ORIENTATION
MANUAL
MCQ

The multijurisdictional multiple-choice question (MCQ) examination is administered through remote proctoring. Please refer to the information in this package for technical and logistical guidance.

MCQ Exam Format

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

All the times listed in this manual are Eastern Standard Time.

Remote Proctoring Overview

- MonitorEDU is the remote proctoring provider for the MCQ.
- Candidates will write the online exam at a location of their choice. There are video links in this manual from MonitorEDU to help you set up for your exam.
- 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.

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.
- 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.
- **Candidates may not use any Bluetooth peripheral devices**, specifically keyboards, mice, or other input devices. Input devices must be wired or built in.
- Candidates will be required to disable/turn off Bluetooth on their computer and/or secondary device during registration on exam day.

Questions: If candidates have questions about the technical requirements at any time, they are encouraged to contact MonitorEDU 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.
  - o 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.
- 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 respective regulator 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

Sample Exam Portal

- The image above is an example of what the testing portal looks like during the exam.
  - Candidates will receive one question at a time.

- The top row will show how many questions there are on the exam. Once a question is completed, the question number will be strikethrough.
  - The top row will also display the time remaining for the exam session.
- There are three 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 the candidate to electronically highlight a question so that the candidate may return to it later. Note that the question will only become highlighted once the candidate moves on to the next question.
- Candidates can always return to any question at any time by simply clicking on the question number on the top row.

Exam Preparation

4 – 7 Days Before the Exam

Candidates must:

- download, install, and test the WebLock Secure Browser onto their main computers.
  - Candidates may click here to download it to their computer.
- test computer connections using MonitorEDU's test.
- download mobile application "Google Meets" to their phone using their smartphone's app store. A Google account is required.
- **test their computer and connections prior to the exam.** The day of the exam is not the time to diagnose and resolve IT issues.
- If candidates have questions about the technical requirements at any time, they are encouraged to contact MonitorEDU through the 24 hour/7 days a week live chatline at https://monitoredu.com/live-chat.

1 – 2 Days Before the Exam

Candidates will:

- receive an email from MonitorEDU 48 hours before the exam date. This email will include a meeting link to connect directly with the exam proctor.
- retest WebLock by clicking here and clicking "Try WebLock".
- turn off any adblockers on web browsers.
- ensure their test area and desk are clean and any power cables are long enough to reach to the wall outlets. An extension cord may be required.
- disconnect and remove any other monitors ensuring only one monitor is connected.
- ensure 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.
- create door signs to let family members or roommates know not to disturb the candidate.

The following are permitted on the candidate's desk during the exam:

- one clean piece of paper (8.5"x 11")
- one pencil/pen and eraser
- a clear water bottle with labels removed

Please watch MonitorEDU's video on setting up your exam space. It is the second video on this link: How to set up your room

Exam Day Instructions

Candidates must:

- prepare their mobile phones which will be used as a second camera during the exam.
  - Ensure Google Meets phone application is downloaded on the mobile phone.
  - Connect it to power and prop up the phone.
  - Ensure that wi-fi and data are enabled (data, if possible).

- o Turn up the volume on the phone so that the proctor may be heard speaking when connected.
- o Turn off all phone applications, enable camera access permissions in settings.
- o Enable Silent mode or Do Not Disturb mode on the phone.
- prepare their computer.
  - o Turn off all other computer applications.
  - o Ensure webcam is connected.
  - o Ensure that remote access to their computer is turned off prior to launching the exam:

> **If you are using a Windows OS computer**
> - To disable the Remote Desktop feature using the Settings app, use these steps: Open Settings or search in the task manager for remote access
> - Click on System.
> - Click on Remote Desktop.
> - Turn off the "Enable Remote Desktop" toggle switch.
>
> **If you are using a Mac OS X computer**
> - click on the Apple icon in the status bar > System Settings > General, then click 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.

- ensure their desk is clean and cleared and no other objects are within arm's reach other than permitted items.
- prepare a lunch in advance, if possible. Candidates are given 30 minutes for the lunch break.

  Note: bathroom breaks are **not** permitted unless pre-approved through an exam accommodation.

Connecting to the Exam

1. You will be provided with the time that you are to register for the exam. You can queue for registration 15 minutes prior to your registration time. For example, if you are given a registration time of 11:30 am EST, you can virtually queue up for registration at 11:15 am EST.
2. Monitor EDU has a video on connecting with the proctor and your smart phone. Please watch it here: Proctoring 102 Two cameras and screen share (Using Google Meets) – YouTube
3. Candidates will have received an email from MonitorEDU 48 hours before the exam date. This email will include a meeting link to connect directly with their exam proctor. Candidates must join the meeting link from their computer. The candidate will use the same computer and webcam link for each session (AM & PM).

Candidates may wait up to 30 minutes to start the assessment 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.

4. A live proctor will initially provide a Google Meets link that the candidate must input onto their mobile phones to create the first video (and audio) connection to their proctor on their phone. The proctor will ask for the candidate's email address.
5. The proctor will then provide a second link for the candidate to use on their laptop/desktop to activate a second camera (webcam).
6. The proctor will walk the candidate through the next steps including:
    a. verifying the candidate's identity with their government-issued, photo ID.
    b. scanning the test area visually using the phone's camera.
7. Candidates will now receive the test link
    c. The WebLock browser should automatically launch
8. Candidates will input their name on the registration page.
9. Candidates will receive a unique test code – the candidate must write this code down on their paper.
10. The exam will now begin. Three hours are allotted to complete the first portion of the exam.
    d. The 3-hour timer starts when the exam begins, not when the registration process begins.
    e. The exam is separated into an AM & PM sessions with a 30-minute lunch break in between. The candidate will complete the above instructions again once they return from lunch.

After Finishing the Exam

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

Things to Consider

If you become disconnected from the exam

- Do NOT panic. Any progress will be saved.
- It is important not to panic, internet or computer issues are encountered routinely and resolved promptly. It is important to stay composed as once the issue is resolved the candidate will continue with the exam.
- In the event the candidate loses their wi-fi connection, their phone's data plan keeps them connected with their live proctor.
- The proctor will help guide the candidate through the reconnection process, if required.
- Keep the unique test code that was written down earlier, as the candidate will need it to reconnect.
- Once the candidate has re-established their 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 Chief Examiner will review the incident and ensure the candidate 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 report it, as soon as possible, on the day of the exam.
- Filing an incident report is a requirement should a candidate wish to lodge an appeal after an unsuccessful exam result. The following are grounds for an appeal that require an incident report:
  - Illness on examination day
  - Personal emergency e.g. unforeseen emergency or trauma
  - Procedural irregularities

Process
- The candidate one of the contacts below as soon as possible (during your lunch break, after the exam ends, or by the end of exam day). Email the province through which you registered for the exam.

  Ontario: exams@denturists-cdo.com
  Alberta: drichmond@abdenturists.ca

- The candidate describes the situation in as much detail as possible (i.e., explain how it affected their performance negatively).

FAQs

1. **Can I go to a friend/relative's house, or book a hotel room, 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 throughout the room when they are testing.

2. **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.

3. **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.

4. **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 and are no different than writing in person. Exam results will be released as usual within approximately 6-8 weeks after the administration of the exam.

5. **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

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

   No, candidates will only be able to view their examination. You can only speak to your remote proctor.

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

   No, candidates are not permitted to take bathroom breaks during the examination unless specifically permitted by a pre-approved examination accommodation.

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

   Yes, candidates are permitted to have one piece of plain 8.5"x11" 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 candidate destroying the paper at the end of the exam.

9. **What if I get disconnected during the exam?**

   Do not panic! Please refer to the disconnection information in this manual.