NAPLEX Advantage™

Administrator Guide

NAPLEX Advantage Guide for Administrators
2023-2024 Academic Year

Mission Statement of the National Association of Boards of Pharmacy
NABP is the independent, international, and impartial Association that assists its member boards in protecting public health.

Vision Statement
In**n**ovating **a**nd colla**b**orating today for a safer **p**ublic health tomorrow.

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Introduction to the NAPLEX Advantage

By providing an exam-day-like experience as well as enhanced performance reports to guide study plans, the NAPLEX Advantage™ enables schools and colleges of pharmacy to both assess the readiness of and help students prepare for the North American Pharmacist Licensure Examination® (NAPLEX®).

The NAPLEX Advantage provides a suite of services that help schools and colleges prepare their students for the NAPLEX via the following benefits:

1. **Exam-Day Experience:** The NAPLEX Advantage practice exam is designed to be delivered on the school campus in a closed, secure testing environment. This guide will help school administrators create an experience similar to sitting for the actual high-stakes exam.
2. **Unique Practice Exam:** The NAPLEX Advantage practice exam delivered to students is unique to the NAPLEX Advantage service. All items in the NAPLEX Advantage practice exam were previously utilized on past NAPLEX iterations and are not included in any stand-alone Pre-NAPLEX® exams. This ensures test items remain fresh and relevant, delivering a valuable practice experience to help prepare for the actual NAPLEX.
3. **Performance Data:** Your school and each respective student who completes the practice exam will receive performance reports. Individual performance reports will include overall scaled scores (whether pass or fail) as well as a breakdown of performance across each of the NAPLEX competency areas. Schools and colleges will also receive aggregate data for each cohort of students that sit for the NAPLEX Advantage practice exam.

Overall, NAPLEX Advantage is a superior tool for guiding students' study plans as they prepare for the NAPLEX exam. Further, NAPLEX Advantage may be utilized for any P-level cohort and aggregate data provided to the schools may assist in analyzing trends and evaluating curricula or providing other resources for students.

Contact Information
Schools and colleges of pharmacy with questions regarding purchase, materials, or administration of the NAPLEX Advantage may contact NABP at Advantage@nabp.pharmacy.

Test Administrator Responsibilities
When administering the NAPLEX Advantage, it is vital that an appropriate testing environment be maintained to ensure students receive an experience as close as possible to taking the NAPLEX. This means you must keep the exam area secure, conduct testing according to the instructions in this guide, prepare and supervise any proctors, and ensure students do not bring prohibited items into the test room. Maintaining a secure testing environment also ensures results are insightful regarding students' readiness for the NAPLEX.

Briefing Session for Proctors
Before you administer the NAPLEX Advantage, you should hold a briefing session with all proctors to assign and discuss responsibilities. These responsibilities include:

- registration and administration procedures;
- location and room(s) for exam day;
- seating;
- distribution, collection, and security of the examination and any materials;
- vigilant surveillance of the exam room;
- assignment of individual duties and stations; and
- preparation for possible emergencies.

Proctor Responsibilities

During testing, proctors are expected to perform the following responsibilities:

- assist with the check-in, verification, and seating of students;
- assist the administrator with the distribution and collection of scratch paper;
- ensure that each student is working independently by walking quietly about the room (soft-soled shoes are recommended); and
- maintain an appropriate testing environment.

Proctors must refrain from any conversation or activity that could disturb or distract students from their exam. Proctors may not eat, converse, read, engage in personal activity, or access electronic devices in the test room. Only students and the authorized on-site technical support are allowed in the test room during the NAPLEX Advantage once the administrator begins reading the script.

If a student's exam is invalidated or if there is student misconduct (see page 10 for more information), proctors should send a report via email that contains the relevant details, including the date of the exam, the observed behavior and proctor response, and any other pertinent information the proctor wishes to share to Advantage@nabp.pharmacy.

Exam Day Sequence

The administrator and proctors should arrive at the test room at least one hour before the planned start time for the NAPLEX Advantage. The check-in process should begin at least 30 minutes before the exam start time. High volume check-ins (more than 100 students) may require additional time, so please plan accordingly.

Although the sequence below may vary, exam day schedule should include the following:

1. early arrival by administrators/proctors to allow for adequate setup time;
2. a review of assignments with proctors;
3. checking in students as they arrive, which includes verifying identification and the distribution of scratch paper with individual logins;
4. seating students;
5. reading the prepared script;
6. starting the session in the ExamStudio Proctor Console;
7. providing any in-room and/or dismissal instructions on a projector or whiteboard;
8. collecting scratch paper as each student completes the exam; and
9. dismissing students upon completion.

School/College of Pharmacy Required Resources

Schools and colleges of pharmacy are expected to provide the following resources when administering the NAPLEX Advantage:

- assigned test room(s), which are available at least one hour prior to the start time of the exam (to allow at least 30 minutes for setup and 30 minutes for student check-in);
- check-in area, including tables and chairs;
- protocol for emergencies;
- a technical support person to aid in the event of technical issues;
- continuous and reliable internet access and power for all students; and
- additional devices with ExamStudio Secure Browser pre-installed for backup in case students experience technical issues.

Preparing Devices and Proctor Console

Any laptop or computer running Windows 10 or 11 or MacOS 10.10 or above (including personal and school-issued devices) can be used to administer the NAPLEX Advantage. ExamStudio Secure Browser should be pre-installed before the day of the scheduled exam. Note that the exam software **IS NOT** compatible with tablets, but the ExamStudio Proctor Console **IS** compatible with tablets (for use by proctors only).

Installing and Testing the ExamStudio Secure Browser

Before test day, the secure browser must be installed on all devices that students will use during the exam. If students are providing their own devices, they are responsible for making sure the software is installed and confirming that it is functional.

To download and install the secure browser, visit the ExamStudio website at *https://securebrowser.examstudio.com/SecureBrowser/downloads*.

Additional Preparation

Before the examination day, all administrators should review this guide in full. In addition, you should have reviewed and prepared the following materials:

- registration rosters in the ExamStudio Proctor Console;
- scratch paper with individual student access codes; and
- pencils.

On testing day, but before students are admitted and seated, the administrator must:

- ensure all administrators are assigned to and understand their tasks as described in the briefing information above; and
- designate a place for students to place personal belongings, which may be inside or outside the test room. School personnel may assist in determining the best location.

Scratch Paper

NABP will provide schools with a printable PDF to create scratch paper upon request. Email Advantage@nabp.pharmacy after registering students to a session to request this document. The individualized scratch paper will contain each student's name, ID, and access code. Each student should only have one piece of scratch paper at a time. If they request an additional piece, the previous paper must be collected.

Security

All NAPLEX Advantage materials must be secured and accessible only to the administrator(s) until the day of the NAPLEX Advantage. The scratch paper must be collected and securely disposed of by administrators post-exam.

Admitting and Seating Students

To complete check-in for students, follow these steps:

1. Review the student's government-issued ID and ensure the name on the ID matches the name in the ExamStudio Proctor Console roster or the NAPLEX Advantage dashboard
2. Change their status from "not arrived" to "verified." Click the "arrived" checkbox next to the student's record in the proctor console as an additional visual indicator of verified students. An option to bulk update statuses is available. You can use the checkbox initially and then update all statuses at once.
3. Seat the student at the location where they will take the exam.
4. After all students have been seated, read the script beginning on page 15.
5. Once the script has been read and any questions from the students have been addressed, start the session by selecting the "Start Session" button in the ExamStudio Proctor Console. You must also type in "START" as an additional confirmation.

Access Codes

You can provide students with their access codes after they are seated, or as the last step of the check-in process, after they have been verified. A process for including them on the scratch paper will be provided by NABP staff prior to each scheduled session upon your request. Contact Advantage@nabp.pharmacy if you would like NABP to provide scratch paper (to be printed) that includes student access codes, rather than an alternative process set up by the school.

Bulk Changes

You can make bulk changes to status for any number of records by selecting the checkbox to the left of their name and then clicking "Batch Update." A pop-up window will appear in which you can select the appropriate status. When you are done, select "Save."

Comfort Aids and Student Accommodations

Schools and colleges of pharmacy are responsible for accommodating students with disabilities in accordance with all federal and state regulations. If the school has approved additional time as accommodation, NABP will need to be notified at least 24 hours prior to the start time of the NAPLEX Advantage exam administration. Only NABP will be able to adjust the testing time as an accommodation for the NAPLEX Advantage.

Except for accommodations for additional testing time, all other accommodations should be handled by the school. Items that are considered comfort aids may be allowed without pre-approval, but the administrator should visually inspect each item during the admission process. Refer to the *NAPLEX/MPJE Candidate Application Bulletin* for a list of common comfort aid items.

Apparent Misconduct or Cheating

If you see a student engaging in suspected cheating or other misconduct, document a complete explanation of the incident, including what was seen and heard and by whom. Suspected cheating can be difficult to handle and requires diplomacy and close observation.

NABP expressly prohibits individuals from engaging in misconduct at all times in connection with any NABP exam or practice exam, including the NAPLEX Advantage practice exam, NAPLEX, the Multistate Pharmacy Jurisprudence Examination® (MPJE®), Foreign Pharmacy Graduate Equivalency Examination® (FPGEE®), Pre-NAPLEX, Pre-MPJE®, or Pre-FPGEE®, including exam questions, answers, question format, profiles or scenarios (individually or collectively "Exam Content"). Misconduct in connection with Exam Content or the NAPLEX, MPJE, or FPGEE includes, without limitation, the following:

- selling, offering, disclosing, or making available any portion or the entirety of Exam Content;
- transmitting, copying, reproducing, requesting, purchasing, receiving, acquiring, or utilizing Exam Content without specific NABP authorization;
- attempting, arranging, or having another individual take an examination on a candidate's behalf; and
- attempting, arranging, or taking the examination on behalf of another candidate.

Additional examples of misconduct during an examination include, but are not limited to:

- taking an examination for any reason other than as intended;
- accessing a smartphone or other electronic communication device;
- using notes, books, reference material, or other study materials;
- attempting to aid others or receive aid to complete the exam;
- bringing any materials, devices, or items into the examination room that may compromise the security or validity of the administration;
- failing to follow an administrator's instructions;
- creating a disturbance of any kind;
- removing or attempting to remove materials from the test center, including scratch paper;
- copying, memorizing, or removing Exam Content;
- tampering with the operation of the secure browser or attempting to access Exam Content for any reason other than taking the exam; and
- leaving the testing room without permission.

Misconduct can involve individuals, candidates, or groups of individuals or candidates, such as classmates, coworkers, friends, family, study groups, organizations, or other entities. Individuals, candidates, or groups of individuals who engage in any of the misconduct described in this or any other exam documentation or bulletin may be subject to disciplinary action as described in the *NAPLEX/MPJE Candidate Application Bulletin*.

Student Questions
You may not answer any student questions about test content before, during, or after the exam. Inquiries on how to use the ExamStudio Secure Browser or any of its functions to complete the exam are allowed and encouraged (e.g., highlighter, strikethrough, or calculator).

Proctoring the NAPLEX Advantage

Please take the following steps while proctoring the exam.

1. Close the doors to the test room at the scheduled start time.
2. Read the initial instructions to the students from the script on page 15 of this guide.
3. Ensure that nothing is in the students' work area except their testing device, scratch paper provided, pencil, and approved comfort aids.
4. During the NAPLEX Advantage exam administration, supervise other administrators/proctors to ensure they are adequately observing the test room and preserving the testing environment. NABP recommends a minimum of at least one administrator/proctor per 25 students.

Testing Complications

Administrators/proctors will reasonably prevent any site administrator or unauthorized individual from entering the test room after the check-in process has begun. Authorized individuals include testing personnel, students, and authorized on-site technical support.

Late Arrivals

If a student arrives after testing is scheduled to begin, they may be admitted under the following conditions and procedures:

- **The student arrives before the test begins but is too late to hear the instructions from the script:** Instruct the student to be seated and wait for further instruction. Once the rest of the students have begun the exam, help the student as quietly as possible.
- **The student arrives after the other students are told to begin the test: The administrator may decide whether to admit late arrivals using their professional judgment or by following established school/college policy.** If admitting a late arrival, an administrator should assist the student in logging in and completing the demographic items before they proceed to the test questions.

If a student arrives late, outside either scenario, they are not allowed to test.

Important: Avoid disturbing students who have already begun testing when seating late arrivals.

Restroom Visits

Students must notify an administrator/proctor before using the restroom by silently raising their hand. They should turn off or tilt screens to prevent others from being able to see the content. The screen should remain down or off until the student returns. A single student may visit the restroom unattended. If multiple students must visit the restroom, they should be accompanied by a proctor.

Withdrawal During the Exam

Illness: In the case of the student withdrawing from the NAPLEX Advantage practice exam because of illness, collect their scratch paper and ensure that the exam has been submitted by

clicking "End Session." Record the time and the reason for the withdrawal using the ExamStudio Proctor Console.

Other withdrawals: If a student withdraws from the NAPLEX Advantage practice exam for reasons other than illness, note the student's name, the reason for withdrawal, and the time of withdrawal using the ExamStudio Proctor Console.

Collect the student's scratch paper and ensure that the exam is submitted by clicking "End Session."

Testing Delays or Interruptions
If technical issues, complications, or any other situations cause a delay or interruption of more than 10 minutes at the beginning of or during the NAPLEX Advantage, the computer should be rebooted, and the student must log in again. Students should continue with the exam at the exact or near (last item answered) position they left prior to the technical issues. All instances should be noted using the proctor console.

Note: Please contact NABP immediately by sending an email to Advantage@nabp.pharmacy with "Urgent" in the subject line if you experience group delays or other significant issues.

Ending the Exam
Students may leave once they have completed the exam. Students must raise their hand when they are finished, and the administrator/proctor assigned to the relevant section of the room must make sure that students leaving early have submitted their exam by clicking "End Session" and turning in their scratch paper.

Tip: Provide these end-of-exam instructions in the testing room. This will assist students in properly closing out the exam and will ensure all exams are 100% completed in the ExamStudio Proctor Console's "Progress" column.

1. Complete the three survey questions (optional – click "Next" to skip)
2. Click the "End Exam" button (bottom left) on the closing screen with the NABP logo.
3. Click the "End Session" button (bottom left) on the final screen.
4. Click the "Exit" button (top right) to shut down the secure browser.
5. Turn in your scratch paper and quietly leave the testing room.

If students are to remain seated after completing the exam rather than leaving, this last step can be adjusted by each college administrator.

Students should also uninstall the ExamStudio Secure Browser after testing.

Exam Troubleshooting

Proctor Console

Once logged into the proctor console, how do I find my college and campus?
All schools are listed in the "Entity" field. You will only see the applicable location when you select the school that your proctor access is assigned to. All sessions within that location will be visible once the location is selected.

When can students start to take the exam?
Once the test session starts, any verified students with their access code can begin their exam. It is recommended to hand out codes and then start the session once everyone is ready and the script has been read.

The proctor console is unresponsive or not working as expected.
If the ExamStudio Proctor Console page is frozen or slow, log out and back in. If it continues, clear your browser history/cache. Additional browsers could be tried as well. If none of these methods resolve the issue, the site may be down, or it may be an internet connection issue.

Secure Browser
When in doubt, exit the ExamStudio Secure Browser to stop exam time and try again.

- This works for "white screens," which usually indicates there is a connection issue.
- The next button (or another navigation button) is not appearing.
- The text box or answer options are not selectable.
- The internet and/or power goes out and pausing of the test occurs.

Contacting NABP Support
Contact Advantage@nabp.pharmacy for support or an NABP staff member you have contact information for on urgent matters.

What if I can't resolve a problem?
If a problem occurs that cannot be resolved by the troubleshooting steps above, use the contact information provided to escalate the issue to NABP.

Important: To prevent time loss on their exam timer, have the student exit the ExamStudio Secure Browser (which will pause the session) if they are not sure how to fix an issue. The individual session can also be paused by using the ExamStudio Proctor Console. In case of multiple issues that cannot be resolved, the entire session for all students can also be paused. If this occurs, prior to pausing the entire session, all students exit the ExamStudio Secure Browser to lock in their remaining exam time.

Script for Administering the NAPLEX Advantage Practice Exam

Read the following script to students after students have been seated.

You are about to take the NAPLEX Advantage practice exam.

Following the instructions and test session overview, your exam session will begin. If you are in the secure browser waiting room, you will then be able to start the exam. If you have not entered the Organization ID and Access Code, you can start the exam after completing those steps and will not be placed in a waiting room. If you cannot reach the access code page of the secure browser, please notify a proctor by raising your hand now.

[Pause]

When you begin the exam, the first screen is the Welcome page. Read all text and instructions carefully before you proceed. You must agree to the Non-disclosure Agreement (NDA) within five minutes. If you do not agree or time out on the NDA screen, your exam will end, you will not be able to complete the exam for this test session, and you will be asked to leave the exam room. After agreeing to the NDA, you will have an additional five minutes to review the tutorial and instructions – if you do not complete the tutorial, you will be forced to move to the first test question when time expires.

This practice exam has 100 questions, and you will have 140 minutes to complete them unless time accommodations have been approved by your college. The practice exam mirrors the functionality of the actual NAPLEX you will take at a Pearson VUE test center. Questions cannot be skipped, and you cannot go back to a question after it has been answered. Highlight and strikethrough tools are available to you as well as an on-screen calculator. Further detail is provided within the tutorial and instruction screens in the exam; review this information prior to starting the first question.

You have been provided with a piece of scratch paper (for note-taking or other purposes) to use during the exam. If you need an additional piece of scratch paper, you must turn in your existing used piece of scratch paper before a second piece of scratch paper will be issued to you. All scratch paper must be returned to the proctor before leaving the testing room.

If you have any questions during the exam, please raise your hand and wait for assistance from the proctor. After completing your exam, end your session and exit the secure browser. You may uninstall the secure browser and leave the testing room at this time unless instructed otherwise by the proctor(s).

Accessing Results

Results will be provided within 24 hours for individuals that successfully completed the entire exam. Individual results will include a scaled score, pass/fail result, and performance levels descriptors by competency area for both pass and fail reports. The college receives the same report that students have access to in their NABP e-Profile® in addition to aggregate-level results for all students that completed the exam for that exam session.

A sample aggregate-level report is available on the NABP website. More guidance about how these results can be interpreted is forthcoming.