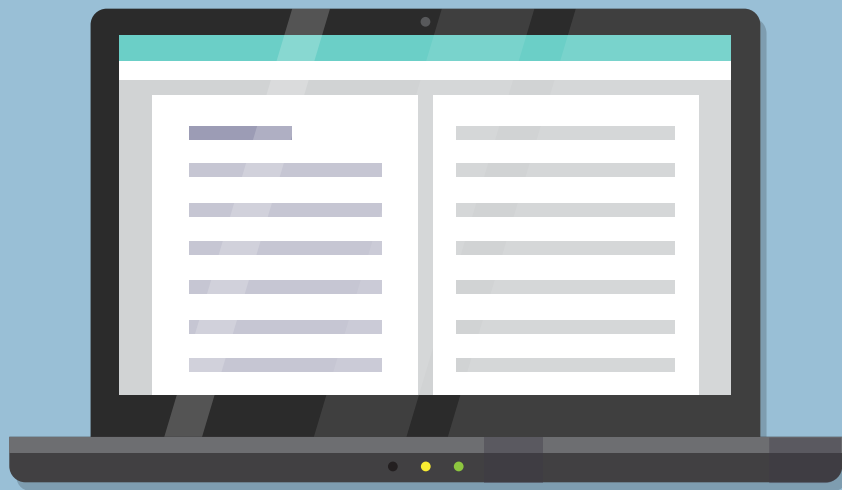




Setup Guide



LIVE REMOTE PROCTORING

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INTRODUCTION

Thank you for your interest in IPMA-HR's Online Test Administration System (OTAS) with Live Remote Proctoring (LRP). IPMA-HR partners with Assessment Systems Corp. and ProctorU to deliver the same highly regarded tests that enable you to hire and promote with confidence online and with live remote proctoring.

The first step to a successful online test administration with live remote proctoring is to thoroughly read this manual, which contains (1) instructions that you are to send to candidates on how to register for their test session, as well as (2) instructions on how to log into your online testing workspace to download your candidate score reports.

Please note that if you will also be administering the exam online using your own proctors (i.e. at a testing center or your own agency), the instructions for setting up your candidates will be a bit different and is outlined in a different manual (the OTAS Manual).

CANDIDATE SETUP

IT'S AS EASY AS COPY/PASTE!

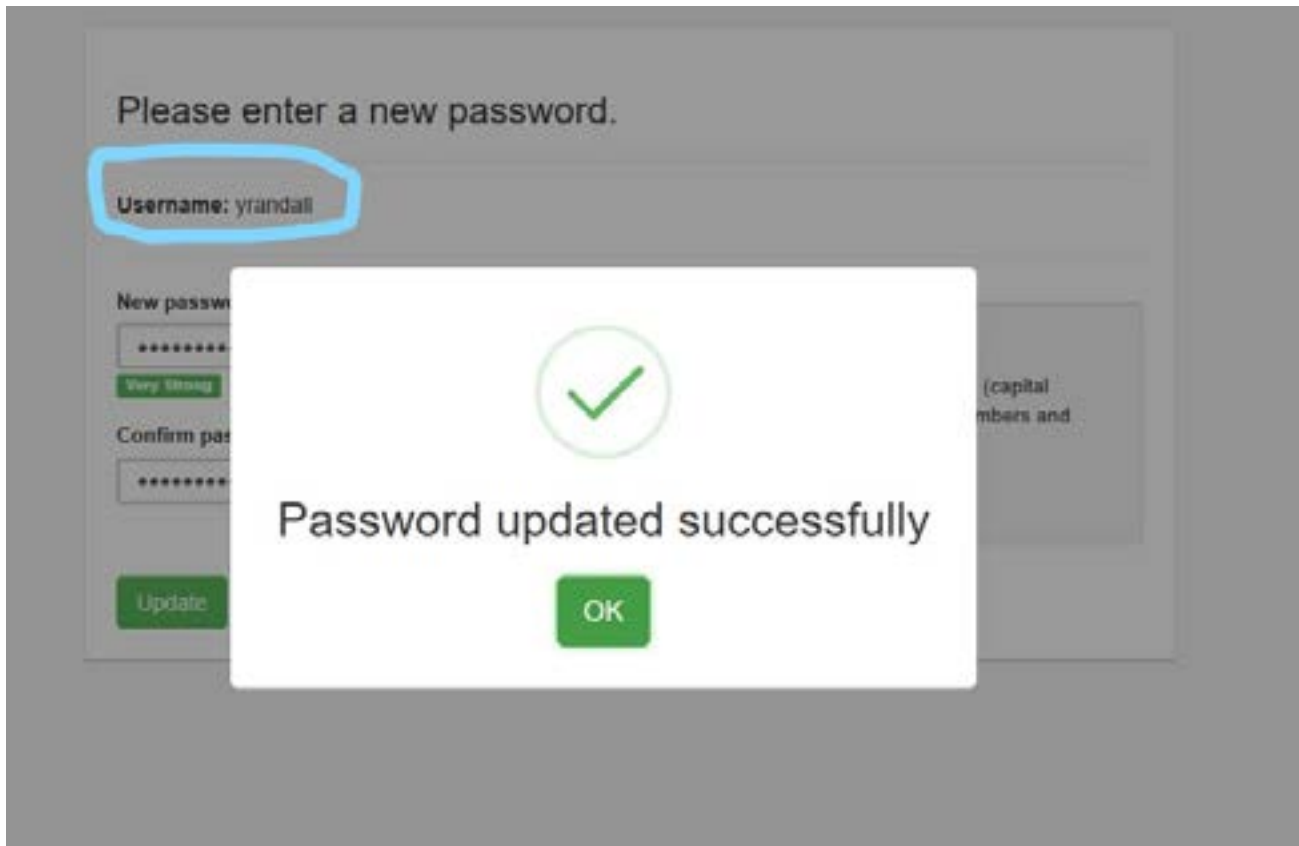
Besides providing the ability to pass some or all of the per candidate costs onto candidates, one of the best features of IPMA-HR's online test administration system with live remote proctoring is that candidate setup is a breeze and done for you by an IPMA-HR representative. You are simply responsible for the following:

- Distribute the ProctorU Live+ One Pager – Test-Taker PDF to all candidates (Appendix A)
- Inform candidates of the following:
 - **Testing Date Window:** The date range in which candidates can log onto ProctorU to take the exam.
 - **Open Invite Link:** Upon setup of your test administration with ProctorU, an IPMA-HR team member will email you the open invite link for your exam. You are responsible for distributing the open invite link to your candidates so that they can schedule their test sessions.
 - **Permitted Resources:** Candidates may have dry erase markers and a small whiteboard during the exam. Scratch paper and pencils/pens are not permitted as there is no way for the virtual proctors to ensure proper destruction of the materials upon completion of the test.
 - **Premium Scheduling Fees:** Candidates should be advised that they must log onto ProctorU's website and schedule to take their exams at least 72 hours prior in order to avoid premium scheduling fees. Candidates that schedule to take their exams 72-24 hours out will immediately be charged an additional \$8, and those that schedule to take their exams 24 hours or less out will be charged an additional \$12. Premium scheduling fees cannot be paid by the agency and are charged to the test taker only.
 - **Lost Connection:** Candidates should be advised that if they lose connection to the test, whether it's because of a power surge/failure, internet outage, or any other reason; they should not worry about their test session. All data, including answers selected and time remaining is saved every time the candidate moves on to the next question. Candidates should be instructed to contact ProctorU support directly on their website for assistance with continuing their test session. ProctorU has an online support chat feature.

LOGGING INTO OTAS

In order to view your candidate scores once they have submitted their exams, you will need an OTAS login. Once an account has been set up for you by IPMA-HR, you will receive an email asking you to set your password from Assessment Systems, noreply@fasttestweb.com. If you do not receive the email, check your junk folder to see if it was filtered there. If you need further assistance, please email assessment@ipma-hr.org.

The email will direct you to follow a link to set your password. Your username will also be displayed on the password set page. Please take note of your username and password as you will need them to log into OTAS.



Note: If you ever forget your password or need to reset it in the future, contact IPMA-HR to send you a new password reset link.

After setting up your password, go to <https://www.fasttestweb.com> and click on existing user login. Enter your username and password.



FastTest is ASC's tried-and-true platform for advanced test development and delivery, including item response theory (IRT) and computerized adaptive testing (CAT).

If you are interested in purchasing FastTest and other software for advanced psychometrics, please visit www.assess.com. You can also sign up for a free account in our new platform at Assess.ai.

Existing FastTest users and examinees can log in below.



User Login



User Manual



Examinee Login

Important: If after logging in, a pop-up window informs you that your workspace is expired, please contact the Assessment Services Department so that we can renew your workspace. You will not be able to administer tests until we have renewed your workspace. This may happen if your agency has not accessed OTAS for an extended amount of time. All test and candidate data will continue being associated with your account.

Upon logging in for the first time, you will immediately be asked to accept the terms of use.



Terms of Use

Updated: April 14, 2017

IMPORTANT NOTICE: PLEASE READ THROUGH THESE TERMS CAREFULLY. The following document (these "Terms of Use" or "Terms") describes the terms under which Assessment Systems Corporation ("Assessment Systems") offers each individual or entity (hereinafter, "you" or "Customer") access to its services through the Assessment Systems website and its related applications and services (the "Site").

It is important to us that the Site provides you with a helpful and reliable experience. To protect Assessment Systems' rights and yours, Assessment Systems has prepared these Terms of Use that apply to all users of the site. If you have any questions concerning the Terms, please contact support@assess.com.

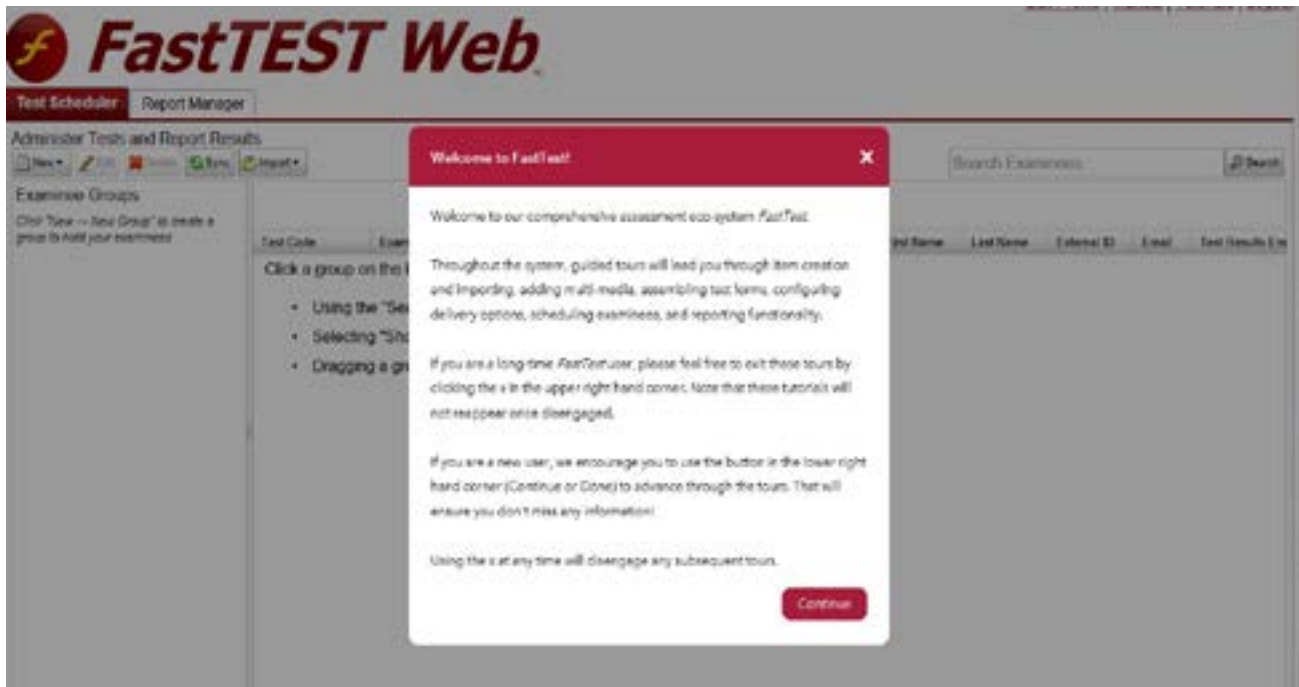
Your use of the Site is subject to all terms and policies posted on this site. By accessing the Site, you agree to comply with and to be bound by the

Print Terms of Use

I Agree

I Do Not Agree

Once you accept the terms of use, you will be taken to your workspace and a welcome window will pop up offering to take you through a tour of the workspace. Click continue or exit this window.



If at any point you need assistance navigating the workspace, you can click the burgundy light bulb at the bottom of the page.

There will be two tabs available in your workspace: the “Test Scheduler” Tab View and the “Report Manager” Tab View. The “Test Scheduler” Tab View will be used to do everything other than running select score reports.



You will also find under the “Test Scheduler” Tab View that a live remote proctoring test folder has already been setup for you. This folder was setup by an IPMA-HR representative and should only be edited by IPMA-HR staff. The folder name will generally follow this format: *LRP EXAM NAME (T Window Dates)*. You will see your candidate’s test scores automatically populate in this folder as they submit their exams.

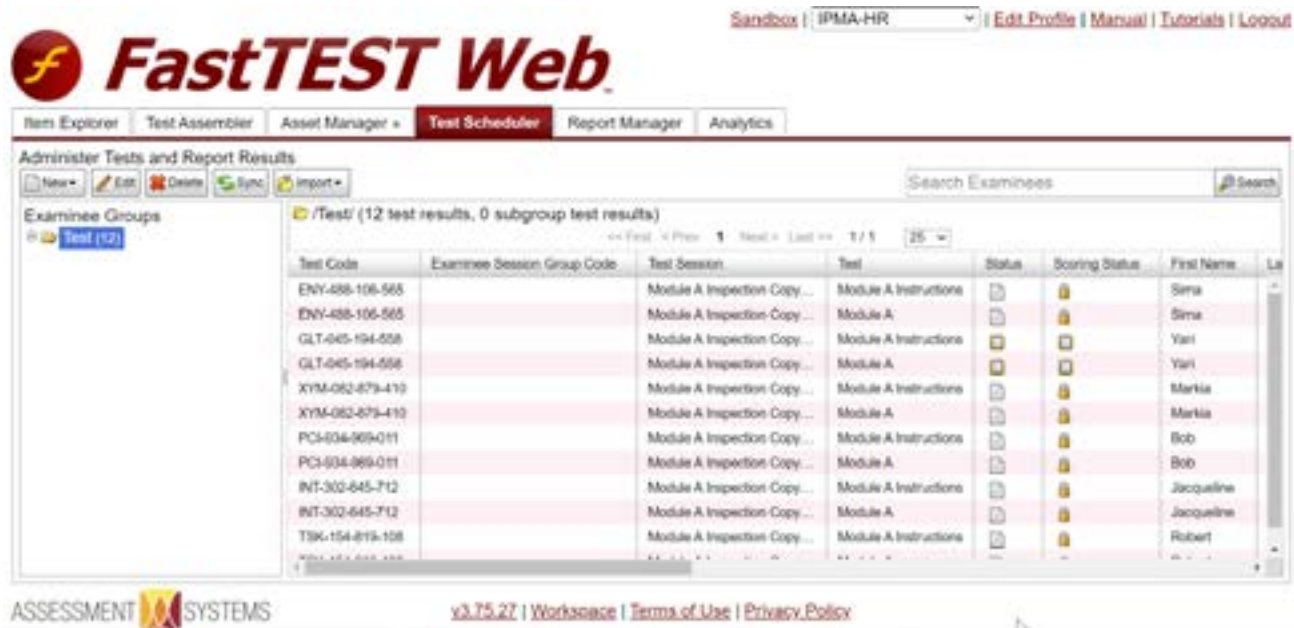
Do NOT edit, modify, or change the settings of this folder in any way as it will interfere with your live remote proctoring test administration. You are also not permitted to generate group test codes or give candidates access to group test codes per the OTAS Terms of Service that you signed.



TEST SCORING AND REPORTS

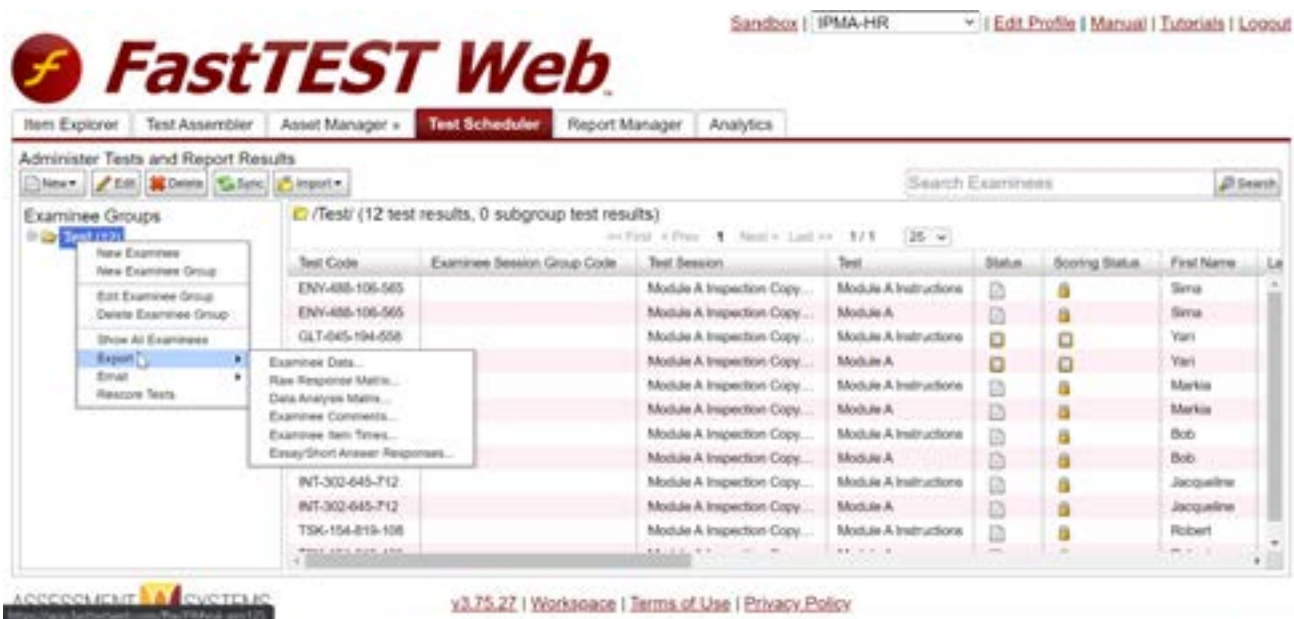
SCORING YOUR TEST

The FTW system actually scores the tests as they are submitted. You as the administrator can have a live feed of scores as the candidates finish and submit their tests. The information found in the “Test Scheduler” tab, should auto populate with their scores. There are also score reports available that you will be able to run after the test administration.



DOWNLOADING AND PRINTING CANDIDATE DATA

With the FTW system, you can download raw CSV data of the test session. You can do this by selecting the appropriate Examinee Group on the left-hand side of the screen; Right-Click Export and then you can select either Examinee Data or Examinee Responses.



EXAMINEE DATA

This export will yield all the data you can see on the Test Scheduler tab in front of you, including their name, external id, date, test name, scores, and time taken. The “Examinee Data Report” also includes subtest scores. Although you will see a column titled “Race/Ethnicity” in this report, you will notice that the column is blank. Candidate race/ethnicity, gender, and education level is collected in the instructional section of the exam and can be exported in a different report that will be described later.

RAW RESPONSE MATRIX:

This export option will give you all of the information from the above export, as well as each item’s keyed answer and candidates’ answer choices. The report is especially useful for agencies looking to retrieve candidate demographic data that was collected in the instructional section of the exam. Please note that candidates are not required to provide demographic information.

First, select the appropriate “Examinee Group” on the left-hand side of the screen; Right-Click “Export” and then you can select “Raw Response Matrix.”

The screenshot shows the FastTEST Web interface. At the top, there is a navigation bar with the logo and the text "FastTEST Web". Below this, there are tabs for "Item Explorer", "Test Assembler", "Asset Manager", "Test Scheduler", "Report Manager", and "Analytics". The "Test Scheduler" tab is active. The main content area is titled "Administer Tests and Report Results" and contains a search bar for "Search Examinees". On the left, there is a sidebar with "Examinee Groups" and a context menu open over the "Export" option. The context menu includes "Examinee Data...", "Raw Response Matrix...", "Data Analysis Matrix...", "Examinee Comments...", "Examinee Item Times...", and "Essay/Short Answer Responses...". The "Raw Response Matrix" option is highlighted. The main table displays test results for 12 examinees, with columns for Test Code, Examinee Session Group Code, Test Session, Test, Status, Scoring Status, and First Name. The table data is as follows:

Test Code	Examinee Session Group Code	Test Session	Test	Status	Scoring Status	First Name
ENY-488-106-565		Module A Inspection Copy...	Module A Instructions			Sima
ENY-488-106-565		Module A Inspection Copy...	Module A			Sima
GLT-945-194-558		Module A Inspection Copy...	Module A Instructions			Yari
		Module A Inspection Copy...	Module A			Yari
		Module A Inspection Copy...	Module A Instructions			Markie
		Module A Inspection Copy...	Module A			Markie
		Module A Inspection Copy...	Module A Instructions			Bob
		Module A Inspection Copy...	Module A			Bob
INT-303-645-712		Module A Inspection Copy...	Module A Instructions			Jacqueline
INT-303-645-712		Module A Inspection Copy...	Module A			Jacqueline
TSK-154-819-108		Module A Inspection Copy...	Module A Instructions			Robert

You can see and download the .csv file on the Right-hand side of the “Report Manager” Tab under “Recent Reports.”



Interpreting Demographic Responses in the Raw Response Matrix:

Candidate responses to the demographic items in the instructional section can be found in the raw response matrix. You will notice in the example below that each candidate’s name and test code are listed twice – once for the instructional section of the exam and once for the exam itself. You can see the sections under the “Test” column of the csv file. The instructions were included as a separate section for each candidate because it includes sample questions that are not included in the test score.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1															
2	Test Code	First Name	Last Name	Date	Test Code	Test Result	External ID	Test Session	Test	Status	Score	SE	Passed	Attempts	Total
3	WAT-228	Jacob	Jackovich	#####	jackovich@ipma-hr.org	CSR Internal Pilot	CSR Internal Pilot 1	Completed	83				53	56	
4	URQ-535	Lynette	Martin	#####	lmartin@ipma-hr.org	CSR Internal Pilot	CSR Internal Pilot 1	Completed	68				53	56	
5	ZVZ-233-2	Maria	Villareal	#####	mvillareal@ipma-hr.org	CSR Internal Pilot	CSR Internal Pilot 1	Completed	91				55	56	
6	WAT-228	Jacob	Jackovich	#####	jackovich@ipma-hr.org	CSR Internal Pilot	CSR Internal Pilot Instructions	Completed	0				2	5	
7	URQ-535	Lynette	Martin	#####	lmartin@ipma-hr.org	CSR Internal Pilot	CSR Internal Pilot Instructions	Completed	0				5	5	
8	ZVZ-233-2	Maria	Villareal	#####	mvillareal@ipma-hr.org	CSR Internal Pilot	CSR Internal Pilot Instructions	Completed	0				10	10	
9															
10															
11															
12															
13															
14															
15															
16															
17															
18															
19															

The following columns in the “Raw Response Matrix” contain your candidates’ responses to the demographic items:

- Demographics: Gender*
 - A = Male; B = Female

- Demographics: Race/Ethnicity
 - A = White or Caucasian (Not of Hispanic/Latino Origin); B = Black or African American (Not of Hispanic/Latino Origin); C = Hispanic/Latino; D = Asian or Pacific Islander; E = American Indian or Alaskan Native; F = Other/Two or More Races
- Demographics: Schooling*
 - A = High School Graduate or GED; B = Some College; C = Associate's Degree (2 years); D = Bachelor's Degree; E = Master's Degree; F = PhD or equivalent

OTHER USEFUL REPORTS

The online testing system also has several built in statistical and item analysis reports you can run, including the “Examinee Group Summary Report” and the “Test and Item Analysis Report.” These reports can then be exported in different formats.

You'll need to select the report you want to run from the “Reports” dropdown menu that appears in the “Report Manager” tab on the right-hand side of the screen.



When selecting any of the reports listed in the following section, the interface may ask you to specify any of the following:

- Date range - This might be useful if you've given the same test numerous times across a year or more. You can select which “test cycle” the report is run on. This field may be left blank.
- Examinee Group - This is the group of candidates that you created when setting them up within the system. This can be used in conjunction with the date range if, for example, you'd like to run reports on the candidates tested in the first week of the test cycle, versus the whole cycle.
- Test - Depending on your setup, the system may give you the option of choosing different sections of a test (introductory/instructions versus the test itself) or if you have access to multiple tests; it may give you the option of which test (think FF-EL 101 or 102) you'd like to run the report on.

- Workspace - You can ignore this, as each user only has access to one workspace at a time.

Examinee Group Summary

This is a simple report that summarizes which test was given and the average score received on this test.

Examinee Group Summary

Generated by Matt Randall on June 3, 2020
 Activity from workspace creation to 2020-06-03
 Examinee Group: CSR Internal Pilot



Direct Subgroup Summary

Examinee Group	Test	No. Examinees	Average Score	Pass Rate %
Overall Summary				
Test		No. Examinees	Average Score	Pass Rate %
CSR Internal Pilot 1		4	80.25	N/A
CSR Internal Pilot Instructions		4	0.0	N/A

Examinee Group and Test Summary

This report displays the overall mean score for your exam as well as each candidate's individual test score and test date. Please note that in the example below, candidate names have been redacted for confidentiality purposes.

Examinee Group and Test Summary

Generated by Yari Randall on June 3, 2020



Activity from workspace creation to 2020-06-03

Examinee Group: Live Remote Proctoring Only PO-EL 201

Test: /Police Tests/PO-EL 201 Test

Examinees Completed: 143

Overall Test Average: 70.112

Individual Scores:

Examinee	Testing Date	Score
	2019-12-08	80.00
	2020-06-02	79.00
	2020-04-12	72.00
	2020-06-01	70.00
	2020-03-30	65.00
	2020-03-29	77.00
	2020-02-12	88.00
	2020-04-03	73.00
	2020-04-08	47.00
	2020-04-14	50.00
	2020-03-18	69.00
	2020-04-10	74.00
	2020-04-14	71.00
	2020-03-25	65.00
	2020-03-29	67.00
	2020-03-30	73.00
	2019-11-04	69.00

Examinee Test Detail

This report gives a detailed, per candidate, report on the number of points that individuals accumulated on each test item. Points will not be awarded based on responses to sample questions. The majority of IPMA-HR's items are multiple choice and worth a maximum of 1 point. However, select item types such as data-entry items may be worth up to 5 points each.

NOTE: For this report you will need to select a specific individual to run the report on.

Seq.	Item Name	Item Location	Version	Score
9	CSR.EL.Notes.00001	Other Tests Not for Regular Use/CSR Internal Pilot	1	0.00
10	CSR.EL.CS.00001	Customer Service Entry Level/Customer Service	1	1.00
11	CSR.EL.Notes.00002	Other Tests Not for Regular Use/CSR Internal Pilot	1	0.00
12	CSR.EL.CS.00002	Customer Service Entry Level/Customer Service	1	1.00
13	CSR.EL.PS.00001	Customer Service Entry Level/Problem-solving	1	1.00
14	CSR.EL.PS.00002	Other Tests Not for Regular Use/CSR Internal Pilot/Problem Solving	1	2.00
15	CSR.EL.DE.00002	Other Tests Not for Regular Use/CSR Internal Pilot/Old Data Entry	1	5.00
16	CSR.EL.Notes.00003	Other Tests Not for Regular Use/CSR Internal Pilot	1	0.00
17	CSR.EL.CS.00003	Customer Service Entry Level/Customer Service	1	1.00
18	CSR.EL.Notes.00004	Other Tests Not for Regular Use/CSR Internal Pilot	1	0.00
19	CSR.EL.CS.00004	Customer Service Entry Level/Customer Service	1	1.00
20	CSR.EL.PS.00004	Customer Service Entry Level/Problem-solving	1	0.00
21	CSR.EL.PS.00005	Customer Service Entry Level/Problem-solving	1	0.00

Examinee Test Detail

FastTest

Page 2 of 7

NOTE:

- Seq. refers to the sequence the item appeared on the exam.
- Item Name, Location and Version are all internal details of each test Item; and can all be ignored for reporting purposes.

This report highlights the true beauty and functionality of the software. It allows you to select the date range and test; which allows you to see how your candidates have fared on the test over all test administrations, or test cycle to test cycle. Please see below for a preview of the information that can be found on this report.

Test and Item Analysis (No Text)

Generated by Yari Randall on June 3, 2020

Test: [REDACTED]

Group: [REDACTED]

Workspace: [REDACTED]

Spuriousness Correction: No

Activity for the period from workspace creation to today

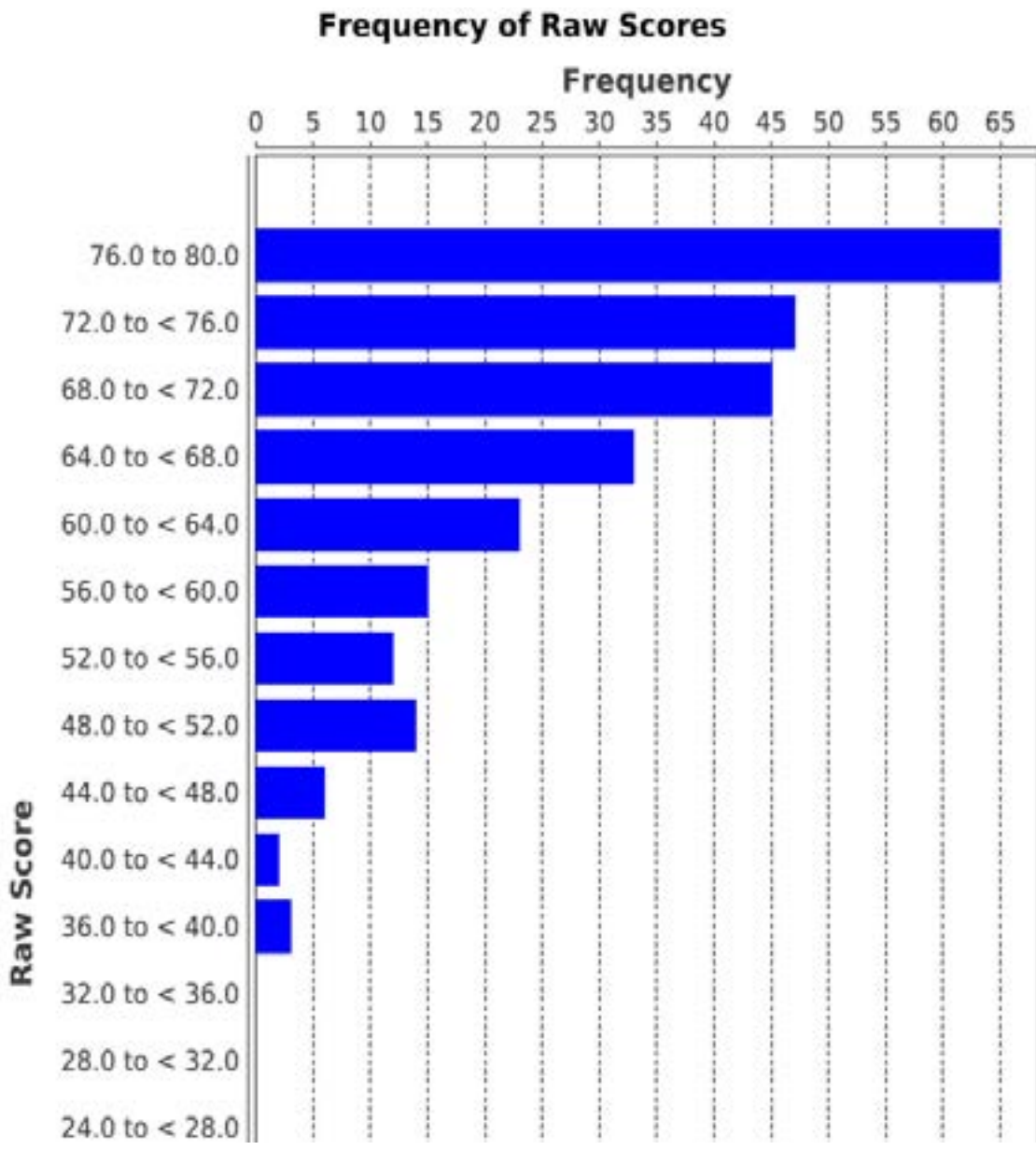


This report provides a statistical analysis of test results to help stakeholders evaluate the quality of a test and its items. There are two sections. Test-level Statistics describes the test as a whole. Item-level statistics helps in flagging items that are potentially problematic and in diagnosing the problem.

Test-level Statistics

Examinees Scheduled:	362	Total Items:	100
Examinees Completed:	262	Scored Items:	100
Completion Rate:	72.38 %	Alpha Reliability:	0.95
Raw Score Mean:	68.31	Scaled Score Mean:	N/A
Raw Score SD:	17.89	Scaled Score SD:	N/A
Raw Score Variance:	319.91	Scaled Score Variance:	N/A
Raw Score Minimum:	0.0	Scaled Score Minimum:	N/A
Raw Score Maximum:	93.0	Scaled Score Maximum:	N/A
Raw SEM:	4.07	Scaled SEM:	N/A

Page 1 of the report - Showing test level statistics.



Page 2 of the report- Graphical representation of score distributions

Item-level Statistics

Item Number: 1 Item ID : ██████████ *N* = 262 *Diff (P)* = 0.65 *Disc (r)* = 0.43

Answer	Weight	N	Diff (P)	Disc (r)
A.	0.00	29	0.11	-0.16
B.	0.00	13	0.05	-0.14
C.	1.00	169	0.65	0.43
D.	0.00	39	0.15	0.01
E.	0.00	4	0.02	-0.09
OMIT		8	0.03	

Item Number: 2 Item ID : ██████████ *N* = 262 *Diff (P)* = 0.79 *Disc (r)* = 0.43

Answer	Weight	N	Diff (P)	Disc (r)
A.	0.00	21	0.08	-0.10
B.	0.00	12	0.05	-0.13
C.	1.00	206	0.79	0.43
D.	0.00	2	0.01	0.01
E.	0.00	12	0.05	-0.03

Page 3 +of the report - Item-level statistical details.

FAQs

What if there is a break in test connection?

If for some reason a candidate loses connection to the test, whether it's because of a power surge/failure, internet outage, or any other reason; you do not have to worry about the test session. All data, including answers selected and time remaining, is saved every time the candidate moves on to the next question. Candidates should contact ProctorU support for assistance with continuing their test session. An online support chat feature is also available on ProctorU's website.

Who should candidates contact if they have a problem with their session?

Candidates should be instructed to contact ProctorU using their website or support number. Only Test Security Agreement Signers should be contacting the Assessment Services Department directly at IPMA-HR.

How can TSA signers get in contact with IPMA-HR if there is a problem?

IPMA-HR is available Monday through Friday from 9 a.m. - 5 p.m. EST

Email: assessment@ipma-hr.org

Note: If you email us during the weekend or holiday or outside of normal business hours, one of our staff members will be in touch with you as soon as possible on the next business day.

APPENDIX A

ProctorU Live+ One Pager for Test-Takers

The one-page PDF on the next page should be sent to candidates and contains instructions for signing up for their Live Remote Proctoring test sessions. As a reminder, you should also advise candidates of the following when sending them the PDF:

- **Testing Date Window** - the date range in which candidates can log onto ProctorU to take the exam.
- **Open Invite Link:** Upon setup of your test administration with ProctorU, an IPMA-HR team member will email you the open invite link for your exam. Test users are responsible for distributing the open invite link to candidates so that they can schedule their test sessions.
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WELCOME TO LIVE⁺

GETTING STARTED



Sign up for ProctorU at go.proctoru.com and schedule your Exam



Ensure you have the latest version of Google Chrome installed



Download the ProctorU Chrome extension [Bit.ly/proctoruchrome](https://bit.ly/proctoruchrome)



Ensure you're only using a single monitor



Need more information?

<http://www.proctoru.com/resources/test-takers/live-plus/>



EXAM PREPARATION

1. Reboot your computer before connecting
2. Save and close all third-party applications
3. Open a fresh instance of Google Chrome
4. Be in a private, well-lit room
5. Clear your workspace of clutter
6. Have your government issued photo I.D. ready
7. Have a mobile phone with front-facing camera or small compact mirror ready
8. No non-religious head coverings

Have Questions? Contact Us!