



## Part I: Multiple Choice Question Exam

### Candidate Information Package

#### Remote Proctoring Overview

- **MonitorEDU, the remote proctoring provider, has a video demonstrating how remote proctoring works. Click [here](#) for the video.**
- Candidates will write the online exam at a location of your choice.
- A live proctor will observe candidates in real time using the candidate's computer webcam and a connected smart 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.
- The MCQ exam has not changed in any way, only the delivery format. It will continue to be multiple-choice closed book.

#### MCQ Exam Date and Time

- Exam date: Thursday, January 21, 2021
- 250 multiple choice questions administered in two, 3-hour sessions (AM & PM).
- One-hour lunch break in between AM & PM sessions.
- Candidates will be assigned a registration start time of either 10:00 am or 10:30 am EST.
- All the times listed below are based on Eastern Standard Time.

#### 10:00 am Registration Group

- Registration begins at 10:00am EST, running until 10:30 am
  - The 3-hour timer starts when you begin the exam, not when you begin the registration process.
- One-hour lunch break in between AM & PM sessions
- Afternoon registration begins at 2:30 pm

#### 10:30 am Registration Group

- Registration begins at 10:30am EST, running until 11:00 am
  - The 3-hour timer starts when you begin the exam, not when you begin the registration process.
- One-hour lunch break in between AM & PM sessions
- Afternoon registration begins at 3:00 pm



## 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+)
- **Mobile Phone/Device:** Android 4.1 or higher, iOS 8 or higher. Camera required.
- **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.
- If candidates have questions about the technical requirements at any time, they are encouraged to contact [MonitorEDU](https://monitoredu.com/live-chat) through the 24 hour/7 days a week live chatline at <https://monitoredu.com/live-chat>.

## Testing Environment

- Candidates must find a quiet distraction-free exam room for the day of the exam.
  - **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 licensing exam is in progress and entering the room could compromise the exam for the candidate.
  - Limit noise from outside the exam room including TV, conversation or music.
- A 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 are clear.
- Other electronics, security systems, or other recording devices in the room are turned off.

## 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 the documentation following from it will be shared only with the CDO for use in the further investigation of the incident. Additional information regarding MonitorEDU's privacy policy with respect to video recording maybe found here:

<https://monitoredu.com/privacy>



## MCQ Exam Timeline

### Before the Exam

- Download, install, and test the WebLock Secure Browser on your computer.
- Click [here](#) to download it and try it.
- Test your connections using [MonitorEDU's test](#).
- You will receive an email prior to the exam with your specific exam information including the exam start time and a link to the exam platform.

### 1-2 Days Before the Exam

- Retest Web Lock by clicking [here](#) and clicking "Try WebLock".
- Turn off any adblockers on your web browser.
- Make sure your test area and desk are clean. Make sure your power cables are long enough to the wall outlets. You may require an extension cord.
- Disconnect and remove any other monitors. Make sure you only have one monitor connected.
- Make sure you have an area/tripod for your mobile device to be propped up during the exam. The angle of the phone's camera should be wide enough to see your screen and testing environment.
- Create door signs to let family members or roommates know not to disturb you.
- **The following are permitted on your desk during the exam:**
  - one (1) clean piece of paper (8.5"x 11").
  - one (1) pencil/pen and eraser in your test area.
  - a clear water bottle with labels removed.

### Day of Exam Preparation

- Prepare your mobile phone which will be used as a second camera during the exam.
  - Connect it to power and prop up the phone.
  - Ensure that you have wi-fi and data enabled (data if possible).
  - Turn up the volume on your phone so you can hear the proctor speak when connected.
  - Turn off all phone applications, enable camera access permissions in your settings.
  - **Enable Silent mode or Do Not Disturb mode on your phone.**
- Prepare your computer.
  - Turn off all other computer applications.
  - Ensure your webcam is connected.
- Ensure your desk is clean and cleared and no other objects are within arm's reach other than permitted items.
- Bathroom breaks – bathroom breaks are permitted during the exam, you will simply request from the proctor to use the bathroom.
  - **Note that your exam time will continue to run during any bathroom breaks**
  - You will be asked to perform a security sweep of your exam area/desk upon your return.
- **Have a government issued ID ready that you will show to the live proctor on exam day.**



## Day of Exam Instructions

1. 15 minutes prior to your scheduled registration time, Go to the following website: [ascproctor.com](http://ascproctor.com), when prompted to select your school/organization, select the CDO exam
2. You will have to enter your name and email exactly as you provided on your CDO Initial Application documents.
3. You will then be directed to a private online chatroom. Candidates may wait up to 30 mins to be assigned a proctor as the proctors are registering other candidates.
4. Your live proctor will initially provide a link that you must input into your mobile phone to create the first video (and audio) connection to your proctor.
  - a. Once connected, you can communicate verbally with your proctor.
  - b. Use the native web browser for your device. iPhone = Safari, Android = Google)
5. Your proctor will then provide a second link to use on your laptop/desktop to activate your second camera (webcam).
6. Your proctor will walk you through the next steps including:
  - a. Verifying your identity with your government-issued ID
  - b. Scanning your test area visually using your phone's camera
7. You will now receive the test link
  - a. The WebLock browser should automatically launch
8. Input your name on the registration page.
9. You will receive a unique test code – **Please write this code down on your paper.**
10. Your exam will now begin. You have 3 hours to complete the first portion of the exam.
  - a. The 3-hour timer starts when you begin the exam, not when you begin the registration process.
  - b. The exam is separated into two parts (AM & PM sessions) with a brief lunch break in between. You will have to complete the above instructions again once you return from lunch.

## After Finishing the Exam

- Once you have completed the exam you **must** remain in the testing environment until released by the proctor.
- You should be expected to be sequestered for the entire length of the exam, although you may be released earlier. You will be asked to remain seated at your desk and wai..

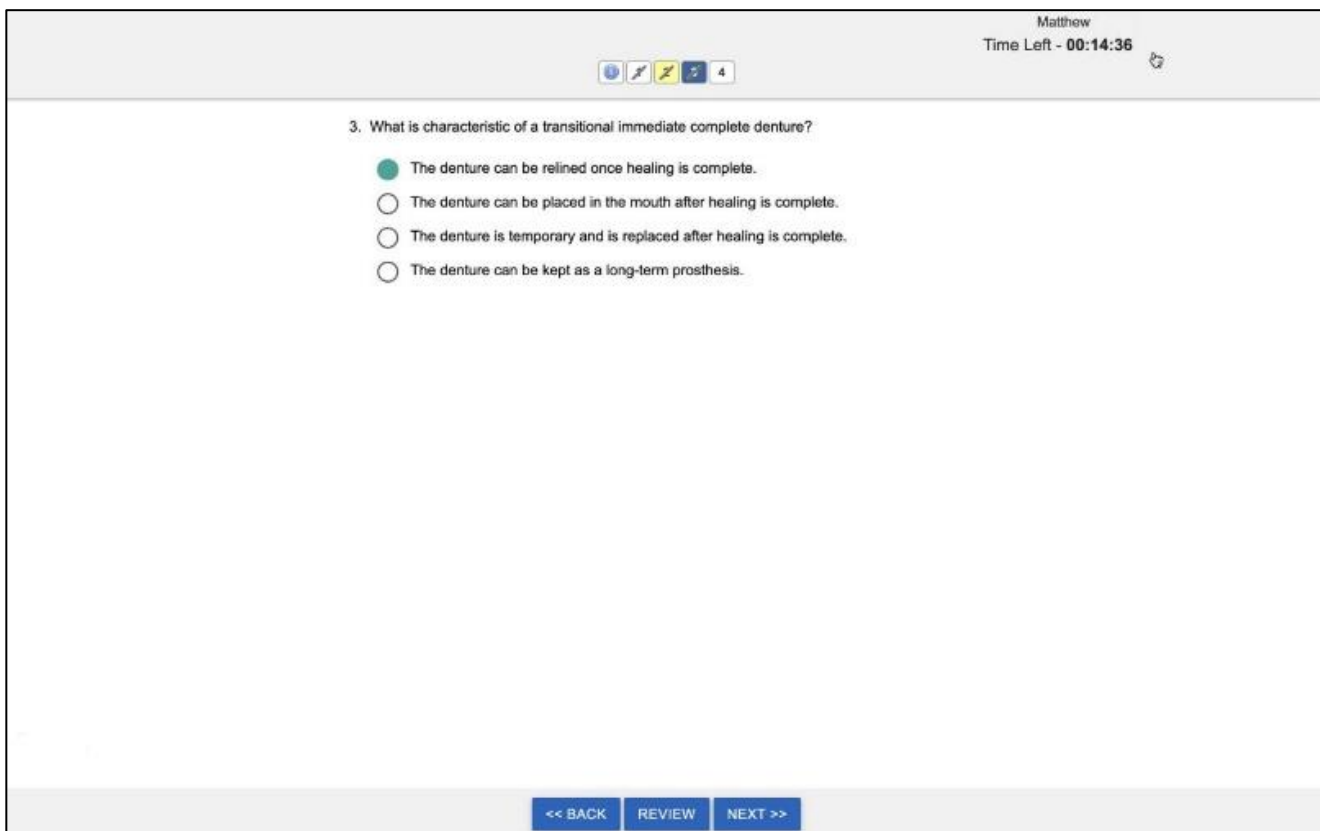


- **DO NOT** leave the exam testing environment until you have been authorized to do so by your proctor
  - Leaving without authorization (at any time) may result in your exam being invalid.

### Disconnected Connections

- **Do not panic. Your progress will be saved.**
- In the event you lose wi-fi connection, your phone's data plan keeps you connected with your live proctor.
- Your proctor will help guide you through the reconnection process if required.
- Keep the unique test code that you wrote down earlier, you will need it to reconnect.
- Once you have re-established your internet connection: If you have difficulty connecting back to the exam, speak with MonitorEDU using their 24/7 online live chat: <https://monitoredu.com/live-chat>
  - College staff are not able to support or troubleshoot the remote proctoring platform. You must contact MonitorEDU directly.
  - The College's Chief Examiner will review the incident and ensure the candidate can complete the remainder of the exam.

### Sample Exam Portal



- The image above is an example of what the testing portal will look like when you take the exam.



- You will receive one question at a time.
- The top row will show you how many questions there are on the exam. Once you complete a question, the question number will be strikethrough.
- There are 3 buttons at the bottom of the screen: Back, Review and Next
  - "Back" goes back one question
  - "Next" goes to the next question
  - "Review" will highlight the question on the top row. This allows you to electronically highlight a question for you – so you may return to it later. Note that the question will only become highlighted once you move on to the next question.

## FAQ's

### 1. How come you are only offering the MCQ through Remote Proctor and not in person?

After speaking with our exam partners from other health regulators about the challenges of hosting an exam during COVID, it became apparent that our regulatory partners who offered an in person option along with remote proctoring had to cancel their in-person offerings this fall due to the spike in COVID-19 cases and resulting government restrictions.

We understand that candidates may be worried about meeting the technical requirements for the exam. While there is an additional burden to meet the technical requirements, this burden is offset by the confidence that the College can offer the MCQ through remote proctoring. Candidates can attempt the exam in the comfort of their own homes or any suitable location of their choosing.

### 2. Can I go to a friend or relative's house if my room does not meet the minimum requirements?

Yes, provided a candidate can meet the technical and environmental requirements, they can do so in an alternate location suitable for high-stakes testing. Keep in mind there cannot be other people in the room or moving through the room when you are testing.

### 3. Can I borrow a friend or relative's computer, webcam, or mobile phone?

Yes, candidates are encouraged to source or borrow electronic equipment in order to meet the technical requirements of remote proctoring.

### 4. I am an Out of Province Candidate, what does remote proctoring mean for me?

You can attempt the MCQ portion of the exam in the location/province/country of your choosing. The College has considered the logistics of choosing an exam time for out of province candidates



who wish to write the exam in their home province. The starting time is a compromise between Canada's six time zones.

Please note both portions of the exam (MCQ and OSCE) must be completed to satisfy the qualifying examination requirements of the College before proceeding with registration.

**5. Can I write the MCQ exam from another country?**

Yes, remote proctoring is available to you regardless of geography provided you can meet the technical and environmental requirements. Please note there is no adaptation for time zones.

**6. 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. Exam results will be released as usual within approximately 6 weeks after the administration of the exam.

**7. I am nervous about remote proctoring, who can I talk to who might assist with reassuring me?**

MonitorEDU has an online chat. Please feel free to contact them with your questions regarding the proctoring experience and any technical specification. <https://monitoredu.com/live-chat>

**8. Will I be able to see my online proctor while they are observing me?**

No, candidates will only be able to view their examination.

**9. Will I be able to use the bathroom during the exam?**

Yes, candidates are permitted to take bathroom breaks during the examination as necessary just as they are during the in-person administration. The exam clock will continue during these breaks and the proctor may ask for a security sweep or other additional security protocols upon your return.

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

Yes, candidates are permitted to have one piece of plain 8.5x11 paper and a pen/pencil during the exam. Should candidates choose to have a piece of note paper, it will be shown to the proctor as part of the security check and will again be shown to the proctor at the end of the exam. The proctor will then observe the candidates destroying the paper.