



# COMAT

## PROCTOR GUIDE

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## COMAT Portal Administrator and Proctor Responsibilities

Each College of Osteopathic Medicine's portal administrator and proctor is responsible for the examination administration in strict compliance with the NBOME testing regulations specified below and for maintaining the security of the test. This document includes the following information:

- Examination features
- Testing regulations
- Portal Administrator and proctor pre-examination administration decisions and tasks
- Exam administration instructions, including
  - In-person proctoring
  - Remote proctoring
  - Self-proctoring
- Instructions for closing the examination

## Examination Functionality

- COMAT questions do not require the use of a calculator and no calculator is provided
- There are no video or audio questions on COMAT examinations
- When patient laboratory values are included, reference ranges are provided within the body of the question

### **Proctor Responsibilities**

For each location, a primary proctor should be appointed to provide coordination and a single point of contact with the NBOME when there are multiple proctors. The duties and responsibilities of the proctor are to:

- Maintain a secure testing environment for the test administration by following these guidelines
- Become thoroughly familiar with these guidelines and conduct the examination according to the specified procedures
- Run the required system check based on exam delivery options (remote, self, in-person proctoring)
- Ensure the NBOME browser is downloaded to all on-site testing workstations (including laptops)
- Plan the admission and dismissal of all examinees to ensure test security and minimal disturbances; check all examinees in and out
- Prevent or minimize any disturbances to examinees during the test administration
- Ensure that examinees are monitored throughout the examination, including examinees to ensure the security and integrity of the examination
- Identify the location of all exits and the nearest telephone, and post the telephone numbers for fire, police and building security

## Examination administration preparation

The COMAT portal administrator and proctors should agree on the check-in/check-out process, which includes distributing the student launch codes and the proctor code. Additionally, they should confirm that the portal administrator's roster of students and subjects assigned for each administration match the proctor's roster that is generated just before the test administration. This should include noting any students who have been granted special accommodations.

Prior to any COMAT administration, the portal administrator should direct the proctors in how to respond to specific irregular behaviors, such as copying answers, permitting others to copy answers,

possessing or taking notes, providing or receiving unauthorized information about the content of the exam, or engaging in disruptive behavior. Each COM is responsible for determining its response to inappropriate conduct.

The COMAT administrator and the proctor should agree on an emergency situation protocol in case of fire, dangerous weather, or prolonged power outages and be prepared to communicate it to students before each exam begins.

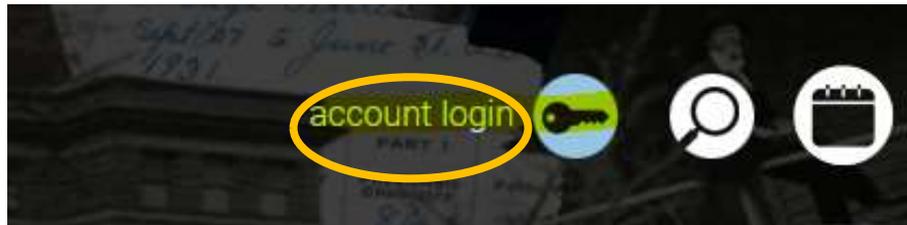
### **In-Person Proctor Recommended Testing Room Arrangements**

A testing room should have the following characteristics:

- Barrier-free design in which proctors have an unobstructed view of and unimpeded access to every examinee
- Adequate lighting, comfortable temperature and ventilation, low noise level
- Adequate space for seating all examinees, facing the same direction, and allowing for a reasonable separation between them so that they can neither communicate with nor observe the responses of other examinees
- Wall clock that keeps accurate time
- Designated areas where examinees can store personal belongings during examination

### Proctor website

To connect to the proctor site enter nbome.org into the browser address bar, and login as the proctor.



On the proctor page, proctors will have the ability to choose between the COMAT-Clinical Subject, COMAT Foundational Biomedical Sciences exam, and COMAT-Proctor Comments tiles.

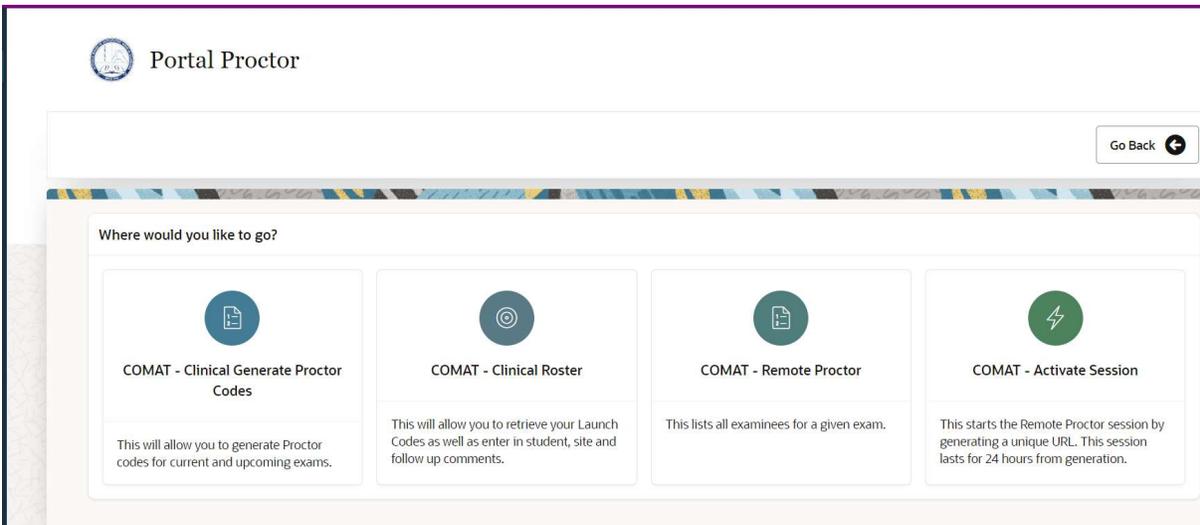
**By using this website, you agreed to the Terms and Conditions (the "Agreement"). Use of this website at any time constitutes your ac**

Where would you like to go?

 <b>COMAT - Clinical Subject</b> <p>Designed for a variety of applications, COMAT Clinical Subject Exams can be used for end-of-course assessment, evaluation of education across clinical sites, measuring achievement in osteopathic practice within and across clinical disciplines, and for pre- and post-testing in clinical rotations and clerkships.</p>	 <b>COMAT - Foundational Biomedical Sciences</b> <p>Intended for first and second year osteopathic medical students, FBS Targeted exams assess student knowledge and skills related to a particular discipline or body system. This targeted approach enables schools to customize their portfolio of exams to meet evolving assessment needs.</p>	 <b>COMAT - Proctor Comments</b> <p>Throughout the Proctor application, you will have the ability to add comments. To view the comments, you will need to click the icon above.</p>
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On the proctor page, proctors will have the ability to generate launch and proctor codes, view lists of student examinees, and activate a COMAT remote exam session (see image below). It is recommended that proctors become familiar with this site, as they will use it before and during the administration of each examination.

The proctor will have the following COMAT tiles to choose from: COMAT-Clinical Generate Proctor Codes, the COMAT-Clinical Roster (will assist in retrieving launch codes), the COMAT-Remote Proctor (lists all examinees), and the COMAT-Activate Session (starts the remote-proctoring exam session).



## Generate launch code and proctor code

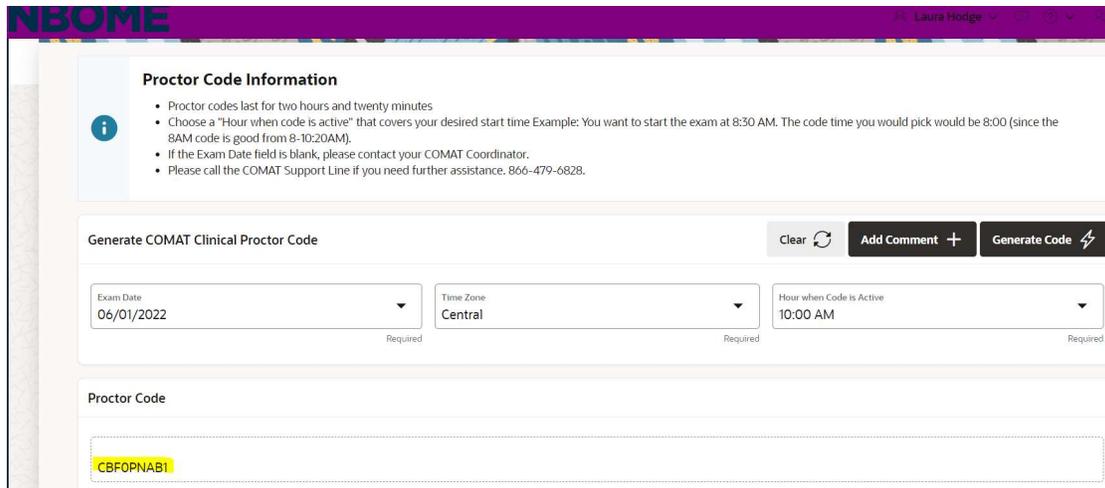
The proctor will be able to retrieve two types of codes that will allow examinations to be launched immediately after the examination is scheduled: one is a launch code for each student for a particular discipline examination and the second is a single proctor code.

An individual launch code is generated for each student for each COMAT discipline examination they take. It is the key to the successful launch. The code is configured with two (2) alpha characters indicating the examination discipline, seven (7) numeric characters randomly assigned and two (2) alpha characters which are the initials of the student (Ex. SU9999999LL). Please examine the codes to ensure these characteristics match what you were expecting for student and subject.

The launch codes and the proctor codes should be kept secure at all times.

From this list be sure to note whether any students are being granted a special time accommodation. For example, an accommodation of time and a half or double time to complete the examination will require that you be prepared to proctor for that length of time.

Also at this time, it is recommended the proctor confirm the students' names, examination(s) to be taken and test dates against the COMAT Portal Administrator's roster. If there are discrepancies, contact NBOME Client Services at 866-479-6828.



## Issues with Proctor Code

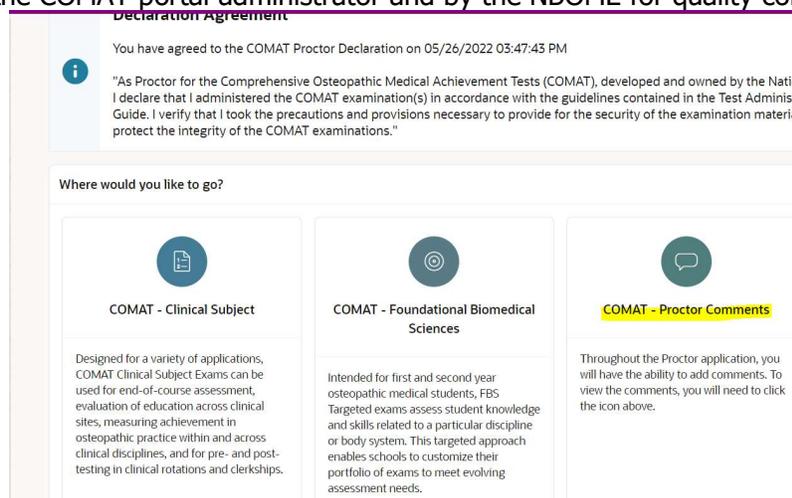
The proctor code is derived from an algorithm at the time it is requested. It is valid to start an examination for 2 hours and 20 minutes from the start time the proctor specifies in the request. Once the examination starts, the examination can continue for the full allotted time, even if the proctor code has expired. If there is a delay in the examination because of late start or interruption, the proctor can generate a replacement code. If a student tries to log into an examination after the proctor code has expired, a new proctor code can be generated at the student's request. A Proctor may generate a set of proctor codes as backup if needed. For questions regarding proctor codes, contact NBOME Client Services at 866-479-6828.

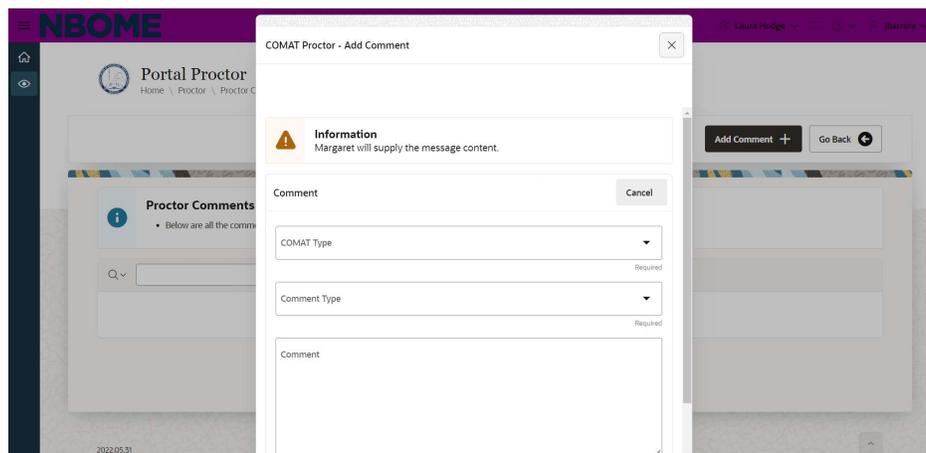
**Please note that Launch codes must be entered first, followed by the proctor code.**

## Examination Administration

### Proctor Log

The proctor comments tile (see image below) should be opened and accessible throughout the administration of the examinations. Proctors will use the log to enter comments regarding test site distractions or incidents, note questions about the examination and document any instances of irregular student behavior. It will be the record of activity for each COMAT administration and will be reviewed by the COMAT portal administrator and by the NBOME for quality control purposes.





## Personal Items

Before students enter the test site, advise them that they are not permitted to bring certain personal belongings into the testing room. All materials must be deposited in an area designated for personal belongings. The following items are not permitted in the testing room:

- Smart phones
- Calculators
- Watches with alarms, computer or memory capability
- Paging devices
- Cellular phones
- Recording or filming devices
- Radios
- Reference materials (books, notes, papers)
- Briefcases, luggage, or coats
- Beverages or food of any type, unless pre-approved by the COMAT portal administrator as an accommodation

Examinees found with any of the above items during examination sessions may be subject to invalidation of their examination.

As students enter the testing site:

- Provide them with their launch code and the proctor code
- Ask them to consider the impact their activity and noise may have on others
- Advise them regarding emergency protocols

## Launching the examination

We recommend that each student is provided the launch code as they enter the test site. Alternatively, it can be waiting for them at their seats (i.e. in an envelope at their desk). The proctor can announce the proctor code, or the proctor can type it in at each work station. Entering in the student's launch code and the proctor code will launch the correct discipline examination on that computer for that student. It is the proctor's prerogative to choose how to best begin the examination.

## Supervising the examination

Proctors should observe the examinees to ensure that:

- No one has anything on their desks other than their computers
- No one is making notes of the contents of the test or using recording/filming devices during the examination
- No one is using written materials
- All personal items are absent from the examination site
- No one is communicating with another examinee in any way

## Answering questions regarding test items

Proctors should NOT answer any questions regarding examination content. If an examinee thinks a test item is misprinted or incorrect, instruct the examinee to answer the item to the best of his or her ability with the information provided. Identify the item on the proctor log and record the student's issue under Student Comments.

## Permitting absence from the testing room

During the examination session, examinees should only be allowed to leave the testing room one at a time. Examinees should understand that the timer does not have pause capability for breaks. All breaks will be given at the proctor's discretion. Examinees who finish the examination early may be permitted to leave the room as they finish, one at a time. Remind examinees to be considerate of those who are still working and to refrain from making noise.

If an examinee must withdraw permanently from the examination, please document the incident in the proctor log under Student Comments.

## Handling irregular incidents

Proctors are responsible for ensuring that the examination is conducted under standardized conditions for all examinees, for handling incidents that disturb or deviate from these conditions, and for documenting such incidents in the proctor log. We also ask all proctors to email [clientservices@nbome.org](mailto:clientservices@nbome.org) should any irregularities occur during a test administration. Behaviors such as copying answers, permitting another examinee to copy answers, possessing or taking notes, providing or receiving unauthorized information about the content of the exam or engaging in disruptive behavior are strictly prohibited and should be addressed by the proctor.

If your school policy indicates that an examinee should be removed from the testing room for irregular incidents, instruct the examinee to leave the room and shut down the computer.

Please update the proctor log with any testing irregularities and email [clientservices@nbome.org](mailto:clientservices@nbome.org). Please include the following information in both the proctor log and the email to Client Services:

- Testing site
- Time the incident occurred
- Identity of all involved examinees by name and identification number
- Description of the incident or behavior

## In case of an emergency evacuation

Follow your established plan for evacuating the testing room in the event of an emergency (e.g., fire, weather, prolonged power failure). The plan should include securing the examination results and shutting down the computers (if time and circumstances permit) and providing instructions to the examinees for exiting and returning to the testing room. If possible, the room should be locked during the evacuation. Proctors should monitor the examinees during the

evacuation to minimize communication among the group. Describe the incident in the proctor log. In the event that such a situation interrupts the examination, you should resume the examination at the place where the students were interrupted. The launch code remains valid. If the proctor code has expired, then generate a new code through the proctor page on the NBOME website.

**End of examination**

At the end of the examination, a survey will launch requesting feedback from the student.

**Multiple examinations**

If a student is to take more than one COMAT examination in one sitting, a new launch code will be needed. The new launch code for each student may have already been secured, but a new proctor code will need to be generated if more than 2 hours and 20 minutes have passed since the start time specified for the original proctor code. Return to the proctor page on the NBOME website under the COMAT tab to generate a new code.

Support

Who	Why	Contact Information	Hours
<b>ITS</b>	Technical issues that arise while launching and after the test	800-514-8494 <a href="mailto:support@testsystems.com">support@testsystems.com</a>	8:00 am- 8:00 PM ET
<b>NBOME Client Services</b>	Issues that arise prior to launching the exam	866-479-6828 <a href="mailto:clientservices@nbome.org">clientservices@nbome.org</a>	8:00 am – 5:00 pm CST
<b>COMAT Portal Administrator</b>	Exam day irregularities	Unique to each COM	

Prior to any COMAT administration, a system/computer readiness check should be conducted to verify that the computer hardware and software meet required specifications. The system check will provide a detailed report about the computer and the network. The report will guide test takers in addressing any system issues in advance, which will reduce technical issues during the examination administration and optimize the test day experience.

**Effective July 1, 2024, the minimum requirements are as follows:**

Windows: Windows 10+ and Microsoft Edge are required. The latest version of Windows products can be downloaded from the [Microsoft Download Center](#).

Mac: Mac OS Mojave 10.14+ and Safari 13+ are required. The latest version of Mac products can be downloaded from the [Mac Support](#) site.

iPad: iOS 15 (retiring support for iOS 14)

The system check for Window and Mac users can be accessed at <https://comat.starttest.com>.

## Alternate Proctoring Methods

### **Remote-Proctored Administration**

- It is a live virtual monitoring system that allows proctors to monitor all examinees at the time of the exam. The proctor will be able to see and hear all examinees while they take their examinations, as well as throughout the check-in process
- The remote proctoring tool will launch through the COMAT secure browser
- The remote proctoring system provides live individual candidate videos with recording and reviewing capability (videos get deleted after 24 hours)
- Prior to the administration of an exam, the student will receive an email from Client Services directing them to the exam website. Included in the email is a session number and a program registration ID. These identifiers are required to log into the remotely proctored exam

### **NBOME's System Check**

It is vital that both the student and the proctor test the capability of their electronic devices before the day of the exam to prevent any issues during the exam session.

### **Remote Administration Guide**

COMAT-Remote Proctor tile: Once a student has been scheduled for a remote exam, the proctor will need to login to obtain the session number and program registration id. The proctor can view the program registration id and session number under the Remote Proctor tile.

**Information**

- If the Exam Date field is blank, please contact your COMAT Coordinator.
- Please call the COMAT Support Line if you need further assistance. 866-479-6828.

Retrieve Program Registration ID's Clear Run

Exam Date  
06/01/2022

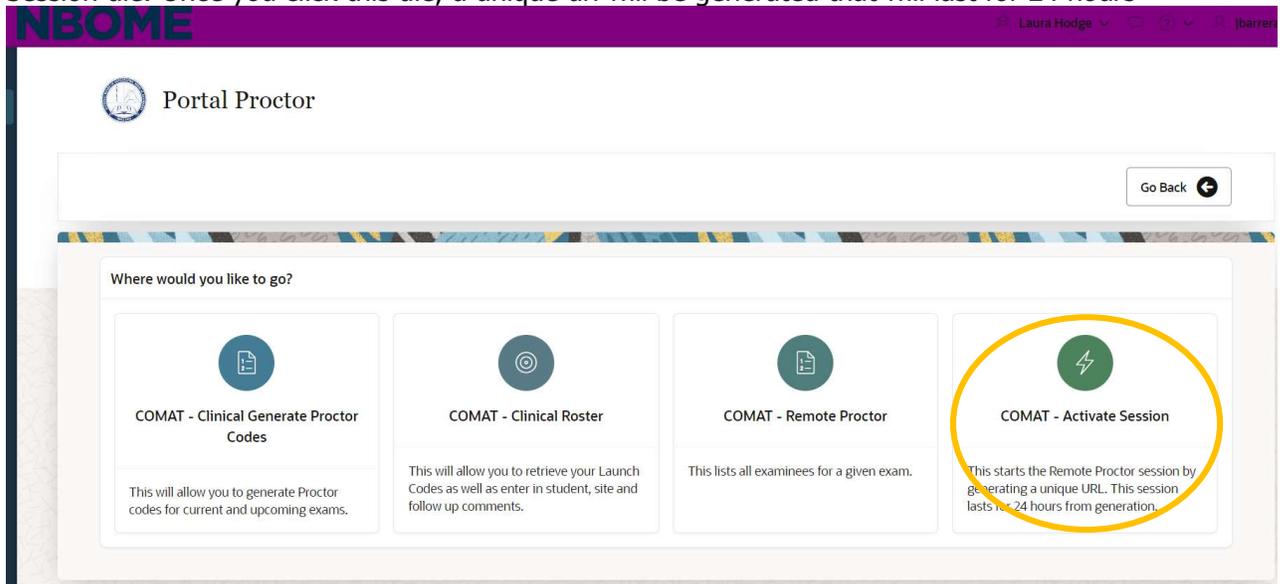
Exam	NBOME ID	Last Name	Middle Name	First Name	Event Date	Location	Program Registration ID	ADA	Email Address	Session Code
Emergency Medicine	527448	Boyd	Hope	Brittany	06/01/2022	Remote proctored	EM0003837BB		boydb@acom.edu	989459456
Emergency Medicine	527453	Cedoz		Kaitlyn	06/01/2022	Remote proctored	EM0001838KC		cedozk@acom.edu	989459456
Emergency Medicine	527458	Chowdhury		Krishna	06/01/2022	Remote proctored	EM0009839KC		chowdhuryk@acom.edu	989459456

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### **The Remote Proctor System**

- Each proctor is required to run a system check and ensure that the correct internet browser is downloaded onto their device
- The remote session monitor page allows the proctor to begin and pause their assigned remote exams. There can be more than one exam assigned to same proctor in the same session. Before the exam starts, the proctor will have to activate the session by clicking on the COMAT-Activate

Session tile. Once you click this tile, a unique url will be generated that will last for 24 hours



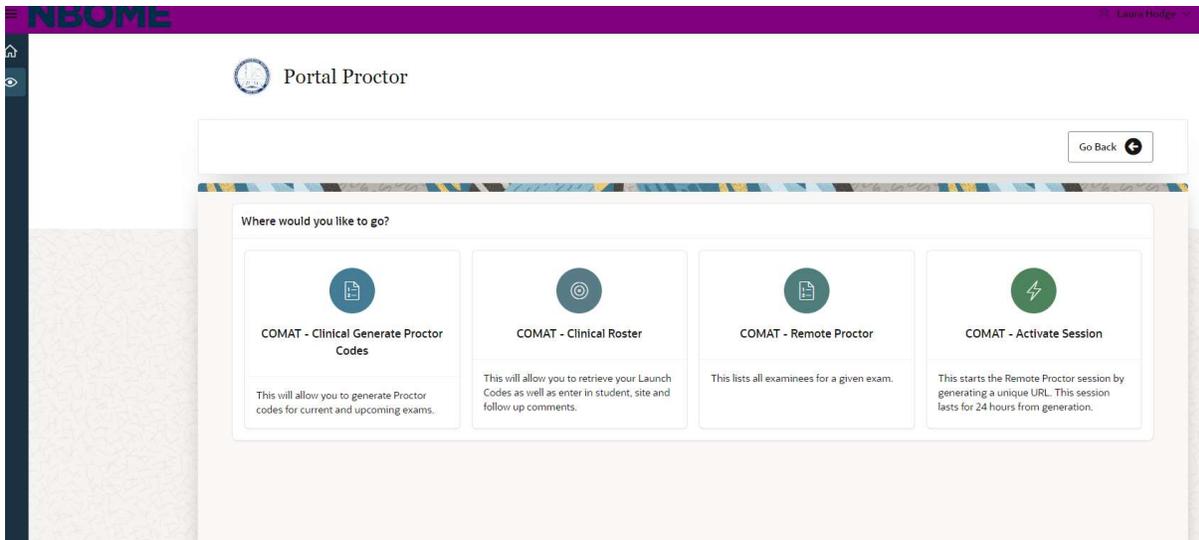
- Secure Browser will request a photo id be verified by the proctor prior to beginning the exam
- The proctor will be in charge of approving each student's photo ID (front and back) for security proposes
- Students waiting to have their photo IDs confirmed will be placed in a queue while the proctor confirms each student

### **NBOME's Security Verification Recommendation**

It is recommended that the remote proctoring session begin 1 hour before the scheduled exam time. This will allow the proctor time to approve all photo IDs before the exam is scheduled to start.

### **Remote-Proctoring Step by Step**

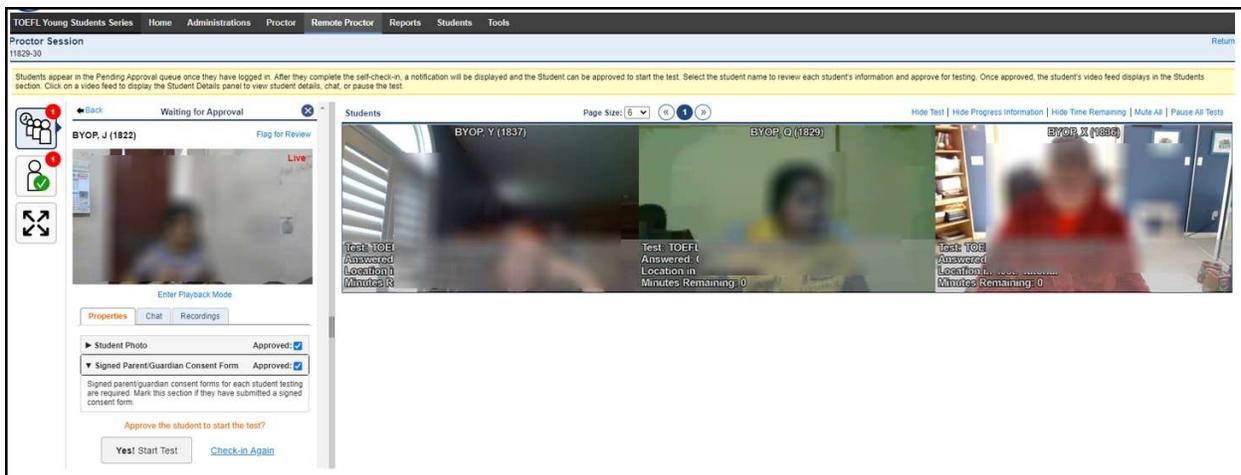
- COM Portal Administrators are in charge of registering students for remote-proctoring
- Students registered for the remote-proctored exam will receive an email from NBOME Client Services outlining the date, time, session and registration number of the exam
- Once students are registered, the proctor will follow the standard proctor guidelines:
- Connect to the NBOME proctor portal site
  - On the proctor portal site, proctors will have the ability to generate launch and proctor codes
  - This portal will also allow the proctor to view a list of examinees, in addition to activating their remote-proctor exam sessions (see image below)



The proctor will click on COMAT-Activate Session and copy the session number, then click on the admin link that will take them to the remote-proctor exam session.



(Pending Page pictured above)  
Candidates will be displayed under the Pending tab. This allows the proctor to select a candidate and approve their photo and identification.



(Approval Page pictured above)

Once a proctor approves the student's photo and photo ID, they can click on Yes! Start Test. The student will then be added to the exam session, along with other students (see picture below).

The proctor should be able to see and hear all students taking the exam, until exam is completed. The status of the student should change to "complete" once a student is done with the exam.

**Please note:** If an "Incomplete" banner populates for a student, this means the system is trying to reflect a change in their exam status. We recommend refreshing this page in order for the system to update.

### The Proctor System Features

- Ability to create and manage sessions
- Collapsible administrative panel to allow for maximized video images
- Notification system that alerts the proctor of needed actions
- Integrated messaging system to chat with individual candidates or broadcast a message to all
- Ability for proctor and student to verbally communicate during the check in process
- Ability to start, pause, and resume individual or all candidate tests (**the student's identity will be need to be verified again when they come back to test**)
- Ability to see which candidates are currently participating and watch them as they progress through the test
- Live video feeds of each candidate
- Full screen mode for the component
- Support for full-screen and picture-in-picture modes for individual videos

### Remote-Proctor Student Instructions

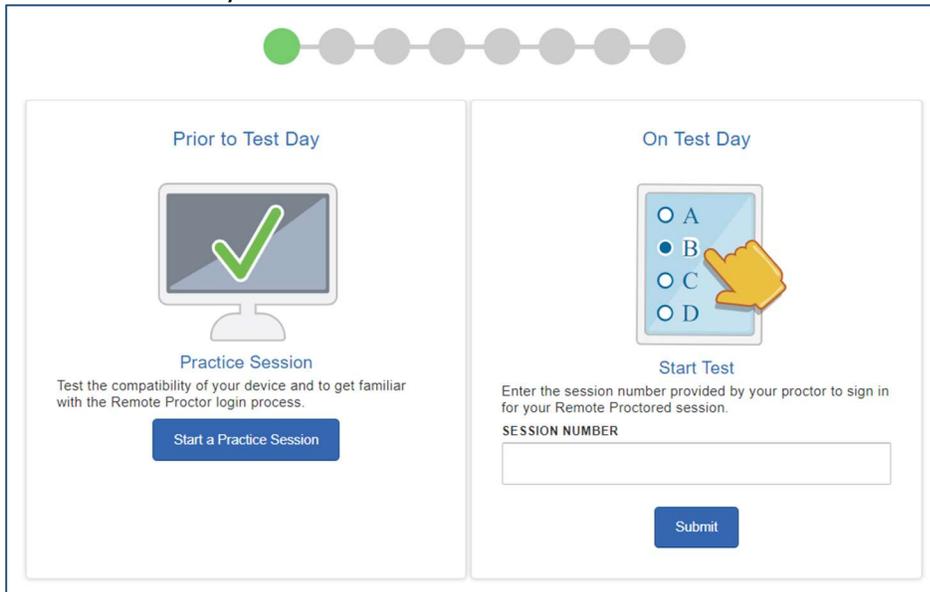
Once a student is registered for an exam, the student will receive a confirmation email. The email will have the secure browser link they need to download for the exam.

It is vital for the student to download the secure browser days before the exam to allow for time to resolve any issues. Once the secure browser is successfully downloaded, the student will be able to complete the practice exam session (before the exam) and enter the exam session (on the day of exam).

Please Note: The secure browser is meant to work on only the latest versions of Microsoft Edge, Google Chrome, and Safari. If a student has trouble downloading the secure browser, please have them contact technical support.

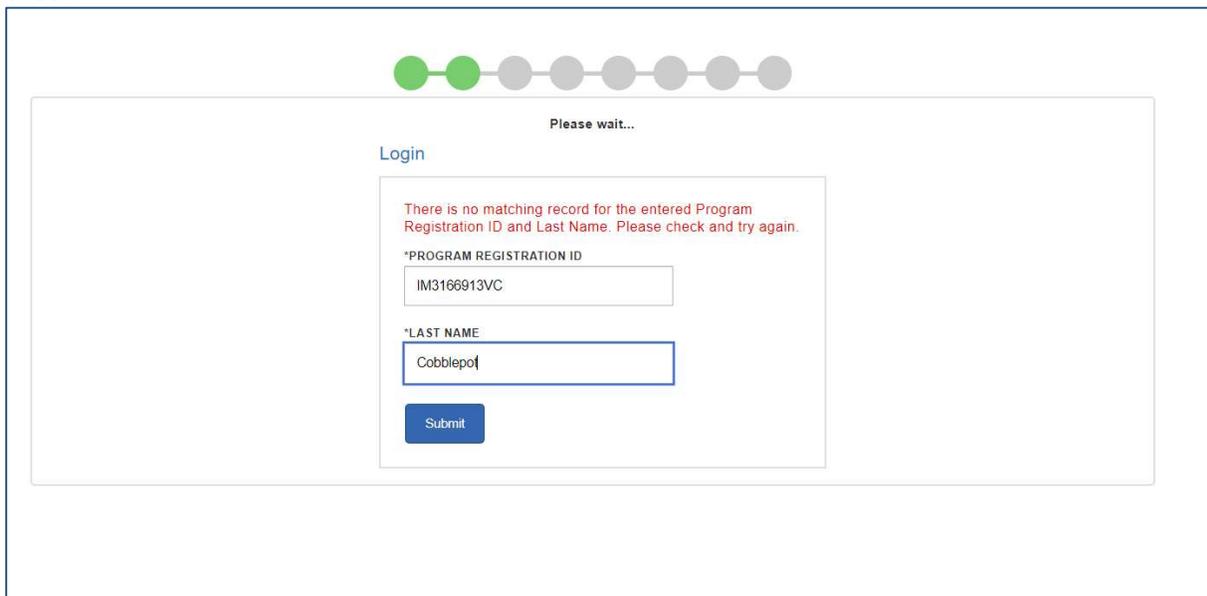


Once a student has successfully downloaded and opened the secure browser, select the green button to "Start My Remote Proctored Test"



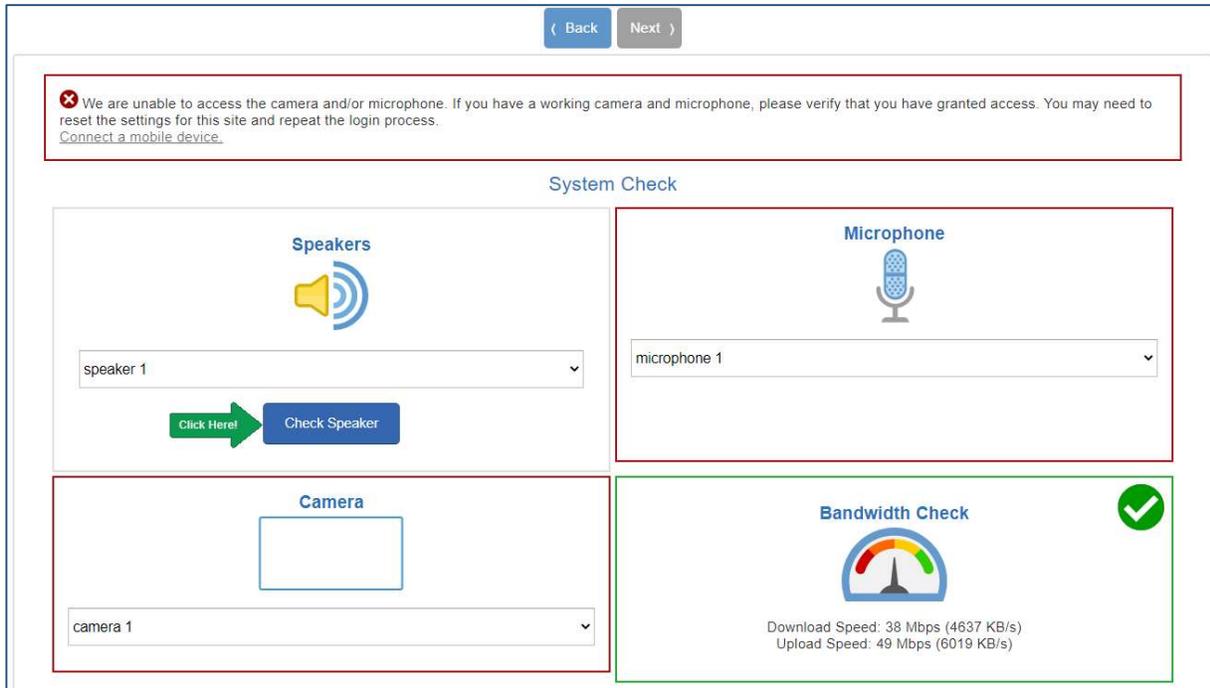
(System Check landing page pictured above)

This will be the first page the student sees once they click on the exam session link in their email. The student will have to enter their session number to proceed to the login page, then the system check.



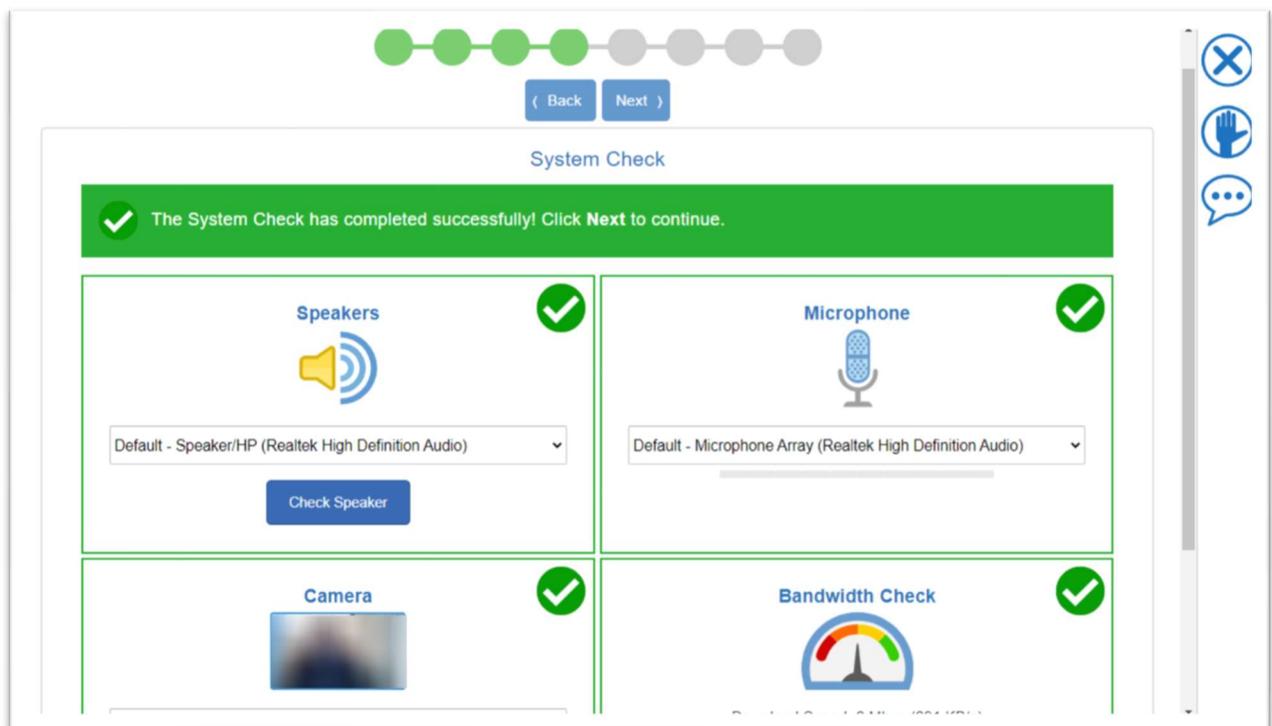
(Login pictured above)

The student will log in with their program registration ID (provided in email) and their last name.



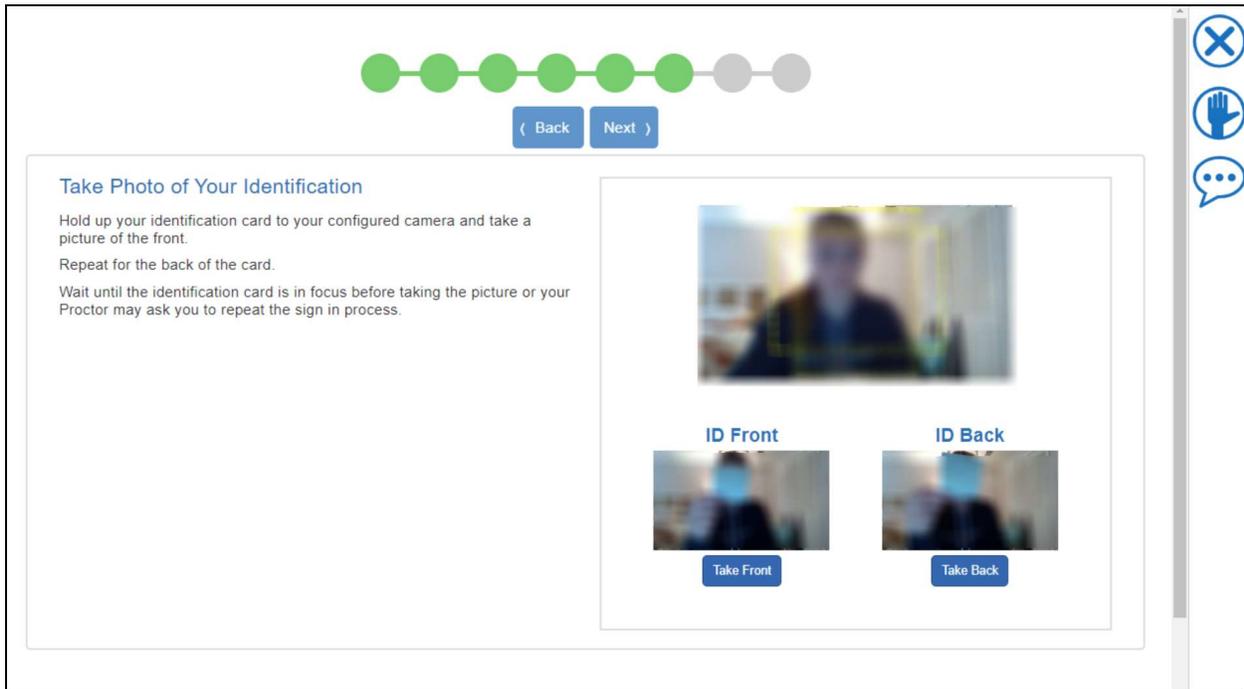
(System Check pictured above)

The remote-proctor system will check the student's bandwidth, working camera and microphone to make sure all items are working properly.



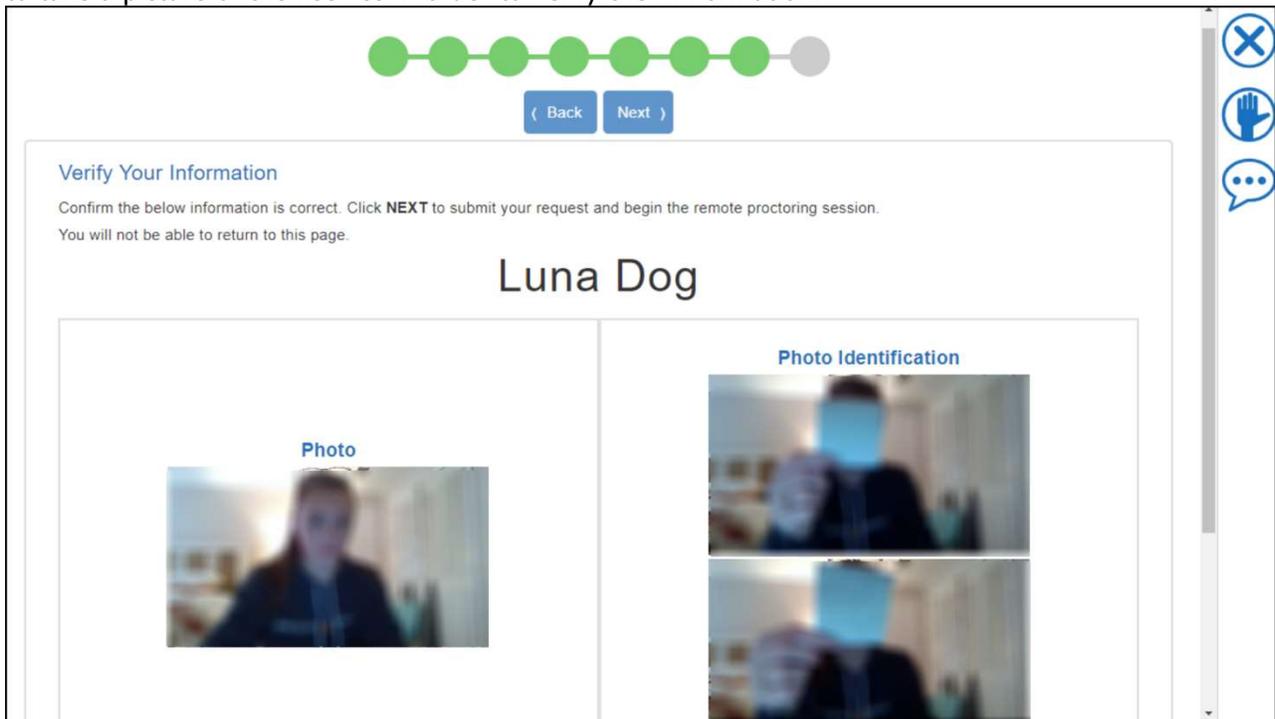
(System Check Completed pictured above)

Once the system check is completed, the student will need to provide photo identification.



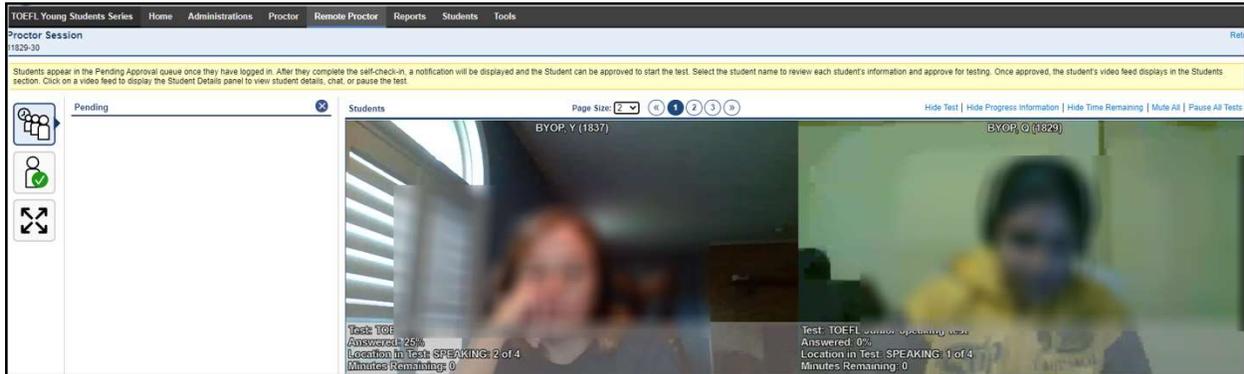
(Photo Identification pictured above)

The student must take a picture of their state-issued ID (full front and full back), and will be asked to take a picture of themselves in order to verify their information.



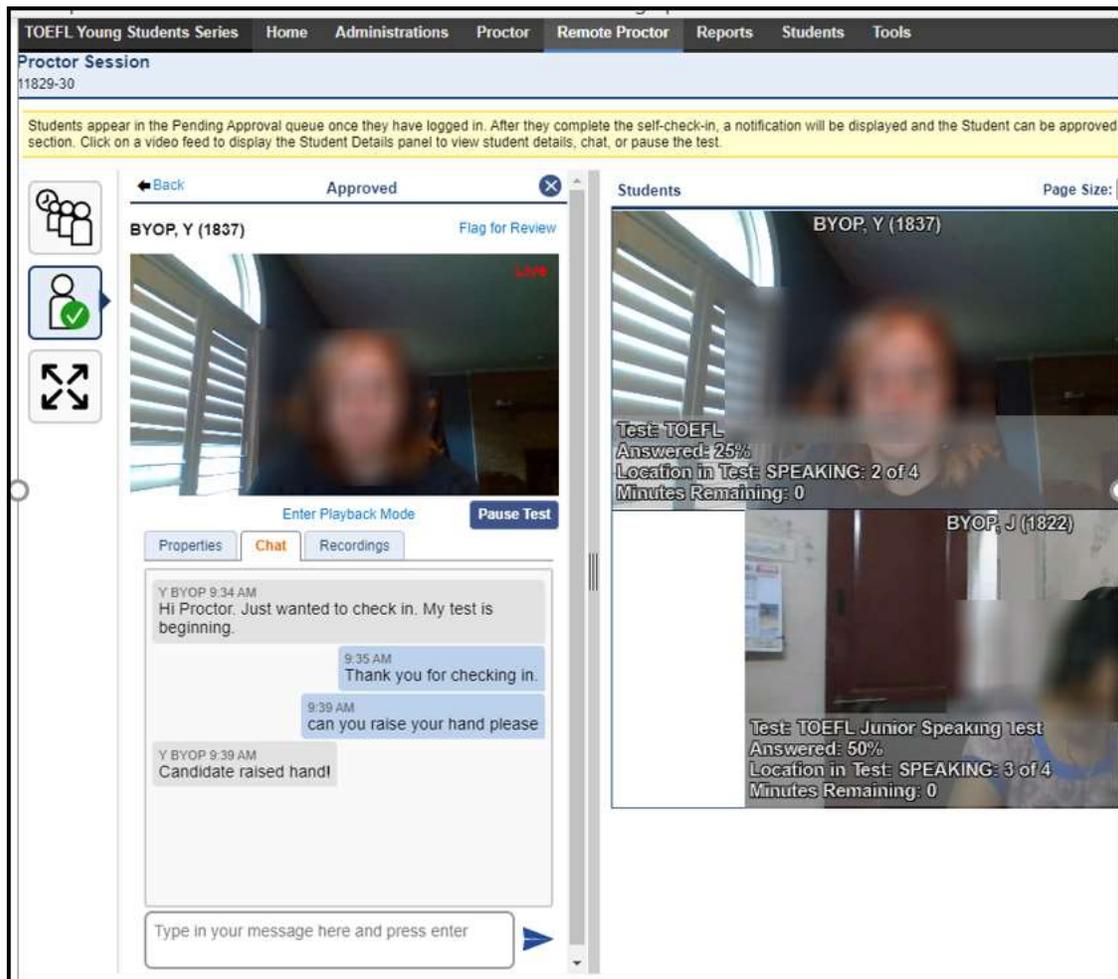
(Identity Verification pictured above)

Once the student confirms their information and selects Next, they will be placed in a queue to allow the proctor to confirm the student's identity.



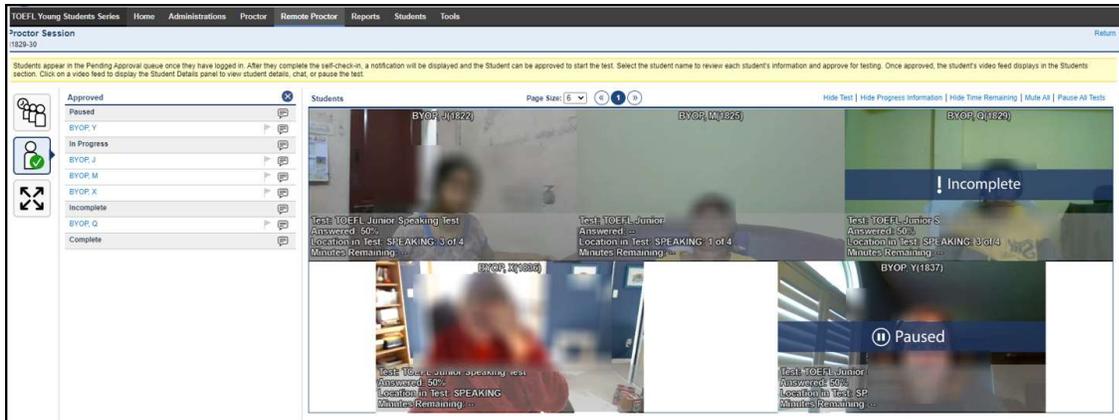
(Pending Identity Confirmation Queue pictured above)

The student will need to be placed in a queue until the proctor approves their identity and identification.



(Approval Page pictured above)

Once the proctor approves a student's identity the student can start their exam.



(Exam Session pictured above)

The status of a student's exam will change depending on where they are on their test. Please note: If an exam gets paused by the proctor, the proctor must approve the student to return to exam session.

### Self-Proctor Administration Guide

- Implementation will not involve high-security remote-proctoring tools
- Caution is advised when interpreting individual students' performance, as well as when comparing scores to scores from a previous administration and when making inferences based on the national comparative data provided on the score reports and norm tables.
- The integrity of self-proctored administrations relies on the honor system and codes of conduct of the educational institute.



(Exam page pictured above)

Once the student has successfully downloaded the secure browser. The student will click on the blue option to complete the self-proctored exam.