLINE EXAMS USING ZOOM AND EXAMPLIFY STUDENT VERSION

This document is meant to offer you information on the basic guidelines of what is expected of you while taking exams at a distance, to promote fairness for all students and to advocate academic integrity. Please, *read them carefully ahead of time*, so that if you have any doubts you may ask questions to the Course Directors well in advance to the exam.

The general rule will be that if something unexpected happens during the exam, please report to the Proctor and TA via Zoom chat or phone text message immediately. Similarly, if you need to engage in a behavior that is not specified in the following guidelines, please also report to the Proctor and TA via Zoom chat or phone text message immediately. While it is impossible to foresee every plausible scenario during the examination, your guiding light is not to engage in any behavior that raises concerns about the integrity of the examination. If such concerns arise, the faculty and the school reserve the right to invalidate the examination and to take further decisions while adhering to best academic practices, as specified in the attestation document you have signed.

You´ll connect to **ZOOM** be using your cell phone, iPad or Tablet.

You'll use your computer for doing EXAMPLIFY od NBME Shelf Exam

- A **Zoom Meeting Link, Id #** and **passcode** will be posted in the **Exam folder** of the **Class/Course HomePage**. In the Exam Folder you will find the list of the students assigned to each Exam Room and the link of each Exam Zoom Room. **CLICK** on the link and you will be directed to the Exam Zoom Room you are assigned.

THINGS TO DO IN THE DAYS PRIOR TO THE DATE AND TIME OF THE EXAM:

- **REMEMBER TO UPDATE EXAMPLIFY or NBME browser IN YOUR COMPUTER 48 to 72 HOURS PRIOR THE EXAM.**
- Identify a well-lighted private and quiet area where you can be comfortably seated with your computer on a table for the duration of the exam;
- Inform the person(s) living with you of the date and time of the exam and ask them to please give you the space and privacy needed to work alone and quietly during that period;
- Make sure the computer and cell phone/Tablet/iPad you will be using can be connected during the exam to an electrical outlet or battery back-up using a power cable; do not rely on the cell phones or the computer´s battery, particularly in the case of laptops;
- Make sure the phone´s and the computer´s battery or battery back-up unit are **fully charged**, in case there are power outages;
- Test the cell phone camera, speakers and microphone ahead of time, as well as those of the computer, to make sure they function properly;
- Make sure you have installed on your computer the most updated version of Examplify and have reviewed the information on their web page on common problems and frequently-asked questions;
- Download the exam from Examplify *no later than one hour (60 minutes) prior to the start of the exam*; the exam will be available for downloading since 7 PM of the previous day;

- If you want to write or take temporary notes during the exam, the preferred means for doing so will be using an **erasable board with marker and eraser**; you have to have it before the exam starts, and will need to show it to the proctor, before and after completing the exam. If these are not available, you may use the **TOOL NOTES** in Examplify, which you can open in each question, to the right side of where the calculator is. **No paper will be allowed**. For **NBME Exam**, the white erasable board is the only permitted.

THINGS TO DO 30 MINUTES PRIOR TO THE EXAM:

- Consider going to the bathroom before the exam starts, as no extra time can be allowed for this during the exam.
- Dress appropriately. Recall that hoodie or open jackets, caps or beanies are not permitted;
- Have with you your campus/School of Medicine ID or some other means of official photo-ID, such as a valid and current Driver´s license or passport;
- Sit in front of the computer. Activate the microphone and camera on your cell phone or Tablet/iPad and make sure that your face and upper torso are fully visible through its camera. Keep the cell phone or Tablet/iPad on a mode where it can receive calls and text messages **ONLY** from the proctor or TA;
- Make sure there are no electronic devices, other than the cell phone/Tablet/iPad used to link to Zoom, including watches and headphones, books, papers, or any other items, on you or your work area, nor around the computer and its monitor. The only allowed items will be earplugs, an erasable board with its marker and eraser, and drinking water in a completely clear/transparent reservoir or one with no lettering or labels;
- Activate the Zoom link in the invitation placed in Blackboard, and when requested by a proctor or TA, show your photo-ID.
- Also show the proctor or TA your work area and its surroundings. This can be done with the cell phone camera. When entering the Zoom Room with the cell phone, please name your Zoom Room using your first and last name.
- Login to Examplify. You should have downloaded the exam earlier and should be ready to start as soon as the password is provided by the proctor; **REMEMBER TO UPDATE EXAMPLIFY or NBME IN YOUR COMPUTER 48 to 72 HOURS PRIOR THE EXAM.**
- The exam password is not to be shared with anyone. Each student must receive it from a proctor or TA only.
- Once the password has been given, place the cell phone microphone on mute. Always keep the camera on, with your face and torso fully visible at all times. **Do not show your computer screen**.
- Students that are late will need to wait until the proctor and TA have completed with the students that arrived earlier the steps required before starting the exam. No extra time will be provided for the exam due to student tardiness. Students that enter the Zoom Room once the exam has started may not be allowed to take the exam.

THINGS TO DO DURING THE EXAM:

- Once the exam has started, you may communicate **ONLY** with the proctor or TA in your Zoom Room (or the course Director or Dr. Gineida Morales) via the Zoom chat tool, this is also for NBME (shelf) exams.
- Communicating with other students or anyone else during the exam is strictly prohibited.
- You should only look at the exam on the computer screen and use your time wisely to complete the questions on the exam.
- In case of an unexpected event during the exam, you must first communicate, via Zoom chat or cell phone call or text message, with the faculty proctor or TA in your Zoom Room to notify and ask for instructions or authorization on how to proceed. Be aware that the proctor or TA may be attending calls or messages from other students in the same Zoom Room. All changes or deviations from expected behavior will be described and compiled in a report to the Course Directors. This report will include the student's name, proctor/TA's name, student's request or situation, and time of the event.

THINGS TO DO WHEN YOU HAVE COMPLETED THE EXAM:

- When you complete the exam, submit, and upload it in Examplify/NBME, while staying in the Zoom Room with the camera activated. If you have any problems with the uploading process, consult with the faculty proctor through Zoom chat or cell phone call or text message. Be aware that the proctor or TA may be attending calls or messages from other students in the same Zoom Room;
- For Examplify exams, after the "**UPLOAD** successful" sign appears (checkmark on green background), return to the **Dashboard**, and **LOG OUT** from the **EXAM** Platform, using the **Home Menu** and clicking on the **LOG OUT option.** Close the **EXAMPLIFY** Platform by clicking on the **X** on the right superior corner of the screen;
- When you finish the process of logging out from Examplify, notify the faculty proctor or TA and ***wait for their authorization before leaving the Zoom Room*.**
- If you used an erasable board, you´ll need to show on the screen to the proctor or TA that you have fully erased the board.
- The faculty proctor or TA will need to verify with the ExamSoft Administrator that the exam has been uploaded without problems. If you have received a confirmation email from ExamSoft, you may forward it to the faculty proctor or TA. Once the uploading of the exam has been confirmed, the faculty proctor or TA will inform you, through Zoom chat or cell phone call or text message, that you may leave the Zoom Room.

What to do in case of problems, such as:

Loss of electricity:

Call or text the faculty proctor or TA to notify and receive instructions. Do not communicate with anyone else, other than to obtain information in your home on the situation regarding the loss of electricity and its restoration. Attempt to use power from the computer´s battery or battery back-up system to continue with the exam while electricity is restored. If it is not restored and the computer´s battery runs out, notify the faculty proctor or TA immediately; Examplify will detect the loss of power if it lasts for more than 5 minutes and will stop the clock on your exam so that you can resume at the time where you left it when power is

restored. While power is restored, do not communicate with anyone else regarding the contents or any other aspect of the exam, until you can complete it. Keep the faculty proctor or TA constantly informed on the progress of the situation. When the power is restored you´ll need to contact the ExamSoft Administrator to exchange code numbers that Examplify will give to restore the exam where you left it. Communicate with the faculty proctor in charge or contact the ExamSoft Administrator, the numbers will be provided.

Loss of internet connection:

Call or text the faculty proctor or TA to notify and receive instructions. While taking the exam you will not need internet until the time to upload it once you are finished. If the Zoom connection is lost in your device, communicate with the faculty proctor or TA and attempt to reconnect to the Zoom Room. Use an alternate device or hotspot if needed, keeping the proctor or TA informed at all times. Do not communicate with anyone else, other than to obtain information in your home on the situation regarding the loss of internet and its restoration. Keep the faculty proctor or TA constantly informed on the progress of the situation. Continue with the exam, following all the rules you have agreed to regarding academic honesty. If the internet is not restored when the time comes to upload the exam, notify the faculty proctor or TA that you have finished the exam and are ready to upload. An internet connection is needed to complete this step, so you´ll need to wait until the connection is restored or move your computer to a place where it can connect to the internet, or use the phone´s internet as a hotspot for internet connection for the computer when uploading the exam. Keep communicating with the faculty proctor or with the ExamSoft Administrator until the uploading step can be completed.

A computer malfunction:

Call or text the faculty proctor or TA to notify and receive instructions. Use the cell phone/Tablet/iPad camera to keep visual contact with the faculty proctor or TA at all times. Attempt to turn off and restart the computer. If this works, enter again to Examplifyor NBME browser to restore your exam and rejoin the Zoom Room. If the computer continues to malfunction, notify the faculty proctor or TA and avoid communicating with anyone else regarding the contents or any other aspect of the exam, until you can complete it.

A member of the household passes by the work area or interrupts by talking:

Send a Zoom chat or cell phone text message to the faculty proctor or TA explaining the situation and await instructions.

What to do in case of problems with Zoom, such as:

The Zoom meeting does not start at the convened time:

Call or text the faculty proctor or TA to notify and receive instructions.

The Zoom meeting automatically closes and shuts everyone out:

Call or text the faculty proctor or TA to notify and receive instructions. While waiting for instructions or information on the situation, continue with the exam if it had already started, following all the rules you have agreed to regarding academic honesty. Do not communicate with anyone else during this period without access to Zoom, other than the faculty proctor or TA. It is important you check your internet connection.

What to do in case of problems with Examplify, such as:

Exam does not appear as an option to download:

Verify the time when the exam was supposed to be available for downloading. If you are attempting to download earlier than that, the exam should appear once the agreed time is reached. Another possibility would be that the exam has already been downloaded. You may also exit Examplify and enter again, or exit Examplify, restart the computer, and attempt downloading again. If none of these alternatives solves the problem, notify the faculty proctor or TA and contact ExamSoft Support (1-866-429-8889) and ask for instructions.

The exam can be selected but the download process does not progress:

The exam may have been downloaded already. You may also exit Examplify and enter again, or exit Examplify, restart the computer, and attempt downloading again. If none of these alternatives solves the problem, notify the faculty proctor or TA and contact ExamSoft Support (1-866-429-8889) and ask for instructions.

If you have downloaded the exam previously, it should appear ready for the password.

Examplify freezes while taking the exam:

Try to exit Examplify and enter again, or exit Examplify, restart the computer, and enter the exam again. If none of these alternatives solves the problem, notify the faculty proctor or TA and contact ExamSoft Support (1-866-429-8889) and ask for instructions.

Examplify does not allow Uploading:

This would most likely be due to problems with the internet connection. Check the connection you are using (disconnect and reconnect the cable, restart Wi-Fi, etc.). If the problem persists, notify the faculty proctor or TA and the ExamSoft Administrator and ask for instructions.

For NBME Exams:

- Freezes while taking the exam or the energy or internet is lost:
  - Try to exit NBME browser with the command Control-Shift Q for and enter again,
  - or exit NBME, restart the computer, and enter the exam again. The NBME platform can asked you for a new password, ask the proctor or TA for it.
  - If none of these alternatives solves the problem, notify the faculty proctor or TA and contact NBME Support (215-590-9298) and ask for instructions.

Created by:	*Gineida Morales Guasch, EdD*
Date:	*March 24, 2020*
Revised by:	*Ms. Nydia Calderas*
	Maria Sosa Llorens, PhD
Revision 2:	*April 13, 2020*
	María Sosa Llorens, PhD
Revision 3:	*April 21, 2021*
	Gineida Morales Guasch, EdD

GUIDELINESS FOR ONLINE EXAMS

USING ZOOM FOR MONITORING

PROCTOR VERSION

This document is meant to offer you information on the basic guidelines of what is expected of you while proctoring exams at a distance, to promote fairness for all students and to advocate academic integrity. Please, *read them carefully ahead of time*, so that if you have any doubts you may ask questions well in advance to the exam.

The general rule will be that if something unexpected happens during the exam, or if the students need to engage in a behavior that is not specified in the following guidelines, they must report it to the Proctor and TA via Zoom chat or phone text message immediately. While it is impossible to foresee every plausible scenario during the examination, the expectation for students is that they will not engage in any behavior that raises concerns about the integrity of the examination. If such concerns arise, the faculty and the school reserve the right to invalidate the examination and to take further decisions while adhering to best academic practices, as specified in the attestation document each student has signed.

⌘

Faculty proctors and TAs will be monitoring the students using **Zoom**, while simultaneously participating in a **WhatsApp or Text Message** session where **ONLY** Faculty, TAs and support personnel are present. The faculty and TAs cell phone will be needed as an alternative means of communication to avoid interrupting students, allow private and instant communication amongst the monitoring staff, and also to connect via Zoom in case of problems with the computers or internet connections. **Students taking the exams will be using Zoom in their cell phones, iPads or Tablets**, and **Examplify on their personal or desktop computer**. They´ve been instructed to download the assessment in Examplify prior to accessing Zoom. This is from 7:00pm the night before the exam until the time stated the exam should begin.

The Zoom Meeting Link, Id # and password for the students will be posted in Blackboard Ultra, in **the Exam folder of the MS Class HomePage**. In the Exam Folder the students will also find the list of the Exam Room where he/she has been assigned and the link of each Exam Zoom Room. They are responsible for **CLICKING** on the link to be directed to the room.

THINGS FOR PROCTORS TO DO IN THE DAYS PRIOR TO THE EXAM:

- Identify a well-lighted private and quiet area where you can be comfortably seated with your computer on a table for the duration of the exam;
- If working from home, or from an office or lab on campus, inform the person(s) sharing the space with you of the date and time of the exam and ask them to please give you the space and privacy needed to work alone and quietly during that period;
- Make sure the cell phone and computer you will be using can be connected during the exam to an electrical outlet or battery back-up using a power cable; do not rely on the cell phone´s or the computer´s battery, particularly in the case of laptops;
- Make sure the phone´s and the computer´s battery or battery back-up unit are fully charged, in case there are power outages;

- Test the computer´s camera, speakers and microphone ahead of time, as well as those of the cell phone, to make sure they function properly;
- Make sure you understand how Zoom and the WhatsApp or Text Message sessions work;
- Check on Blackboard the list of students you´ll be monitoring in your Zoom Room and review ahead of time the instructions you´ll need to give them and the steps you´ll need to follow to guide them before, during, and after an exam.
- Prepare or have with you check lists, tables, or forms that may help you keep track of the information you´ll be gathering regarding each student in your Zoom Room, be it on paper or in electronic format.

THINGS TO DO 30 MINUTES PRIOR TO THE EXAM:

Students have been asked to download the exam(s) in advance and to please be in their Zoom Room 30 minutes before the exam´s start time. This means **it is essential that each faculty proctor and TA also be in the Zoom Room 30 minutes before the exam´s start time**. To enter the Zoom Room, click on the link on the Exam Calendar in Blackboard, or on the **BLUE** link in the invitation e-mail, if available. You should also check your cell phone to confirm your participation in the proctor´s WhatsApp or Text Message session.

- Has soon as you enter the Zoom Room CIT personnel will give you the Co-Hosting of the Zoom Room. Go to your Chat site and change the CHAT to HOST ONLY

Here are the steps that need to be completed by the faculty proctor and TA *before the time the exam has been scheduled to start*:

- Make sure your camera, speakers and microphone are on so students can see and hear you. Check that the student´s cameras and microphones are also on at this time, and ask them whether they can hear you and check that you can hear them;
- Introduce yourself as well as the TA, if you have one assigned, that will be proctoring with you, and remind the students that the exam monitoring Zoom meeting is being recorded at all times;
- Remind the students to please go to the bathroom before the exam begins;
- You can divide up the list of students between the TA and you, and for each student on your portion of the list, do the following:
  - Say that you and the TA will be calling out the name of each student and when you do so you need them to first show their photo ID up close to the camera;
  - Students that are late will need to wait until you and the TA have completed all the preparatory steps with the students that arrived earlier. No extra time will be provided for the exam due to student tardiness. Students that enter the Zoom Room more than 15 minutes once the exam has started should not be allowed to take the exam. If you have doubts, consult other faculty and staff through the Proctors/TAs´ WhatsApp or phone text session.
  - Ask the student to Log in to Examplify (there should be an icon on their computer´s desktop and the username to enter is the same as for Blackboard) and confirm that they have downloaded the exam in the time instructed;
  - Check that the student is dressed appropriately and is not wearing hoodie or open jackets, caps or beanies; if they are, remind them these are not permitted and ask them to remove them;
  - Remind the student that the only electronic device they´ll be allowed to have and use during the exam is their cell phone, iPad, or Tablet, and only to connect to Zoom and/or communicate with the proctor or TA. Ask the student which of these devices they´ll be using to connect to the Zoom

Room and make sure it is identified with their First and Last Name (check the text that appears in the lower left corner of the image you see from their camera, where their name should appear);

- Tell the student that the device used to connect to Zoom must be placed to their side or in front of them, in a way that they can be viewed fully through the camera (head to Torso, NO need to see the screen;
- The student´s cell phone should be kept in a mode where it can receive calls or text ONLY from the proctor or TA;
- Ask the student to show with their device camera their work area and its surroundings (including in front, on the sides and behind their computer monitors, and below their desk or table);
- If the student´s cell phone is not used to connect to Zoom, ask the student to please place it away from the immediate work area, on a table or surface that is behind them and is visible for the proctor and TA;
- Make sure there are no electronic devices other than the cell phone and/or the device to connect to Zoom, including watches and headphones, books, papers, or any other items, on or near the student´s work area, nor around the computer and its monitor. Remind them that the only allowed items on their table will be earplugs, an erasable board with its marker and eraser, and drinking water in a completely clear/transparent reservoir or one with no lettering or labels; **Remind them that NO HEADPHONES NOR VIRTUAL BACKGROUNDS are allowed.**
- Ask the student if they´ll be using an erasable board to take temporary notes during the exam. If so, ask them to show both sides on the camera. If they show a notebook with plasticized pages, they need to tear out a single page and use only that. Make sure the board is completely blank or clean. If it has been written on, instruct the student to erase the information. If they do not have the board, they can use the **NOTES TOOL** in Examplify, which they can open in each question, on the right side, in the same area where the calculator is. **No paper will be allowed**.
- Ask the student to arrange the camera of the Zoom Room, making sure that their face and upper torso and part of the working area is fully visible. If needed, ask them to adjust the camera so this is the case;
- Confirm the student is ready to start as soon as the password is provided;

- Once you and the TA have checked all these things for all the students on your list, you´ll be ready to provide the exam password. Tell the students that once you give it, the exam password is not to be shared with anyone, and that each student must receive it directly from a proctor or TA **ONLY**;
  - Proceed to give the password, by saying it out loud with the microphone, also by writing it with the chat tool, or by writing it a white paper, black letter and show it in the camera of YOUR COMPUTER. Tell the students that the exam has begun and to place their microphones on mute and always keep their cameras on, with their faces and torso fully visible at all times. Remind them that they can only communicate with you or the TA, using the chat tool with the **HOST ONLY**, or texting with their phones; chatting or texting with anyone else during the exam is strictly prohibited;
- Move your mouse pointer towards the bottom of the Zoom screen to reveal the menu and click on the Participants icon. A side bar will open on the right side of the screen; there you can check if all the students are in your Exam Room.

THINGS TO DO DURING THE EXAM:

- **Once the exam has started, you should mute your microphone and also block the video from your camera;**
- Observe the student´s behavior and be watchful of messages that may come in via the Zoom chat tool or your cell phone (for Shelf exams, only cell phone text messages are allowed by the NBME). If a student wishes to go to the bathroom or do anything other than sit in front of their computer working on the exam, they must first ask permission from you or a TA;
- If a student is behaving strangely (i.e., looking away from the monitor, moving the camera´s focus point, getting up from the chair, etc.), send them a private chat or phone text message asking them for an explanation and to please stop the undue behavior. All instances of unexpected behavior, including authorized trips to the bathroom, will be described and compiled in a report that will include the student's name, proctor/TA's name, student's request or situation, and time of the event. These reports will be sent to the Course Directors at the end of the exam. If you have doubts or concerns, consult other faculty and staff through the Proctors/TAs´ WhatsApp or phone text session;
  - If the student has a problem, they will write you via Zoom chat or text message to your cell phone to notify what is happening and to ask for instructions or authorization on how to proceed (see below for description of potential situations). If you have doubts or concerns, consult other faculty and staff through the WhatsApp Group Session created, Dr. Morales will be on the group too.

THINGS TO DO ONCE STUDENTS HAVE COMPLETED THE EXAM (For Examplify Only):

- When a student completes the exam, they need to submit and upload it in Examplify, while staying in the Zoom Room with the camera activated. If they have any problems with the uploading process, they´ll consult with you or the TA through Zoom chat or cell phone text message;
- After the "**UPLOAD** successful" sign appears on the student´s screen (checkmark on green background), they need to return to the **Dashboard**, and **LOG OUT** from the **EXAM** Platform, using the **Home Menu** and clicking on the **LOG OUT option.** To close the **EXAMPLIFY** Platform they need to click on the **X** on the right superior corner of the screen;
- Once they finish the process of logging out from Examplify, they need to notify the faculty proctor or TA and *wait for your authorization before leaving the Zoom Room*.
- If the students have received an upload confirmation email from Examplify, ask them to forward it to you. If not, you will need to verify with Dr. Gineida Morales that the student´s exam has indeed been uploaded without problems. You can do this through WhatsApp or via text message to Dr. Morales.
- Remember, **no use of paper is permitted**. If the student used an erasable board, ask them to show on the screen that they have fully erased it.
- After these steps have been completed, you can notify the student that he or she may leave the Zoom Room. This procedure must be followed with each student.

What to do in case of problems, such as:

Loss of electricity:

The student must call or text the faculty proctor or TA to notify and receive instructions. Instruct the student to not communicate with anyone else, other than to obtain information in their home on the

situation regarding the loss of electricity and its restoration. Ask the student to attempt to use power from the computer´s battery or battery back-up system to continue with the exam while electricity is restored. If power is not restored and the computer´s battery runs out, the student must notify the faculty proctor or TA. Examplify will detect the loss of power if it lasts for more than 5 minutes and will stop the clock on the exam so that the student can resume at the time where they left it once power is restored. While power is restored, ask the student to not communicate with anyone else regarding the contents or any other aspect of the exam, until they can complete it. Ask them to keep you or the TA constantly informed on the progress of the situation. When the power is restored, they´ll need to contact Dr. Gineida Morales (787-462-1597, gineida.morales@upr.edu) to exchange code numbers that Examplify will give them to restore the exam where they left it.

Loss of internet connection:

The student must call or text the faculty proctor or TA to notify and receive instructions.

- Instruct the student to attempt to reconnect to the Zoom Room using their cell phone or Tablet/iPad if these devices can use data or be linked through Bluetooth to another internet or hotspot connection, and ask them to use the device´s camera to restore monitoring by the faculty and TA.
- **Examplify Exam**: If the problem is with the computer´s internet during the time to upload the exam, the student should attempt to use the phone´s internet as a hotspot for internet for the computer. Ask the student to not communicate with anyone else, other than to obtain information in their home on the situation regarding the loss of internet and its restoration. Ask them to keep you or the TA constantly informed on the progress of the situation. Instruct the student to continue with the exam, following all the rules they have agreed to regarding academic honesty. If the internet is not restored when the time comes to upload the exam, they must notify you or the TA that they have finished the exam and are ready to upload. An internet connection is needed to complete this step, so they´ll need to wait until the connection is restored or until they move their computer to a place where it can connect to the internet. Once that is achieved, keeping you or the TA informed at all times, the student will need to call or text Dr. Gineida Morales for instructions (787-462-1597, gineida.morales@upr.edu) to complete the upload.
- **NBME**: The student has to reconnect to the internet, and open the NBME Exam in order to continue. If a new passcode is asked by the NBME, the student will contact the **MAIN** Proctor for the new passcode.
    - ✓ **The proctor has to accept the student again to continue.**

A computer malfunction:

*The students should have **UPDATED THE EXAMPLIFY or NBME PROGRAM IN THEIR COMPUTER** and identified any problems related to the computer prior the exam.* If problems still arise during the exam, the student must call or text the faculty proctor or TA to notify and receive instructions. Instruct the student to attempt to reconnect to the Zoom Room using their cell phone or Tablet/iPad. Ask them to use the cell phone camera to keep visual contact with you or the TA. Ask them to attempt to turn off and restart the computer. If this works, tell them to enter again to Examplify to restore their exam and rejoin the Zoom Room. If the computer continues to malfunction, they must notify you or the TA. Remind

them to avoid communicating with anyone else regarding the contents or any other aspect of the exam, until they can complete it.

A member of the household passes by the work area or interrupts by talking:
The student must send a Zoom chat or cell phone text message to the faculty proctor or TA explaining the situation and wait for instructions.

What to do in case of problems with Zoom, such as:

The Zoom meeting does not start at the convened time:
The student must call or text the faculty proctor or TA to notify and receive instructions.

The Zoom meeting automatically closes and shuts everyone out:
The student must call or text the faculty proctor or TA to notify and receive instructions. Tell the student that while they wait for instructions or information on the situation, they should continue with the exam if it had already started, following all the rules they have agreed to regarding academic honesty. Remind them to not communicate with anyone else during this period without access to Zoom, other than the faculty proctor, TA, or Dr. Gineida Morales.

What to do in case of problems with Examplify, such as:

Exam does not appear as an option to download:
The student needs to verify the time when the exam was supposed to be available for downloading. If they are attempting to download earlier than that, the exam should appear once the agreed time is reached. Another possibility would be that the exam has already been downloaded. The student may also exit Examplify and enter again, or exit Examplify, restart the computer, and attempt downloading again. If none of these alternatives solves the problem, they must notify the faculty proctor or TA and contact ExamSoft Support (1-866-429-8889) and ask for instructions.

The exam can be selected but the download process does not progress:
The exam may have been downloaded already. The student may also exit Examplify and enter again, or exit Examplify, restart the computer, and attempt downloading again. If none of these alternatives solves the problem, they must notify the faculty proctor or TA and contact ExamSoft Support (1-866-429-8889) and ask for instructions.

Examplify freezes while taking the exam:
The student must try to exit Examplify and enter again, or exit Examplify, restart the computer, and enter the exam again. If none of these alternatives solves the problem, they must notify the faculty proctor or TA and contact ExamSoft Support (1-866-429-8889) and ask for instructions.

Examplify does not allow Uploading:
This would most likely be due to problems with the internet connection. The student must check the connection they are using (disconnect and reconnect the cable, restart Wi-Fi, etc.). If the problem persists,

they must notify the faculty proctor or TA and Dr. Gineida Morales (787-462-1597, gineida.morales@upr.edu) and ask for instructions.

Create by:	*Gineida Morales Guasch, EdD*
Date:	*March 24, 2020*
Revision:	*April 17, 2020*
	María Sosa Llorens, PhD
	Gineida Morales Guasch, EdD
Revision 2:	*July 31, 2020*
Revision 3:	*April 22, 2021*

ESCUELA DE MEDICINA DENTAL

INSTRUCIONES PARA EL USO DE EXÁMENES REMOTOS UTILIZANDO EXAMSOFT

School of Dental Medicine
Medical Sciences Campus
University of Puerto Rico

PROFESSIONAL AND ACADEMIC HONESTY PROCEDURE FOR

DISTANCE LEARNING AND ON-LINE EXAMINATION

PURPOSE

To promote the academic and professional integrity expected of the students of the School of Dental Medicine of the University of Puerto Rico (UPRSDM) during Distance Learning and On-line Examinations.

PROCEDURE

In keeping with its mission, the UPRSDM, seeks to prepare its students to be knowledgeable, forthright and honest, within all student responsibilities. It expects and requires academic honesty from all members of the UPRSDM community. Students' academic honesty includes adherence to the guidelines established by the UPRSDM Academic Progress Rules and Regulations, UPRSDM Code of Academic Honesty and all institutional regulations whose the school abides, and do not be involved in any academic-related misconduct during Distance Learning and On-line Examination, but is not limited to:

- Unauthorized collaboration or use of external information during examinations
- Plagiarizing or representing another's ideas as one's own
- Furnishing false academic information to the university
- Falsely obtaining, distributing, using or receiving test materials including copying or taking photographs of any test materials
- Developing or using study guides for course examinations or National Board Dental Examinations that are known to be based on memorized examination questions
- Misusing academic resources
- Defacing or tampering with UPRSDM resources
- Obtaining or gaining unauthorized access to examinations
- Soliciting or offering unauthorized academic information or materials
- Improperly altering or inducing another to improperly alter any academic record
- Engaging in any conduct that is intended or reasonably likely to confer upon one's self or another an unfair advantage or unfair benefit respecting an academic matter

Students engaged in the above behaviors will be subject to reporting to the corresponding institutional individuals/levels following the appropriate processes established in the regulations.

Approved by the Curriculum Committee of the University of Puerto Rico, School of Dental Medicine in April 8, 2020.

Adapted from University of Puerto Rico , School of Medicine- Professional And Academic Honesty Procedure for Distance Learning And On-Line Examination document. April 3,2020.

"According to the University of Puerto Rico School of Dental Medicine Academic Progress Rules and Regulations, UPRSDM Code of Academic Honesty and all institutional regulations that all students at the University of Puerto Rico School of Dental Medicine abide, the dishonest behavior will not be tolerated under any circumstances. By proceeding with this examination or test:

I _____attest that I will not give or receive any unauthorized help on this exam. I will not consult books, notes or other resources; I will not copy, record, photograph or reproduce any of the test material; and I attest that all work during the test will be my own. I understand that failure to honor this pledge will constitute academic dishonesty, which is grounds for sanctions, including failing the course and academic dismissal from UPRSDM."

Sign as read and understood by:

_____	_____
Student's name	Signature
_____	_____
Expected graduation date	Date

Note: The signature of this document could be provided using institution approved protected distance learning electronic methods, and will be as valid and acceptable as a physical signature.

INSTRUCCIONES EXAMPLIFY/EXAM MONITOR PARA ESTUDIANTES

1. Tener instalada la versión más reciente de la aplicación Examplify en la computadora donde tomará el examen.
2. La computadora debe estar cargada y **conectada al internet**.
3. **Cerrar aplicaciones** que estén abiertas en la computadora.
4. Para cada examen, asegurar estar en un lugar **con suficiente claridad, solo, en silencio, sin distracciones, ruidos o movimientos que puedan señalar irregularidades al monitor del examen.**
5. **Su cara y vista deben aparecer completas en todo momento en la pantalla del webcam.**
6. Debe haberse alimentado, hidratado e ido al baño antes del examen porque durante el examen no podrá levantarse y abandonar la computadora.
7. Asegurar tener sus credenciales para la aplicación Examplify.
8. Hacer login en la aplicación Examplify como siempre y bajar el examen.
9. Escribir la contraseña del examen que el profesor le enviará por correo electrónico antes del examen.
10. Leer y consentir al monitoreo.
11. Tomarse la foto para validar el Exam ID. **Esperar pacientemente en lo que el programa valida su foto.** Si el programa no la valida, la puede repetir. Para que el programa valide el ID, debe lucir similar al día que registró la foto inicial en el Mock Exam.
12. Cuando termine el examen, someter las contestaciones siguiendo los pasos de siempre.
13. **Esperar pacientemente hasta a ver la pantalla verde con la marca de cotejo** que confirma que se enviaron las contestaciones exitosamente.
14. El proceso de someter las contestaciones tomará unos minutos adicionales a lo que está acostumbrado porque el archivo completo contiene el video del monitoreo.
15. **Importante:**
    a. Si al bajar el examen o enviar las contestaciones, confronta dificultades, **favor de verificar su señal de internet**. Se puede mover a otro lugar con señal más fuerte. También, puede hacer "restart" de la computadora, usar el "hotspot" de su celular, cerrar todas las aplicaciones que estén abiertas, salir de la aplicación y volver a entrar, y/o usar el botón "Refresh List".
    b. Si el programa en algún momento le ofrece la opción de intentar nuevamente, contestar que sí.
    c. Si ya hizo dowload del examen y ahora no le aparece, buscar en el menú a la izquierda una opción que diga "Downloaded" y hacer click para ver lista de exámenes que ya bajó. De ahí lo puede escoger.
    d. Si en algún momento la aplicación le pide un "Resume Code", comunicarse con la Dra. Wilda Guzmán y/o con el Proctor Virtual de su grupo de examen.
    e. Si confronta dificultades consistentemente en los exámenes, favor de comunicarse con CIRE para que le revisen su computadora y la aplicación Examplify.
16. Para apoyo técnico y ayuda durante el examen, favor de **enviar correo electrónico a eliel.melon@upr.edu**

School of Dental Medicine
Medical Sciences Campus
University of Puerto Rico

CONSENT FOR PHOTOGRAPHS, VIDEOS, RECORDING AND DISSEMINATION OF INFORMATION DURING ACADEMIC ACTIVITIES

The University of Puerto Rico School of Dental Medicine-Medical Sciences Campus is committed to the compliance of student's t privacy protection laws, the Family Educational Rights and Privacy Act (FERPA).

I acknowledge and agree to participate in the institution's academic experiences including the ones using educational tools that may / will record my participation in educational activities in any form of voice or person recording such as, television video tape or live programs video recording, sound track recording, or still photography in any manner for educational purposes. This recordings will be managed following the required regulations.

Signature of parent/legal guardian is required to students that are less than 21 years old

Student's name	**Signature**	**Date (mm/dd/yy)**
Parent/legal guardians/s name	**Signature**	**Date (mm/dd/yy)**

ESCUELA DE FARMACIA

INSTRUCIONES PARA EL USO DE EXAMEN REMOTOS EN UTILIZANDO EXAMSOFT

SCHOOL OF PHARMACY
MEDICAL SCIENCES CAMPUS
UNIVERSITY OF PUERTO RICO

GUIDELINES FOR THE EXAMSOFT COMPUTERIZED EXAM PROCESS IN THE DOCTOR OF PHARMACY PROGRAM

MAY, 2015
(Rev. February, 2018)

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Rationale

As required by the Accreditation Council for Pharmacy Education (ACPE) Standards of 2016, the University of Puerto Rico School of Pharmacy (SOP), is emphasizing assessment as a means of improving the quality of pharmacy education (ACPE Standards, 2016). In an effort to demonstrate the administrative and academic leadership commitment with this statement, the SOP acquired the license to use ExamSoft assessment-management solution, which supports the entire assessment process, including exam creation, administration, delivery, scoring, grading, analysis and reports (ExamSoft, 2015).

Having a valid and reliable assessment mechanism in place will provide additional information of the Doctor of Pharmacy program regarding its strengths and areas of opportunities on meeting the ACPE Standards 2016 and key elements, as well as the abilities of the Doctor of Pharmacy program. Likewise, it is expected to facilitate the documentation of student's performance and to aid the faculty and course coordinators to gain in-depth understanding on how the courses are achieving its objectives.

As part of the expected outcomes of this endeavor and in order to provide evidence of the level of achievement of the ACPE Standards 2016 and key elements, the SOP developed this document as a guideline to carry out assessment processes on ExamSoft and collect the following data and documentation:

- Outcome data from assessments summarizing overall student achievement of relevant didactics through the essential content areas as identified in ACPE Standards 2016.
- Outcome data from assessments of student's achievement of problem-solving and critical thinking capabilities.
- Outcome data from assessments summarizing the extent to which the school is achieving its vision, mission, and goals.
- Curriculum maps documenting breadth and depth of coverage of ACPE Standards 2016.

This document also addresses the following objectives:

1. Standardize procedures for the preparation, administration and security of assessments.
2. Assure professional and ethical behavior among students before, during and after computer-based assessments.
3. Ensure compliance with the responsibilities of faculty and students regarding assessments.
4. Assure the rights of students and faculty are respected.

Main Terms and Definitions

1. School of Pharmacy (acronym SOP)
2. ExamSoft: web-based portal selected by the SOP to develop and deliver computer-based assessments
3. Examplify: software used by exam takers to take assessments built in ExamSoft portal by faculty; software used by faculty to preview assessments
4. Exam takers: the students that will take assessments on Examplify
5. School Key Administrator: person assigned by the SOP Dean to administer the ExamSoft platform
6. School Secondary Administrator: person with administrator privileges assigned by the ExamSoft Key Administrator
7. User privileges: level of permission granted to use ExamSoft features
8. Categories: necessary tags that must be matched to each question and rubrics dimensions; they are required to provide evidence of the level of achievement of the ACPE Standards 2016, NAPLEX competencies and SOP abilities
9. Mock Exams: exams intended to familiarize exam takers and faculty with Examplify procedures

For other technical definitions and terms, please visit ExamSoft support and tutorials, Resource Library and SOP ExamSoft Support Portal.

SOP EXAMSOFT GUIDELINES 2016

1. System Set-Up

1.1. At the **end** of each semester, the SOP Associate Dean for Academic Affairs, will provide the ExamSoft Key Administrator with the **upcoming** semester's faculty courses assignments and their roles, in order to set-up faculty members accounts with their respective privileges in ExamSoft.

1.2. At the **beginning** of each semester, Students Affairs Office will provide the ExamSoft Key Administrator a list of students with complete names, program year, courses enrollment, and any other relevant information regarding the exam takers accommodations, in order to set-up exam takers accounts in ExamSoft.

1.3. Any request to change user accounts in the system must be presented in writing to the ExamSoft Key Administrator as soon as possible in order to be evaluated and take the corresponding actions.

2. Training and Professional Development on ExamSoft

2.1. Faculty is responsible of self-training by using resources, such as the SOP Support Portal, Resource Library, ExamSoft resources portal, Interactive e-Learning Simulations, Interactive Tutorials and Webinars. **This guideline <u>does not</u> substitute proper training in the ExamSoft platform and Examplify software.**

2.2. School's Key and Secondary Administrators will conduct ExamSoft and Examplify trainings as needed.

3. Preparation of an Assessment in ExamSoft

(All faculty members should become thoroughly familiar with ExamSoft, Examplify and these guidelines prior to the development and administration of an assessment).

3.1. *Duties of faculty members developing questions*

3.1.1. Faculty members will have a main folder (labeled with their name) in the courses where they participate. Each faculty member can create sub-folders under their assigned folder in ExamSoft. In courses where multiple professors contribute questions to a single assessment, the course coordinator will establish what folder structure should be followed by participating faculty.

3.1.2. Whenever possible, professors should include new questions or improved ones, not an exact repetition of questions from previous assessments, with exception of those with high reliability and internal consistency, as shown by previous assessments *Item Analysis Report* and *Summary Report*.

3.1.3. Faculty members should select the correct folder to save their questions.

3.1.4. Each question must be labeled with **ALL** applicable categories. Since outcome data from assessments is required to provide evidence of the level of achievement of the ACPE

Standards 2016 and key elements, it is extremely important that all questions are labeled with corresponding categories, including the **Faculty** category.

3.1.5. Select the corresponding options for *Weight* the questions. This weight is not disclosed to students during the assessment. It is recommendable to notify students the weight or point value of each question in the assessment.

3.1.6. Include questions attachments, rationale and/or internal comments as needed.

3.1.7. Faculty must submit the questions to the course coordinator through ExamSoft **at least 7 days before the assessment takes place**.

3.1.8. The course coordinator must review the submitted questions to be included in the assessment. For those questions that need further revision, the course coordinator must sent them back to faculty **no later than 5 days before the assessment takes place**.

3.1.9. Faculty re-submit adjusted questions **at least 3 days before the assessment takes place**.

3.2. *Duties of faculty members developing rubrics*

3.2.1. If an assessment by rubric is going to be used:

3.2.1.1. Faculty members will have a main folder (labeled with their name) to create and store their own rubrics and/or sub-folders into the main folder.

3.2.1.2. Each *Dimension* of the rubric must be labeled with **ALL** applicable categories. The categories structure is the same used for tagging questions.

3.2.1.3. Rubrics must be saved within corresponding folder as a *Rubric Template* or as a *Rubric*. In order to deploy a rubric it has to be saved as *Rubric* file type.

3.2.1.4. Rubrics can be posted as a *Performance Assessment* (with the corresponding settings) or added to an already uploaded question-based assessment to grade *Essay* type questions.

3.3. *Duties of faculty members building an assessment*

3.3.1. Develop and document the assessments by mapping its contents with the previously stated course learning objectives or outcomes, considering the breath, depth, degree of difficulty, etc. (Curriculum maps documenting breadth and depth of coverage of Appendix 1 content and learning expectations in the profession will be required as part of the Self-study for accreditation, curriculum development purposes, among others).

3.3.2. When building the assessment in ExamSoft, faculty must:

3.3.2.1. Select the correct folder to save the assessment.

3.3.2.2. Prepare a cover page with general instructions for the assessment or use the predetermined SOP template already loaded on ExamSoft (see Section **6 Exam**

Instructions and **Pre-Assessment Notices** option in ExamSoft). This template can be modified as needed.

3.3.2.3. Select the *Scoring* options that apply to the assessment. By selecting the *Display Scores on Exit* option, ExamSoft releases the scores automatically once the exam taker finishes the assessment. However, since this will allow graders to see the assessment results in the examination room and before releasing the final scores, **it is recommended to keep this feature disabled**.

3.3.2.4. Select *Security Options* that apply to the assessment and specify its duration.

3.3.2.5. If any question is added or removed from the assessment **after** *Maximum Points* and *Time Limit* are set, review these settings again, given that they may be automatically affected by the action of adding or removing questions. Also, verify that the question's point value or weight still the correct ones.

3.3.2.6. Select the *Options to Enable* that apply to the assessment. It is strongly recommended to enable the *Notes* and *Question Feedback* options.

3.3.2.7. Include any attachment that exam takers may need to have available at **all time during the assessment**.

3.3.2.8. Consider applying *Randomize Sequence* and/or *Randomize All Choices* as a security measure. Make sure that answer choices like "all of the above", "none of the above", "A and B are correct" and so on, have the corresponding answers locked in the desired position.

3.3.2.9. Be sure that all typing, format, attachment, illustrations, assessment visualization and any other corrections have been made to the assessment **PRIOR** posting it, by using the Examplify *Preview an Assessment* functionality.

3.3.2.10. Two (2) days before the exam takes place, the coordinator builds the assessment and preview it in Examplify. In addition, the coordinator will present it to the corresponding faculty for final review before posting it; this can be accomplished by printing a copy of the assessment.

3.3.3. When posting the assessment:

3.3.3.1. Assign a non-previously used, difficult-to-remember password to the assessment. It must be unique, must contain a minimum of 6 characters and 1 number. This field is also case-sensitive. **Do not reuse passwords**. Some websites can be used to generate strong passwords: https://strongpasswordgenerator.com/ and http://passwordsgenerator.net/.

3.3.3.2. Set the *Download Start Window* to allow 24 hours before examination for exam takers to start downloading the assessment file to their computers.

3.3.3.3. Set the *Download Closing Window* to one (1) hour before assessment begins.

3.3.3.4. By default, *Maximum Downloads* is one (1) by each exam taker; do not change this feature, unless it is strictly necessary to have more than one download.

3.3.3.5. Set *date* and *time* for assessment to take place.

3.3.3.6. Set an *Email Download Reminder.*

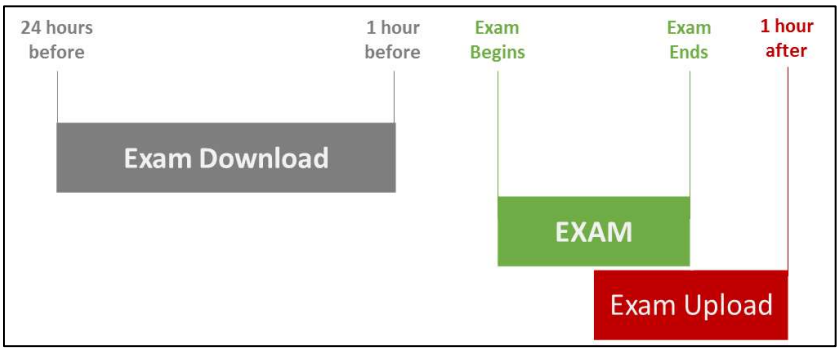
3.3.3.7. Set the *Upload Deadline* to one (1) hour after assessment session conclude.

3.3.3.8. By default, in *Secure Review*, Review Type is *None*. It is recommended to keep it that way. (See *Secure Review* quick guide for more details.)

3.3.3.9. It is strongly recommended to check the *Remote Assessment Deletion* box and select the *Remote Deletion Date* for ExamSoft to delete any downloaded assessment that was not started on assessment due date.

3.3.3.10. Post the assessment. **The course coordinator reviews, develops and publishes the password-protected assessment file to exam takers allowing 24 hours before the assessment takes place to start the download**.

Example of an Assessment Timeframe for Students



3.3.4. When tracking exam taker activity:

3.3.4.1. Inform exam takers about the assessment *Download Window* timeframe and any other instructions needed.

3.3.4.2. Inform exam takers that it will be their responsibility to download all required files in the specified timeframes.

3.3.4.3. Instruct the exam takers to download the exam file prior to arrival to examination room. Also indicate that the *Downloading Window* closes one (1) hour before scheduled assessment begins.

3.3.4.4. Inform exam takers that it will be their responsibility to notify in a timely manner of any difficulties with their computers during the download process in order to carry out the corresponding procedures, like borrow and assign a lab's laptop.

3.3.4.5. Track assessment download activity during the open download window in the *Exam Taker Activity* tab of the corresponding assessment. If necessary, send a reminder to all exam takers that haven't downloaded the assessment file 30 minutes before download window close.

4. Considerations After Posting an Assessment and Before Assessment Administration

4.1. Schedule the assessment date, rooms and proctoring in coordination with all responsible faculty. Consider randomly seating and assessment security procedures before administration.

4.2. The course coordinator will print out two (2) assessment paper back-up copies to use in case of unrecoverable technical problem of an exam taker's computer.

4.3. Be responsible for safeguarding the assessment materials and store them in a secure place.

4.4. Determine the proper number of proctors and classrooms needed to administer the assessment.

4.5. Request, on a timely manner, the necessary classrooms from the School of Pharmacy Educational Technology (ET) Office, as well as any technological equipment necessary.

4.6. Create an attendance list of the students which should document (see template in Appendix A):

4.6.1. exam taker name
4.6.2. seating assignment (if applicable)
4.6.3. exam file submission before leaving the room (i.e. student showed the proctor the "green screen" prior departure)
4.6.4. assessment session irregularities
4.6.5. any other relevant information

4.7. Discuss with assigned proctors the duties and responsibilities of proctoring prior to assessment administration. The course coordinator has the authority to assure that proctors carry out their responsibilities.

4.8. The course coordinator should track exam takers activity to verify if they have or have not downloaded the required files and take the corresponding action as needed before assessment due time.

4.9. Instruct the exam takers to arrive at least fifteen (15) minutes before scheduled assessment session to the examination room.

5. Assessment Administration

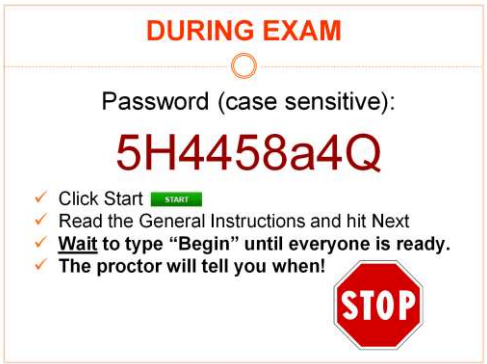
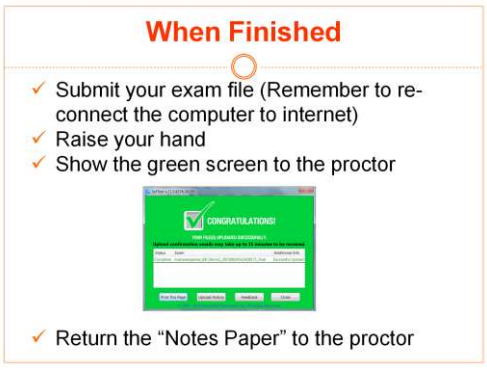
5.1. *Duties of the faculty responsible for the assessment administration*

5.1.1. Bring the two (2) assessment paper back-up copies previously printed as contingency measure in case of malfunctioning equipment at assessment administration. Be sure no extra copies or drafts are left out of sight of proctors.

5.1.2. Bring the attendance sheet (see template in Appendix A).

5.1.3. The coordinator and corresponding faculty must decide if notes paper ("scratch paper") will be provided to the students during the assessment. If notes papers are provided the exam taker MUST return the paper before leaving the classroom.

5.1.4. It is recommended to bring a slide deck (download it here) with the assessment instructions and password. The following are examples of the slides and instructions that can be included:

First Slide – in preparation to begin the assessment	
Second slide – show only when all exam takers are ready to begin. At this point no talking should be allowed. One of the proctors should be at the back of the room monitoring that all students reached the screen with the stop sign. When all students reach that screen the proctor can give the signal to begin the assessment.	
Third Slide – instructions before leaving the room.	

5.1.5. Take registration as exam takers get in the examination room with the attendance sheet and record all necessary information in the sheet (see template in Appendix A).

5.1.6. Bring the *Exam Password* and *Universal Resume Code* to the assessment. *Exam Password* should only be given to exam takers at the beginning of the assessment (see template in Appendix B).

5.1.7. Do NOT give the exam takers *Universal Resume Code* under any circumstance.

5.1.8. If faculty or proctor's computer is being used as part of the administration process or if it is on, it should be out of reach of exam takers.

5.1.9. Be sure to promote an adequate environment for all exam takers, enforcing regulations and providing a specific place for exam takers to put not allowed devices, artifacts, materials, objects and electronics such as, but not limited to: cell phones, palms, pocket pcs, hats, smart watches or other unauthorized devices. Instruct exam takers to put all not needed materials where indicated by the assigned proctor. All electronics devices (except for the exam computer) must also be turned off.

5.1.10. Exam takers must **ONLY** be allowed to have their laptops with power cords. If they need an external keyboard, mouse or headsets to do the assessment, they must bring those as well (by prior proctor's approval) and wait for further instructions.

5.1.11. Assigning seats randomly is strongly recommended.

5.1.12. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet so he/she can finish by the established end time.

5.1.13. Verify that exam takers plug their power cords to the power outlet, as prevention measure in the event of low-battery shutdown or power loss.

5.1.14. Proctors may verify that exam takers also bring a pen or pencil in case they have to do the back-up paper assessment.

5.1.15. Advice exam takers to disable antivirus in their computer as required by Examplify before assessment begin.

5.1.16. When ready to begin the exam, provide to all exam takers the assessment password and code to begin working on the assessment.

5.1.17. Make sure that exam takers have read and understood the instructions for the exam, as displayed on the **Pre-Assessment Notices** and clarify them if necessary.

5.1.18. Administer the assessment according to procedures.

5.1.19. When finished, exam takers must follow on-screen instructions for uploading their files. Exam takers should pay attention to on-screen warnings since they will be unable to go back to the assessment once the answers are uploaded.

5.1.20. Be sure that exam takers show the proctor their *Upload Confirmation Screen* (green screen) before closing their computers. If the green screen fails, ask the exam taker to show the email confirmation he/she should have received, or just check the exam taker activity for that specific assessment to see if the upload was successful.

5.1.21. Check all assessment materials handed-in by each exam taker upon completion of the assessment and prior to exam taker leaving the room.

5.1.22. Track exam taker activity to monitor exam uploading progress.

5.1.23. Determine the exam takers that will be scheduled for a make-up assessment, based on *Section 9 Special Situations*.

6. Assessment Instructions

6.1. The following instructions may be included on the cover page of the exam: *General instructions and Exam takers responsibilities for the assessment session* (see ExamSoft Pre-Assessment Notice, General Instructions):

6.1.1. Exam takers must not write on the desk.

6.1.2. Exam takers must not wear hats, smart watches, or use cellular phones, or other unauthorized electronics devices. These must be left in the provided place for these means. All electronics devices (except the exam computer) must be turned off.

6.1.3. The assessment must not be started until instructed by the assigned proctor. No talking will be allowed from the moment the assessment has begun.

6.1.4. The exam takers must raise their hand for questions about the assessment. The proctor may answer questions at his/her discretion.

6.1.5. The exam takers must notify immediately the proctor of any issue regarding the functionality of their computer or the Examplify system during the assessment.

6.1.6. Exam takers that came late, must adhere to the end-of-time limit specified for the assessment.

6.1.7. All exam materials (if any) must be handed in upon completing the examination.

6.1.8. When the assessment is finished, the exam taker must end and close out the assessment session in the presence of the proctor and the assessment must be uploaded in that moment, prior to leaving the examination room. **The exam taker must show the Upload Confirmation Screen (green screen) to the Proctor before closing the computer to get clearance and exit the room. If the green screen fails, the exam taker must show the email confirmation he/she should have received.**

6.1.9. Exam takers must not stay in the hallways or near the examination classrooms after finishing the assessment and leaving the classroom.

7. Basic Troubleshooting During Assessment Administration

7.1. *If exam taker's computer experiences hardware failure BEFORE assessment begins*

7.1.1. Proctor may remove the assessment from the exam taker's computer by opening Examplify, selecting the *Exam File* that needs to be removed from the *Exam List* and following the on-screen prompts. This procedure must be done **BEFORE** beginning the assessment, **IF AND ONLY IF** an exam taker computer is not working properly and a spare computer is going to be provided to the exam taker.

7.1.2. Exam takers who experience a computer failure **BEFORE** the download period is over and before beginning the examination can request a computer loan directly from the School of Pharmacy Educational Technology (ET) Office. Alternately, the coordinator may decide to use a back-up paper to take assessment (this will be at proctor's discretion). After an assessment is already started in a computer, it **CANNOT** be continued in another computer.

7.1.3. If the exam taker already downloaded the assessment, and the computer experience a failure, contact the Key Administrator of the school to carry out the corresponding action.

7.2. *If exam taker's computer experiences hardware failure DURING assessment*

7.2.1. A reboot may be required if the computer freezes or fail. The resume process will allow to restart the computer and resume the assessment. If a lengthy amount of time has elapsed, the exam taker will need the assistance of proctor with the *Resume Code* (proctor must enter this code directly on the exam taker computer). Examplify automatically backs up work every 60 seconds; therefore, answers written before the malfunction should be recoverable from the computer's hard drive.

7.2.2. If computer reboot fails, the proctor will provide the exam taker with a back-up assessment paper copy. The file already downloaded in the computer will no longer be considered for evaluation. Instruct the exam taker to make an appointment with the Key Administrator of the school since a manual upload may need to be performed after the assessment due.

8. Assessment Results

8.1. *Duties of faculty members scoring, grading and building reports*

8.1.1. The course coordinator, in collaboration with the participating faculty members, has the responsibility to establish mechanisms and time limits to review the assessment and release final results through ExamSoft, Blackboard or any other required delivery method.

8.1.2. Do the assessment grading after reviewing the answers. In ExamSoft:

8.1.2.1. Go to Assessments tab, select the current assessment and navigate through the grading and scoring menus to review, score and grade the assessment.

8.1.2.2. To score an assessment, you have to click on Reporting/Scoring tab, or run any of the Reports first.

8.1.2.3. After scoring, you may do further scores adjustments and/or re-scoring.

8.1.3. Evaluate questions, assessment and exam takers' performance by generating a *Summary Report*, *Item Analysis Report*, among others, through ExamSoft Reporting/Scoring module.

8.1.4. When the scores are final and ready to post to exam takers portal, generate the *Release Exam Taker Results* report. The report can be customized with the preferences and the information the exam taker should be able to see. **Once the reports are released to exam takers they cannot be changed, modified or recalled**.

8.1.5. It is also possible to push the assessment results to the Blackboard gradebook of the corresponding course. In this case only the final score (or percentage) will be available for students.

8.2. It is the exam takers responsibility to obtain the information about assessment scores and/or grades (they should be received by email from ExamSoft) and make an appointment to review the assessment questions with the professor or course coordinator.

9. Special Situations

9.1. *Absences*

9.1.1. When an exam taker is going to miss an assessment on the original date due to a foreseeable and justifiable reason, he/she should not download the exam to their computers. The coordinator must decide on how to proceed to make-up the assessment.

9.1.2. If an exam taker downloaded the assessment but missed an assessment on the original date, the best practice is to remove the assessment from the exam taker's computer by opening Examplify. Then, click on the *Exam File* that needs to be removed from the *Exam List*. Select *Remove Exam Download*. From the next prompt, make sure to check the box for *Remove the exam download*, and next select the green *Remove Download* button. The exam will now be removed and no longer marked as downloaded.

9.2. *Tardiness*

9.2.1. If an exam taker come in late for an assessment, the course coordinator, proctor and/or responsible faculty will decide if he or she will be allowed to begin the exam based on the following considerations:

9.2.1.1. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet and force to submit the assessment once the original time limit is reached.

9.2.1.2. If any exam taker in examination room has already uploaded the assessment, the exam taker that comes in late must not be allowed to take it. In this case, or in any other situation in which an exam taker is not allowed to take an assessment after it has started, the course coordinator and responsible faculty will determine the course of action according to "Certificación del Senado Académico Núm. 029 (2013-2014)".

9.3. *Unprofessional or unethical behavior related to examinations*

9.3.1. Unethical or unprofessional behavior is defined as any illicit action in which the exam taker obtains or provides information related to the assessment for his own benefit or that of his/her peers. It is also considered unprofessional behavior to work on any part of the assessment after completion time has been called.

9.3.2. Some examples of unprofessional behaviors are:

9.3.2.1. Looking at other exam taker's computer or other materials such as, but not limited to papers or reference materials.

9.3.2.2. Writing any information about the assessment on the desk, walls, boards, erasers, and other objects or electronics devices.

9.3.2.3. Exchanging information using different strategies such as, but not limited to papers, sign language, cellular phones and electronic devices.

9.3.3. If the assigned proctor observes that an exam taker(s) has (have) engaged in unethical or unprofessional behavior he/she will take the appropriate action(s) to correct the situation:

9.3.3.1. Will notify the exam taker(s) of the situation or may change the exam taker(s) from (his/her/their) seat(s).

9.3.3.2. If the unethical behavior is repeated, the assigned proctor will invalidate the assessment for that/those exam taker(s), inform the situation to the coordinator and submit a detailed written report to the course coordinator.

9.3.4. The course coordinator and responsible faculty will determine the course of action and will submit a written report to the "Comité de Evaluación, Promoción y Graduación".

9.3.5. Any intentional attempt to disable or tamper with Examplify security features will be considered a form of academic misconduct and therefore, the norms of the "Reglamento de Estudiantes del Recinto de Ciencias Médicas" regarding this type of situation will be applied.

10. Retention and Disposition of Exam Materials

10.1. The course coordinator and responsible faculty must retain any documents or assessment-related materials for at least one year in a locked archive or digital file.

11. Procedures to Guarantee the Observance of these Guidelines

11.1. *Duties of Department Chairs*

11.1.1. Provide a copy of these guidelines to each faculty member.

11.1.2. Make sure that faculty members understand their responsibilities in relation to the preparation, administration and security of examinations through ExamSoft and Examplify.

11.2. *Duties of Students Affairs Office*

11.2.1. Provide each Exam Taker with a copy of the *Student Guidelines for the ExamSoft Computerized Exam Process on Personal Computers in the Doctor of Pharmacy program*.

11.2.2. Inform the exam takers regarding their rights and responsibilities as stated in the "Reglamento de Estudiantes" of the Medical Sciences Campus and the "Reglamento General de Estudiantes de la Universidad de Puerto Rico", in coordination with the Academic Affairs Office.

11.2.3. Inform the exam takers regarding the ADA regulations on reasonable accommodations.

Developed by: Hernández, J & Pérez, M.
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University of Puerto Rico
Medical Sciences Campus
School of Pharmacy

APPENDIX A – ATEENDANCE LIST MODEL

Course: _____ Exam # _____ Date: _____

Students		ONLY PROFESSORS		
Student's Name	Signature	Examplify Screen	Initials	Comments
1.		☐Green ☐Yellow		
2.		☐Green ☐Yellow		
3.		☐Green ☐Yellow		
4.		☐Green ☐Yellow		
5.		☐Green ☐Yellow		
6.		☐Green ☐Yellow		
7.		☐Green ☐Yellow		
8.		☐Green ☐Yellow		
9.		☐Green ☐Yellow		
10.		☐Green ☐Yellow		
11.		☐Green ☐Yellow		
12.		☐Green ☐Yellow		
13.		☐Green ☐Yellow		
14.		☐Green ☐Yellow		
15.		☐Green ☐Yellow		
16.		☐Green ☐Yellow		
17.		☐Green ☐Yellow		
18.		☐Green ☐Yellow		
19.		☐Green ☐Yellow		
20.		☐Green ☐Yellow		
21.		☐Green ☐Yellow		
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University of Puerto Rico
Medical Sciences Campus
School of Pharmacy

APPENDIX B - ExamSoft – Assessment Info Card

Course:	
Coordinator:	
Proctors:	
Exam Date:	
Exam Room(s):	
Assessment Name:	
Exam Password:	
Universal Resume Code:	

Additional Items:
- ☐ Paper copies of the exam (2-4)
- ☐ "Notes paper" (scratch papers)
- ☐ Attendance List
- ☐ Instructions slides to project during exam – (with exam password)

Contact Info

School of Pharmacy:

Jonathan Hernández (School Key Administrator):
On office hours:787-758-2525 Ext. 5420 After-office hours: Cellphone (787) 315-9757

Exam Soft Help Line: 1-866-429-8889

SCHOOL OF PHARMACY
MEDICAL SCIENCES CAMPUS
UNIVERSITY OF PUERTO RICO

GUIDELINES FOR THE EXAMSOFT COMPUTERIZED EXAM PROCESS IN THE DOCTOR OF PHARMACY PROGRAM

MAY, 2015
(Rev. February, 2018)

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Rationale

As required by the Accreditation Council for Pharmacy Education (ACPE) Standards of 2016, the University of Puerto Rico School of Pharmacy (SOP), is emphasizing assessment as a means of improving the quality of pharmacy education (ACPE Standards, 2016). In an effort to demonstrate the administrative and academic leadership commitment with this statement, the SOP acquired the license to use ExamSoft assessment-management solution, which supports the entire assessment process, including exam creation, administration, delivery, scoring, grading, analysis and reports (ExamSoft, 2015).

Having a valid and reliable assessment mechanism in place will provide additional information of the Doctor of Pharmacy program regarding its strengths and areas of opportunities on meeting the ACPE Standards 2016 and key elements, as well as the abilities of the Doctor of Pharmacy program. Likewise, it is expected to facilitate the documentation of student's performance and to aid the faculty and course coordinators to gain in-depth understanding on how the courses are achieving its objectives.

As part of the expected outcomes of this endeavor and in order to provide evidence of the level of achievement of the ACPE Standards 2016 and key elements, the SOP developed this document as a guideline to carry out assessment processes on ExamSoft and collect the following data and documentation:

- Outcome data from assessments summarizing overall student achievement of relevant didactics through the essential content areas as identified in ACPE Standards 2016.
- Outcome data from assessments of student's achievement of problem-solving and critical thinking capabilities.
- Outcome data from assessments summarizing the extent to which the school is achieving its vision, mission, and goals.
- Curriculum maps documenting breadth and depth of coverage of ACPE Standards 2016.

This document also addresses the following objectives:

1. Standardize procedures for the preparation, administration and security of assessments.
2. Assure professional and ethical behavior among students before, during and after computer-based assessments.
3. Ensure compliance with the responsibilities of faculty and students regarding assessments.
4. Assure the rights of students and faculty are respected.

Main Terms and Definitions

1. School of Pharmacy (acronym SOP)
2. ExamSoft: web-based portal selected by the SOP to develop and deliver computer-based assessments
3. Examplify: software used by exam takers to take assessments built in ExamSoft portal by faculty; software used by faculty to preview assessments
4. Exam takers: the students that will take assessments on Examplify
5. School Key Administrator: person assigned by the SOP Dean to administer the ExamSoft platform
6. School Secondary Administrator: person with administrator privileges assigned by the ExamSoft Key Administrator
7. User privileges: level of permission granted to use ExamSoft features
8. Categories: necessary tags that must be matched to each question and rubrics dimensions; they are required to provide evidence of the level of achievement of the ACPE Standards 2016, NAPLEX competencies and SOP abilities
9. Mock Exams: exams intended to familiarize exam takers and faculty with Examplify procedures

For other technical definitions and terms, please visit ExamSoft support and tutorials, Resource Library and SOP ExamSoft Support Portal.

SOP EXAMSOFT GUIDELINES 2016

1. System Set-Up

1.1. At the **end** of each semester, the SOP Associate Dean for Academic Affairs, will provide the ExamSoft Key Administrator with the **upcoming** semester's faculty courses assignments and their roles, in order to set-up faculty members accounts with their respective privileges in ExamSoft.

1.2. At the **beginning** of each semester, Students Affairs Office will provide the ExamSoft Key Administrator a list of students with complete names, program year, courses enrollment, and any other relevant information regarding the exam takers accommodations, in order to set-up exam takers accounts in ExamSoft.

1.3. Any request to change user accounts in the system must be presented in writing to the ExamSoft Key Administrator as soon as possible in order to be evaluated and take the corresponding actions.

2. Training and Professional Development on ExamSoft

2.1. Faculty is responsible of self-training by using resources, such as the SOP Support Portal, Resource Library, ExamSoft resources portal, Interactive e-Learning Simulations, Interactive Tutorials and Webinars. **This guideline <u>does not</u> substitute proper training in the ExamSoft platform and Examplify software.**

2.2. School's Key and Secondary Administrators will conduct ExamSoft and Examplify trainings as needed.

3. Preparation of an Assessment in ExamSoft

(All faculty members should become thoroughly familiar with ExamSoft, Examplify and these guidelines prior to the development and administration of an assessment).

3.1. *Duties of faculty members developing questions*

3.1.1. Faculty members will have a main folder (labeled with their name) in the courses where they participate. Each faculty member can create sub-folders under their assigned folder in ExamSoft. In courses where multiple professors contribute questions to a single assessment, the course coordinator will establish what folder structure should be followed by participating faculty.

3.1.2. Whenever possible, professors should include new questions or improved ones, not an exact repetition of questions from previous assessments, with exception of those with high reliability and internal consistency, as shown by previous assessments *Item Analysis Report* and *Summary Report*.

3.1.3. Faculty members should select the correct folder to save their questions.

3.1.4. Each question must be labeled with **ALL** applicable categories. Since outcome data from assessments is required to provide evidence of the level of achievement of the ACPE

Standards 2016 and key elements, it is extremely important that all questions are labeled with corresponding categories, including the **Faculty** category.

3.1.5. Select the corresponding options for *Weight* the questions. This weight is not disclosed to students during the assessment. It is recommendable to notify students the weight or point value of each question in the assessment.

3.1.6. Include questions attachments, rationale and/or internal comments as needed.

3.1.7. Faculty must submit the questions to the course coordinator through ExamSoft **at least 7 days before the assessment takes place**.

3.1.8. The course coordinator must review the submitted questions to be included in the assessment. For those questions that need further revision, the course coordinator must sent them back to faculty **no later than 5 days before the assessment takes place**.

3.1.9. Faculty re-submit adjusted questions **at least 3 days before the assessment takes place**.

3.2. *Duties of faculty members developing rubrics*

3.2.1. If an assessment by rubric is going to be used:

3.2.1.1. Faculty members will have a main folder (labeled with their name) to create and store their own rubrics and/or sub-folders into the main folder.

3.2.1.2. Each *Dimension* of the rubric must be labeled with **ALL** applicable categories. The categories structure is the same used for tagging questions.

3.2.1.3. Rubrics must be saved within corresponding folder as a *Rubric Template* or as a *Rubric*. In order to deploy a rubric it has to be saved as *Rubric* file type.

3.2.1.4. Rubrics can be posted as a *Performance Assessment* (with the corresponding settings) or added to an already uploaded question-based assessment to grade *Essay* type questions.

3.3. *Duties of faculty members building an assessment*

3.3.1. Develop and document the assessments by mapping its contents with the previously stated course learning objectives or outcomes, considering the breath, depth, degree of difficulty, etc. (Curriculum maps documenting breadth and depth of coverage of Appendix 1 content and learning expectations in the profession will be required as part of the Self-study for accreditation, curriculum development purposes, among others).

3.3.2. When building the assessment in ExamSoft, faculty must:

3.3.2.1. Select the correct folder to save the assessment.

3.3.2.2. Prepare a cover page with general instructions for the assessment or use the predetermined SOP template already loaded on ExamSoft (see Section **6 Exam**

Instructions and **Pre-Assessment Notices** option in ExamSoft). This template can be modified as needed.

3.3.2.3. Select the *Scoring* options that apply to the assessment. By selecting the *Display Scores on Exit* option, ExamSoft releases the scores automatically once the exam taker finishes the assessment. However, since this will allow graders to see the assessment results in the examination room and before releasing the final scores, **it is recommended to keep this feature disabled**.

3.3.2.4. Select *Security Options* that apply to the assessment and specify its duration.

3.3.2.5. If any question is added or removed from the assessment **after** *Maximum Points* and *Time Limit* are set, review these settings again, given that they may be automatically affected by the action of adding or removing questions. Also, verify that the question's point value or weight still the correct ones.

3.3.2.6. Select the *Options to Enable* that apply to the assessment. It is strongly recommended to enable the *Notes* and *Question Feedback* options.

3.3.2.7. Include any attachment that exam takers may need to have available at **all time during the assessment**.

3.3.2.8. Consider applying *Randomize Sequence* and/or *Randomize All Choices* as a security measure. Make sure that answer choices like "all of the above", "none of the above", "A and B are correct" and so on, have the corresponding answers locked in the desired position.

3.3.2.9. Be sure that all typing, format, attachment, illustrations, assessment visualization and any other corrections have been made to the assessment **PRIOR** posting it, by using the Examplify *Preview an Assessment* functionality.

3.3.2.10. Two (2) days before the exam takes place, the coordinator builds the assessment and preview it in Examplify. In addition, the coordinator will present it to the corresponding faculty for final review before posting it; this can be accomplished by printing a copy of the assessment.

3.3.3. When posting the assessment:

3.3.3.1. Assign a non-previously used, difficult-to-remember password to the assessment. It must be unique, must contain a minimum of 6 characters and 1 number. This field is also case-sensitive. **Do not reuse passwords**. Some websites can be used to generate strong passwords: https://strongpasswordgenerator.com/ and http://passwordsgenerator.net/.

3.3.3.2. Set the *Download Start Window* to allow 24 hours before examination for exam takers to start downloading the assessment file to their computers.

3.3.3.3. Set the *Download Closing Window* to one (1) hour before assessment begins.

3.3.3.4. By default, *Maximum Downloads* is one (1) by each exam taker; do not change this feature, unless it is strictly necessary to have more than one download.

3.3.3.5. Set *date* and *time* for assessment to take place.

3.3.3.6. Set an *Email Download Reminder.*

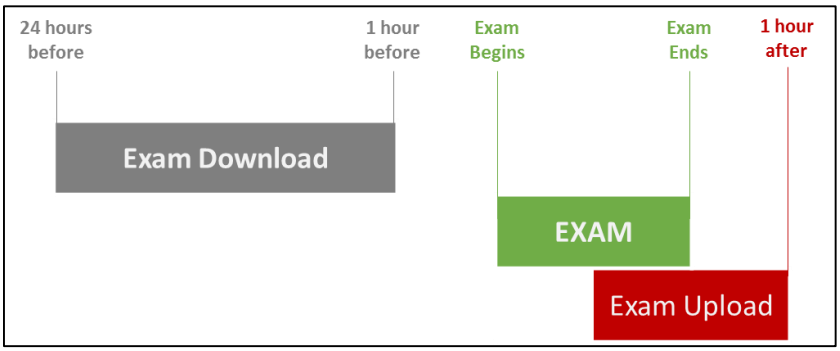
3.3.3.7. Set the *Upload Deadline* to one (1) hour after assessment session conclude.

3.3.3.8. By default, in *Secure Review*, Review Type is *None*. It is recommended to keep it that way. (See *Secure Review* quick guide for more details.)

3.3.3.9. It is strongly recommended to check the *Remote Assessment Deletion* box and select the *Remote Deletion Date* for ExamSoft to delete any downloaded assessment that was not started on assessment due date.

3.3.3.10. Post the assessment. **The course coordinator reviews, develops and publishes the password-protected assessment file to exam takers allowing 24 hours before the assessment takes place to start the download**.

Example of an Assessment Timeframe for Students



3.3.4. When tracking exam taker activity:

3.3.4.1. Inform exam takers about the assessment *Download Window* timeframe and any other instructions needed.

3.3.4.2. Inform exam takers that it will be their responsibility to download all required files in the specified timeframes.

3.3.4.3. Instruct the exam takers to download the exam file prior to arrival to examination room. Also indicate that the *Downloading Window* closes one (1) hour before scheduled assessment begins.

3.3.4.4. Inform exam takers that it will be their responsibility to notify in a timely manner of any difficulties with their computers during the download process in order to carry out the corresponding procedures, like borrow and assign a lab's laptop.

3.3.4.5. Track assessment download activity during the open download window in the *Exam Taker Activity* tab of the corresponding assessment. If necessary, send a reminder to all exam takers that haven't downloaded the assessment file 30 minutes before download window close.

4. Considerations After Posting an Assessment and Before Assessment Administration

4.1. Schedule the assessment date, rooms and proctoring in coordination with all responsible faculty. Consider randomly seating and assessment security procedures before administration.

4.2. The course coordinator will print out two (2) assessment paper back-up copies to use in case of unrecoverable technical problem of an exam taker's computer.

4.3. Be responsible for safeguarding the assessment materials and store them in a secure place.

4.4. Determine the proper number of proctors and classrooms needed to administer the assessment.

4.5. Request, on a timely manner, the necessary classrooms from the School of Pharmacy Educational Technology (ET) Office, as well as any technological equipment necessary.

4.6. Create an attendance list of the students which should document (see template in Appendix A):

4.6.1. exam taker name
4.6.2. seating assignment (if applicable)
4.6.3. exam file submission before leaving the room (i.e. student showed the proctor the "green screen" prior departure)
4.6.4. assessment session irregularities
4.6.5. any other relevant information

4.7. Discuss with assigned proctors the duties and responsibilities of proctoring prior to assessment administration. The course coordinator has the authority to assure that proctors carry out their responsibilities.

4.8. The course coordinator should track exam takers activity to verify if they have or have not downloaded the required files and take the corresponding action as needed before assessment due time.

4.9. Instruct the exam takers to arrive at least fifteen (15) minutes before scheduled assessment session to the examination room.

5. Assessment Administration

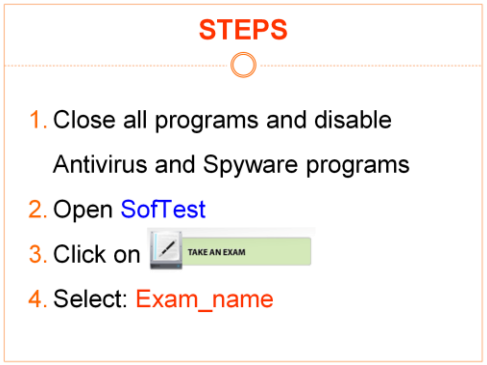
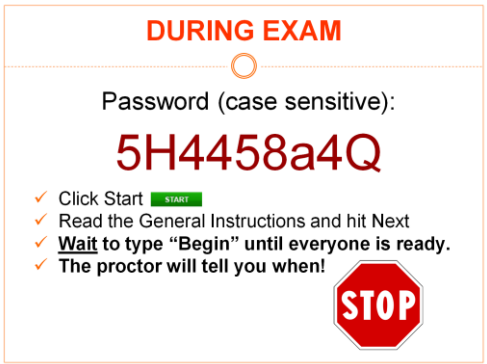
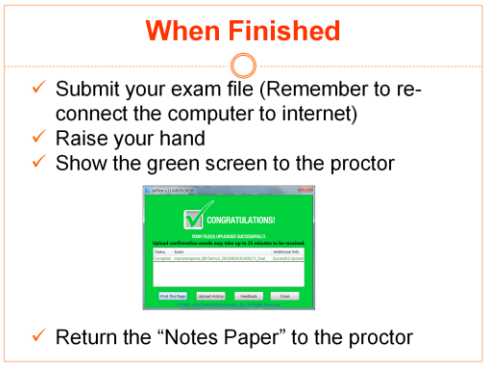
5.1. *Duties of the faculty responsible for the assessment administration*

5.1.1. Bring the two (2) assessment paper back-up copies previously printed as contingency measure in case of malfunctioning equipment at assessment administration. Be sure no extra copies or drafts are left out of sight of proctors.

5.1.2. Bring the attendance sheet (see template in Appendix A).

5.1.3. The coordinator and corresponding faculty must decide if notes paper ("scratch paper") will be provided to the students during the assessment. If notes papers are provided the exam taker MUST return the paper before leaving the classroom.

5.1.4. It is recommended to bring a slide deck (download it here) with the assessment instructions and password. The following are examples of the slides and instructions that can be included:

First Slide – in preparation to begin the assessment	
Second slide – show only when all exam takers are ready to begin. At this point no talking should be allowed. One of the proctors should be at the back of the room monitoring that all students reached the screen with the stop sign. When all students reach that screen the proctor can give the signal to begin the assessment.	
Third Slide – instructions before leaving the room.	

5.1.5. Take registration as exam takers get in the examination room with the attendance sheet and record all necessary information in the sheet (see template in Appendix A).

5.1.6. Bring the *Exam Password* and *Universal Resume Code* to the assessment. *Exam Password* should only be given to exam takers at the beginning of the assessment (see template in Appendix B).

5.1.7. Do NOT give the exam takers *Universal Resume Code* under any circumstance.

5.1.8. If faculty or proctor's computer is being used as part of the administration process or if it is on, it should be out of reach of exam takers.

5.1.9. Be sure to promote an adequate environment for all exam takers, enforcing regulations and providing a specific place for exam takers to put not allowed devices, artifacts, materials, objects and electronics such as, but not limited to: cell phones, palms, pocket pcs, hats, smart watches or other unauthorized devices. Instruct exam takers to put all not needed materials where indicated by the assigned proctor. All electronics devices (except for the exam computer) must also be turned off.

5.1.10. Exam takers must **ONLY** be allowed to have their laptops with power cords. If they need an external keyboard, mouse or headsets to do the assessment, they must bring those as well (by prior proctor's approval) and wait for further instructions.

5.1.11. Assigning seats randomly is strongly recommended.

5.1.12. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet so he/she can finish by the established end time.

5.1.13. Verify that exam takers plug their power cords to the power outlet, as prevention measure in the event of low-battery shutdown or power loss.

5.1.14. Proctors may verify that exam takers also bring a pen or pencil in case they have to do the back-up paper assessment.

5.1.15. Advice exam takers to disable antivirus in their computer as required by Examplify before assessment begin.

5.1.16. When ready to begin the exam, provide to all exam takers the assessment password and code to begin working on the assessment.

5.1.17. Make sure that exam takers have read and understood the instructions for the exam, as displayed on the **Pre-Assessment Notices** and clarify them if necessary.

5.1.18. Administer the assessment according to procedures.

5.1.19. When finished, exam takers must follow on-screen instructions for uploading their files. Exam takers should pay attention to on-screen warnings since they will be unable to go back to the assessment once the answers are uploaded.

5.1.20. Be sure that exam takers show the proctor their *Upload Confirmation Screen* (green screen) before closing their computers. If the green screen fails, ask the exam taker to show the email confirmation he/she should have received, or just check the exam taker activity for that specific assessment to see if the upload was successful.

5.1.21. Check all assessment materials handed-in by each exam taker upon completion of the assessment and prior to exam taker leaving the room.

5.1.22. Track exam taker activity to monitor exam uploading progress.

5.1.23. Determine the exam takers that will be scheduled for a make-up assessment, based on *Section 9 Special Situations*.

6. Assessment Instructions

6.1. The following instructions may be included on the cover page of the exam: *General instructions and Exam takers responsibilities for the assessment session* (see ExamSoft Pre-Assessment Notice, General Instructions):

6.1.1. Exam takers must not write on the desk.

6.1.2. Exam takers must not wear hats, smart watches, or use cellular phones, or other unauthorized electronics devices. These must be left in the provided place for these means. All electronics devices (except the exam computer) must be turned off.

6.1.3. The assessment must not be started until instructed by the assigned proctor. No talking will be allowed from the moment the assessment has begun.

6.1.4. The exam takers must raise their hand for questions about the assessment. The proctor may answer questions at his/her discretion.

6.1.5. The exam takers must notify immediately the proctor of any issue regarding the functionality of their computer or the Examplify system during the assessment.

6.1.6. Exam takers that came late, must adhere to the end-of-time limit specified for the assessment.

6.1.7. All exam materials (if any) must be handed in upon completing the examination.

6.1.8. When the assessment is finished, the exam taker must end and close out the assessment session in the presence of the proctor and the assessment must be uploaded in that moment, prior to leaving the examination room. **The exam taker must show the Upload Confirmation Screen (green screen) to the Proctor before closing the computer to get clearance and exit the room. If the green screen fails, the exam taker must show the email confirmation he/she should have received.**

6.1.9. Exam takers must not stay in the hallways or near the examination classrooms after finishing the assessment and leaving the classroom.

7. Basic Troubleshooting During Assessment Administration

7.1. *If exam taker's computer experiences hardware failure BEFORE assessment begins*

7.1.1. Proctor may remove the assessment from the exam taker's computer by opening Examplify, selecting the *Exam File* that needs to be removed from the *Exam List* and following the on-screen prompts. This procedure must be done **BEFORE** beginning the assessment, **IF AND ONLY IF** an exam taker computer is not working properly and a spare computer is going to be provided to the exam taker.

7.1.2. Exam takers who experience a computer failure **BEFORE** the download period is over and before beginning the examination can request a computer loan directly from the School of Pharmacy Educational Technology (ET) Office. Alternately, the coordinator may decide to use a back-up paper to take assessment (this will be at proctor's discretion). After an assessment is already started in a computer, it **CANNOT** be continued in another computer.

7.1.3. If the exam taker already downloaded the assessment, and the computer experience a failure, contact the Key Administrator of the school to carry out the corresponding action.

7.2. *If exam taker's computer experiences hardware failure DURING assessment*

7.2.1. A reboot may be required if the computer freezes or fail. The resume process will allow to restart the computer and resume the assessment. If a lengthy amount of time has elapsed, the exam taker will need the assistance of proctor with the *Resume Code* (proctor must enter this code directly on the exam taker computer). Examplify automatically backs up work every 60 seconds; therefore, answers written before the malfunction should be recoverable from the computer's hard drive.

7.2.2. If computer reboot fails, the proctor will provide the exam taker with a back-up assessment paper copy. The file already downloaded in the computer will no longer be considered for evaluation. Instruct the exam taker to make an appointment with the Key Administrator of the school since a manual upload may need to be performed after the assessment due.

8. Assessment Results

8.1. *Duties of faculty members scoring, grading and building reports*

8.1.1. The course coordinator, in collaboration with the participating faculty members, has the responsibility to establish mechanisms and time limits to review the assessment and release final results through ExamSoft, Blackboard or any other required delivery method.

8.1.2. Do the assessment grading after reviewing the answers. In ExamSoft:

8.1.2.1. Go to Assessments tab, select the current assessment and navigate through the grading and scoring menus to review, score and grade the assessment.

8.1.2.2. To score an assessment, you have to click on Reporting/Scoring tab, or run any of the Reports first.

8.1.2.3. After scoring, you may do further scores adjustments and/or re-scoring.

8.1.3. Evaluate questions, assessment and exam takers' performance by generating a *Summary Report*, *Item Analysis Report*, among others, through ExamSoft Reporting/Scoring module.

8.1.4. When the scores are final and ready to post to exam takers portal, generate the *Release Exam Taker Results* report. The report can be customized with the preferences and the information the exam taker should be able to see. **Once the reports are released to exam takers they cannot be changed, modified or recalled**.

8.1.5. It is also possible to push the assessment results to the Blackboard gradebook of the corresponding course. In this case only the final score (or percentage) will be available for students.

8.2. It is the exam takers responsibility to obtain the information about assessment scores and/or grades (they should be received by email from ExamSoft) and make an appointment to review the assessment questions with the professor or course coordinator.

9. Special Situations

9.1. *Absences*

9.1.1. When an exam taker is going to miss an assessment on the original date due to a foreseeable and justifiable reason, he/she should not download the exam to their computers. The coordinator must decide on how to proceed to make-up the assessment.

9.1.2. If an exam taker downloaded the assessment but missed an assessment on the original date, the best practice is to remove the assessment from the exam taker's computer by opening Examplify. Then, click on the *Exam File* that needs to be removed from the *Exam List*. Select *Remove Exam Download*. From the next prompt, make sure to check the box for *Remove the exam download*, and next select the green *Remove Download* button. The exam will now be removed and no longer marked as downloaded.

9.2. *Tardiness*

9.2.1. If an exam taker come in late for an assessment, the course coordinator, proctor and/or responsible faculty will decide if he or she will be allowed to begin the exam based on the following considerations:

9.2.1.1. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet and force to submit the assessment once the original time limit is reached.

9.2.1.2. If any exam taker in examination room has already uploaded the assessment, the exam taker that comes in late must not be allowed to take it. In this case, or in any other situation in which an exam taker is not allowed to take an assessment after it has started, the course coordinator and responsible faculty will determine the course of action according to "Certificación del Senado Académico Núm. 029 (2013-2014)".

9.3. *Unprofessional or unethical behavior related to examinations*

9.3.1. Unethical or unprofessional behavior is defined as any illicit action in which the exam taker obtains or provides information related to the assessment for his own benefit or that of his/her peers. It is also considered unprofessional behavior to work on any part of the assessment after completion time has been called.

9.3.2. Some examples of unprofessional behaviors are:

9.3.2.1. Looking at other exam taker's computer or other materials such as, but not limited to papers or reference materials.

9.3.2.2. Writing any information about the assessment on the desk, walls, boards, erasers, and other objects or electronics devices.

9.3.2.3. Exchanging information using different strategies such as, but not limited to papers, sign language, cellular phones and electronic devices.

9.3.3. If the assigned proctor observes that an exam taker(s) has (have) engaged in unethical or unprofessional behavior he/she will take the appropriate action(s) to correct the situation:

9.3.3.1. Will notify the exam taker(s) of the situation or may change the exam taker(s) from (his/her/their) seat(s).

9.3.3.2. If the unethical behavior is repeated, the assigned proctor will invalidate the assessment for that/those exam taker(s), inform the situation to the coordinator and submit a detailed written report to the course coordinator.

9.3.4. The course coordinator and responsible faculty will determine the course of action and will submit a written report to the "Comité de Evaluación, Promoción y Graduación".

9.3.5. Any intentional attempt to disable or tamper with Examplify security features will be considered a form of academic misconduct and therefore, the norms of the "Reglamento de Estudiantes del Recinto de Ciencias Médicas" regarding this type of situation will be applied.

10. Retention and Disposition of Exam Materials

10.1. The course coordinator and responsible faculty must retain any documents or assessment-related materials for at least one year in a locked archive or digital file.

11. Procedures to Guarantee the Observance of these Guidelines

11.1. *Duties of Department Chairs*

11.1.1. Provide a copy of these guidelines to each faculty member.

11.1.2. Make sure that faculty members understand their responsibilities in relation to the preparation, administration and security of examinations through ExamSoft and Examplify.

11.2. *Duties of Students Affairs Office*

11.2.1. Provide each Exam Taker with a copy of the *Student Guidelines for the ExamSoft Computerized Exam Process on Personal Computers in the Doctor of Pharmacy program*.

11.2.2. Inform the exam takers regarding their rights and responsibilities as stated in the "Reglamento de Estudiantes" of the Medical Sciences Campus and the "Reglamento General de Estudiantes de la Universidad de Puerto Rico", in coordination with the Academic Affairs Office.

11.2.3. Inform the exam takers regarding the ADA regulations on reasonable accommodations.

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SCHOOL OF PHARMACY
MEDICAL SCIENCES CAMPUS
UNIVERSITY OF PUERTO RICO

GUIDELINES FOR THE EXAMSOFT COMPUTERIZED EXAM PROCESS IN THE DOCTOR OF PHARMACY PROGRAM

MAY, 2015
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Rationale

As required by the Accreditation Council for Pharmacy Education (ACPE) Standards of 2016, the University of Puerto Rico School of Pharmacy (SOP), is emphasizing assessment as a means of improving the quality of pharmacy education (ACPE Standards, 2016). In an effort to demonstrate the administrative and academic leadership commitment with this statement, the SOP acquired the license to use ExamSoft assessment-management solution, which supports the entire assessment process, including exam creation, administration, delivery, scoring, grading, analysis and reports (ExamSoft, 2015).

Having a valid and reliable assessment mechanism in place will provide additional information of the Doctor of Pharmacy program regarding its strengths and areas of opportunities on meeting the ACPE Standards 2016 and key elements, as well as the abilities of the Doctor of Pharmacy program. Likewise, it is expected to facilitate the documentation of student's performance and to aid the faculty and course coordinators to gain in-depth understanding on how the courses are achieving its objectives.

As part of the expected outcomes of this endeavor and in order to provide evidence of the level of achievement of the ACPE Standards 2016 and key elements, the SOP developed this document as a guideline to carry out assessment processes on ExamSoft and collect the following data and documentation:

- Outcome data from assessments summarizing overall student achievement of relevant didactics through the essential content areas as identified in ACPE Standards 2016.
- Outcome data from assessments of student's achievement of problem-solving and critical thinking capabilities.
- Outcome data from assessments summarizing the extent to which the school is achieving its vision, mission, and goals.
- Curriculum maps documenting breadth and depth of coverage of ACPE Standards 2016.

This document also addresses the following objectives:

1. Standardize procedures for the preparation, administration and security of assessments.
2. Assure professional and ethical behavior among students before, during and after computer-based assessments.
3. Ensure compliance with the responsibilities of faculty and students regarding assessments.
4. Assure the rights of students and faculty are respected.

Main Terms and Definitions

1. School of Pharmacy (acronym SOP)
2. ExamSoft: web-based portal selected by the SOP to develop and deliver computer-based assessments
3. Examplify: software used by exam takers to take assessments built in ExamSoft portal by faculty; software used by faculty to preview assessments
4. Exam takers: the students that will take assessments on Examplify
5. School Key Administrator: person assigned by the SOP Dean to administer the ExamSoft platform
6. School Secondary Administrator: person with administrator privileges assigned by the ExamSoft Key Administrator
7. User privileges: level of permission granted to use ExamSoft features
8. Categories: necessary tags that must be matched to each question and rubrics dimensions; they are required to provide evidence of the level of achievement of the ACPE Standards 2016, NAPLEX competencies and SOP abilities
9. Mock Exams: exams intended to familiarize exam takers and faculty with Examplify procedures

For other technical definitions and terms, please visit ExamSoft support and tutorials, Resource Library and SOP ExamSoft Support Portal.

SOP EXAMSOFT GUIDELINES 2016

1. System Set-Up

1.1. At the **end** of each semester, the SOP Associate Dean for Academic Affairs, will provide the ExamSoft Key Administrator with the **upcoming** semester's faculty courses assignments and their roles, in order to set-up faculty members accounts with their respective privileges in ExamSoft.

1.2. At the **beginning** of each semester, Students Affairs Office will provide the ExamSoft Key Administrator a list of students with complete names, program year, courses enrollment, and any other relevant information regarding the exam takers accommodations, in order to set-up exam takers accounts in ExamSoft.

1.3. Any request to change user accounts in the system must be presented in writing to the ExamSoft Key Administrator as soon as possible in order to be evaluated and take the corresponding actions.

2. Training and Professional Development on ExamSoft

2.1. Faculty is responsible of self-training by using resources, such as the SOP Support Portal, Resource Library, ExamSoft resources portal, Interactive e-Learning Simulations, Interactive Tutorials and Webinars. **This guideline <u>does not</u> substitute proper training in the ExamSoft platform and Examplify software.**

2.2. School's Key and Secondary Administrators will conduct ExamSoft and Examplify trainings as needed.

3. Preparation of an Assessment in ExamSoft

(All faculty members should become thoroughly familiar with ExamSoft, Examplify and these guidelines prior to the development and administration of an assessment).

3.1. *Duties of faculty members developing questions*

3.1.1. Faculty members will have a main folder (labeled with their name) in the courses where they participate. Each faculty member can create sub-folders under their assigned folder in ExamSoft. In courses where multiple professors contribute questions to a single assessment, the course coordinator will establish what folder structure should be followed by participating faculty.

3.1.2. Whenever possible, professors should include new questions or improved ones, not an exact repetition of questions from previous assessments, with exception of those with high reliability and internal consistency, as shown by previous assessments *Item Analysis Report* and *Summary Report*.

3.1.3. Faculty members should select the correct folder to save their questions.

3.1.4. Each question must be labeled with **ALL** applicable categories. Since outcome data from assessments is required to provide evidence of the level of achievement of the ACPE

Standards 2016 and key elements, it is extremely important that all questions are labeled with corresponding categories, including the **Faculty** category.

3.1.5. Select the corresponding options for *Weight* the questions. This weight is not disclosed to students during the assessment. It is recommendable to notify students the weight or point value of each question in the assessment.

3.1.6. Include questions attachments, rationale and/or internal comments as needed.

3.1.7. Faculty must submit the questions to the course coordinator through ExamSoft **at least 7 days before the assessment takes place**.

3.1.8. The course coordinator must review the submitted questions to be included in the assessment. For those questions that need further revision, the course coordinator must sent them back to faculty **no later than 5 days before the assessment takes place**.

3.1.9. Faculty re-submit adjusted questions **at least 3 days before the assessment takes place**.

3.2. *Duties of faculty members developing rubrics*

3.2.1. If an assessment by rubric is going to be used:

3.2.1.1. Faculty members will have a main folder (labeled with their name) to create and store their own rubrics and/or sub-folders into the main folder.

3.2.1.2. Each *Dimension* of the rubric must be labeled with **ALL** applicable categories. The categories structure is the same used for tagging questions.

3.2.1.3. Rubrics must be saved within corresponding folder as a *Rubric Template* or as a *Rubric*. In order to deploy a rubric it has to be saved as *Rubric* file type.

3.2.1.4. Rubrics can be posted as a *Performance Assessment* (with the corresponding settings) or added to an already uploaded question-based assessment to grade *Essay* type questions.

3.3. *Duties of faculty members building an assessment*

3.3.1. Develop and document the assessments by mapping its contents with the previously stated course learning objectives or outcomes, considering the breath, depth, degree of difficulty, etc. (Curriculum maps documenting breadth and depth of coverage of Appendix 1 content and learning expectations in the profession will be required as part of the Self-study for accreditation, curriculum development purposes, among others).

3.3.2. When building the assessment in ExamSoft, faculty must:

3.3.2.1. Select the correct folder to save the assessment.

3.3.2.2. Prepare a cover page with general instructions for the assessment or use the predetermined SOP template already loaded on ExamSoft (see Section **6 Exam**

Instructions and **Pre-Assessment Notices** option in ExamSoft). This template can be modified as needed.

3.3.2.3. Select the *Scoring* options that apply to the assessment. By selecting the *Display Scores on Exit* option, ExamSoft releases the scores automatically once the exam taker finishes the assessment. However, since this will allow graders to see the assessment results in the examination room and before releasing the final scores, **it is recommended to keep this feature disabled**.

3.3.2.4. Select *Security Options* that apply to the assessment and specify its duration.

3.3.2.5. If any question is added or removed from the assessment **after** *Maximum Points* and *Time Limit* are set, review these settings again, given that they may be automatically affected by the action of adding or removing questions. Also, verify that the question's point value or weight still the correct ones.

3.3.2.6. Select the *Options to Enable* that apply to the assessment. It is strongly recommended to enable the *Notes* and *Question Feedback* options.

3.3.2.7. Include any attachment that exam takers may need to have available at **all time during the assessment**.

3.3.2.8. Consider applying *Randomize Sequence* and/or *Randomize All Choices* as a security measure. Make sure that answer choices like "all of the above", "none of the above", "A and B are correct" and so on, have the corresponding answers locked in the desired position.

3.3.2.9. Be sure that all typing, format, attachment, illustrations, assessment visualization and any other corrections have been made to the assessment **PRIOR** posting it, by using the Examplify *Preview an Assessment* functionality.

3.3.2.10. Two (2) days before the exam takes place, the coordinator builds the assessment and preview it in Examplify. In addition, the coordinator will present it to the corresponding faculty for final review before posting it; this can be accomplished by printing a copy of the assessment.

3.3.3. When posting the assessment:

3.3.3.1. Assign a non-previously used, difficult-to-remember password to the assessment. It must be unique, must contain a minimum of 6 characters and 1 number. This field is also case-sensitive. **Do not reuse passwords**. Some websites can be used to generate strong passwords: https://strongpasswordgenerator.com/ and http://passwordsgenerator.net/.

3.3.3.2. Set the *Download Start Window* to allow 24 hours before examination for exam takers to start downloading the assessment file to their computers.

3.3.3.3. Set the *Download Closing Window* to one (1) hour before assessment begins.

3.3.3.4. By default, *Maximum Downloads* is one (1) by each exam taker; do not change this feature, unless it is strictly necessary to have more than one download.

3.3.3.5. Set *date* and *time* for assessment to take place.

3.3.3.6. Set an *Email Download Reminder.*

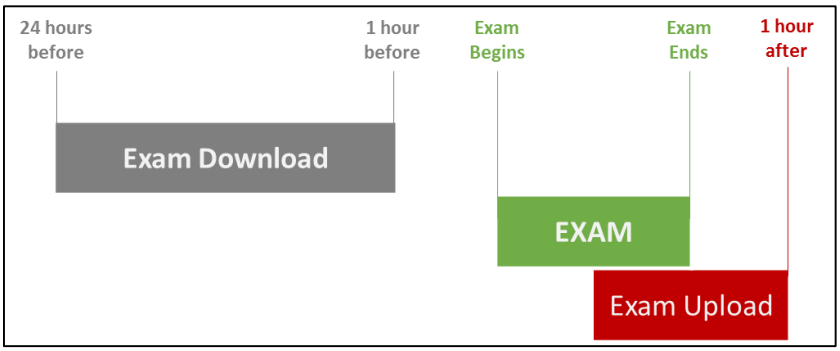
3.3.3.7. Set the *Upload Deadline* to one (1) hour after assessment session conclude.

3.3.3.8. By default, in *Secure Review*, Review Type is *None*. It is recommended to keep it that way. (See *Secure Review* quick guide for more details.)

3.3.3.9. It is strongly recommended to check the *Remote Assessment Deletion* box and select the *Remote Deletion Date* for ExamSoft to delete any downloaded assessment that was not started on assessment due date.

3.3.3.10. Post the assessment. **The course coordinator reviews, develops and publishes the password-protected assessment file to exam takers allowing 24 hours before the assessment takes place to start the download**.

Example of an Assessment Timeframe for Students



3.3.4. When tracking exam taker activity:

3.3.4.1. Inform exam takers about the assessment *Download Window* timeframe and any other instructions needed.

3.3.4.2. Inform exam takers that it will be their responsibility to download all required files in the specified timeframes.

3.3.4.3. Instruct the exam takers to download the exam file prior to arrival to examination room. Also indicate that the *Downloading Window* closes one (1) hour before scheduled assessment begins.

3.3.4.4. Inform exam takers that it will be their responsibility to notify in a timely manner of any difficulties with their computers during the download process in order to carry out the corresponding procedures, like borrow and assign a lab's laptop.

3.3.4.5. Track assessment download activity during the open download window in the *Exam Taker Activity* tab of the corresponding assessment. If necessary, send a reminder to all exam takers that haven't downloaded the assessment file 30 minutes before download window close.

4. Considerations After Posting an Assessment and Before Assessment Administration

4.1. Schedule the assessment date, rooms and proctoring in coordination with all responsible faculty. Consider randomly seating and assessment security procedures before administration.

4.2. The course coordinator will print out two (2) assessment paper back-up copies to use in case of unrecoverable technical problem of an exam taker's computer.

4.3. Be responsible for safeguarding the assessment materials and store them in a secure place.

4.4. Determine the proper number of proctors and classrooms needed to administer the assessment.

4.5. Request, on a timely manner, the necessary classrooms from the School of Pharmacy Educational Technology (ET) Office, as well as any technological equipment necessary.

4.6. Create an attendance list of the students which should document (see template in Appendix A):

4.6.1. exam taker name
4.6.2. seating assignment (if applicable)
4.6.3. exam file submission before leaving the room (i.e. student showed the proctor the "green screen" prior departure)
4.6.4. assessment session irregularities
4.6.5. any other relevant information

4.7. Discuss with assigned proctors the duties and responsibilities of proctoring prior to assessment administration. The course coordinator has the authority to assure that proctors carry out their responsibilities.

4.8. The course coordinator should track exam takers activity to verify if they have or have not downloaded the required files and take the corresponding action as needed before assessment due time.

4.9. Instruct the exam takers to arrive at least fifteen (15) minutes before scheduled assessment session to the examination room.

5. Assessment Administration

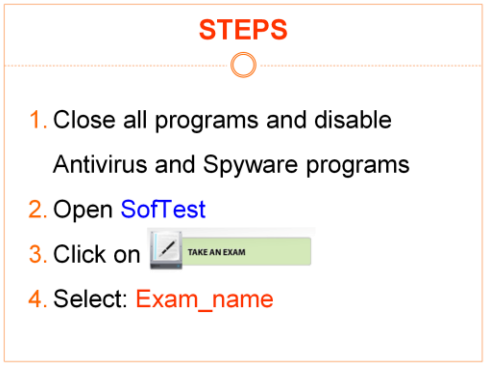
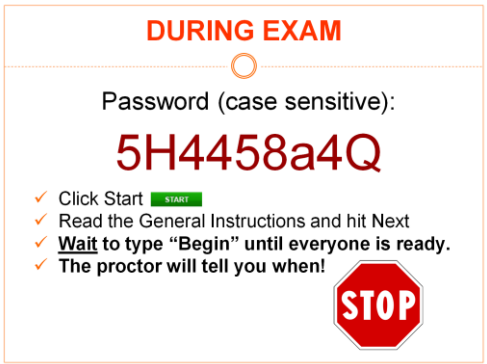
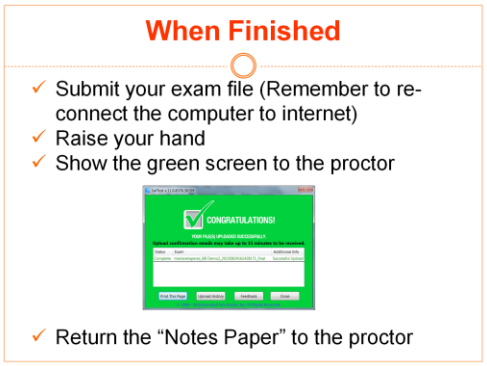
5.1. *Duties of the faculty responsible for the assessment administration*

5.1.1. Bring the two (2) assessment paper back-up copies previously printed as contingency measure in case of malfunctioning equipment at assessment administration. Be sure no extra copies or drafts are left out of sight of proctors.

5.1.2. Bring the attendance sheet (see template in Appendix A).

5.1.3. The coordinator and corresponding faculty must decide if notes paper ("scratch paper") will be provided to the students during the assessment. If notes papers are provided the exam taker MUST return the paper before leaving the classroom.

5.1.4. It is recommended to bring a slide deck (download it here) with the assessment instructions and password. The following are examples of the slides and instructions that can be included:

First Slide – in preparation to begin the assessment	
Second slide – show only when all exam takers are ready to begin. At this point no talking should be allowed. One of the proctors should be at the back of the room monitoring that all students reached the screen with the stop sign. When all students reach that screen the proctor can give the signal to begin the assessment.	
Third Slide – instructions before leaving the room.	

5.1.5. Take registration as exam takers get in the examination room with the attendance sheet and record all necessary information in the sheet (see template in Appendix A).

5.1.6. Bring the *Exam Password* and *Universal Resume Code* to the assessment. *Exam Password* should only be given to exam takers at the beginning of the assessment (see template in Appendix B).

5.1.7. Do NOT give the exam takers *Universal Resume Code* under any circumstance.

5.1.8. If faculty or proctor's computer is being used as part of the administration process or if it is on, it should be out of reach of exam takers.

5.1.9. Be sure to promote an adequate environment for all exam takers, enforcing regulations and providing a specific place for exam takers to put not allowed devices, artifacts, materials, objects and electronics such as, but not limited to: cell phones, palms, pocket pcs, hats, smart watches or other unauthorized devices. Instruct exam takers to put all not needed materials where indicated by the assigned proctor. All electronics devices (except for the exam computer) must also be turned off.

5.1.10. Exam takers must **ONLY** be allowed to have their laptops with power cords. If they need an external keyboard, mouse or headsets to do the assessment, they must bring those as well (by prior proctor's approval) and wait for further instructions.

5.1.11. Assigning seats randomly is strongly recommended.

5.1.12. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet so he/she can finish by the established end time.

5.1.13. Verify that exam takers plug their power cords to the power outlet, as prevention measure in the event of low-battery shutdown or power loss.

5.1.14. Proctors may verify that exam takers also bring a pen or pencil in case they have to do the back-up paper assessment.

5.1.15. Advice exam takers to disable antivirus in their computer as required by Examplify before assessment begin.

5.1.16. When ready to begin the exam, provide to all exam takers the assessment password and code to begin working on the assessment.

5.1.17. Make sure that exam takers have read and understood the instructions for the exam, as displayed on the **Pre-Assessment Notices** and clarify them if necessary.

5.1.18. Administer the assessment according to procedures.

5.1.19. When finished, exam takers must follow on-screen instructions for uploading their files. Exam takers should pay attention to on-screen warnings since they will be unable to go back to the assessment once the answers are uploaded.

5.1.20. Be sure that exam takers show the proctor their *Upload Confirmation Screen* (green screen) before closing their computers. If the green screen fails, ask the exam taker to show the email confirmation he/she should have received, or just check the exam taker activity for that specific assessment to see if the upload was successful.

5.1.21. Check all assessment materials handed-in by each exam taker upon completion of the assessment and prior to exam taker leaving the room.

5.1.22. Track exam taker activity to monitor exam uploading progress.

5.1.23. Determine the exam takers that will be scheduled for a make-up assessment, based on *Section 9 Special Situations*.

6. Assessment Instructions

6.1. The following instructions may be included on the cover page of the exam: *General instructions and Exam takers responsibilities for the assessment session* (see ExamSoft Pre-Assessment Notice, General Instructions):

6.1.1. Exam takers must not write on the desk.

6.1.2. Exam takers must not wear hats, smart watches, or use cellular phones, or other unauthorized electronics devices. These must be left in the provided place for these means. All electronics devices (except the exam computer) must be turned off.

6.1.3. The assessment must not be started until instructed by the assigned proctor. No talking will be allowed from the moment the assessment has begun.

6.1.4. The exam takers must raise their hand for questions about the assessment. The proctor may answer questions at his/her discretion.

6.1.5. The exam takers must notify immediately the proctor of any issue regarding the functionality of their computer or the Examplify system during the assessment.

6.1.6. Exam takers that came late, must adhere to the end-of-time limit specified for the assessment.

6.1.7. All exam materials (if any) must be handed in upon completing the examination.

6.1.8. When the assessment is finished, the exam taker must end and close out the assessment session in the presence of the proctor and the assessment must be uploaded in that moment, prior to leaving the examination room. **The exam taker must show the Upload Confirmation Screen (green screen) to the Proctor before closing the computer to get clearance and exit the room. If the green screen fails, the exam taker must show the email confirmation he/she should have received.**

6.1.9. Exam takers must not stay in the hallways or near the examination classrooms after finishing the assessment and leaving the classroom.

7. Basic Troubleshooting During Assessment Administration

7.1. *If exam taker's computer experiences hardware failure BEFORE assessment begins*

7.1.1. Proctor may remove the assessment from the exam taker's computer by opening Examplify, selecting the *Exam File* that needs to be removed from the *Exam List* and following the on-screen prompts. This procedure must be done **BEFORE** beginning the assessment, **IF AND ONLY IF** an exam taker computer is not working properly and a spare computer is going to be provided to the exam taker.

7.1.2. Exam takers who experience a computer failure **BEFORE** the download period is over and before beginning the examination can request a computer loan directly from the School of Pharmacy Educational Technology (ET) Office. Alternately, the coordinator may decide to use a back-up paper to take assessment (this will be at proctor's discretion). After an assessment is already started in a computer, it **CANNOT** be continued in another computer.

7.1.3. If the exam taker already downloaded the assessment, and the computer experience a failure, contact the Key Administrator of the school to carry out the corresponding action.

7.2. *If exam taker's computer experiences hardware failure DURING assessment*

7.2.1. A reboot may be required if the computer freezes or fail. The resume process will allow to restart the computer and resume the assessment. If a lengthy amount of time has elapsed, the exam taker will need the assistance of proctor with the *Resume Code* (proctor must enter this code directly on the exam taker computer). Examplify automatically backs up work every 60 seconds; therefore, answers written before the malfunction should be recoverable from the computer's hard drive.

7.2.2. If computer reboot fails, the proctor will provide the exam taker with a back-up assessment paper copy. The file already downloaded in the computer will no longer be considered for evaluation. Instruct the exam taker to make an appointment with the Key Administrator of the school since a manual upload may need to be performed after the assessment due.

8. Assessment Results

8.1. *Duties of faculty members scoring, grading and building reports*

8.1.1. The course coordinator, in collaboration with the participating faculty members, has the responsibility to establish mechanisms and time limits to review the assessment and release final results through ExamSoft, Blackboard or any other required delivery method.

8.1.2. Do the assessment grading after reviewing the answers. In ExamSoft:

8.1.2.1. Go to Assessments tab, select the current assessment and navigate through the grading and scoring menus to review, score and grade the assessment.

8.1.2.2. To score an assessment, you have to click on Reporting/Scoring tab, or run any of the Reports first.

8.1.2.3. After scoring, you may do further scores adjustments and/or re-scoring.

8.1.3. Evaluate questions, assessment and exam takers' performance by generating a *Summary Report*, *Item Analysis Report*, among others, through ExamSoft Reporting/Scoring module.

8.1.4. When the scores are final and ready to post to exam takers portal, generate the *Release Exam Taker Results* report. The report can be customized with the preferences and the information the exam taker should be able to see. **Once the reports are released to exam takers they cannot be changed, modified or recalled**.

8.1.5. It is also possible to push the assessment results to the Blackboard gradebook of the corresponding course. In this case only the final score (or percentage) will be available for students.

8.2. It is the exam takers responsibility to obtain the information about assessment scores and/or grades (they should be received by email from ExamSoft) and make an appointment to review the assessment questions with the professor or course coordinator.

9. Special Situations

9.1. *Absences*

9.1.1. When an exam taker is going to miss an assessment on the original date due to a foreseeable and justifiable reason, he/she should not download the exam to their computers. The coordinator must decide on how to proceed to make-up the assessment.

9.1.2. If an exam taker downloaded the assessment but missed an assessment on the original date, the best practice is to remove the assessment from the exam taker's computer by opening Examplify. Then, click on the *Exam File* that needs to be removed from the *Exam List*. Select *Remove Exam Download*. From the next prompt, make sure to check the box for *Remove the exam download*, and next select the green *Remove Download* button. The exam will now be removed and no longer marked as downloaded.

9.2. *Tardiness*

9.2.1. If an exam taker come in late for an assessment, the course coordinator, proctor and/or responsible faculty will decide if he or she will be allowed to begin the exam based on the following considerations:

9.2.1.1. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet and force to submit the assessment once the original time limit is reached.

9.2.1.2. If any exam taker in examination room has already uploaded the assessment, the exam taker that comes in late must not be allowed to take it. In this case, or in any other situation in which an exam taker is not allowed to take an assessment after it has started, the course coordinator and responsible faculty will determine the course of action according to "Certificación del Senado Académico Núm. 029 (2013-2014)".

9.3. *Unprofessional or unethical behavior related to examinations*

9.3.1. Unethical or unprofessional behavior is defined as any illicit action in which the exam taker obtains or provides information related to the assessment for his own benefit or that of his/her peers. It is also considered unprofessional behavior to work on any part of the assessment after completion time has been called.

9.3.2. Some examples of unprofessional behaviors are:

9.3.2.1. Looking at other exam taker's computer or other materials such as, but not limited to papers or reference materials.

9.3.2.2. Writing any information about the assessment on the desk, walls, boards, erasers, and other objects or electronics devices.

9.3.2.3. Exchanging information using different strategies such as, but not limited to papers, sign language, cellular phones and electronic devices.

9.3.3. If the assigned proctor observes that an exam taker(s) has (have) engaged in unethical or unprofessional behavior he/she will take the appropriate action(s) to correct the situation:

9.3.3.1. Will notify the exam taker(s) of the situation or may change the exam taker(s) from (his/her/their) seat(s).

9.3.3.2. If the unethical behavior is repeated, the assigned proctor will invalidate the assessment for that/those exam taker(s), inform the situation to the coordinator and submit a detailed written report to the course coordinator.

9.3.4. The course coordinator and responsible faculty will determine the course of action and will submit a written report to the "Comité de Evaluación, Promoción y Graduación".

9.3.5. Any intentional attempt to disable or tamper with Examplify security features will be considered a form of academic misconduct and therefore, the norms of the "Reglamento de Estudiantes del Recinto de Ciencias Médicas" regarding this type of situation will be applied.

10. Retention and Disposition of Exam Materials

10.1. The course coordinator and responsible faculty must retain any documents or assessment-related materials for at least one year in a locked archive or digital file.

11. Procedures to Guarantee the Observance of these Guidelines

11.1. *Duties of Department Chairs*

11.1.1. Provide a copy of these guidelines to each faculty member.

11.1.2. Make sure that faculty members understand their responsibilities in relation to the preparation, administration and security of examinations through ExamSoft and Examplify.

11.2. *Duties of Students Affairs Office*

11.2.1. Provide each Exam Taker with a copy of the *Student Guidelines for the ExamSoft Computerized Exam Process on Personal Computers in the Doctor of Pharmacy program*.

11.2.2. Inform the exam takers regarding their rights and responsibilities as stated in the "Reglamento de Estudiantes" of the Medical Sciences Campus and the "Reglamento General de Estudiantes de la Universidad de Puerto Rico", in coordination with the Academic Affairs Office.

11.2.3. Inform the exam takers regarding the ADA regulations on reasonable accommodations.

Developed by: Hernández, J & Pérez, M.
Date of production: May 21, 2015
Rev.: September 2, 2015 by Almodóvar, E.
Rev.: August 22, 2016 by Hernández, J.
Rev.: February 01, 2018 by Hernández, J.

University of Puerto Rico
Medical Sciences Campus
School of Pharmacy

APPENDIX A – ATEENDANCE LIST MODEL

Course: _____ Exam # _____ Date: _____

Students		ONLY PROFESSORS		
Student's Name	Signature	Examplify Screen	Initials	Comments
1.		☐Green ☐Yellow		
2.		☐Green ☐Yellow		
3.		☐Green ☐Yellow		
4.		☐Green ☐Yellow		
5.		☐Green ☐Yellow		
6.		☐Green ☐Yellow		
7.		☐Green ☐Yellow		
8.		☐Green ☐Yellow		
9.		☐Green ☐Yellow		
10.		☐Green ☐Yellow		
11.		☐Green ☐Yellow		
12.		☐Green ☐Yellow		
13.		☐Green ☐Yellow		
14.		☐Green ☐Yellow		
15.		☐Green ☐Yellow		
16.		☐Green ☐Yellow		
17.		☐Green ☐Yellow		
18.		☐Green ☐Yellow		
19.		☐Green ☐Yellow		
20.		☐Green ☐Yellow		
21.		☐Green ☐Yellow		
22.		☐Green ☐Yellow		
23.		☐Green ☐Yellow		
24.		☐Green ☐Yellow		
25.		☐Green ☐Yellow		
26.		☐Green ☐Yellow		
27.		☐Green ☐Yellow		
28.		☐Green ☐Yellow		
29.		☐Green ☐Yellow		
30.		☐Green ☐Yellow		
31.		☐Green ☐Yellow		
32.		☐Green ☐Yellow		
33.		☐Green ☐Yellow		
34.		☐Green ☐Yellow		
35.		☐Green ☐Yellow		
36.		☐Green ☐Yellow		
37.		☐Green ☐Yellow		
38.		☐Green ☐Yellow		
39.		☐Green ☐Yellow		
40.		☐Green ☐Yellow		
41.		☐Green ☐Yellow		
42.		☐Green ☐Yellow		
43.		☐Green ☐Yellow		
44.		☐Green ☐Yellow		
45.		☐Green ☐Yellow		

University of Puerto Rico
Medical Sciences Campus
School of Pharmacy

APPENDIX B - ExamSoft – Assessment Info Card

Course:	
Coordinator:	
Proctors:	
Exam Date:	
Exam Room(s):	
Assessment Name:	
Exam Password:	
Universal Resume Code:	

Additional Items:
- ☐ Paper copies of the exam (2-4)
- ☐ "Notes paper" (scratch papers)
- ☐ Attendance List
- ☐ Instructions slides to project during exam – (with exam password)

Contact Info

School of Pharmacy:

Jonathan Hernández (School Key Administrator):
On office hours:787-758-2525 Ext. 5420 After-office hours: Cellphone (787) 315-9757

Exam Soft Help Line: 1-866-429-8889

SCHOOL OF PHARMACY
MEDICAL SCIENCES CAMPUS
UNIVERSITY OF PUERTO RICO

GUIDELINES FOR THE EXAMSOFT COMPUTERIZED EXAM PROCESS IN THE DOCTOR OF PHARMACY PROGRAM

MAY, 2015
(Rev. February, 2018)

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Rationale

As required by the Accreditation Council for Pharmacy Education (ACPE) Standards of 2016, the University of Puerto Rico School of Pharmacy (SOP), is emphasizing assessment as a means of improving the quality of pharmacy education (ACPE Standards, 2016). In an effort to demonstrate the administrative and academic leadership commitment with this statement, the SOP acquired the license to use ExamSoft assessment-management solution, which supports the entire assessment process, including exam creation, administration, delivery, scoring, grading, analysis and reports (ExamSoft, 2015).

Having a valid and reliable assessment mechanism in place will provide additional information of the Doctor of Pharmacy program regarding its strengths and areas of opportunities on meeting the ACPE Standards 2016 and key elements, as well as the abilities of the Doctor of Pharmacy program. Likewise, it is expected to facilitate the documentation of student's performance and to aid the faculty and course coordinators to gain in-depth understanding on how the courses are achieving its objectives.

As part of the expected outcomes of this endeavor and in order to provide evidence of the level of achievement of the ACPE Standards 2016 and key elements, the SOP developed this document as a guideline to carry out assessment processes on ExamSoft and collect the following data and documentation:

- Outcome data from assessments summarizing overall student achievement of relevant didactics through the essential content areas as identified in ACPE Standards 2016.
- Outcome data from assessments of student's achievement of problem-solving and critical thinking capabilities.
- Outcome data from assessments summarizing the extent to which the school is achieving its vision, mission, and goals.
- Curriculum maps documenting breadth and depth of coverage of ACPE Standards 2016.

This document also addresses the following objectives:

1. Standardize procedures for the preparation, administration and security of assessments.
2. Assure professional and ethical behavior among students before, during and after computer-based assessments.
3. Ensure compliance with the responsibilities of faculty and students regarding assessments.
4. Assure the rights of students and faculty are respected.

Main Terms and Definitions

1. School of Pharmacy (acronym SOP)
2. ExamSoft: web-based portal selected by the SOP to develop and deliver computer-based assessments
3. Examplify: software used by exam takers to take assessments built in ExamSoft portal by faculty; software used by faculty to preview assessments
4. Exam takers: the students that will take assessments on Examplify
5. School Key Administrator: person assigned by the SOP Dean to administer the ExamSoft platform
6. School Secondary Administrator: person with administrator privileges assigned by the ExamSoft Key Administrator
7. User privileges: level of permission granted to use ExamSoft features
8. Categories: necessary tags that must be matched to each question and rubrics dimensions; they are required to provide evidence of the level of achievement of the ACPE Standards 2016, NAPLEX competencies and SOP abilities
9. Mock Exams: exams intended to familiarize exam takers and faculty with Examplify procedures

For other technical definitions and terms, please visit ExamSoft support and tutorials, Resource Library and SOP ExamSoft Support Portal.

SOP EXAMSOFT GUIDELINES 2016

1. System Set-Up

1.1. At the **end** of each semester, the SOP Associate Dean for Academic Affairs, will provide the ExamSoft Key Administrator with the **upcoming** semester's faculty courses assignments and their roles, in order to set-up faculty members accounts with their respective privileges in ExamSoft.

1.2. At the **beginning** of each semester, Students Affairs Office will provide the ExamSoft Key Administrator a list of students with complete names, program year, courses enrollment, and any other relevant information regarding the exam takers accommodations, in order to set-up exam takers accounts in ExamSoft.

1.3. Any request to change user accounts in the system must be presented in writing to the ExamSoft Key Administrator as soon as possible in order to be evaluated and take the corresponding actions.

2. Training and Professional Development on ExamSoft

2.1. Faculty is responsible of self-training by using resources, such as the SOP Support Portal, Resource Library, ExamSoft resources portal, Interactive e-Learning Simulations, Interactive Tutorials and Webinars. **This guideline <u>does not</u> substitute proper training in the ExamSoft platform and Examplify software.**

2.2. School's Key and Secondary Administrators will conduct ExamSoft and Examplify trainings as needed.

3. Preparation of an Assessment in ExamSoft

(All faculty members should become thoroughly familiar with ExamSoft, Examplify and these guidelines prior to the development and administration of an assessment).

3.1. *Duties of faculty members developing questions*

3.1.1. Faculty members will have a main folder (labeled with their name) in the courses where they participate. Each faculty member can create sub-folders under their assigned folder in ExamSoft. In courses where multiple professors contribute questions to a single assessment, the course coordinator will establish what folder structure should be followed by participating faculty.

3.1.2. Whenever possible, professors should include new questions or improved ones, not an exact repetition of questions from previous assessments, with exception of those with high reliability and internal consistency, as shown by previous assessments *Item Analysis Report* and *Summary Report*.

3.1.3. Faculty members should select the correct folder to save their questions.

3.1.4. Each question must be labeled with **ALL** applicable categories. Since outcome data from assessments is required to provide evidence of the level of achievement of the ACPE

Standards 2016 and key elements, it is extremely important that all questions are labeled with corresponding categories, including the **Faculty** category.

3.1.5. Select the corresponding options for *Weight* the questions. This weight is not disclosed to students during the assessment. It is recommendable to notify students the weight or point value of each question in the assessment.

3.1.6. Include questions attachments, rationale and/or internal comments as needed.

3.1.7. Faculty must submit the questions to the course coordinator through ExamSoft **at least 7 days before the assessment takes place**.

3.1.8. The course coordinator must review the submitted questions to be included in the assessment. For those questions that need further revision, the course coordinator must sent them back to faculty **no later than 5 days before the assessment takes place**.

3.1.9. Faculty re-submit adjusted questions **at least 3 days before the assessment takes place**.

3.2. *Duties of faculty members developing rubrics*

3.2.1. If an assessment by rubric is going to be used:

3.2.1.1. Faculty members will have a main folder (labeled with their name) to create and store their own rubrics and/or sub-folders into the main folder.

3.2.1.2. Each *Dimension* of the rubric must be labeled with **ALL** applicable categories. The categories structure is the same used for tagging questions.

3.2.1.3. Rubrics must be saved within corresponding folder as a *Rubric Template* or as a *Rubric*. In order to deploy a rubric it has to be saved as *Rubric* file type.

3.2.1.4. Rubrics can be posted as a *Performance Assessment* (with the corresponding settings) or added to an already uploaded question-based assessment to grade *Essay* type questions.

3.3. *Duties of faculty members building an assessment*

3.3.1. Develop and document the assessments by mapping its contents with the previously stated course learning objectives or outcomes, considering the breath, depth, degree of difficulty, etc. (Curriculum maps documenting breadth and depth of coverage of Appendix 1 content and learning expectations in the profession will be required as part of the Self-study for accreditation, curriculum development purposes, among others).

3.3.2. When building the assessment in ExamSoft, faculty must:

3.3.2.1. Select the correct folder to save the assessment.

3.3.2.2. Prepare a cover page with general instructions for the assessment or use the predetermined SOP template already loaded on ExamSoft (see Section **6 Exam**

Instructions and **Pre-Assessment Notices** option in ExamSoft). This template can be modified as needed.

3.3.2.3. Select the *Scoring* options that apply to the assessment. By selecting the *Display Scores on Exit* option, ExamSoft releases the scores automatically once the exam taker finishes the assessment. However, since this will allow graders to see the assessment results in the examination room and before releasing the final scores, **it is recommended to keep this feature disabled**.

3.3.2.4. Select *Security Options* that apply to the assessment and specify its duration.

3.3.2.5. If any question is added or removed from the assessment **after** *Maximum Points* and *Time Limit* are set, review these settings again, given that they may be automatically affected by the action of adding or removing questions. Also, verify that the question's point value or weight still the correct ones.

3.3.2.6. Select the *Options to Enable* that apply to the assessment. It is strongly recommended to enable the *Notes* and *Question Feedback* options.

3.3.2.7. Include any attachment that exam takers may need to have available at **all time during the assessment**.

3.3.2.8. Consider applying *Randomize Sequence* and/or *Randomize All Choices* as a security measure. Make sure that answer choices like "all of the above", "none of the above", "A and B are correct" and so on, have the corresponding answers locked in the desired position.

3.3.2.9. Be sure that all typing, format, attachment, illustrations, assessment visualization and any other corrections have been made to the assessment **PRIOR** posting it, by using the Examplify *Preview an Assessment* functionality.

3.3.2.10. Two (2) days before the exam takes place, the coordinator builds the assessment and preview it in Examplify. In addition, the coordinator will present it to the corresponding faculty for final review before posting it; this can be accomplished by printing a copy of the assessment.

3.3.3. When posting the assessment:

3.3.3.1. Assign a non-previously used, difficult-to-remember password to the assessment. It must be unique, must contain a minimum of 6 characters and 1 number. This field is also case-sensitive. **Do not reuse passwords**. Some websites can be used to generate strong passwords: https://strongpasswordgenerator.com/ and http://passwordsgenerator.net/.

3.3.3.2. Set the *Download Start Window* to allow 24 hours before examination for exam takers to start downloading the assessment file to their computers.

3.3.3.3. Set the *Download Closing Window* to one (1) hour before assessment begins.

3.3.3.4. By default, *Maximum Downloads* is one (1) by each exam taker; do not change this feature, unless it is strictly necessary to have more than one download.

3.3.3.5. Set *date* and *time* for assessment to take place.

3.3.3.6. Set an *Email Download Reminder.*

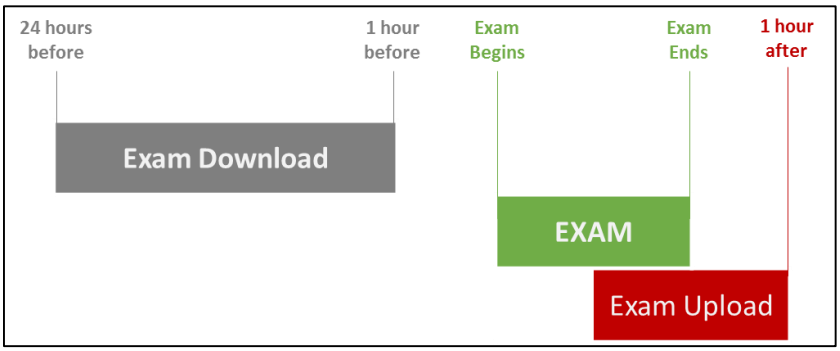
3.3.3.7. Set the *Upload Deadline* to one (1) hour after assessment session conclude.

3.3.3.8. By default, in *Secure Review*, Review Type is *None*. It is recommended to keep it that way. (See *Secure Review* quick guide for more details.)

3.3.3.9. It is strongly recommended to check the *Remote Assessment Deletion* box and select the *Remote Deletion Date* for ExamSoft to delete any downloaded assessment that was not started on assessment due date.

3.3.3.10. Post the assessment. **The course coordinator reviews, develops and publishes the password-protected assessment file to exam takers allowing 24 hours before the assessment takes place to start the download**.

Example of an Assessment Timeframe for Students



3.3.4. When tracking exam taker activity:

3.3.4.1. Inform exam takers about the assessment *Download Window* timeframe and any other instructions needed.

3.3.4.2. Inform exam takers that it will be their responsibility to download all required files in the specified timeframes.

3.3.4.3. Instruct the exam takers to download the exam file prior to arrival to examination room. Also indicate that the *Downloading Window* closes one (1) hour before scheduled assessment begins.

3.3.4.4. Inform exam takers that it will be their responsibility to notify in a timely manner of any difficulties with their computers during the download process in order to carry out the corresponding procedures, like borrow and assign a lab's laptop.

3.3.4.5. Track assessment download activity during the open download window in the *Exam Taker Activity* tab of the corresponding assessment. If necessary, send a reminder to all exam takers that haven't downloaded the assessment file 30 minutes before download window close.

4. Considerations After Posting an Assessment and Before Assessment Administration

4.1. Schedule the assessment date, rooms and proctoring in coordination with all responsible faculty. Consider randomly seating and assessment security procedures before administration.

4.2. The course coordinator will print out two (2) assessment paper back-up copies to use in case of unrecoverable technical problem of an exam taker's computer.

4.3. Be responsible for safeguarding the assessment materials and store them in a secure place.

4.4. Determine the proper number of proctors and classrooms needed to administer the assessment.

4.5. Request, on a timely manner, the necessary classrooms from the School of Pharmacy Educational Technology (ET) Office, as well as any technological equipment necessary.

4.6. Create an attendance list of the students which should document (see template in Appendix A):

4.6.1. exam taker name
4.6.2. seating assignment (if applicable)
4.6.3. exam file submission before leaving the room (i.e. student showed the proctor the "green screen" prior departure)
4.6.4. assessment session irregularities
4.6.5. any other relevant information

4.7. Discuss with assigned proctors the duties and responsibilities of proctoring prior to assessment administration. The course coordinator has the authority to assure that proctors carry out their responsibilities.

4.8. The course coordinator should track exam takers activity to verify if they have or have not downloaded the required files and take the corresponding action as needed before assessment due time.

4.9. Instruct the exam takers to arrive at least fifteen (15) minutes before scheduled assessment session to the examination room.

5. Assessment Administration

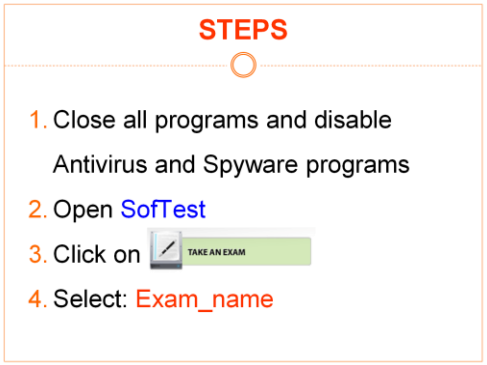
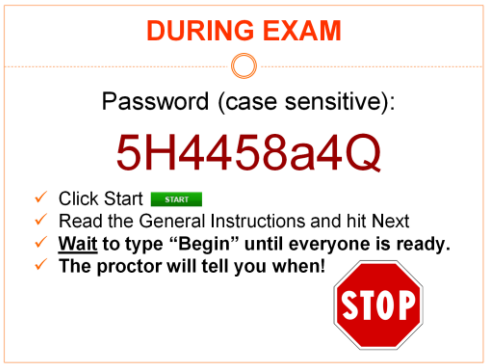
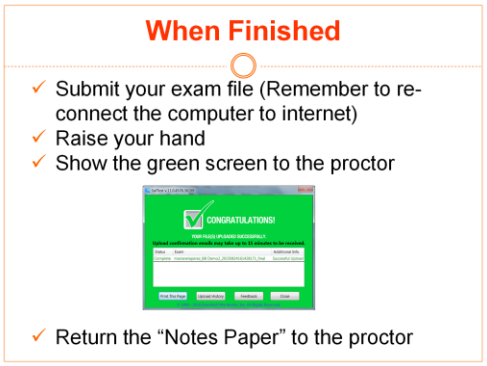
5.1. *Duties of the faculty responsible for the assessment administration*

5.1.1. Bring the two (2) assessment paper back-up copies previously printed as contingency measure in case of malfunctioning equipment at assessment administration. Be sure no extra copies or drafts are left out of sight of proctors.

5.1.2. Bring the attendance sheet (see template in Appendix A).

5.1.3. The coordinator and corresponding faculty must decide if notes paper ("scratch paper") will be provided to the students during the assessment. If notes papers are provided the exam taker MUST return the paper before leaving the classroom.

5.1.4. It is recommended to bring a slide deck (download it here) with the assessment instructions and password. The following are examples of the slides and instructions that can be included:

First Slide – in preparation to begin the assessment	
Second slide – show only when all exam takers are ready to begin. At this point no talking should be allowed. One of the proctors should be at the back of the room monitoring that all students reached the screen with the stop sign. When all students reach that screen the proctor can give the signal to begin the assessment.	
Third Slide – instructions before leaving the room.	

5.1.5. Take registration as exam takers get in the examination room with the attendance sheet and record all necessary information in the sheet (see template in Appendix A).

5.1.6. Bring the *Exam Password* and *Universal Resume Code* to the assessment. *Exam Password* should only be given to exam takers at the beginning of the assessment (see template in Appendix B).

5.1.7. Do NOT give the exam takers *Universal Resume Code* under any circumstance.

5.1.8. If faculty or proctor's computer is being used as part of the administration process or if it is on, it should be out of reach of exam takers.

5.1.9. Be sure to promote an adequate environment for all exam takers, enforcing regulations and providing a specific place for exam takers to put not allowed devices, artifacts, materials, objects and electronics such as, but not limited to: cell phones, palms, pocket pcs, hats, smart watches or other unauthorized devices. Instruct exam takers to put all not needed materials where indicated by the assigned proctor. All electronics devices (except for the exam computer) must also be turned off.

5.1.10. Exam takers must **ONLY** be allowed to have their laptops with power cords. If they need an external keyboard, mouse or headsets to do the assessment, they must bring those as well (by prior proctor's approval) and wait for further instructions.

5.1.11. Assigning seats randomly is strongly recommended.

5.1.12. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet so he/she can finish by the established end time.

5.1.13. Verify that exam takers plug their power cords to the power outlet, as prevention measure in the event of low-battery shutdown or power loss.

5.1.14. Proctors may verify that exam takers also bring a pen or pencil in case they have to do the back-up paper assessment.

5.1.15. Advice exam takers to disable antivirus in their computer as required by Examplify before assessment begin.

5.1.16. When ready to begin the exam, provide to all exam takers the assessment password and code to begin working on the assessment.

5.1.17. Make sure that exam takers have read and understood the instructions for the exam, as displayed on the **Pre-Assessment Notices** and clarify them if necessary.

5.1.18. Administer the assessment according to procedures.

5.1.19. When finished, exam takers must follow on-screen instructions for uploading their files. Exam takers should pay attention to on-screen warnings since they will be unable to go back to the assessment once the answers are uploaded.

5.1.20. Be sure that exam takers show the proctor their *Upload Confirmation Screen* (green screen) before closing their computers. If the green screen fails, ask the exam taker to show the email confirmation he/she should have received, or just check the exam taker activity for that specific assessment to see if the upload was successful.

5.1.21. Check all assessment materials handed-in by each exam taker upon completion of the assessment and prior to exam taker leaving the room.

5.1.22. Track exam taker activity to monitor exam uploading progress.

5.1.23. Determine the exam takers that will be scheduled for a make-up assessment, based on *Section 9 Special Situations*.

6. Assessment Instructions

6.1. The following instructions may be included on the cover page of the exam: *General instructions and Exam takers responsibilities for the assessment session* (see ExamSoft Pre-Assessment Notice, General Instructions):

6.1.1. Exam takers must not write on the desk.

6.1.2. Exam takers must not wear hats, smart watches, or use cellular phones, or other unauthorized electronics devices. These must be left in the provided place for these means. All electronics devices (except the exam computer) must be turned off.

6.1.3. The assessment must not be started until instructed by the assigned proctor. No talking will be allowed from the moment the assessment has begun.

6.1.4. The exam takers must raise their hand for questions about the assessment. The proctor may answer questions at his/her discretion.

6.1.5. The exam takers must notify immediately the proctor of any issue regarding the functionality of their computer or the Examplify system during the assessment.

6.1.6. Exam takers that came late, must adhere to the end-of-time limit specified for the assessment.

6.1.7. All exam materials (if any) must be handed in upon completing the examination.

6.1.8. When the assessment is finished, the exam taker must end and close out the assessment session in the presence of the proctor and the assessment must be uploaded in that moment, prior to leaving the examination room. **The exam taker must show the Upload Confirmation Screen (green screen) to the Proctor before closing the computer to get clearance and exit the room. If the green screen fails, the exam taker must show the email confirmation he/she should have received.**

6.1.9. Exam takers must not stay in the hallways or near the examination classrooms after finishing the assessment and leaving the classroom.

7. Basic Troubleshooting During Assessment Administration

7.1. *If exam taker's computer experiences hardware failure BEFORE assessment begins*

7.1.1. Proctor may remove the assessment from the exam taker's computer by opening Examplify, selecting the *Exam File* that needs to be removed from the *Exam List* and following the on-screen prompts. This procedure must be done **BEFORE** beginning the assessment, **IF AND ONLY IF** an exam taker computer is not working properly and a spare computer is going to be provided to the exam taker.

7.1.2. Exam takers who experience a computer failure **BEFORE** the download period is over and before beginning the examination can request a computer loan directly from the School of Pharmacy Educational Technology (ET) Office. Alternately, the coordinator may decide to use a back-up paper to take assessment (this will be at proctor's discretion). After an assessment is already started in a computer, it **CANNOT** be continued in another computer.

7.1.3. If the exam taker already downloaded the assessment, and the computer experience a failure, contact the Key Administrator of the school to carry out the corresponding action.

7.2. *If exam taker's computer experiences hardware failure DURING assessment*

7.2.1. A reboot may be required if the computer freezes or fail. The resume process will allow to restart the computer and resume the assessment. If a lengthy amount of time has elapsed, the exam taker will need the assistance of proctor with the *Resume Code* (proctor must enter this code directly on the exam taker computer). Examplify automatically backs up work every 60 seconds; therefore, answers written before the malfunction should be recoverable from the computer's hard drive.

7.2.2. If computer reboot fails, the proctor will provide the exam taker with a back-up assessment paper copy. The file already downloaded in the computer will no longer be considered for evaluation. Instruct the exam taker to make an appointment with the Key Administrator of the school since a manual upload may need to be performed after the assessment due.

8. Assessment Results

8.1. *Duties of faculty members scoring, grading and building reports*

8.1.1. The course coordinator, in collaboration with the participating faculty members, has the responsibility to establish mechanisms and time limits to review the assessment and release final results through ExamSoft, Blackboard or any other required delivery method.

8.1.2. Do the assessment grading after reviewing the answers. In ExamSoft:

8.1.2.1. Go to Assessments tab, select the current assessment and navigate through the grading and scoring menus to review, score and grade the assessment.

8.1.2.2. To score an assessment, you have to click on Reporting/Scoring tab, or run any of the Reports first.

8.1.2.3. After scoring, you may do further scores adjustments and/or re-scoring.

8.1.3. Evaluate questions, assessment and exam takers' performance by generating a *Summary Report*, *Item Analysis Report*, among others, through ExamSoft Reporting/Scoring module.

8.1.4. When the scores are final and ready to post to exam takers portal, generate the *Release Exam Taker Results* report. The report can be customized with the preferences and the information the exam taker should be able to see. **Once the reports are released to exam takers they cannot be changed, modified or recalled**.

8.1.5. It is also possible to push the assessment results to the Blackboard gradebook of the corresponding course. In this case only the final score (or percentage) will be available for students.

8.2. It is the exam takers responsibility to obtain the information about assessment scores and/or grades (they should be received by email from ExamSoft) and make an appointment to review the assessment questions with the professor or course coordinator.

9. Special Situations

9.1. *Absences*

9.1.1. When an exam taker is going to miss an assessment on the original date due to a foreseeable and justifiable reason, he/she should not download the exam to their computers. The coordinator must decide on how to proceed to make-up the assessment.

9.1.2. If an exam taker downloaded the assessment but missed an assessment on the original date, the best practice is to remove the assessment from the exam taker's computer by opening Examplify. Then, click on the *Exam File* that needs to be removed from the *Exam List*. Select *Remove Exam Download*. From the next prompt, make sure to check the box for *Remove the exam download*, and next select the green *Remove Download* button. The exam will now be removed and no longer marked as downloaded.

9.2. *Tardiness*

9.2.1. If an exam taker come in late for an assessment, the course coordinator, proctor and/or responsible faculty will decide if he or she will be allowed to begin the exam based on the following considerations:

9.2.1.1. If allowing late arrivals, Examplify will provide the original time limit. Be sure to write down the beginning time for this exam taker in the attendance sheet and force to submit the assessment once the original time limit is reached.

9.2.1.2. If any exam taker in examination room has already uploaded the assessment, the exam taker that comes in late must not be allowed to take it. In this case, or in any other situation in which an exam taker is not allowed to take an assessment after it has started, the course coordinator and responsible faculty will determine the course of action according to "Certificación del Senado Académico Núm. 029 (2013-2014)".

9.3. *Unprofessional or unethical behavior related to examinations*

9.3.1. Unethical or unprofessional behavior is defined as any illicit action in which the exam taker obtains or provides information related to the assessment for his own benefit or that of his/her peers. It is also considered unprofessional behavior to work on any part of the assessment after completion time has been called.

9.3.2. Some examples of unprofessional behaviors are:

9.3.2.1. Looking at other exam taker's computer or other materials such as, but not limited to papers or reference materials.

9.3.2.2. Writing any information about the assessment on the desk, walls, boards, erasers, and other objects or electronics devices.

9.3.2.3. Exchanging information using different strategies such as, but not limited to papers, sign language, cellular phones and electronic devices.

9.3.3. If the assigned proctor observes that an exam taker(s) has (have) engaged in unethical or unprofessional behavior he/she will take the appropriate action(s) to correct the situation:

9.3.3.1. Will notify the exam taker(s) of the situation or may change the exam taker(s) from (his/her/their) seat(s).

9.3.3.2. If the unethical behavior is repeated, the assigned proctor will invalidate the assessment for that/those exam taker(s), inform the situation to the coordinator and submit a detailed written report to the course coordinator.

9.3.4. The course coordinator and responsible faculty will determine the course of action and will submit a written report to the "Comité de Evaluación, Promoción y Graduación".

9.3.5. Any intentional attempt to disable or tamper with Examplify security features will be considered a form of academic misconduct and therefore, the norms of the "Reglamento de Estudiantes del Recinto de Ciencias Médicas" regarding this type of situation will be applied.

10. Retention and Disposition of Exam Materials

10.1. The course coordinator and responsible faculty must retain any documents or assessment-related materials for at least one year in a locked archive or digital file.

11. Procedures to Guarantee the Observance of these Guidelines

11.1. *Duties of Department Chairs*

11.1.1. Provide a copy of these guidelines to each faculty member.

11.1.2. Make sure that faculty members understand their responsibilities in relation to the preparation, administration and security of examinations through ExamSoft and Examplify.

11.2. *Duties of Students Affairs Office*

11.2.1. Provide each Exam Taker with a copy of the *Student Guidelines for the ExamSoft Computerized Exam Process on Personal Computers in the Doctor of Pharmacy program*.

11.2.2. Inform the exam takers regarding their rights and responsibilities as stated in the "Reglamento de Estudiantes" of the Medical Sciences Campus and the "Reglamento General de Estudiantes de la Universidad de Puerto Rico", in coordination with the Academic Affairs Office.

11.2.3. Inform the exam takers regarding the ADA regulations on reasonable accommodations.

Developed by: Hernández, J & Pérez, M.
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University of Puerto Rico
Medical Sciences Campus
School of Pharmacy

APPENDIX A – ATEENDANCE LIST MODEL

Course: _____ Exam # _____ Date: _____

Students		ONLY PROFESSORS		
Student's Name	Signature	Examplify Screen	Initials	Comments
1.		☐Green ☐Yellow		
2.		☐Green ☐Yellow		
3.		☐Green ☐Yellow		
4.		☐Green ☐Yellow		
5.		☐Green ☐Yellow		
6.		☐Green ☐Yellow		
7.		☐Green ☐Yellow		
8.		☐Green ☐Yellow		
9.		☐Green ☐Yellow		
10.		☐Green ☐Yellow		
11.		☐Green ☐Yellow		
12.		☐Green ☐Yellow		
13.		☐Green ☐Yellow		
14.		☐Green ☐Yellow		
15.		☐Green ☐Yellow		
16.		☐Green ☐Yellow		
17.		☐Green ☐Yellow		
18.		☐Green ☐Yellow		
19.		☐Green ☐Yellow		
20.		☐Green ☐Yellow		
21.		☐Green ☐Yellow		
22.		☐Green ☐Yellow		
23.		☐Green ☐Yellow		
24.		☐Green ☐Yellow		
25.		☐Green ☐Yellow		
26.		☐Green ☐Yellow		
27.		☐Green ☐Yellow		
28.		☐Green ☐Yellow		
29.		☐Green ☐Yellow		
30.		☐Green ☐Yellow		
31.		☐Green ☐Yellow		
32.		☐Green ☐Yellow		
33.		☐Green ☐Yellow		
34.		☐Green ☐Yellow		
35.		☐Green ☐Yellow		
36.		☐Green ☐Yellow		
37.		☐Green ☐Yellow		
38.		☐Green ☐Yellow		
39.		☐Green ☐Yellow		
40.		☐Green ☐Yellow		
41.		☐Green ☐Yellow		
42.		☐Green ☐Yellow		
43.		☐Green ☐Yellow		
44.		☐Green ☐Yellow		
45.		☐Green ☐Yellow		

University of Puerto Rico
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APPENDIX B - ExamSoft – Assessment Info Card

Course:	
Coordinator:	
Proctors:	
Exam Date:	
Exam Room(s):	
Assessment Name:	
Exam Password:	
Universal Resume Code:	

Additional Items:
- ☐ Paper copies of the exam (2-4)
- ☐ "Notes paper" (scratch papers)
- ☐ Attendance List
- ☐ Instructions slides to project during exam – (with exam password)

Contact Info

School of Pharmacy:

Jonathan Hernández (School Key Administrator):
On office hours:787-758-2525 Ext. 5420 After-office hours: Cellphone (787) 315-9757

Exam Soft Help Line: 1-866-429-8889

ESCUELA DE ENFERMERÍA

INSTRUCIONES PARA EL USO DE EXÁMENES REMOTOS UTILIZANDO EXAMSOFT

UNIVERSITY OF PUERTO RICO
MEDICAL SCIENCES CAMPUS
SCHOOL OF NURSING
NURSE ANESTHESIA PROGRAM

PO Box 365067 San Juan, PR 00936-5067; Tel. (787) 758-2525 Ext. 2034

Electronic Exams

- The program uses electronic exams for some or all its courses.
- Students will bring their laptops on exam day to access ExamSoft electronic exams (prepared by the program).
- Laptop costs are included within the additional costs section of the Policies and Procedures Manual of the University of Puerto Rico – Nurse Anesthesia Program.
- Students are responsible for having the minimum operating system requirements to use ExamSoft.

Policies for Electronic Exam Taking

I. Exam or Quiz General Rules

a. No other electronic items except for the computer in which the student will complete the electronic exam or quiz are allowed.
   i. Smartphones, smartwatches, headsets, and electronic noise-canceling devices are not allowed during the electronic assessment and evaluation process.
   ii. Only non-electronic noise-canceling devices such as earplugs or ear covers are allowed.
   iii. Only the calculator provided by the electronic exam-taking platform is allowed whenever deemed necessary by the course instructor.
b. The instructor can relocate any student when considered appropriate.
c. The instructor will determine the availability of highlighting, backward navigation, alarms, type of review, and others during the exam or quiz as appropriate.
d. Students will have a minimum of one (1) minute per question or more as determined by the course instructor.

II. Internet Connection

a. When taking an assessment on a personal computer, only institutional wi-fi is allowed as a means of establishing an internet connection to download or upload an exam.
b. When taking an assessment on an institutional computer, only the institutional LAN or Wi-fi connection is allowed.

III. Download

a. When allowed by the course instructor, the student is responsible for downloading the exam before the exam date.
b. Authorization for repeat downloads is at the course instructor's discretion after evaluating the circumstances that produce the need for a repeat download.

IV. Upload

a. Students are responsible for uploading their quizzes or exam.
b. The student should upload the exam immediately after completing the exam or quiz.
c. Any student not uploading their quiz or exam would be considered a no-completion of the corresponding exam or quiz and is subject to losing all credits.

V. Login

a. Students are responsible for knowing their login information.
b. Students are responsible for using the correct login information and, thus, must carefully verify they have accessed their account before completing an exam or quiz.
c. Any time lost on the login process due to forgotten credentials is the responsibility of the student.

VI. Access Passwords

a. Access passwords will be provided by the course instructor after all exams or quizzes have been downloaded.
b. Students are prohibited from writing down passwords other than when required to do so in the exam-taking platform.

VII. Confidentiality and Academic Integrity

a. Questions must be maintained confidentially by exam takers.
b. Any student found to have been distributing, copying, or sharing exam content is subject to disciplinary actions as outlined by the Student Manual of the Medical Sciences Campus, Student Manual in article 6.2 thru 6.4, and the Policies and Procedures Manual of the Nurse Anesthesia Program.