

MCQ Examination

Candidate Information Package

Table of Contents

MCQ Exam Format **3**

Remote Proctoring Overview **3**

Technical Requirements **3**

Testing Environment **4**

Privacy **4**

Sample Exam Portal **5**

Exam Preparation **6**

1-2 Weeks Before the Exam 6

4-7 Days Before the Exam 6

1-2 Days Before the Exam 6

Exam Day Instructions **7**

Connecting to the Exam 8

After Finishing the Exam 9

Exam Disconnections **9**

Incident Reports **10**

How to Submit an Incident Report 10

Resources **10**

Frequently Asked Questions **11**

The Multiple Choice Question (MCQ) Qualifying Examination component is administered through remote proctoring. Please refer to the information within this package for technical and logistical guidance.

MCQ Exam Format

- 220 multiple choice questions administered in two (2), three (3)-hour sessions (AM & PM).
- 30-minute lunch break in between AM & PM sessions.

Remote Proctoring Overview

- MonitorEDU is the remote proctoring provider for the MCQ.
- Candidates will write the online, remote proctored exam at a location of their choice.
- A live proctor will observe candidates in real time using the candidate's computer webcam and a connected mobile phone camera.
- Candidates will be required to have access to a computer (laptop or desktop) that has a webcam as well as a mobile phone with a camera. Both devices will need internet access.
- Candidates will be required to download a unique web browser onto their computers and to test their devices prior to the exam.
- Instructional video: How remote proctoring works

Technical Requirements

- It is the sole responsibility of the candidate to ensure they can meet the technical requirements and testing environment of remote proctoring, including access to a stable and consistent internet connection.
- The delivery of the exam will be provided through a secure, browser-based platform that locks down the computer from accessing anything except for the exam.
- Computer (laptop or desktop): Windows 7 or higher; MacOSX High Sierra 10.13.6 or higher. Webcam required.
- Web Browser: Most recent version of Google Chrome (50+) or Microsoft Edge.
- Mobile Phone/Device: Android 4.1 or higher; iOS 8 or higher. Camera required.
- Peripheral Devices (keyboard, mouse, webcam, other input devices): Must be wired or built-in (no Bluetooth devices).
- Internet Connection: Steady internet connection with minimum upload speed of 1MB/second.
- Six-foot extension cord: Allows flexibility in placement of the computer and camera if the proctor determines that these items must be moved.

Questions?
For questions about technical requirements, please contact the
24 hour/7 day a week Live MonitorEDU Chatline

Testing Environment

- Candidates must find a quiet, distraction-free exam room for the day of the exam, with:
    - A clean test area and cleared desk or tabletop.
    - Comfortable seating.
    - Adequate lighting.
    - Comfortable room temperature.
- The area beneath the desk and chair must be clear.
- Walls within sight of where the candidate will be seated must be clear.
- No one should enter the room during the exam.
- The room should be enclosed with a door.
    - A sign should be placed on the door to remind everyone that a high-stakes exam is in progress and entering the room could compromise the exam for the candidate.
- Limit noise from outside the exam room including TV, conversations, or music.
- Other electronics, security systems, or other recording devices in the room must be turned off.
- Disconnect and remove any other monitors (ensure that only one monitor is connected).
- Instructional video: How to set up your room

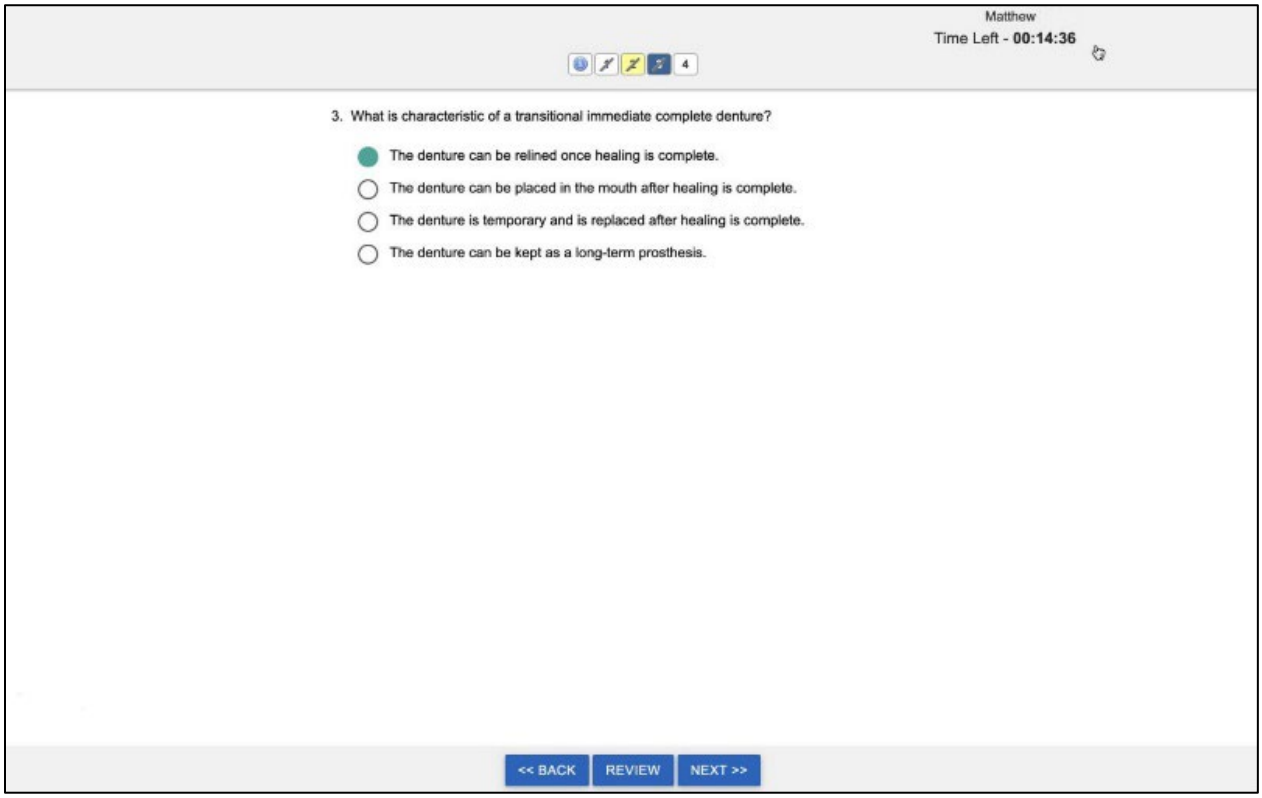
Privacy

The feeds from the video cameras will not be recorded or stored in any way, with the following exception: in the event of an incident wherein the proctor believes the candidate to be in violation of examination policy (i.e. the proctor suspects the candidate may be cheating), a recording, restricted to the incident, may be made for later review.

This recording and any documentation following from it will be shared only with the regulator for use in the further investigation of the incident. For additional information regarding privacy with respect to video recording, please refer to MonitorEDU's Privacy Policy.

Sample Exam Portal

- The image below is an example of what the testing portal looks like during the exam:



- Candidates will receive one question at a time.

- The row at the top will show a numbered icon for each question on the exam. Once a question has been answered, the question number will be struckthrough.

- The row at the top will also display the time remaining for the exam session.

- There are three buttons at the bottom of the screen:
    - "Back" goes back one question.
    - "Review" will highlight the question's icon within the row at the top (see question #2 above). This allows the candidate to electronically highlight a question so that they may return to it later. Note that the question will only become highlighted once the candidate moves on to the next question by clicking "Next".
    - "Next" goes to the next question.

- Candidates can return to any question at any time by simply clicking on the question number icon within the top row.

Exam Preparation

1-2 Weeks Before the Exam

Candidates will:

- Receive an e-mail from the College with AM & PM registration times for the exam.

4-7 Days Before the Exam

Candidates will:

- Download, install, and test the WebLock Secure Browser onto their main computers:
  - Download WebLock Secure Browser
- Download Google Meets to their phone using the smartphone's app store. A Google account is required.
- Test their computer, internet connection, mobile device, camera and webcam:
  - MonitorEDU Testing Instructions
  - The day of the exam is not the time to diagnose and resolve IT issues – please ensure this is done ahead of the exam. For assistance with testing or technical issues, contact the MonitorEDU 24/7 Live Chatline.
- Add the "@monitoredu.com" domain as a safe sender in their email settings.

1-2 Days Before the Exam

Candidates will:

- Receive an e-mail from MonitorEDU (within 24-48 hours before the exam), which includes a meeting link to connect directly with the exam proctor.
  - If this email is not received by the evening before the exam, candidates should contact the MonitorEDU 24/7 Live Chatline to request the meeting link.
- Re-test their WebLock Secure Browser:
  - Test WebLock Secure Browser (click on "Try WebLock").
- Turn off any adblockers on their web browser.
- Review how to connect with a live proctor:
  - Instructional video: How to connect to proctor
- Begin to set up their exam space to the required specifications:
  - MonitorEDU Room Setup Instructions
  - Create door signs to let family members or roommates know not to disturb the candidate.
  - Make sure that any power cables are long enough to reach the wall outlets (an extension cord may be required).

    - Ensure that there is an area/object/tripod for the candidate's mobile device to be propped up during the exam. The angle of the phone's camera should be wide enough to see the computer screen and testing environment.
- Prepare a lunch in advance if possible. Candidates are given 30 minutes for the lunch break.
- Locate their Candidate # within the CDO Portal (this will be required at registration).

Exam Day Instructions

Candidates must:

- Prepare their mobile phone (which will be used as a second camera during the exam):
    - Ensure the Google Meets phone application is downloaded.
    - Connect it to power and prop up the phone.
    - Ensure that Wi-Fi and data are enabled (data, if possible).
    - Turn up the volume on the phone so that the proctor may be heard speaking when connected.
    - Turn off all other phone applications.
    - Enable camera access permissions in Settings.
    - Enable Silent mode or Do Not Disturb mode.

- Prepare their computer:
    - Turn off all other computer applications.
    - Ensure the webcam is connected.
    - Ensure that any peripheral devices (keyboard, mouse, webcam, other input devices) are wired or built-in only – not connected via Bluetooth.
    - Turn off Bluetooth on the computer and mobile phone.
    - Ensure that remote access to their computer is turned off prior to launching the exam. To disable the Remote Desktop/Remote Management feature:

Windows OS:

- Open Settings, or search in the task manager for "remote access"
- Click on System > Remote Desktop
- Turn off the "Remote Desktop" toggle switch

Mac OS X:

- Open System Settings (by clicking on the Apple icon in the status bar)
- Click on General > Sharing
- If you see a lock icon, click it, and enter the name and password of a user with administrator privileges on the computer
- Select or deselect the "Remote Management" checkbox

- Prepare their exam space:
    - Ensure their desk surface is clean and cleared and no other objects are within arm's reach other than permitted items.
    - Permitted items on the candidate's desk during the exam include:
        - One (1) blank piece of paper (8.5" x 11")
        - One (1) pen/pencil and eraser
        - One (1) clear water bottle with labels removed (clear liquids only)
    - Have their Candidate # ready.
    - Have a government-issued photo ID ready to show the proctor.
- Be sure to use the washroom before beginning the registration process. Washroom breaks are not permitted during the exam, except for pre-approved accommodations. In the event of an urgent need to use the washroom, candidates should notify their proctor.

Connecting to the Exam

1. Candidates will have received an e-mail from MonitorEDU 24-48 hours before the exam date. This e-mail includes a meeting link to connect directly with their exam proctor. Candidates must join the meeting link from their computer. Candidates will use the same meeting link for each session (AM & PM).
    - Instructional video: How to connect to proctor

2. Candidates can queue for registration up to 15 minutes prior to their registration time.

> **Important:**
> Candidates may wait up to 30 minutes to start the exam, as the proctors are working with multiple candidates. Once the exam start time has passed for each session, late arrivals will not be permitted to login and take the exam.

3. Once the candidate is connected to a live proctor, the proctor will provide an initial Google Meets link that the candidate must open on their mobile phone to create the first video (and audio) connection to their proctor. The proctor will ask for the candidate's e-mail address.

4. The proctor will then provide a second link for the candidate to use on their computer (laptop or desktop) to activate a second camera (webcam).

5. The proctor will walk the candidate through the next steps, including:
    - Verifying the candidate's identity with their government-issued photo ID.
    - Scanning the test area visually using the mobile phone's camera.

6. Candidates will then receive the link to the exam.
    - The WebLock Browser should automatically launch.

7. Candidates will input their name on the registration page.

8. Candidates will receive a unique test code. The candidate must write this code down on their paper (it will be required in the event of a disconnection).

9. The exam will begin.
    - The timer starts when the exam begins, not when the registration process begins.
    - The exam is separated into AM & PM sessions with a lunch break in between.

10. The candidate will complete the above instructions again once they return from their lunch break.

After Finishing the Exam

- Upon completing the exam, candidates must remain in the testing environment until released by the proctor. Candidates will be asked to remain seated at their desk and wait.
- Candidates should expect to be sequestered for the entire length of the exam, although they may be released earlier.
- Candidates must not leave the exam testing environment until they have been authorized to do so by their proctor. Leaving the exam testing environment without authorization (at any time) may result in their exam being invalid.

Exam Disconnections

In the event that a candidate becomes disconnected from the exam:

- **DO NOT PANIC. Any progress will be saved. Any time lost will be accounted for.**
- Internet or computer issues are encountered routinely, and generally resolved promptly. It is important to stay composed in order to continue with the exam once the issue is resolved.
- In the event that the candidate loses their Wi-Fi connection, their mobile phone's data plan keeps them connected with their live proctor.
- The proctor will help guide the candidate through the reconnection process, if required.
- Candidates will use their unique test code (written down on their paper) to reconnect.

Important:
If a candidate is having difficulty connecting back to the exam, they must contact MonitorEDU directly using their Live Chatline.
College staff are not able to support or troubleshoot the remote proctoring platform.

- Once the candidate has re-established their connection, they can proceed with the exam.
- The Chief Examiner will be informed of any incidents and will ensure that candidates experiencing a disconnection can complete the remainder of the exam.

Incident Reports

If a candidate experiences anything out of the ordinary that may have negatively affected their exam performance, it is important that they submit an Incident Report as soon as possible on the day of the exam. Submitting an Incident Report is a requirement should a candidate wish to lodge an appeal after an unsuccessful exam result.

The following are grounds for appeal, that require an Incident Report:

- Administrative or procedural irregularities
- Illness on examination day
- Personal emergency on examination day

How to Submit an Incident Report

E-mail the College at exams@denturists-cdo.com as soon as possible (during the lunch break, after the exam ends, or by the end of the exam day). Candidates must describe the incident in as much detail as possible, and explain how it affected their performance negatively.

Resources

- MonitorEDU 24/7 Live Chatline
- MonitorEDU Privacy Policy
- MonitorEDU Testing Instructions
- MonitorEDU Instructional Videos
- Download WebLock Secure Browser
- Test WebLock Secure Browser (click on "Try WebLock")
- YouTube Video: How remote proctoring works
- YouTube Video: How to connect to proctor

Frequently Asked Questions

1. **Where can I find my Candidate ID number?**
   Your Candidate ID # can be found within your CDO Portal.

2. **Do I need to sign the MCQ Remote Proctoring Candidate Agreement ahead of time?**
   No, each candidate will digitially sign the agreement during their online registration process.

3. **Can I go to a friend/relative's house or book a hotel/library room, if my room does not meet the minimum requirements?**
   Yes, provided the location can meet the technical and environmental requirements, you can take the exam in an alternate location suitable for high-stakes testing. Keep in mind there cannot be other people in the room or moving throughout the room while you are testing.

4. **Can I borrow a friend or relative's computer, webcam, or mobile phone?**
   Yes, candidates are encouraged to source or borrow electronic equipment as necessary in order to meet the technical requirements of remote proctoring.

5. **Can I use a tablet to write the MCQ exam?**
   No. Candidates must use a desktop or laptop computer. A full list of technical requirements is found within this information package. If you have additional questions regarding technical requirements, contact MonitorEDU's Live Chatline.

6. **My environment might be noisy during the MCQ. Can I use foam earplugs?**
   No. Foam earplugs are not permitted during the exam, except for pre-approved accommodations. Candidates are encouraged to choose an environment with limited noise or distractions.

7. **Can I read the MCQ questions out loud during the exam?**
   No, candidates may not read questions aloud during the exam.

8. **Can I write the MCQ exam from another province or country?**
   Yes, remote proctoring is available to candidates regardless of geography, provided they can meet the technical and environmental requirements. Please note there is no adaptation for time zones, and all exam times are in Eastern Standard Time (EST).

9. **Can I fill my clear and label-free water bottle with anything other than water or clear liquid (such as tea or coffee)?**
   No. Please ensure that any drinks are clear liquid only.

10. **Will I be able to see my online proctor while they are observing me?**
    No, candidates are connected to their remote proctors via audio connection only.

11. Will I be able to use the washroom during the exam?

No, candidates are not permitted to take washroom during the exam, except for pre-approved accommodations. In the event of an urgent need to use the washroom, candidates should notify their proctor.

12. Can I leave my exam room during the lunch break?

Yes, you can leave your exam room during the lunch break. You are disconnected from your proctor and are not being observed during the lunch break. You are able to use your phone as you normally would over the lunch break.

13. Will I be able to take notes during the exam?

Yes, candidates are permitted to have one piece of plain paper (8.5" x 11") and one pen/pencil and eraser during the exam. These items must be shown to the proctor as part of the security check and at the end of the exam. The proctor will observe the candidate destroying the paper at the end of the exam.

14. Are the MCQ questions the same for each candidate?

Yes, each candidate answers the same questions.

15. What happens if I finish my MCQ session early, before the end of the 3 hours?

If you complete your session early, you may be dismissed only after confirming with your proctor (and only after at least 1 hour from the conclusion of the last registration block has passed). Your proctor will be able to advise you of exact timing – do not disconnect before you have been given the go ahead to do so from your proctor.

16. What happens if my internet drops out or I lose my connection during the MCQ?

First and foremost – do not panic! Once your ability to connect is restored, you can log back in to MonitorEDU the same way by clicking on the original link you received via email. You will not lose the time during which you are disconnected, and all of your answers will be saved. If your disconnection is prolonged, you may want to contact the College directly at exams@denturists-cdo.com to inform us.

17. I am nervous about remote proctoring. Who can I talk to who might assist with reassuring me?

MonitorEDU has a live 24/7 online chatline. Please feel free to contact them with questions regarding the proctoring experience and any technical specifications.

18. Is there a limit on the number of MCQ exam attempts?

Yes, there is a limit of three (3) attempts at the MCQ component of the Qualifying Examination.

19. Will I get my results faster with remote proctoring?

No, the procedures used to review and validate the exam results remain critical to high-stakes examinations. Qualifying Examination results will be released approximately 6-8 weeks after the administration of both MCQ and OSCE components.