

ONLINE PROCTORING TRIAL

The American Board of Dermatology Experience, 2014-2015

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DISCLOSURE AND ACKNOWLEDGMENT

- I am an employee of the American Board of Dermatology. My purpose is solely to relate the experience of ABD with online proctoring. I do not represent Software Secure. Any errors in representation of the characteristics of Software Secure's product are unintentional.
- Elysia McGowan at ABD provided technical support that was essential to the success of the project.

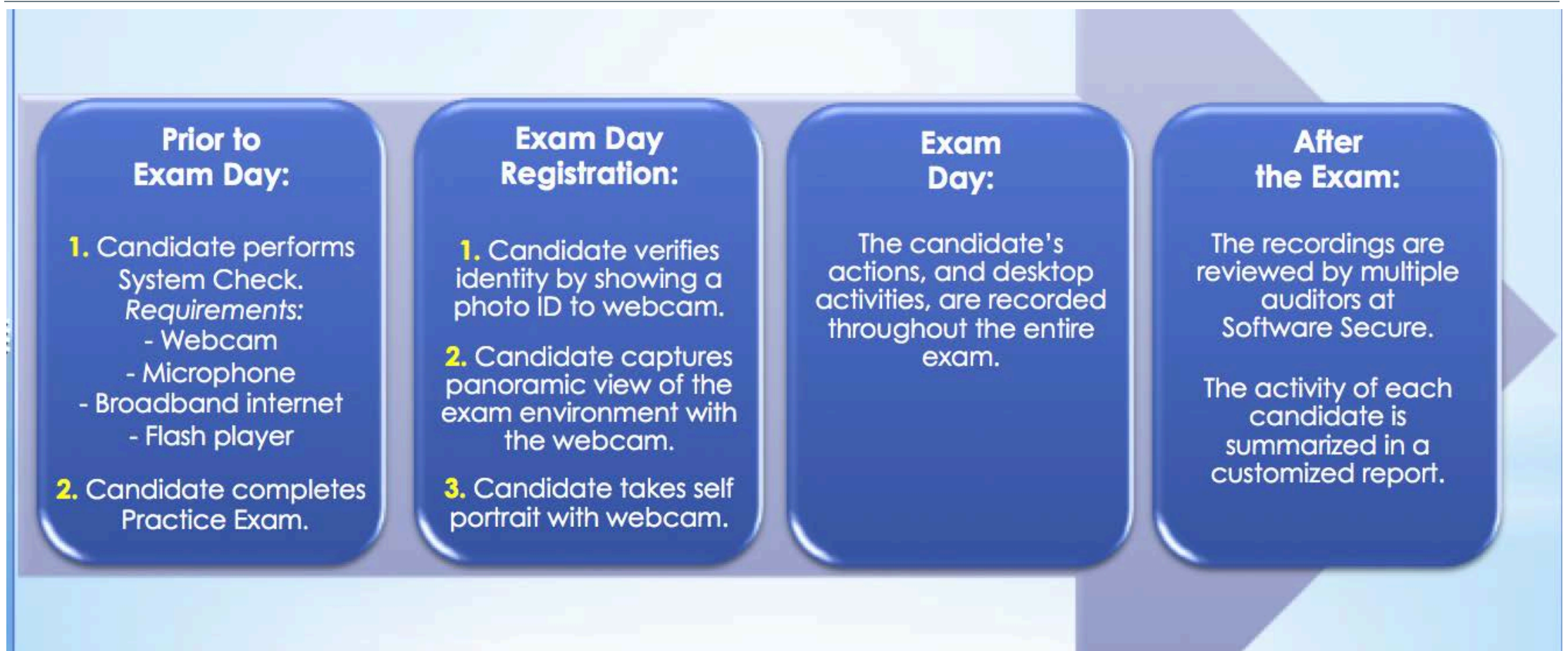
WHY BOTHER?

- Examinee convenience – test centers sometimes located far from examinee
- Test centers not always available
- Test centers may have technical limitations (virtual dermatopathology)
- Exam of the Future necessitates multiple small exams during residency
- Can be less expensive than test center

WHAT IS NEEDED

- Computer with webcam and microphone
- Adobe Flash Player
- Broadband internet
- Quiet, secure, fully lighted room with no books or papers
- No interruptions
- No headphones or earbuds
- Must look at the screen throughout exam

ONLINE PROCTORING PROCESS OVERVIEW



IN-TRAINING EXAM PILOT, 2013

- 5 dermatology residents and 7 ringers
- Some technical problems, but overall successful
- Biggest problem: inadequate bandwidth

ONLINE PROCTOR TRIAL, MOC EXAM

- 2014: 61 interested diplomates, 50 passed system requirements, 50 began exam, 50 completed exam
- 2015: 56 passed system requirements, 1 opted for test center, 55 began and completed exam

TECHNICAL PROBLEMS

- Bandwidth
- Firewalls
- System changes between time of system check and time of exam

PROCTOR'S REPORT 2015

- 8 diplomates flagged
- Left room (7): **Exam not compromised.** After watching the webcam and desktop footage in tandem, it was determined that the diplomates left during the break between modules.
- Someone else in the room (1): **Behavior not suspicious.** There was an assistant in the room to help get started and assistant returned to help with error message.
- Bad room scan (1): **Behavior not suspicious.** The candidate failed to show desk surface, but did not look down during the exam.

PROCTOR'S REPORT (CONTINUED)

- Examinee out of view of camera (1): **Behavior not suspicious.** Camera placement was suboptimal. Diplomate repeatedly leaned in to computer screen to view image on screen and was out of view when leaning forward.
- Did not show instruction sheet to camera (1): **Honest mistake.** Diplomate failed to show both sides of the paper to the camera, and resolution on the front side was suboptimal. The diplomate was NOT flagged for also looking away from the screen during the exam, so there is not a concern that he had reference information on that paper.

FEEDBACK

- 2014: 36 surveys returned, 33 would recommend online proctoring
- 2015: 29 surveys returned, 28 would recommend online proctoring (The one who would not had browser freeze.)
- “I admit I was nervous about whether everything would go smoothly on the day of testing. The remote proctoring experience, however, was extremely easy to navigate, the images were clear and it was convenient to be able to take the exam at home rather than traveling a couple of hours to the nearest testing center.”