COMAT

PROCTOR GUIDE

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COMAT Portal Administrator and Proctor Responsibilities

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

- Proctor responsibilities
- Examination administration preparation
- Proctor portal use
- Exam administration
- In-person proctoring
- Remote proctoring

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 proctors are to:

- Maintain a secure testing environment for the test administration
- Familiarize with the guidelines for COMAT according to the specified procedures
- Run required system checks to ensure the adequate bandwidth and internet connection of the testing site (remote, 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
- Minimize any disturbances to examinees during test administration
- Ensure that examinees are monitored throughout the examination and maintain the security and integrity of the examination
- Familiarize with the site emergency and evacuation procedure

Examination Administration Preparation

The COMAT administrator and proctors should establish the administration process, which includes distributing the examinee launch codes and the proctor code for the in-person proctoring administration. Additionally, they should confirm that the portal administrator's roster of examinees and subjects assigned for each administration matches the proctor's roster that is generated before the test administration. This should include noting any examinees who have been granted special accommodation.

Prior to any COMAT administration, the COMAT administrator should instruct the proctors in how to respond to specific irregular behaviors, such as copying answers, permitting others to copy answers, possessing 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 protocol in case of fire, dangerous weather, or prolonged power outages and be prepared to communicate it to examinees 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

Remote Proctor Recommended Arrangements

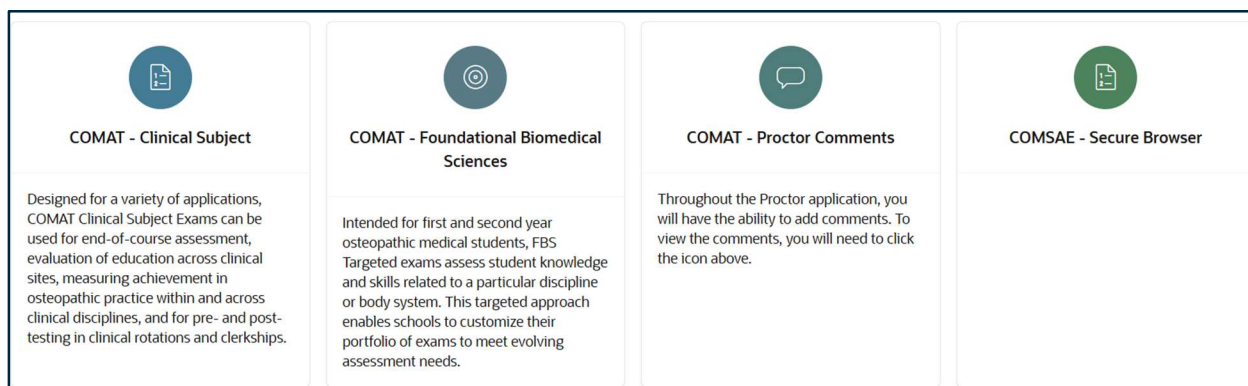Remote monitoring should consider the following arrangements:

- Proper technical infrastructure to support prolong streaming
- Additional monitor(s)

Proctor Portal Use

1. To connect to the proctor portal, enter www.nbome.org into the browser address bar and log in.
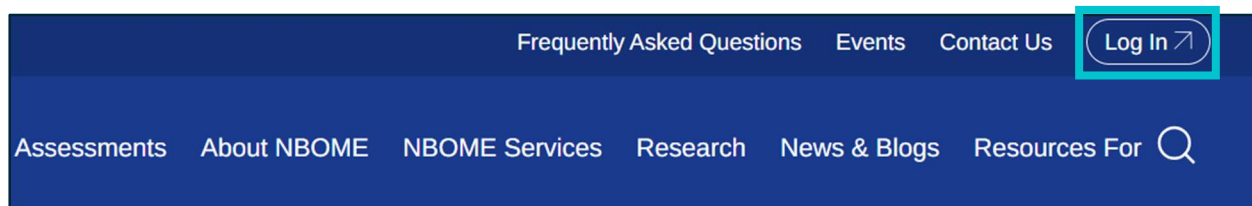
2. In the proctor portal, you can choose between the COMAT Clinical Subject, COMAT Foundational Biomedical Sciences, COMSAE, and COMAT Proctor Comments tiles.

COMAT - Clinical Subject

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.

COMAT - Foundational Biomedical Sciences

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.

COMAT - Proctor Comments

Throughout the Proctor application, you will have the ability to add comments. To view the comments, you will need to click the icon above.

COMSAE - Secure Browser

3. In the proctor portal, you can generate launch and proctor codes, view lists of examinees, and activate a COMAT remote exam session (see image below). It is recommended that you become familiar with this site, as you will use it before and during each examination administration.

4. You have the following COMAT tiles:
   - For in-person proctoring
     a. Generate Proctor Codes
     b. COMAT Clinical Roster (which assists in retrieving launch codes)

   - For remote proctoring (full remote proctoring guide available in Portal under Resources)
     a. Remote Proctor (lists all examinees along with registration IDs and session codes),
     b. Activate Session tile (which starts the remote-proctoring exam session)
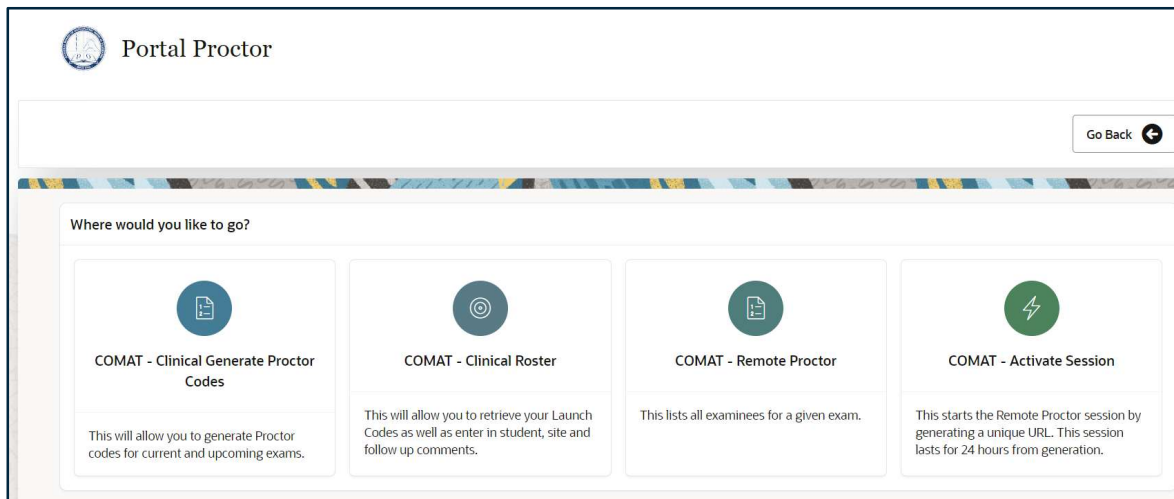
Obtain Launch Code and Generate Proctor Code (In-person)

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

An individual launch code is generated for each examinee for each COMAT discipline examination they take. It is the key to a 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 examinee (e.g., SU9999999LL).

The launch codes and the proctor codes should always be kept secure.

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

It is highly recommended that you confirm the examinees' names, examination(s) to be taken, and test dates against the COMAT Administrator's roster. If there are discrepancies, contact the COMAT Administrator.

Issues with Proctor Code

If there is a delay or interruption and the proctor code has expired, you can generate a replacement code. If an examinee tries to log in to an examination after the proctor code has expired, a new proctor code can be generated at the examinee's request. You may generate a set of proctor codes with different start time 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.

- For Clinical, proctor codes are valid for 2 hours and 20 minutes.
- For FBS-Comprehensive, proctor codes are valid for 4 hours and 20 minutes.
- For FBS-Targeted, proctor codes are valid for 2 hours and 20 minutes.

Examination Administration

Personal Items

Before examinees 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
- Radio
- Reference materials (books, notes, papers)
- Briefcases, luggage, or coats
- Beverages or food of any type, unless pre-approved by the COMAT portal administrator as accommodation

As examinees 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

Examinees will be provided with the launch code as they enter the test site. Alternatively, it can be placed at their workstation (i.e., in an envelope at their desk). You can announce the proctor code, or you can include it with the launch code. Entering in the examinee's launch code and the proctor code will launch the correct discipline examination on that computer for that examinee. It is the COM's decision on how to begin the examination administration.

Supervising the Examination

Observe the examinees to ensure that:

- No one has anything on their desks other than their computer (COM may elect to allow pen/pencil and blank pieces of paper)
- If COM provides the blank paper, collect at the end of the exam to shred (or have student shred on camera in front of proctor)
- No one is copying contents of the test or using recording/filming devices during the examination
- All personal items are absent from the examination site
- No one is communicating with another examinee in any way

Answering Questions Regarding Test Items

You 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. Inform the examinee that they may provide an item-level comment prior to moving to the next item. Identify the item on the proctor log and record the examinee's issue under Examinee 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, 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 prior to completion, please document the incident in the proctor comments log.

Irregular Incidents

You 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 that you email 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. You should address these behaviors.

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. 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

Emergency and 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 content and results by shutting down the computers (if time and circumstances permit) and providing instructions 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. If such a situation interrupts the examination, you should resume the examination at the place where the examinees 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 be presented requesting feedback from the examinee.

Multiple Examinations

If an examinee is to take more than one COMAT examination in one sitting, a new launch code will be needed. A new proctor code may be needed 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
ITS	Technical issues that arise while launching and after the test	(800) 514-8494 support@testsystems.com	8:00 am – 8:00 pm ET
NBOME Client Services	Issues that arise prior to launching the exam	(866) 479-6828 ClientServices@nbome.org	8:00 am – 5:00 pm CT
COMAT Portal Administrator	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 the 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, 2025, 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 Catalina 10.15.7 and Safari 15. Retiring support for Mac OS 10.14 and Safari 13 and 14. The latest version of Mac products can be downloaded from the Mac Support site.

iPad

iOS 16 on iPad 5th generation or newer, iPad Air 3 or newer, iPad Pro (retiring support for iOS 15)

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