# Phase I Examination Information Session Meeting Summary
May 19, 2020

## Welcome and introductions

Ursula Krotscheck, Chair, ACVS Examination Committee, Presiding
Annette McCoy, Assistant Chair, ACVS Examination Committee
Eric Parente, ACVS Director of Certification
Will Taylor, Human Resources Research Organization, Examination Consultant
Brett Woodie, ACVS Board of Regents Liaison to the Examination Committee
Brigitte Brisson, Member, ACVS Examination Committee
Kimberly Soehnlein, ACVS Credentialing Programs Director

## Examination structure

**May 29, 11:00 am Eastern Daylight Time**

**The examination is split into two parts with an optional 30-minute break in between. You may leave to go to the restroom, have lunch, etc., during the break. You will also need to check your email for the second password. Candidates have up to 3 hours to complete each part.**

Candidates will be emailed the password for Part 1 at approximately 11:00 am EDT on May 29.  The password for Part 2 will be emailed 90 minutes after candidates have begun Part 1.

## Taking the actual Phase I examination

1. **Download the actual examination on May 28.**
2. **On May 29, check your email for the exam password at approximately 11:00 am EDT.**
3. **Turn off all antivirus software**
4. Log in – search for 'acvs' as the institution if it doesn't remember you
    a. Enter your student ID from the authorization email (last 5 digits only)
    b. Enter your Examplify account password
5. Click on exam
6. Enter the password emailed (your email is still working until the password is entered)
7. Confirm your identity through the ExamID facial recognition application.
    a. Remove a mask if you are wearing one
    b. Camera must be pointed straight at your face not at an angle
8. Read and agree to the Exam Notice (academic integrity statement).
9. When presented with a screen that says, "Do Not Start Until Instructed," simply click the Continue button.
10. On the following screen, check the box that says, "I am authorized to start my exam" and click the Start Exam button.
11. AT THE END of the exam, you will be asked to scan your room if your equipment allows. The main reason for this is to determine if this is feasible and an option if we were to use ExamSoft in the future.

## Additional guidance

- The mock exam can be taken up to 10 times through May 27.

- The "Request Feedback" feature can be used to comment on specific questions. In addition, ACVS will send a survey out to candidates on May 29 to collect feedback on the examination, the process and the software. Don't feel pressured to remember in the middle of the exam.
- You must be in a private space with no other people / uncluttered (clear) work area/no distractions, visual or audio.
  - Please review the [ExamSoft Integrity Guidelines](#)
  - Examples of behaviors flagged during mock exam:
    - Off camera angle. Make sure your camera is pointing at your face. .
    - **Dual monitors will not work during this examination.** If you have a second monitor, we suggest disconnecting it entirely before you start the exam.
    - Conversations/excessive movement
    - Music on
    - Leaving computer
- Headphones of any kind are not allowed.
  - Foam earplugs are okay.
  - Hold them up to the camera, squish them, then insert them in ears
- Masks: if you need to wear one, you may do so, but you must remove the mask for the facial recognition. Make sure you are being recorded as you replace your mask. We suggest at the start of the exam, you show your face again, then replace your mask.
- Just like Pearson, there is no calculator. You do not have to do any advanced math.
- Drinks/tissues: If you absolutely need these (allergies, etc.) that's fine, just remember the monitor software will flag you (therefore try not to).
- You may NOT have any paper, pencils, or other materials for note-taking for the duration of the exam. This will be counted as academic dishonestly. ACVS understands that written notes or drawings are test-taking tools some examinees prefer. In the current format, paper is not an option due to examination security reasons. ACVS made the decision to offer the examination using online AI proctoring as the best solution this year. Not allowing candidates writing tools is a compromise that needed to be made offer the Phase I examination in a timely manner.
- Unscheduled breaks / personal emergency
  - IN CASE you have a sudden emergency and need to leave the room (not recommended), YOU MAY NOT go back to any previous questions. Everything is time-stamped and with the audio and video recording we can tell when you leave. Changing of any answers after an unscheduled break will result in the questions being marked incorrect regardless of how you answer them. **The best practice is to review any items you have flagged before you take an unscheduled break.**

## Troubleshooting issues

- Resume codes / continuation codes:
  - if you receive a continuation code, contact Ursula Krotscheck if you are a small animal resident, Annette McCoy if a large animal resident.
  - Explain situation, they will review, provide resume code
    - If you get a resume code (your ID cannot be verified), please write down code and call your person. We will see what happened and give you a new code to resume the quiz.
- Contact information for emergencies is available in the attachment during the exam, in the password email if prior to starting, and were given out during the Information Session. Store the number in your phone, go get it and call us.
- Loss of power on computer: plug it in and it will restart you where you left off. Please verbally state that as you are starting up again once the recording resumes.

- Need to move to a different computer: contact your EC member immediately, we will give you a new resume code. Please provide any and all documentation of why you need to switch computers (screen shots, pictures, etc)
- Interruptions from another person / academic integrity issues: Just don't. You're in a residency and we don't want to kick you out.

## Contact Information for issues
- ExamSoft Technical Support: 866-429-8889, **choose the "student" option**
- For Resume/Continuation Codes:
  - Ursula Krotscheck (SA Candidates): (607) 351-0691
  - Annette McCoy (LA Candidates): (217) 300-3492

## In summary
- Download the Phase I examination on May 28
- Turn off antivirus software May 29
- Check email for password for the first part around 11 am EDT
- Take Part 1 of the examination
- Submit Part 1
- Take up to a 30-minute break (eat, drink, use the facilities), during which you must check your email and get the second password. (It won't be there if you're super-fast, just wait, remember it's being sent 90 minutes after EVERYONE is in the exam). You are not being recorded during the break. Recording stops once you submit Part 1.
- Use the second password to get into Part 2, repeat the process.
- DONE! You will receive a feedback survey by email later in the day. We appreciate constructive feedback on your experience.

## Questions and answers
Following is a summary of questions submitted in the chat and in-person during the information session. We also provide a few answers we did not have during the session.

### Antivirus
Q: If the practice exam worked does that mean our antivirus software is turned off and it'll work?
A: Not necessarily. You may have been able to take the mock examination with your antivirus software running. However, ExamSoft says it is a best practice to ensure antivirus is turned off during the examination. Please refer to this guide from ExamSoft to disable antivirus.

### Breaks
Q: If I finish the first part before the 3-hour period, can I still take the 30 min break before resuming the second part?
A: Yes, f you finish the exam early you can take your break when you are done and resume on your schedule.

Q: What are the recommendations for a bathroom break?
A: Take it during the break between sections. If you have to take a bathroom break in the middle of the exam you cannot go back to any question you already answered. Taking a break during the examination is not recommended if you can avoid it.

## Passwords

Q: Can we copy and paste the code?
A: It did NOT allow copy paste of the code on Windows for the mock exam so I bet it doesn't allow it for the test either.

Q: Can we have a sticky note for the exam code?
A: Your email will work until you enter the code. Resize Examplify and your email software to transfer the code into the exam.

## Photos/ExamID

Q: If you take your exam in a different room but using the same computer, will your photo be flagged?
A: Your photo should be ok even if you are in a different room - it is looking at your face, not the room

Q: Wearing glasses on exam day vs. not on mock exam day - does that matter to the AI?
A: The addition or subtraction of glasses will probably be an issue

Q: I cannot remember if I wore glasses during the mock exam, can you tell?
A: ACVS does not have access to your photo. Our recommendation is that you retake the mock exam to see if you encounter problems. If you are given a code, contact Kim Soehnlein, ksoehnlein@acvs.org, for assistance.

Q: If we retake the mock exam will it redo our face capture?
A: A photo will be taken and compared to the photo stored by ExamSoft from the first time you took the mock exam.

## Environment/Room set-Up/Sounds

Q: Are we allowed to also take notes on a piece of paper? Or are no materials allowed?
A: No materials of any kind allowed.

Q: I plan on taking the exam at home to prevent distraction at the hospital. I do have bulletin/marker boards and such around but as long as I take everything down is that okay?
A: As long as the boards are empty/clean it should be ok.

Q: Would a BLANK whiteboard be permitted since we are not allowed to have paper for notes? Like could we show the camera that the whiteboard is clean prior to starting the exam?
A: A blank whiteboard is not a problem to have in the background of your image. You are not permitted to write on a whiteboard during the exam.

Q: Are we allowed to have books on a shelf in the background?
A: Books on a shelf are okay—just don't grab one during the exam.

Q: Will my exam be flagged if my dogs bark in the background? (I'll be locked up in a separate room/area).
Q: Will we be flagged if we have to talk to pets (i.e., telling them to shut up if they are in another room)?
A: Yes, the exam is likely to be flagged by the AI because of the sound. Human proctors will be able to recognize that the sound is a dog.

Q: For the phone, in case of a problem, do we have to show you where the phone is?
A: If you are calling us, we know you are having a problem.

Q: Is it allowed to have a phone (in flight mode) in the room where we are taking the exam in case we need to call you?
A: You should not have your phone in the room during the exam. You will have to leave to get it and we will know.

Q: What happens if my 4-year-old daughter gets into the room.
A: If a child or any other person comes into the room, you will be flagged, but I think we can figure it out.

Q: So, we cannot read aloud? Or it will be flagged, but it won't be a problem?
A: You will be flagged for reading aloud, but we should be able to tell what you are doing. Having said that, if you can do it quietly that will be better.

## Webcam/Monitors/Hardware

Q: My monitor is mount in the wall, and the camera is lower than the monitor, is that ok to have?
A: As long as the camera has a clear and unobstructed view of your face it should be fine.

Q: How much free space are we required to have for backing up the exam prior to upload?
A: The requirements state 2GB free HDD space.

Q: Not very tech savvy.  If I was able to take the mock exam, does that mean I have all the computer requirements to take the actual exam?
A: Not necessarily because you the mock exam isn't the same size. Check with your IT people to make sure you have the proper storage space or reach out to ExamSoft for assistance.

Q: Should I turn off my second monitor for the mock exam?
A: Yes. Disconnect the second monitor.

Q: If my laptop goes to "sleep" during my break it should still be okay once I come back and won't shut me off?
A: Yes. The monitoring stops once you upload your exam. You should simply be able to wake up your computer and download the next section or enter the password as needed.

## Room scanning

Q: I am using a desktop (iMac) will be impossible to do a 360-degree video, what should I do?
A: If you cannot scan your room, simply answer "no" to the question. Since we are using the room scanning to help us evaluate whether to use ExamSoft in the future there is no penalty for not being able to scan the room.

Q: Will the proctor prompt us to move the camera around to show them the room we are taking it in?
Q: When we will do the 360 degree room scan, right at the start?
A: There will be a question at the end of the examination prompting you to scan your room.

## Examplify features (Feedback/Flagging questions)

Q: Is the "request feedback" button only intended for issues during the exam (fire alarm)? Or is it for questions we may have about the questions themselves? For instance, if we think there is an error or are confused by the question.
A: The feedback section can be for any comment you have about the questions if you want. Be sure to type your comment into the Notes section and check the "request feedback" box. ACVS will not see the information unless the box is checked. But, do not worry, you can comment in the post-examination survey as well.

Q: When we flag the question for ourselves, do we need to unflag it before submitting the exam or it doesn't matter at the end?
A: You do not need to unflag questions.

## Technical issues

Q: If for whatever reason the internet stops working during the exam, my understanding is during the actual exam the internet doesn't need to be functional just when it is uploading. Worst case, will it be "backed up" into your system?
A: The exam is backed up on your system until it is successfully uploaded.

Q: if any issues happen during the exam and we need to call you etc., are we losing our exam time?
A: So, if problems arise verifying your ID, that is before your exam actually starts. If problems arise requiring a continuation code during the exam, then the exam will have stopped.

Q: Is it a good idea to have a second computer/laptop and download the software in case something goes wrong?
A: Being prepared is good but having a second computer hopefully won't be necessary.

Q: Do you lose time if you have to call for tech support?
A: if the exam is locked out to the point you need tech support then you should not lose time.

## Food/Beverage/Miscellaneous
We suggest that any food and beverage you do have is shown to the camera at the start of the examination/section.

Q: Are we allowed to have a bottle of water with us?
A: Yes, but only if absolutely necessary as excessive movement will be flagged.

Q: Did you say coffee is okay during exam?
A: Yes, but only if absolutely necessary as excessive movement will be flagged.

Q: Can you eat said emergency granola bar during the exam and still go back? (If the granola bar is with you as you start the exam).
A: Yes, but only if absolutely necessary as excessive movement will be flagged.

Q: Can we take the foam ear plugs in and out if needed during the exam (i.e., uncomfortable, etc.) as long as we show the camera every time?
A: Yes.

Q: Can I wear a hat during the exam?
A: No hats should be worn.

Q: Would a sneezing fit be counted as excessive motion?
A: It will get flagged, but we can figure that one out.

## Accommodations
Q: I had requested for extra time accommodation, so my exam is split differently instead of the three hours–30 min break–3 hours time period. How will the upload of the first section differ from the rest of the candidates?
A: The accommodated exams are split into more sections. The process is the same except for receipt of passwords. Please refer to your accommodations email for details. After each section, you will upload the answers to that part. Take the break as defined by your accommodation if desired, then log into the next section and continue.

## Results
Q: Still the same 4- to 6-weeks time frame for results to be released, correct?
A: Yes, results will be reported within six weeks after the examination.