

Administrator Frequently Asked Questions

Why has my session been assigned to remote proctoring with ProctorU?

Schools and colleges of pharmacy with a testing cohort of 19 students or less are required to test with ProctorU. Students must still complete the two-step registration process for the Pharmacy Curriculum Outcomes Assessment® (PCOA®). To learn more information about remote proctoring with ProctorU, including test day expectations, please visit <https://www.proctoru.com/proctoru-live-resource-center>.

Can we serve a meal or snack before or after the PCOA is administered?

Yes, however the meal should not prevent check-in from starting *at least one hour* prior to the start time. It is best to provide this gesture to the students *after the exam* to ensure no interruptions occur. In NABP's experience, a meal or snack served before the start of the PCOA tends to cause the students to delay checking in which in turn delays the start of the assessment.

Before the student roster deadline, what should I be checking?

The student roster should comprise an accurate list of students assigned to the PCOA testing session. If you notice that students are missing from the list when comparing against your school or college of pharmacy roster, communicate with the students to ensure they have signed up for an e-Profile ID and registered for the PCOA. If the student roster is not finalized before the deadline, a \$25 administrative fee will be assessed to each student added after that date.

Am I able to make changes after the deadline dates?

Yes, but changes made after a posted deadline impacts the test administration logistics such as obtaining, training, and securing the appropriate number of proctors; the test delivery system; and the Americans with Disabilities Act (ADA) accommodations review process. Changes made after the deadline dates will result in an administrative fee of \$25 per student invoiced to the school or college of pharmacy. Late or incomplete ADA applications will not be reviewed; however, students may continue to test without accommodations. To ensure a smooth test administration, any changes needed should be directly communicated to the PCOA team at NABP and not to the proctoring company. Examples of changes include, but are not limited to, late session registrations, late student registrations, late student roster assignments, no-shows (including excused absences), and late room changes (date, time, and room).

Should the school prepare a seating chart to make sure the students are randomized during the PCOA?

No. The proctoring company will randomly assign seating to the students independently.

If a computer lab is used instead of the students' individual computers, how can the administrator test to ensure the WebLock software is properly installed on the computers for students?

Test the computers at this link:

<https://app.fasttestweb.com/FastTest/browserlockdown/app#/weblock/>. The WebLock software should be downloaded prior to the testing date.

The computers should already be turned on and navigated to the Examinee Login website: <https://app.fasttestweb.com/testing/pr/20/2>. The recommended browsers are the most current versions of Mozilla Firefox, Google Chrome, Apple Safari, or Microsoft Edge.

What do I need to prepare in advance of my PCOA testing session if I am anticipating students needing ADA testing accommodations during the PCOA?

If you anticipate students will be granted extra time to take the PCOA, plan to reserve the testing room for the appropriate extended amount of time. If you anticipate students will be granted a separate room, each student will need their individual testing space reserved in advance of the testing session. NABP recommends arrangements be made several weeks in advance.

What can the school or college of pharmacy do to prepare in advance of a technological issue?

- If possible, ensure the computers for testing are connected via hardwire instead of using the WiFi, as ethernet cables provide quicker and more reliable internet connections.
- Have the on-site technical representative bring several backup computers to the testing room on test day.
- The on-site technical representative should be present throughout the testing process (from check in to the end of the test), and must be in the same building as the testing session, if not within the room itself.