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# Special Town Hall

LockDown Browser/Respondus Monitor

*Continuing The Journey: From Good To Great*

# The Journey

- Impact of COVID-19
- Prior research revealed costly implementation and annual Fees
- Commission's announcement to retire the RP legacy exam

# The Goal

Implement a system that would:

- allow members to take exams at their convenience without an in-person monitor;
- detect misconduct in exam taking;
- protect the value and integrity of NAP membership and credentialing programs;
- reduce the burden and reliance on our volunteers to schedule and monitor exams; and
- provide a cost-effective solution to our our members, the association, and non-members.

# The Project Team

C.J. Cavin, PRP, Communications Committee, Chair

Donald Garret, PRP, Organizational Effectiveness Committee, Chair

Cyndy Launchbaugh, Executive Director

## **Commission on Credentialing**

Thomas “Burke” Balch, PRP, Chair

Susan Eads Role, PRP, Vice Chair

Frances Jackson, PRP

James H. Stewart, PRP

Jeanette N. Williams, PRP

Darlene T. Alen, PRP

Rosalie H. Stroman, PRP,  
Credentialing Administrator

## **Membership Registration and Examination Committee**

Patricia Cauley, PRP, Chair

Cindy Hinckley, PRP

Mary Alice Oldfield, PRP

Linda Smallwood, PRP

Kathy Boyer, PRP

Ramona Jeffries, PRP

Steven Walls, PRP

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# Exam Monitoring Changes

LockDown Browser/Respondus Monitor  
Overview

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## **Purpose of Pilot Program**

- Allows the option of monitoring software instead of an in-person monitor; and
- Aligns software with Commission on Credentialing requirements.

## **Three Platforms**

- Schoology
- Respondus LockDown Browser
- Respondus LockDown Monitor

## **One User Experience**

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# Schoolology

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# Schoology

- NAP's Learning Management System for administering the new credentialing system;
- NAP's delivery system for full courses administered by the Professional Development Committee; and
- NAP's platform for membership exam during the LockDown Respondus trial period.

# **Respondus LockDown Browser**

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# Respondus LockDown Browser

- Respondus LockDown Browser® is a custom browser that locks down the testing environment within Schoology. When students use LockDown Browser to access an assessment, they are unable to print, copy, go to another URL, or access other applications. Students are locked into an assessment until it is submitted for grading.

# Respondus LockDown Browser

- Respondus LockDown Browser is a client application that is installed to a local computer. Both the Windows edition and the Mac edition of the browser are based on Google's open source Chromium framework. Students do NOT need Google's Chrome browser installed; nor will this version affect a Chrome browser that's already installed.

# Respondus LockDown Browser

- LockDown Browser creates a “locked” testing environment for Schoology assessments and includes the following features:
  - Assessments are displayed full-screen and cannot be minimized
  - Assessments cannot be exited until submitted by users for grading

# Respondus LockDown Browser

- Task switching or access to other applications is prevented
- Printing functions are disabled
- Print Screen and capturing functions are disabled
- Copying and pasting anything to and from an assessment is disabled
- Right-click menu options are disabled (Windows); key + click options are disabled (Mac)

# Respondus LockDown Browser

- Browser menu and toolbar options are disabled except Back, Forward, Refresh and Stop
- Function keys (F1-F12) are disabled
- Source code for the HTML page cannot be viewed
- URLs cannot be typed by the user
- Hundreds of screen capture, messaging, screen-sharing and network monitoring applications are blocked from running

# Respondus LockDown Browser

- The browser automatically starts at the institution's login page for Schoology
- Links in questions that point to other servers don't compromise the "locked" testing environment
- Pages from the assessment aren't cached or stored in the browser's history listing
- And many other features...



## **Respondus LockDown Browser**

- LockDown Browser is not intended to replace the browser used by facilitators or participants within Schoology. LockDown Browser is only intended for use while taking assessments that have been prepared for use with LockDown Browser.

# Respondus Monitor

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# Respondus Monitor

- Respondus Monitor is intended for when a human proctor is not observing test-taking and uses webcam and video technology to ensure the identity of students and to deter other forms of cheating (using a second computer, accessing a mobile device, etc.).

## **Respondus Monitor**

- After an exam, the evaluator can access the webcam recordings and other information about the assessment environment, all within the learning system.

## **Respondus Monitor**

- The Respondus Monitor functionality is built into the LockDown Browser client. Similarly, the LockDown Browser server plugin contains the features required by Respondus Monitor.

## **Respondus Monitor**

- Participants will complete an environment scan that will use a webcam to capture the participant's surroundings before starting each exam or quiz.
- More detailed instructions will be provided to each examinee

# Pilot Timeline

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## Pilot Timeline

- March 10 – NAP Townhall
- March 14 – Halt all testing in preparation of pilot launch
- March 17 – Pilot Launches
- April 18-20 – Recommendation to NAP Board
- April 30 – Pilot Ends



# Pilot Timeline

- During the pilot all membership exams will be conducted using LockDown Browser and Respondus Monitoring.
- In the RP credentialing system, the quizzes in Parts 1 through 7 of Step One will also use LockDown Browser and Respondus Monitoring. They will not be used for Part 8 of Step One, nor for Steps Two or Three, all of which permit and require candidates to refer to RONR, RONR in Brief, and sometimes other parliamentary materials.

## **Pilot Timeline**

If pilot is successful and the NAP Board approves implementation, members will be informed, and the exam rules will be modified to require Respondus for Membership Exam and RP Quizzes Step 1 Parts 1-7.

# Pre-submitted Questions

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# Pre-submitted Questions

Will there be a cost?

## **Pre-submitted Questions**

When did the  
Commission decide to  
monitor the Step One  
RP exams?

## Pre-submitted Questions

[C]oncerned that a commercial platform product may not address all of the exam requirements, nor be flexible enough to accommodate all three steps. It certainly won't provide for the testing requirements of those without computer access in the digital divide, in particular, my students who are currently in prison. There are others without this capability as well: the blind and those with diminished motor nerve functions. Without addressing these access issues, NAP may be in violation of ADA requirements to "provide reasonable accommodations."

## **Pre-submitted Questions**

What software or files, if any, will proctors be required to download or install on their personal computers?

## **Pre-submitted Questions**

In addition to the testers, how will the proctors be observed under this process?





# Questions?

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