



**NATIONAL
HEALTHCAREER
ASSOCIATION**

**Proctor's Manual for
NHA Online Assessments**

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Introduction

INTRODUCTION TO THE CERTIFICATION PORTAL

NHA provides health career certification. This new portal allows candidates to manage and track their own continuing education certification, whether for an institution or employer.

This guide provides a walk-through of the Certification Portal functionality for proctors at www.nhanow.com.

INTRODUCTION TO PROCTORING A CERTIFICATION EXAM

NHA relies heavily on our allied health education partners to help us maintain the security of our assessments and to ensure that all candidates have the same testing experience. Any faculty members who may proctor an NHA assessment must familiarize themselves with the procedures described in this Proctor's Manual to ensure a standardized testing experience for all candidates.

As a proctor, you must actively monitor the candidates taking the NHA assessment at all times. Candidates may not engage in other activities, such as reading a newspaper or using a cell phone, during the testing process. Proper monitoring will help decrease the amount of test misconduct. NHA screens data from assessments for anomalous candidate responses. You may inform your candidates that their responses will be statistically analyzed for possible test misconduct.

The responsibility of a proctor is to ensure the security of the assessment and the testing environment. All assessment questions are the copyrighted property of the National Healthcareer Association. The removal or attempt to remove questions or other assessment material from the test site is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, distribute, or disclose these assessment questions by any means, in whole or in part. A violation of this type can result in civil and criminal penalties.

Failure to comply with these security requests will result in NHA not scoring the compromised assessments. NHA may also place a hold on an account until a determination for further testing will be allowed to continue at the site.

NHA sincerely appreciates your help with maintaining the security of our assessments.

NHA Contact Information

Customer Service:	1-800-499-9092
Fax number:	913-661-6291
Mailing address:	NHA – National Headquarters 11161 Overbrook Road Leawood, Kansas 66211
E-mail address:	info@nhanow.com
Web address:	www.nhanow.com

Overview of NHA Assessments

GENERAL EXAM RULES

No communication is permitted between candidates while taking the exam. Candidates are expected to work independently.

All candidates should begin testing at the same time.

Food and drink are prohibited during the exam unless it is deemed necessary due to a documented medical condition.

Candidates are not allowed to bring any additional materials with them to use during testing.

Calculators are prohibited.

Every examinee may be provided with two sheets of standard 8.5" x 11" scratch paper. These sheets must be provided by the institution, numbered sequentially, and assigned in order by roster. The sheets must be blank except for the numbering system. When the exam is complete, verify that all scratch paper is returned. If any sheets are missing, refer to the roster to see which student did not return his scratch paper. Failure to return scratch paper at the end of the administration will result in NHA invalidating the candidate's score. Shred all scratch paper after collected and audited.

Additional Best Practice Hints

Institutions may use a word processing program to print numbers on the bottom of sheets.

Institutions may use different colors of paper to distinguish between those handed out by the institution and others students brought from outside. If colored paper is used, institutions should alternate colors so examinees retaking the exam don't bring the same color from outside.

Overview of NHA Assessments, continued

FORMAT OF THE EXAM AND HOW THE EXAM IS SCORED

All NHA assessments are multiple choice with four response options for each item. There is no penalty for guessing (i.e., encourage candidates to answer all items). Any question that is not answered will be scored as incorrect.

PROCTOR REQUIREMENTS

All proctors must have completed the proctor registration process.

The following are the **minimum** number of proctors required for a given number of candidates:

One proctor for 1 to 25 candidates

Two proctors for 26 to 50 candidates

Three proctors for 51 to 75 candidates

One additional proctor for every additional 25 candidates

It is highly recommended that a proctor for a given NHA exam **not** be the candidates' instructor and **not** be an instructor of the certification program being proctored.

RESTROOM BREAKS AND OTHER BREAKS

Candidates should be instructed to use the restroom prior to the start of the exam.

Candidates are not allowed to leave the room once testing begins without express permission from the proctor.

A candidate may be granted permission to use the restroom during the exam. However; the candidate will not be allowed to make up the time missed. If only one is proctor available, **only one candidate may use the restroom at a time**. If more than one proctor is available, a second proctor may escort multiple candidates to the restroom at the same time during the exam.

If a candidate is permitted to leave the room during testing, he or she may not take personal belongings outside of the room.

PROCEDURE FOR THE END OF THE EXAM

If candidates complete the exam early, they may be excused from the testing room. Once they exit the testing room, candidates may **not** re-enter until all candidates have completed the exam.

Collect scratch paper from candidates and audit the paper returned.

Overview of NHA Assessments, continued

TIME ALLOWED AND NUMBER OF QUESTIONS

The time limit for NHA assessments is approximately 1 minute per question. These time limits must be strictly enforced. Please see the chart below for the number of questions and time limit for each exam.

Number of Questions	Maximum Time Limit	Exams	Effective Date
110	1 hour and 50 minutes	Certified Patient Care Technician/Assistant (CPCT/A) Certified Electronic Health Record Specialist (CEHRS)	July 11, 2012 August 1, 2012
120	2 hours	Certified Billing & Coding Specialist (CBCS) Certified EKG Technician (CET) Certified Phlebotomy Technician (CPT)	Oct 9, 2014 Feb 13, 2016 Nov 24, 2015
130	2 hours and 10 minutes	Certified Medical Administrative Assistant (CMAA)	July 15, 2015
170	2 hours and 50 minutes	Certified Clinical Medical Assistant (CCMA)	April 30, 2015

Proctor's Responsibilities

PROCTOR'S OATH

The security of NHA assessments is a priority. Proctors must be granted access to the Certification Portal by the director of their institution. Once access has been granted, the proctor must log in to www.nhanow.com and complete the proctor registration steps outlined on the Certification Portal dashboard. This process must be completed prior to proctoring an NHA exam.

GENERAL PROCTOR INSTRUCTIONS

Proctors **may not answer any questions** concerning the content of the assessment.

The Proctor's Script **must** be read aloud during the administration of the exam.

Carefully monitor candidates during the exam for any form of test misconduct.

Inspect restrooms prior to the exam to look for any hidden notes that might be accessed during an unscheduled bathroom break while the exam is in progress.

Monitor the length of any unscheduled bathroom break, and watch for suspicious behavior.

Proctor's Responsibilities, continued

ACCESSING STUDENT ROSTERS

Proctors first log in to their account at www.nhanow.com. Select **Roster** from the links in the left column.

Clicking on the dropdown box "View Roster for" will display all dates for closed exams. Rosters are only available after the deadline for registration and the date has been closed.

Select **Print Roster** at the lower right. This will display a PDF of the current roster.

There you will find the required assessment #.

Accommodations for Candidates Who Have Disabilities

According to the U.S. Department of Education's Section 504 of the Rehabilitation Act of 1973, a candidate with a disability may be defined as any individual who:

- (i) has a physical or mental impairment which substantially limits one or more major life activities;
- (ii) has a record of such an impairment; or
- (iii) is regarded as having such an impairment.

Special exam accommodations are available for people who have disabilities or other special needs. The participants or their representatives can submit a request, in writing, and appropriate documentation of the disability to NHA by using the "Request for Accommodations" form available on the NHA website. The request should include an explanation of the disability and the participants' specific requirements. For questions about special accommodations, call NHA's corporate office at 1-800-499-9092. Requests for special accommodations must be submitted to NHA's corporate office **at least 30 days prior** to the exam date via certified mail or fax. Some accommodations take longer than 30 days to process. NHA must approve accommodations before the exam date. Because processing time is not guaranteed for accommodations, students are advised to refrain from scheduling their exam until after they have received written notification that their accommodations have been granted.

Accessing the NHA Certification Portal

LOGIN

Navigate to www.nhanow.com to log in.

As a proctor, your login information has been created by the director of your institution or NHA personnel. To log in, enter the email address and password you were provided and click "Login."

Once logged in, you will be directed to your dashboard and your name will display in the header with the option to log out. Any new messages will be displayed on the dashboard.

DASHBOARD

The dashboard is the main landing page. All alerts will be displayed here. This page also allows you to access all available functionality based on your login credentials. From here, you have access to proctor exams.

Proctor Exams: This displays all exams ready for proctoring.

If you are a proctor for multiple campuses, you can toggle between locations using the "Currently Viewing Institution" dropdown menu.

PROCTOR EXAMS

The page displays all of the current day's exams available for online proctoring. It includes information regarding the certification type, testing method, date, and total number of applicants testing.

To begin proctoring, click on the certification types you wish to proctor and then click "Proctor Sections."

Accessing the NHA Certification Portal, continued

PROCTOR ACTIONS

Once you click on "Proctor Sections," you will be directed to the online proctor security screen. You will need to agree to the statement by typing your full name in "Electronic Signature" and today's date. Then click "Proceed" to begin the proctor actions.

Once you click "Proceed," the next screen will display the following information.

Institution: Name of your institution.

Assessment ID: The exam ID.

Assessment Name: The name of the certification exam.

Tests Completed: Number of applicants who have completed the exam

Tests Purchased: Number of applicants who have purchased the exam.

Students Testing: Number of applicants testing.

Warning Section: Alerts of applicants who click outside of the testing window during the exam.

Student Status Section: Once applicants log in, they appear in this section. You can then approve or stop an applicant's exam. While testing, this displays the section the applicant is in and time the student has remaining.

Stopped Assessments Section: If an exam has been stopped but not completed, it will appear in this section. You can choose to close (complete) the exam, abandon the exam, or take no action.

Refresh/Submit Now Button: Allows you to refresh the screen and submit actions.

Stop Monitoring Button: Takes you out of the proctor screen.

If you have multiple exams to proctor, you can toggle between the exams using the "Monitor Assessment" dropdown menu. You will also use this dropdown menu if you receive an "Action is Required" message.

Once an applicant has logged in to begin the assessment, she will appear in the Student Status Section. You will need to approve the applicant. To approve, click the button next to the applicant, and then click "Refresh/Submit Now." Each action will require you to click the "Refresh/Submit Now" button to apply the action.

Once an applicant is approved to begin, she may begin the exam on her computer screen. The proctor screen displays the applicant's status (which section she is in), the number of questions completed, and the amount of time used. The only available action is to stop the exam.

If an applicant navigates outside the testing window, a warning automatically logs the occurrence in the Event Log. To remove the instance from the Warning Section, click the "Ignore" button. To view the Event Log for the test, click on the "Event Log" button to view a PDF report of the occurrences. This report records the number of times applicants navigated away from the test and is sometimes used in determining disciplinary action.

Accessing the NHA Certification Portal, continued

EVENT LOG

If you wish to stop an applicant's exam, click the checkbox next to the applicant's name. Stopping an exam does not complete the exam. The applicant will be able to continue at the last question completed. The applicant's status moves to the Stopped Assessment Section.

Once the exam has been stopped, you can choose "Close," "Abandon," or "No Action."

Close: This option closes the assessment. This will complete the exam even if the applicant has not answered all questions.

Abandon: This option allows you to delete the exam for the applicant. This will erase the applicant's exam as if he never took it.

No Action: This option allows the applicant to resume the exam at another time. To resume the exam, the applicant needs to log back in. The applicant will then appear in the Student Status Section, where you can approve the applicant to resume the exam.

Once the student has logged in, you will need to select "Resume," "Deny," or "No Action" to start testing again.

After all applicants have completed their exams, you may click on the "Stop Monitoring" button to exit the proctor screen and be directed back to your dashboard.

If you "Stop Monitoring" while students are still testing, you will be given options regarding applicants still testing.

Stop proctoring and stop all tests: All students currently taking a test will be stopped.

Stop proctoring and let test-takers continue: This will allow you to stop proctoring the test, but students currently taking tests will be allowed to finish their tests.

Cancel this request: This will take you back to the proctor window.

Administration of the Assessment

PRIOR TO ADMINISTERING THE ASSESSMENT

Review the Proctor's Script for Administering NHA Assessments beginning on page 15 of this manual for distributing and administering the assessment.

ADMINISTERING THE ASSESSMENT

It is important to identify the prospective candidate. Proper identification **must** be provided before allowing a candidate to test.

Identification should be a current government-issued photo ID, such as a driver's license or passport, and should include each of the following.

- Current photograph
- Candidate's signature
- Permanent address

The following items are **prohibited** during the assessment.

- Food or drink (unless necessary for a documented medical condition)
- Textbooks or reference books of any kind
- Sunglasses, hats, or a hood
- Music (e.g., MP3 players)
- Communication (e.g., cell phones)
- Calculators

FOLLOW THE PROCTOR'S SCRIPT BEGINNING ON PAGE 15 OF THIS MANUAL FOR DISTRIBUTING AND ADMINISTERING THE ASSESSMENT.

AFTER THE ASSESSMENT IS COMPLETE

Dismissal procedures, including early dismissal, are discussed on page 5.

Test Misconduct and Testing Irregularities

AWARENESS OF TEST MISCONDUCT

Keep in mind that your primary role as a proctor is to conduct a fair test administration. To ensure fair testing, you need to be aware of methods candidates might use to gain an unfair advantage on the exam. If you suspect a candidate of misconduct, observe the candidate closely and ensure that he does not remove any information on the exam from the testing room. If you believe any form of test misconduct has occurred, please document the information, notify the appropriate faculty, and file a Report of Testing Irregularities (see page 14) with NHA within 24 hours.

To raise awareness, a list of possible misconduct or suspicious behaviors is provided.

In order to copy from another candidate's exam, candidates might attempt to do the following.

- Sit next to or behind the person from whom they want to cheat.

- Sit in a V-formation, where the person to be cheated from sits at the head of the V and the cheaters fan out behind the individual.

- Drop a paper on the floor to allow someone else to look at it.

- Approach the proctor to ask a question and look at other candidates' tests on the way to the front of the room.

- Use a small mirror to check their eyes or adjust contact lenses while really using it to view another candidate's exam.

Candidates might attempt to use "cheat sheets" or "crib sheets." Potential uses of these include the following.

- Writing answers/questions on surfaces of the tables, desks, or chairs in the testing room.

- Copying answers/questions on food or drink labels (e.g., on the inside of a water bottle label or chewing gum wrapper).

- Using body parts to document answers. Candidates might write on their hands, arms, legs, ankles, etc.

- Attaching written answers to their clothing (e.g., inside a sock, skirt, shirt, shoes, hat) or on the underside of a bandage.

Examples of inappropriate uses of technology for the purpose of cheating include the following.

- Setting a phone to vibrate and receiving text messages with assistance for answering the questions.

- Using the screen on MP3 players to record notes for the exam under the guise of song titles.

- Wearing a headset to seemingly listening to music, when actually listening to recorded answers.

- Using camera phones or other small cameras to capture pictures of exam questions for later distribution.

Test Misconduct and Testing Irregularities, continued

Ways that candidates might attempt to assist one another include the following.

Asking the proctor questions to provide enough of a distraction so other candidates can cheat, take another candidate's exam book, or take another candidate's answer sheet.

Sitting next to the window while someone outside provides the answers to exam questions.

Having someone take the exam in place of the candidate.

Leaving the testing room for a bathroom break and checking textbooks/answers or receiving assistance from an outside person.

Communicating answers to others through foot tapping, pencil tapping, food consumption (e.g., red candy = A, blue candy = B), touching body parts (e.g., eye = A, nose = B, mouth = C, ear = D). Countless variations of this approach exist.

TESTING IRREGULARITIES

In the event that a testing irregularity occurs, a proctor should be aware of the appropriate action to take. A testing irregularity or suspected irregularity must be reported within 24 hours of the test administration. A Report of Testing Irregularities form is provided on page 14 of this manual.

Examples of testing irregularities include the following.

Any occurrence resulting in candidates being unsupervised with access to secure exam materials

Giving candidates access to or instruction related to the concepts measured by the tests at any time before or during the test administration

Paraphrasing, omitting, revising, or rewriting the script or any directions to be given with the exam

Suspected cheating

Illness or medical emergencies during the test administration

Tampering with candidate response records

Fire alarm or any alert requiring evacuation of candidates during the exam

Any candidate disruption (e.g., excessive coughing, foot tapping)

Problems with room temperature (e.g., excessive heat or extreme cool)

A candidate finishing an assessment too quickly

Report of Testing Irregularities

(Must be filed within 24 hours of the test administration)

Test Proctor's Name:

Institution Name:

Exam Name:

Exam Date:

Please provide a detailed description of the incident. (Attach pertinent documentation or further description if necessary.)

If specific candidates were involved, please provide a list of the candidates' names and identification numbers (if available).

As the test proctor for the exam described above, I believe I have witnessed a testing irregularity during a test administration.

Signature of Test Proctor: _____

Date: _____

One copy of this form must be retained by the test proctor. A copy should be faxed immediately to National Healthcareer Association at 913-661-6288. NHA will conduct an investigation of the irregularity and examine any suspect exam results. If any irregularity has affected exam results, the school will be notified by NHA. NHA has the right to declare exam results non-valid or take other action deemed necessary by NHA to resolve the issue and/or prevent future incidents.

Proctor's Script for Administering NHA Assessments

*****READ ALL TEXT IN ITALICS ALOUD*****

PRIOR TO DISTRIBUTING THE ASSESSMENT

USE THE RESTROOM

The exam you are about to take is a timed exam. If you need to use the restroom, you should do so now. If you must use the restroom during the exam, please raise your hand for permission to leave. Please note that you will not be permitted to make up the time missed and that you may not remove your personal belongings from this room during such breaks.

We will begin the exam momentarily. If you need to use the restroom, please do so now.

Permit candidates to use the restroom now. Do not continue until everyone has returned.

PUT AWAY MATERIALS

Textbooks, notes, and all other reference materials, as well as calculators and all other personal electronic devices, are prohibited during the exam. At this time, please put away all reference materials. Cell phones and other electronic devices should be turned off or silenced and put away at this time.

Ensure that candidates' materials are put away.

ADMINISTERING THE ASSESSMENT

TEST MISCONDUCT

Before beginning this exam, note that test misconduct is taken seriously. You may be disqualified from taking or continuing in the examination process, or from receiving exam results, if NHA and/or any proctors, including myself, have determined through either proctor observation or statistical analyses that you were engaged in collaborative, disruptive, or other unacceptable behavior before, during, or following the administration of the exam.

Any attempt to cheat, remove questions from this room, or act in other academically dishonest ways will result in an incident report being sent to NHA and subsequent investigations being conducted.

Examinee sign-in process and initial instructions (DO THIS PRIOR TO APPROVING EXAMINEES TO TAKE EXAM)

SIGN-IN PROCESS AND VERIFY ADDRESS

The results of your exam will be mailed to you. Please go to www.nhanow.com and log in to the system. Click on "Profile" in the left-hand menu to verify that your mailing address is current.

As the students log in to the site, log in as well and follow the instructions given on page 9 of this manual.

Proctor's Script for Administering NHA Assessments, continued

SAMPLE QUESTIONS (IF APPLICABLE)

The first questions that appear on your screen are two practice questions. These questions are intended to help familiarize you with using and selecting options on this online assessment. Read the practice questions and select your response. If you have any questions about how to select a response, please raise your hand. These practice questions are not scored. When you are finished, click "Next."

Answer any questions about selecting a response. Once all examinees are at the instructions page and **BEFORE** approving examinees to take the test, continue with instructions

INSTRUCTIONS

On the screen in front of you, you should see a set of instructions. Read the instructions silently while I read them aloud.

- 1. Read the question and the options entirely before you answer. Unanswered questions are scored as incorrect.*
- 2. You will not be allowed to communicate with your peers, other students, or students from other programs in the testing center during the test.*
- 3. You are not allowed to smoke, eat, or drink while in the testing room.*
- 4. For security reasons, you will not be allowed to leave the testing room or place phone calls during the test.*
- 5. Cell phones, calculators, and other personal electronic devices are prohibited during the test.*
- 6. If you have a question or a problem, raise your hand to alert the proctor.*
- 7. Each test is different, so your screen will be different than the person's next to you.*
- 8. The proctors will not answer any questions concerning the content of the exams or the meaning of any questions. The proctor WILL assist you with any technical questions about the computer or entering in the information.*
- 9. Your answers are stored securely in a database and cannot be obtained by any other student.*
- 10. After the test is completed, your answers will be scored immediately, and you can view your results and print a hard copy.*
- 11. When you are ready to begin, click the "Start Test" button that appears below after you have been approved by the proctor.*
- 12. When you are finished with the test, click on "OK" to end the test.*

Proctor's Script for Administering NHA Assessments, continued

CONFIDENTIALITY STATEMENT

The next statement is Assessment Technologies Institute's (parent company of NHA) Confidentiality Statement. At this time, read the Confidentiality Statement on the cover of your exam booklet silently as I read it aloud.

All assessment questions are the copyrighted property of Assessment Technologies Institute, LLC. The removal or attempt to remove questions or other assessment material from the test site is prohibited. It is forbidden under federal copyright law to copy, reproduce, record, distribute, or disclose these assessment questions by any means, in whole or in part. A violation of this type can result in civil and criminal penalties.

Sign your name and write today's date in the lines provided on the front cover of your exam booklet to indicate that you 1) hereby swear that the valid current photo identification presented was a true representation of your identity; 2) have met the eligibility requirements needed to sit for this exam; and 3) understand the confidentiality statement and agree to keep all contents of this assessment confidential.

Ensure that candidates are signing and dating the cover of their exam booklets.

TAKING THE ASSESSMENT

APPROVING EXAMINEES TO BEGIN THE EXAM

You are now ready to begin the test.

For CBCS, CET, CPT: *You will have 2 hours to complete the 120-question exam.*

For CPCT/A, CEHRS: *You will have 1 hour and 50 minutes to complete the 110-question exam.*

For CMAA: *You will have 2 hours and 10 minutes to complete the 130-question exam.*

For CCMA: *You will have 2 hours and 50 minutes to complete the 170-question exam.*

There is a timer on the test that will provide you with the amount of time remaining in each section.

I will now approve each of you to begin the test. It may take a few minutes for your screen to refresh after I have approved you. Do not click outside of the testing window at any time. Doing so will stop your assessment.

The names of all examinees should appear in the Monitor Assessment screen under the Student Status section. Select the "Approve" button to the left of each name. Then click the "Refresh/Submit Now" button. (See the Proctor Actions section on page 9 of this manual for more details.)

MONITORING EXAMINEES DURING THE EXAM

As examinees begin the assessment, walk around to ensure there are no questions. Follow the instructions on page 10 of this manual if a student attempts to click outside of the testing window or stops the assessment.

Proctor's Script for Administering NHA Assessments, continued

COMPLETION OF THE EXAM

As each examinee completes the assessment, her name and percent correct score should appear under the Results section of the candidate's dashboard. Once all examinees have finished the assessment, click the "Stop Monitoring" button.

Collect and audit scratch paper before candidate leave the testing room.

Thank you for your help and cooperation!

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