



# UNIVERSITY *of* MARYLAND

## SCHOOL OF NURSING

### **Guidelines for Administering Assessments with ExamSoft**

**Responsible Administrator:** Academic Deans

**Sponsoring Unit:** Office of the Academic Deans

**Effective Date:** 04/10/2019

**Last Reviewed:** 05/03/2023

**Next Scheduled Review:** 02/2025

#### **POLICY STATEMENT**

This policy applies to all courses that utilize ExamSoft for assessments. This guideline explains the requirements for preparing, administering, evaluating, and editing items in proctored and unproctored assessments using ExamSoft.

It is strongly recommended that faculty work with Information and Learning Technology (ILT) to prepare and administer assessments in ExamSoft.

#### **RATIONALE**

These guidelines assist faculty and staff to develop, administer, and evaluate assessments effectively using ExamSoft. A standard process for editing assessment items decreases the chance of using a faulty item in future assessments.

#### **SCOPE**

This policy applies to all academic programs.

#### **RELATED POLICIES, PROCEDURES, STATUTES, AND REGULATIONS**

##### **School of Nursing Policies and Procedures**

- [Disability Disclosure and Reasonable Accommodations](#)<sup>1</sup>
- Policy on Faculty, Student, and Institutional Rights and Responsibilities for Academic Integrity (located in the [Student Handbook](#)<sup>2</sup>)

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<sup>1</sup> <http://www.nursing.umaryland.edu/student-life/handbook/disability/>

<sup>2</sup> <http://www.nursing.umaryland.edu/handbook>

## CONTACTS

Office of the Academic Deans  
ILT

## RESPONSIBILITIES AND PROCEDURES

### Importing Questions

Please see Appendix A for directions on methods to import items into ExamSoft.

### Assessment Preparation of a New Assessment Not Currently in ExamSoft

1. Item categories are approved by the respective specialty director, program director, and/or associate dean.
2. Faculty member arranges with ILT to import questions; see section on importing questions.
3. Faculty member completes [ExamSoft Assessment Form](#)<sup>3</sup> with assessment information and attaches document.
  - a. Submission must be seven business days prior to assessment scheduled date.
4. ILT creates assessment and notifies faculty member when the assessment is created and ready for review.
  - a. Creation expectation is two business days.
5. Faculty member reviews the assessment in ExamSoft.
  - a. Faculty member or ILT makes updates to assessment, if needed.
  - b. Assessment is completed three business days prior to assessment scheduled date.
6. ILT finalizes assessment.
  - a. Set up download time (two business days prior to assessment scheduled date), assessment schedule availability (dates and times), instructions.
  - b. Set up accommodations for students who have UMSON-approved assessment accommodations, as needed, and separate assessment instance.
7. ILT notifies faculty member of final settings and provides passwords for access.
8. Faculty member posts announcements in Blackboard and/or emails students with pertinent information:
  - a. Assessment download window
  - b. Assessment scheduled date, time, location

### Assessment Preparation if Assessment Exists in ExamSoft

1. Faculty member creates new questions and saves in a Word or Excel document.
2. Faculty member completes [ExamSoft Assessment Form](#)<sup>4</sup> with assessment information and attaches document with new questions.
  - a. Submission must be seven business days prior to assessment scheduled date.

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<sup>3</sup> [https://umaryland.az1.qualtrics.com/jfe/form/SV\\_551ZJ9IhHod6p5X](https://umaryland.az1.qualtrics.com/jfe/form/SV_551ZJ9IhHod6p5X)

<sup>4</sup> [https://umaryland.az1.qualtrics.com/jfe/form/SV\\_551ZJ9IhHod6p5X](https://umaryland.az1.qualtrics.com/jfe/form/SV_551ZJ9IhHod6p5X)

3. ILT creates assessment and notifies faculty member when the assessment is created and ready for review.
  - a. Creation expectation is two business days.
  - b. Items saved to program parent folder.
4. Faculty member reviews the assessment in ExamSoft.
  - a. Faculty member or ILT makes updates to assessment, if needed.
  - b. Completed three business days prior to assessment scheduled date.
5. ILT finalizes assessment.
  - a. Set up download time (two business days prior to assessment scheduled date), assessment schedule availability (dates and times), and instructions.
  - b. Set up accommodations for students who have UMSON-approved assessment accommodations, as needed, and separate assessment instance.
6. ILT notifies faculty of final settings and provides passwords for access.
7. Faculty member posts announcements in Blackboard and/or emails students with pertinent information:
  - a. Assessment download window
  - b. Assessment scheduled date, time, location

### **Prior to Day of Assessment**

#### ***Student***

- Download and sign into Exemplify (if not already done on computer in which they are taking assessment).
- Complete practice assessment for the course.
- Download assessment.
- Ensure computer is charged and in working order.
- Review the [UMSON ExamSoft resource page](#).<sup>5</sup>

#### ***Faculty***

- Monitor students downloading assessment.
- Remind students to download prior to day of assessment.
- Notify ILT of any issues.

### **Day of Assessment – Preparation (Proctored)**

On the day of assessment, students will:

- bring personal laptop or be prepared to complete assessment in the computer lab
- have downloaded assessment in Exemplify or be prepared to download in the computer lab
- bring UMB OneCard for identification purposes
- configured phone or other device to push or use passcode for multifactor authentication (Duo); do not use “call me.” If a student does not have a cell phone, they can generate a bypass code to sign into Duo; see Appendix B.
- place cell phone and smart watch with other personal belongings

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<sup>5</sup> <https://www.nursing.umaryland.edu/technology/learning-technology/ExamSoft/>

For classroom seating arrangements, students will:

- sign an attendance form
- sit in every other seat, if possible
- *Note:* Instructors may choose to assign student seating. Students who arrive late will be seated by the proctor. All students get the full time in Exemplify, but a faculty member can choose to require students who arrived late, without excuse, to stop assessment taking at the planned assessment end time.

Faculty will:

- verify students' identities using the UMB OneCard
- as recommended, have one proctor for up to 50 students and two proctors for 51 - 100 students.

ILT will:

- be available to assist faculty or students with any issues.

### **Delivery of Assessment (Proctored)**

- Students will open Exemplify on the computer, authenticate with their UMID, and complete multifactor authentication, if prompted.
- Students should temporarily disable their antivirus software prior to starting their assessment and close all running programs (i.e., Word, email, browser).
- Before the assessment begins, students will put all possessions, including jackets/coats/hats, scrap paper, books, smartwatches, water bottles in the front or the back of the classroom.
- Students may provide and wear non-electronic ear plugs during the assessment.
- Once proctors ask students to begin the assessment, there is to be no talking. Instructors will attempt to limit outside noise and activity (e.g., temporary signage, door closed).
- Once all students are seated, students will be given a password to unlock their assessment.
- If assessment is secure, all other applications will be closed on student computers by Exemplify.

### **During the Assessment (Proctored)**

- Students will remain in their seats and silent once the assessment has started.
- Students with questions should raise their hands, and a proctor will address them at their seats.
- Only questions allowed during testing are ones related to typing errors, not an explanation of a term or terms.
- To ensure consistency in responding to content-related questions, proctors will not respond to such questions during the assessment.
- Students needing to go to the restroom should partially close their laptops (but not close them all the way or lock them) and be excused one at a time.

- Proctors will vigilantly look for unusual student behaviors that might indicate academic dishonesty.
- Students must position their computers so they cannot be easily observed by other students.
- Once the assessment is completed:
  - students complete immediate review (*if review is set as an option by faculty*)
  - students upload the assessment
  - when the assessment and/or review are completed, students should raise their hands for the proctor to come and verify upload of the assessment
  - students turn in scratch paper if provided
  - students gather belongings and leave the room without talking to other students.

### **Proctor Guidelines During the Assessment**

- If the proctor thinks a student is looking at another student's computer or scratch paper, the student potentially looking at the other student's paper should be reseated.
- Students who arrive late will be seated by the proctor and may not be given any additional time to complete the assessment.
- No scrap papers are to be removed from the room.
- Students are directed to use the timer in ExamSoft to monitor elapsed time.
- Strategies for addressing suspected cheating are as follows:
  - If a student is suspected of cheating, speak to them discreetly.
  - Do not stop a student from completing the assessment, even if you believe they are cheating. Instead, interrupt the misconduct as described below and identify those involved by making note of their seating arrangement and recording their names.
- If a student is using notes or has notes visible, immediately and discreetly confiscate the notes. These materials may be important evidence if a student denies cheating, so keep them as a record. Make a note indicating the time when the notes were removed and the student's name.
- If students are talking, announce that no talking is permitted during assessments, quietly ask the students to stop talking, or separate the students.
- If you learn that a student may be taking an assessment for another student, quietly approach them and ask for OneCard for identification. Potential academic integrity issues may result if an imposter completed another student's assessment.
- If a student is looking at others' work, announce to the class that all work is individual, and/or quietly tell the student that eyes must be kept on one's own computer and scratch paper.

### **After the Assessment (Proctored and Unproctored)**

1. The course director and/or faculty review the assessment statistics and, as necessary, make appropriate changes to the grading.
2. Grades will not be final until the course director reviews the assessment.
3. Assessment review may be held after the assessment.
4. Faculty will not answer specific assessment questions until all students enrolled in the course have completed the assessment.

5. Students who have a question/concern about an assessment answer may submit a feedback form to the course director within one week of the posting of assessment grades.
6. Questions about individual assessment grades must be addressed with the course director. The course director should be contacted within one week after grades are posted.
7. Makeup assessment:
  - a. If a student is unable to take the assessment at the scheduled date/time, an alternatively formatted assessment (e.g., short answer or essay) may be developed and administered.
  - b. If the student is unable to take the assessment at the rescheduled date/time, the student is encouraged to contact the course director prior to the assessment by email or phone.
  - c. The student is responsible for making up the missed assessment. The makeup assessment may be multiple choice, essay, short answer, case study analysis, or any combination of these options at the discretion of the course director.

### **Unproctored Assessment**

Directions will be posted in the Blackboard course section providing students with assessment expectations (i.e., assessment window for completion, allowable resources to be used during assessment).

### **Editing Items**

#### *Assessments and Questions*

Course director/coordinator must approve the editing of assessments and questions. The edits can be completed by the course director/coordinator, or the course director/coordinator may direct ILT or a course faculty member to make them. The edits must be made in the course's parent folder (question bank folder).

#### *Assessment Options*

Options for each individual assessment will be made in the current semester course folder. Course director/coordinator must approve the changes of assessment options. The options edit can be completed by the course director/coordinator, or the course director/coordinator may direct ILT or a course faculty member to make them.

### **Resources**

- ExamSoft on the UMSON website
  - [Information for faculty](#)<sup>6</sup>
  - [Information for students](#)<sup>7</sup>
- [ExamSoft Assessment Form](#)<sup>8</sup>

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<sup>6</sup> <https://www.nursing.umaryland.edu/technology/learning-technology/Examsoft/>

<sup>7</sup> <https://www.nursing.umaryland.edu/technology/learning-technology/examsoft/examsoft-students/>

<sup>8</sup> [https://umaryland.az1.qualtrics.com/jfe/form/SV\\_551ZJ9IhHod6p5X](https://umaryland.az1.qualtrics.com/jfe/form/SV_551ZJ9IhHod6p5X)

- [ExamSoft Handbook<sup>9</sup>](#)

## **APPENDIX**

Appendix A. Importing Questions into ExamSoft

Appendix B. Generating a Bypass Code for Duo

## **DATE AND SIGNATURE**

Date: May 3, 2023

Approved by the Dean:



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<sup>9</sup> <https://www.nursing.umaryland.edu/intranet/media/son/technology/pdf/NewPortalHandbook.pdf>

## Appendix A: Importing Questions into ExamSoft

**Option 1 (preferred):** The faculty member works with ILT to identify questions that exist in Blackboard.

- ILT will import questions from Blackboard into ExamSoft.
- Tagging: The faculty member accesses each question individually and manually tags categories in ExamSoft.

**Option 2 (preferred):** The faculty member provides a Word document, in the ExamSoft Template (ILT can provide), of questions and attaches it to the [ExamSoft Assessment Form](#)<sup>10</sup>.

- ILT will import the questions into ExamSoft.
- Tagging: Faculty can add categories to each question and will do so at time of import or can do so manually after the import is complete.

**Option 3:** The faculty member provides a Word or Excel document of questions attached to the [ExamSoft Assessment Form](#)<sup>11</sup>.

- ILT then manually creates the questions in ExamSoft from the document.
- Tagging: Faculty will need to access each question individually and manually tag categories in ExamSoft.

**Option 4:** The faculty member natively adds questions and/or tags in ExamSoft as long as they have access to the course folder.

<sup>10</sup> [https://umaryland.az1.qualtrics.com/jfe/form/SV\\_551ZJ9IhHod6p5X](https://umaryland.az1.qualtrics.com/jfe/form/SV_551ZJ9IhHod6p5X)

<sup>11</sup> [https://umaryland.az1.qualtrics.com/jfe/form/SV\\_551ZJ9IhHod6p5X](https://umaryland.az1.qualtrics.com/jfe/form/SV_551ZJ9IhHod6p5X)



## Appendix B: Generating a Bypass Code for Duo

1. From any browser, enter this URL <https://directory.umaryland.edu/>.
2. In the **UMID** field, enter your UMID.
3. On the next screen, enter your password.
4. Click **Submit**.
5. The **UMB Account Management** page will appear. In the **Setup your:** menu to the left, select **Multi Factor Authentication (Duo)**.
6. The **Duo Self Service** page will appear.
7. Click **Generate Bypass Code**.
8. You will be asked to identify yourself by entering your date of birth and either the last four digits of your SSN or a UMB PIN.
9. Click **Submit**.
10. The Duo bypass code will appear. It will be valid for 10 minutes. Either write the code down or highlight the code by selecting Ctrl + C to copy it.

To use the code:

1. When signing into an application requiring multifactor authentication, on the **Choose an authentication method** screen, click **Enter a Passcode**.
  - a. You can select **My Settings and Devices** to either add a landline or another smartphone if desired.
2. Enter the provided passcode and then click **Log In**.

**NOTE:** Generating a bypass code is a temporary solution. If you need a permanent solution because a smartphone is not available, please contact the Help Desk at 6-4357 for additional assistance and information regarding alternatives.