



# **NHA Proctor Process Guide**

**All Proctored Assessments-  
Online Version**

## STEP ONE: Before Exam Day

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### Check NHA Exam Roster:

- Verify NHA Exam Roster to ensure that all expected candidates' names are on the roster.
- If a candidate's name is not on the roster, their registration was not received by NHA and they are not eligible to test.
- Contact NHA with any registration discrepancies prior to exam day.

### Check Computers:

- Refer to the PC Requirements page at the end of this guide to ensure that all computers including the proctor station computer meet the minimum requirements for online testing.
- Verify that pop-up blockers are turned off on all computers to be used for testing.

## STEP TWO: Candidate Check-In

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### Verify Exam Roster and Identification:

- Verify that all candidates present are eligible to take the exam.
- The Roster must be verified for both candidate name and exam type.
- Proper identification must be provided at the time of the exam.
  - IDs be government-issued with a current photograph, candidate's signature and permanent address.

### Assign Scratch Paper:

- Every candidate is allowed two (2) sheets of scratch paper.
- For auditing purposes, hand out numbered sheets of paper in an order corresponding to the roster.
- The first name on the sheet will have scratch papers #1 and #2; the second name will have #3 and #4, continuing through the last candidate.
- 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 or her scratch paper and secure missing scratch paper immediately. If this paper cannot be secured, this is an incident that must be reported using the Report of Testing Irregularity Form.

## Reminders about Personal Items:

- All personal items must be stored out of reach.
  - This includes coats, hats, cellphones, purses, and sunglasses as examples.
  - Discretionary allowances may be made for religious apparel.
- Candidates are not allowed to bring any additional materials.
  - No textbooks, reference books or electronics of any kind.
- Food or drink is prohibited unless predetermined as medically necessary.
- Candidates may bring two (2) #2 pencils.

## Announcements:

- Advise candidates to use restroom prior to the start of the exam.
- Candidates may not leave the testing room without proctor approval.
- Restroom breaks are permitted, however, candidates will not be allowed to make up the time missed.

## STEP THREE: Starting the Exam

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### Read the Proctor Script:

- Refer to the proctor script at the end of this guide.
- Read the greeting, copyright information, and instruction sections aloud to the examinees.
  - The number of scored questions and pretest questions, as well as the length of time a candidate has to complete an exam is available on our website, [www.nhanow.com](http://www.nhanow.com).
    - To review the number of questions and the time limit for the exam, the candidate should select the specific exam by clicking on “Certifications” at the top of the website’s home page.
    - The number of exam questions and the time limit for that exam can be found under “Exam Details”.

## STEP FOUR: During the Exam

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### Maintain Physical Presence:

- Actively monitor testing room at all times while the candidates are taking the NHA exam.
- It may be beneficial to move about the room during testing.
- Monitoring candidates from the back of the testing room can provide a good point of view for observing student activity.

### **Communication inside the Testing Room:**

- No communication is permitted among candidates while taking the exam.
- Candidates are expected to work independently.
- As the proctor, you may not answer any questions concerning the content of the exam.

### **Restroom Breaks & Leaving the Testing Area:**

- A candidate may be granted permission to use the restroom during the exam.
- Time missed during the exam for a restroom break is lost and cannot be made up.
- If there is only one 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.
- Proctor should monitor the length of any unscheduled bathroom break and watch for suspicious behavior.
- If a candidate leaves during testing, ALL testing materials should be turned into the proctor.
- Candidates may not take exam materials or any personal belongings outside of the room during an unscheduled break.

### **Check Proctor Station for Suspicious Activity:**

- While monitoring the room for suspicious behavior, remember to check the proctor station for any notifications of candidates who may have clicked outside of the browser.
- If a candidate clicks outside the assessment window, both the candidate and proctor will receive a warning notification.
- The candidate may continue testing without any proctor intervention for the first (3) three occurrences of clicking outside the assessment window.
- Each time the candidate is flagged for clicking outside the browser, investigate the candidate's activity and inquire about their reason for clicking outside the assessment window.
- After a candidate has logged a total of (4) four incidents, the system will stop the assessment and the candidate will receive the message, "The proctor has stopped you from continuing this test" with a button to click to "Go Back to Main Page."
- After investigating why, the incidents have occurred the proctor may allow the candidate to resume testing if it has been determined that the incidents were not intentional or related to misconduct.
- To allow the candidate to resume testing, the proctor should instruct the candidate to log into their account in the same way they did when they initially started the assessment.
- After the candidate agrees to the attestation again, the proctor can allow the candidate to resume testing by clicking the radial button next to 'Resume'.

## STEP FIVE: After the Exam

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### As Candidates Finish the Exam:

- If there is only one proctor for the test, candidates may not leave the room once testing begins except for emergencies.
- No candidate may be excused early.
- If there are two or more proctors for the test, candidates may be instructed to raise their hand when they have completed the exam.
- One proctor may individually collect scratch paper from the candidates who have finished early and dismiss them from the room individually.
- The other proctor should continuously monitor the candidates.

### Report any Irregularities from this Exam Administration:

- Any deviations or irregularities in the exam administration should be reported to NHA on the Report of Testing Irregularity Form (see last page of guide).
- A test irregularity could be, but is not limited to the following:
  - Any incident resulting in candidates being unsupervised with exam materials.
  - Suspected misconduct.
  - Illness or medical emergencies during exam.
  - Any alert requiring evacuation during exam administration (fire, weather related, security related, etc.).
  - Any disruptive behavior by a candidate (excessive coughing, etc.).
  - Problems with room temperature, excess heat or extreme cool.
  - Any candidate who finishes an exam in an unusually short amount of time.

### Assessment Results:

Examinees should receive their certification ID card and certificate (with passing results) approximately ten (10) business days after their exam materials have been received by NHA. Results are posted within the candidate's account on NHA's website, [www.nhanow.com](http://www.nhanow.com).

Candidates that did not pass the exam may view their score report via their account. If a candidate would like to retake the exam, they may apply and retake after thirty (30) days.

### **Read aloud the information below for the following:**

#### **Before Approving the Exam:**

Good morning/afternoon. The \_\_\_\_\_ exam you are about to participate in is a timed exam which has \_\_\_\_\_ minutes to complete \_\_\_\_\_ questions. 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 breaks.

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

#### **Signing Roster Sheet:**

At this time, each of you must sign the exam sign-in/roster sheet.

#### **Putting Away Materials:**

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

#### **Test Misconduct:**

Before beginning this exam, it is important to 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.

## Confidentially Statement & Copyright Information:

The next statement is Assessment Technologies Institute's Confidentiality and Copyright Information. Assessment Technologies Institute is the parent company of NHA.

All assessment questions are the copyrighted property of Assessment Technologies Institute®, LLC. Removing or attempting to remove, record or otherwise retain 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. This includes memorizing questions and options and discussing these questions before, during or after an ATI or NHA assessment. A violation of this type can result in civil and criminal penalties.

ATI has and will continue to bring legal action against infringers, which can include criminal prosecution and arrest of students involved in this illegal activity. In addition, ATI may subpoena records of purchasers, so students who buy illegally-obtained ATI or NHA tests also may be involved in legal proceedings, which may result in notice to the school, disciplinary measures, and could impact a student's education and or licensure. Students should not participate in any way in this illegal activity.

- 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 copyright information, and agree to keep all contents of this assessment confidential.

## Beginning the Exam:

- On the screen in front of you, you should see a set of instructions. Read the instructions silently while I read them aloud:
  - Read the question and the options entirely before you answer. Unanswered questions are scored as incorrect.
  - You will not be allowed to communicate with your peers, other candidates, or candidates from other programs in the testing center during the test.
  - You are not allowed to smoke, eat, or drink while in the testing room.
  - For security reasons, you will not be allowed to leave the testing room or place or receive phone calls during the test.
  - beepers, cell phones, calculators, and other personal electronic devices are prohibited from being in your possession during the test.
  - If you have a question or a problem, raise your hand to alert the proctor.
  - Each test is different, so your screen will be different than the person's next to you.
  - The proctor(s) will not answer any questions concerning the content of the exams or the meaning of any questions. The proctor(s) WILL assist you with any technical questions about the computer or entering in the information.
  - Your answers are stored securely in a database and cannot be obtained by any other candidate.
  - After the test is completed, your answers will be scored immediately, and you can view your results and print a hard copy.

- When you are ready to begin, click the “Start Test” button that appears below after you have been approved by the Proctor.
- When you are finished with the test, click on “OK” to end the test.
- If scratch paper is allowed for your exam, you may only use the scratch paper provided by the proctor and must return to the proctor before leaving the room.

You are now ready to begin the test. You will have \_\_\_\_\_ hours to complete the \_\_\_\_\_ 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 the test.

If you encounter an issue with exam conditions, notify the proctor(s) immediately.

If you encounter issues with exam content, provide the proctor(s) with the question number only – not any part of the question – along with your name and type of issue on the scratch paper provided. Give to the proctor(s) at the end of the exam before leaving the room.

You are now ready to begin the exam.



## PC Requirements

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Below is the list of PC requirements for [www.nhanow.com](http://www.nhanow.com).

For an optimal testing experience, we recommend a wired network connection and the preferred browsers listed below.

### **Windows:**

- Windows XP, Vista, Windows 7 or Windows 8.
- **Preferred:** Mozilla Firefox 16 or above.
- Internet Explorer 8 or higher.
- Real Life Clinical Reasoning may experience buffering problems in Internet Explorer 11.

### **Mac (Intel processor):**

- Mac OS X 10.5 (Leopard) or higher.
- **Preferred:** Mozilla Firefox 9 or higher.
- Safari 5 or higher.

### **Other Software:**

- Silverlight 4 or higher (download).
- Adobe Acrobat Reader X or higher.
- Adobe Flash Player 11 or higher.

### **Session timeout counter:**

The browser you use needs to allow status bar updates via script. Otherwise, a session timeout counter will not be visible for you.

### **Satellite ISPs:**

The NHA website functionality depends on direct connections to our website and databases in order to accurately display content. Because many satellite ISPs cache web pages rather than allowing connection to the originating website, we are not able to guarantee performance of our website over a satellite connection.

### **Error Messages:**

If connectivity issues occur while testing or error messages are received, the Proctor should contact NHA at 1-800-499-9092 for assistance.

## Report of Testing Irregularity

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

<b>Proctor's Name:</b>	<b>School Name:</b>
<b>Exam Name:</b>	<b>Exam Date:</b>

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 emailed immediately to National Healthcareer Association Test Administration at [testsecurity@nhanow.com](mailto:testsecurity@nhanow.com). 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.

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