The Launching of Respondus Monitor and Lockdown Browser

The purpose of this notice is to inform current and future RP candidates as well as those who plan on taking the NAP Membership Exam, of a change in the testing process. Beginning March 17, 2022, NAP will pilot the use of a web-based testing security system called Respondus. Respondus has two components: the monitoring component and the lockdown browser component. The monitoring component uses the candidate's embedded camera to monitor the candidate's activities during the testing process. The lockdown browser prevents candidates from taking screen shots of the exam or quiz or browsing the web to search for answers to questions.

The pilot will last for approximately six weeks. Any RP candidates taking quizzes in Step One, parts 1 – 7, and any members taking the NAP Membership Exam, will be required to install and use Respondus. Please note! Part 8 of Step One of the RP credentialing process is NOT part of this pilot.

Respondus has been installed on Schoology. Those taking the NAP Membership Exam and those taking the RP Step One, Parts 1-7 quizzes will need to install Respondus Lockdown Browser on the device on which they will take the membership exam and the RP quizzes. Instructions for installing Respondus Lockdown Browser (which will also activate Respondus Monitoring) and the system requirements are listed below.

In addition to the resources listed below, NAP has also created a video that provides step-by-step instructions on how to install Respondus. Please copy and paste the following link into your browser: https://www.parliamentarians.org/lockdown-information/. Along with the demonstration video, this webpage includes a recording of an NAP Town Hall that explains the pilot process, the reasons for implementing Respondus, and other informational materials.

The following are resources that can be found on the Respondus website and includes videos, system requirements, and technical support links. These resources may be accessed before Respondus is installed on your device:

Resources:
- https://support.schoology.com/hc/en-us/articles/221681388-Taking-A-Schoology-Test-Using-the-Respondus-LockDown-Browser
- PDF: Quick Start Guide for LockDown Browser and Respondus Monitor
- VIDEO: https://www.youtube.com/embed/i9D4AZIP_C0?rel=0&autoplay=1
- VIDEO: https://web.respondus.com/lockdownbrowser-student-video/

System Requirements

- **Windows:** 11, 10, and 8. Details
- **Mac:** macOS 10.12 to 12.0+
- **iOS:** 11.0+ (iPad only). Must have a compatible LMS integration. Details
- **Chromebook:** Details
- Web camera (internal or external) & microphone
- A broadband internet connection

Technical Support

· A link to Student FAQ's: https://support.respondus.com/hc/en-us/sections/4409607115931-Student-Support
· A link to more information on Respondus Monitor Live Chat Support: https://web.respondus.com/student-help-livechat/
· A link to more information on Help Center: https://web.respondus.com/monitor-helpcenter/

If you are having difficulty launching Respondus on your device, please contact: CJ Cavin at NAP Headquarters at communications@nap2.org.

Once Respondus is installed, candidates are strongly encouraged take the practice exam. There are two practice exams. Those preparing to take the NAP Membership Exam will use the exam listed for NAP University. Registered Parliamentarian candidates will take the one for the Commission on Credentialing. Both exams will allow candidates to test the compatibility of their system with Respondus. Taking the practice exam will also allow candidates to become familiar with Respondus and provide the opportunity to identify and resolve any technical issues that may interfere with the use of this technology before they start taking actual quizzes or the membership exam

It is preferred that candidates will use either a mobile webcam, or have a mobile device (e.g., laptop or tablet) with an embedded camera that will allow them to perform a 360-degree scan of their environment. NAP has written its own instructions on how to perform the environmental scan. At the end of those instructions is a note for those candidates who have an embedded camera on a non-mobile device (e.g., a computer monitor). In addition to the camera, there must be a microphone activated throughout the testing process at a level sufficiently high to pick up any sounds in the room. This scan will be required every time you take a quiz or exam on Schoology that has been placed under Respondus.

Also, during the start-up process of using Respondus on Schoology, candidates will be required to display a government-issued identification document, e.g., drivers license or passport. Videotaping your identification will also be required every time you take a quiz or exam on Schoology that has been placed under Respondus.

Once candidates have installed Respondus on their device, Windows and Mac devices have Help Center functionality built into the Browser (see the above link). For iPads, there is a

button that allows candidates the ability to report an Issue. This functionality allows candidates to run diagnostics (e.g., poor internet connection, etc.) on their device before they begin whichever exam they are taking. This allows candidates the opportunity to make certain changes (e.g., have others at the location turn off Netflix, Xbox etc.) before beginning the membership exam or the RP Step One quizzes.

Candidates also have access to Live Chat with a member of the Respondus Technical Team once they begin the Respondus Monitor Start Up Sequence for a Step One quiz, or the NAP Membership Exam, but not during the period when actually completing these tests. Live Chat is available 24/7, 365 days a year (see the above link).

Once candidates begin actually taking the membership exam or a Step One quiz, they cannot engage with Live Chat. Once a quiz has been submitted, Live Chat is again available.

During the pilot, candidates will not be required to pay a fee to use Respondus. However, if the decision is made to permanently use Respondus, there will be an additional $15 fee that each candidate will have to pay directly to Respondus. This fee covers Respondus for all exams/quizzes for one year.

Once candidates complete the exam or a quiz, they will be contacted via email and asked to complete an evaluation. While completing this evaluation is optional, the results of the evaluation will be crucially important in making the determination on whether to permanently use Respondus for future tests. Your cooperation in completing the evaluation is appreciated.

Environmental Check in Respondus

All candidates taking the Membership Exam and the RP Step One quizzes, parts 1-7 of the RP credentialing process will be required to perform a scan of their environment during the start-up process of using Respondus. The scan MUST be performed with the device that will be used to take the membership exam and the RP Step One quizzes. Candidates must use either a mobile webcam, or the embedded camera from their mobile device (e.g., laptop, tablet, phone). If a candidate has an embedded camera located on a non-mobile device (e.g., pc monitor), please read the note at the end of this notice for instructions on how to perform the environmental scan.

The purpose of the environmental scan is to ensure that the room in which the membership exam or RP quizzes will be taken is clear of papers, books, and other resource material (including other people). If one is wearing a hair covering, please ensure that it does not obscure your face. If you have multiple monitors, make sure only one is turned on.

Using either a mobile webcam, or the embedded camera on your mobile device, candidates will slowly scan the room in which the quiz is being taken. You must ensure that you are recording all 360 degrees of your environment and desk/table area. This includes the areas beside, behind, under, and above the table or desk that will be used for the quizzes. The system is programmed to record the environmental scan for one minute and 15 seconds. However, make sure you do a full scan of your environment. The video will record your full scan, even though only a part of it will be shown in the environmental scan portion of the video.

Candidates are advised to check if your video is fuzzy or blurry prior to doing the environmental scan with Respondus. If the video cannot be clearly viewed, it is the responsibility of the candidate to have that corrected prior to taking the membership exam or RP quizzes.

No outside sources may be used with the membership exam or RP Step One, parts 1 – 7. Outside sources include, but are not limited to cell phones, smart watches (or any other device that allows for internet access), books, notes, tablets, iPods, headphones, music, or a television. Previously, RP candidates taking quizzes in Step One, Parts 1-7 were allowed to have a blank sheet of paper at the exam. With the installation of Respondus, that is no longer allowed. Make sure there are no papers, documents, books etc. in the testing environment. Candidates taking the NAP Membership Exam are still allowed to have a blank of sheet of paper at the exam. Make sure you hold up this sheet of paper and scan it on both sides.

Every effort should be made to ensure the testing environment is quiet and free of distractions. In addition to the environmental scan, candidates are also required to show a government-issued photo ID prior to taking each quiz.

The following steps are to be used for the scan:

1. Do a 360-degree pan of the room. <u>Slowly</u> move the device with the embedded webcam or the mobile webcam to ensure that each corner of the room and all of your table or desktop area is scanned. It is also important to lift your device to scan the area above your desk/table.
2. Do not move the device or mobile camera too quickly, or the video will not be clear and won't be accepted. Again, you must show each corner of the room, the walls, and your table/desktop area.
3. Once the scan is complete, you may replace your laptop or mobile device back on the table or desktop where you intend to use it.

Respondus Monitor will use your camera to monitor your actions throughout the exam. Respondus will flag any action that appears suspicious. Once flagged, the video will be viewed by a NAP staff or a member of the Commission On Credentialing, and a determination made if suspicious behavior did occur during the exam. Candidates may be contacted to discuss any behavior that appears to have violated the rules on test taking. Candidates are advised that if it is determined that the rules on test taking have been violated, certain penalties may be imposed.

NOTE: Doing the Environmental Scan With A Non-mobile Device

If you are not using a mobile camera, but have an embedded camera located on a non-mobile device, please follow these instructions for doing the environmental scan:

1. Obtain a mirror large enough to allow you scan the room.
2. Ensure the area is free of papers, books, phones, etc.
3. Position the mirror in the front of the embedded camera.
4. Slowly, move the mirror to scan all areas of the room, paying particular attention to the areas above and below the desk/table where the exam will be taken.
5. Review the video to ensure it shows a 360 degree scan and that all areas of the room were recorded.

The instructions for the environmental scan were adapted from: McNeese State University, 2018. How to complete the environmental check (Scan) in Respondus.