Entry-Level Certification Program

Proctor Quick Start Guide

Proctors

The proctor is responsible for verifying the student's identity, unlocking the scheduled test, and monitoring the student's test session to ensure all testing procedures are followed. Note: Remote proctoring is supported by the testing platform. Remote proctoring requires audio and video equipped PCs (webcam, microphone, and speakers/headphones) along with a video conferencing service. Refer to the Remote Proctoring section later in this manual for more information.

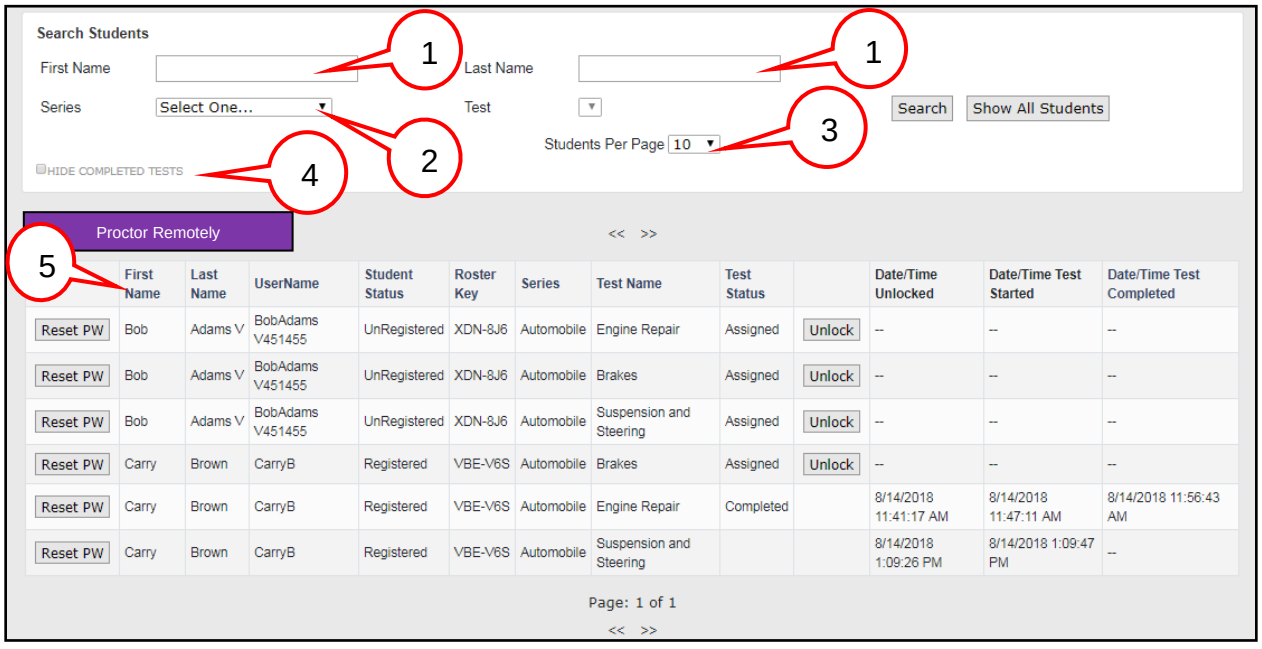
Locating a Student on the Proctor List

The proctor's screen shows all tests that are currently assigned for all students. Since the list shows a separate record for each test by student, the proctor should use one or more of the filters and sorting tools to manage the list and quickly locate the specific test(s) they wish to unlock.

Filter and sorting tools include:

1. Filter by first and/or last name.
2. Filter by test series (Automobile, Collision, Truck), and/or by test name.
3. Change the number of records displayed per page (e.g., 0, 25, 50, etc.)
4. Hide tests that have been completed.
5. Sort A-Z or Z-A by any selectable column header.

Once a filter is populated (e.g., with a name, test series and test for example), click the "Search" button to update the screen.



	First Name	Last Name	UserName	Student Status	Roster Key	Series	Test Name	Test Status		Date/Time Unlocked	Date/Time Test Started	Date/Time Test Completed
Reset PW	Bob	Adams V	BobAdams V451455	UnRegistered	XDN-8J6	Automobile	Engine Repair	Assigned	Unlock	--	--	--
Reset PW	Bob	Adams V	BobAdams V451455	UnRegistered	XDN-8J6	Automobile	Brakes	Assigned	Unlock	--	--	--
Reset PW	Bob	Adams V	BobAdams V451455	UnRegistered	XDN-8J6	Automobile	Suspension and Steering	Assigned	Unlock	--	--	--
Reset PW	Carry	Brown	CarryB	Registered	VBE-V6S	Automobile	Brakes	Assigned	Unlock	--	--	--
Reset PW	Carry	Brown	CarryB	Registered	VBE-V6S	Automobile	Engine Repair	Completed		8/14/2018 11:41:17 AM	8/14/2018 11:47:11 AM	8/14/2018 11:56:43 AM
Reset PW	Carry	Brown	CarryB	Registered	VBE-V6S	Automobile	Suspension and Steering			8/14/2018 1:09:26 PM	8/14/2018 1:09:47 PM	--

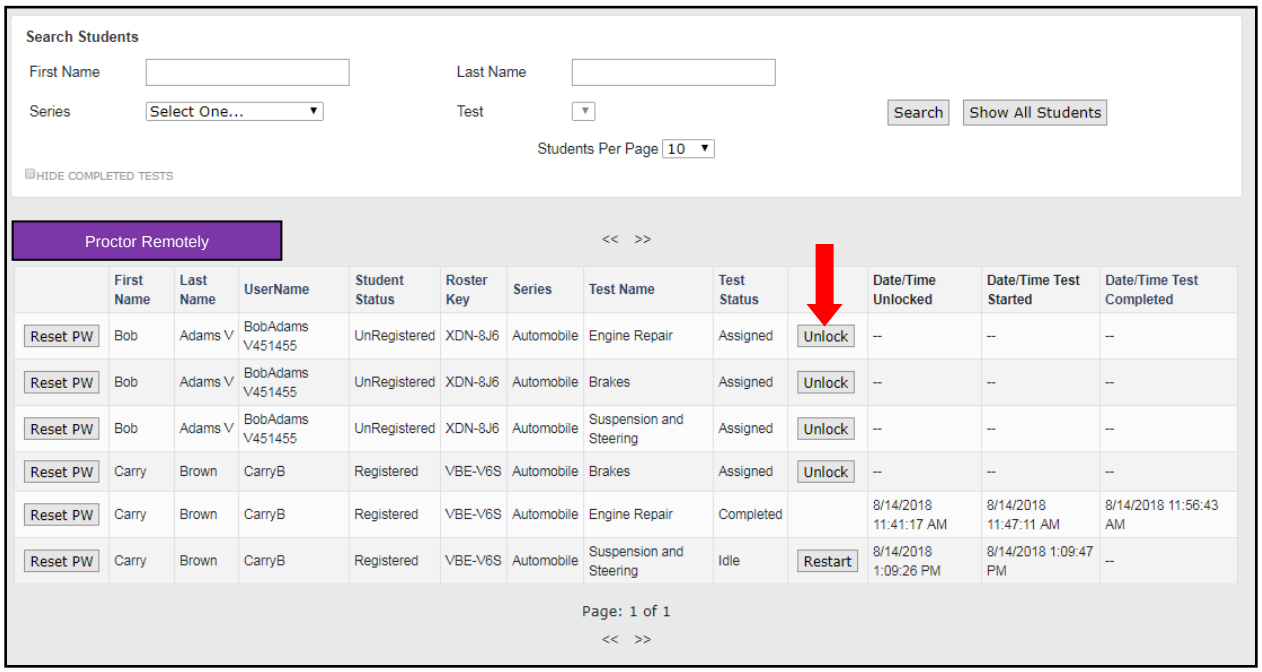
Page: 1 of 1

Unlocking a Test for a Student

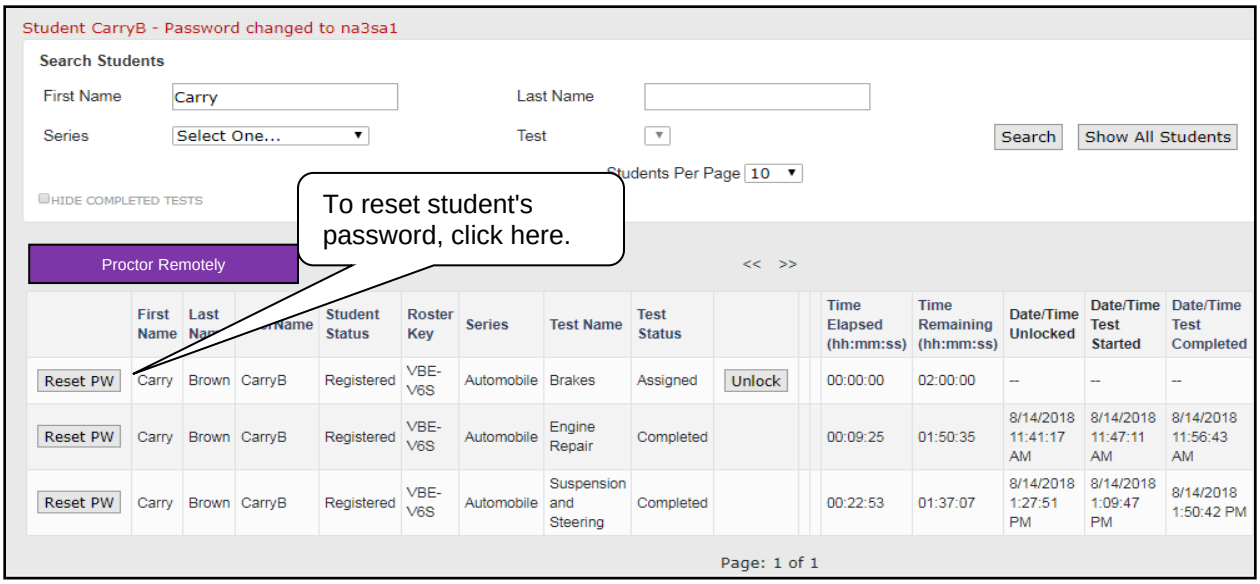
To launch a test for a student, the proctor should take the following steps:

1. Verify the student's identity.
2. Confirm that the student has his/her username and password.
3. Confirm which test the instructor wants the student to take and click the "Unlock Test" button for it.
4. Direct the student to login via the “Student Login” at www.ASE.com/Entry-level and start their test.
5. Monitor the student throughout the testing session to ensure he/she does not receive assistance or open other programs or windows during the test session.
6. If a student is scheduled to take more than one test, they should notify the proctor when they have completed the first test so the proctor can unlock the next one.

Please unlock only one test at a time per student. Once a test is unlocked, the student has 30 minutes to launch the test. If the student does not begin the test within the 30-minute period, the system will reset the test to the "Assigned" state.



If a student cannot remember their password, the Proctor can reset their password to a default **"na3sa1"** by clicking the "Reset PW" button (provided they have completed their profile as indicated by the word "Registered" in the Student Status column). If the Student Status is "Unregistered", the Proctor can provide the student with their Roster Key and First and Last Name as displayed on the list.



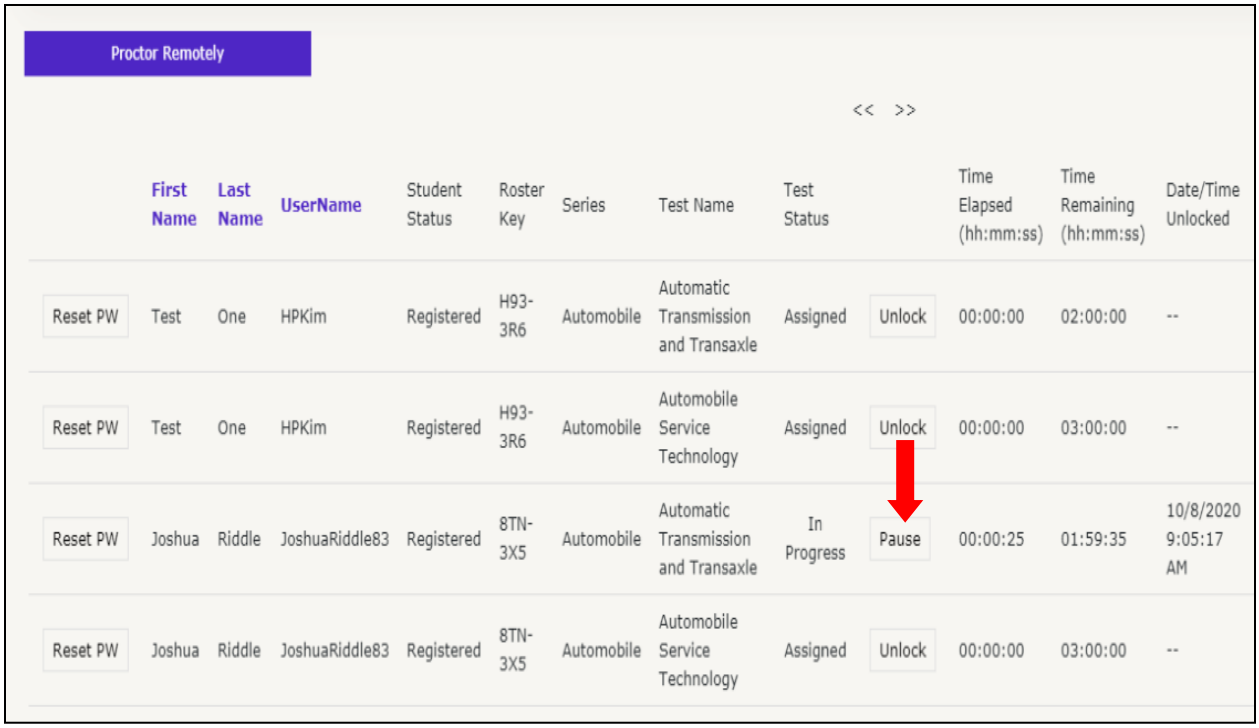
By periodically refreshing their screen (use F5 key), the Proctor screen will be updated to reflect Test Status, Date/Time Test Started, and Date/Time Test Completed.

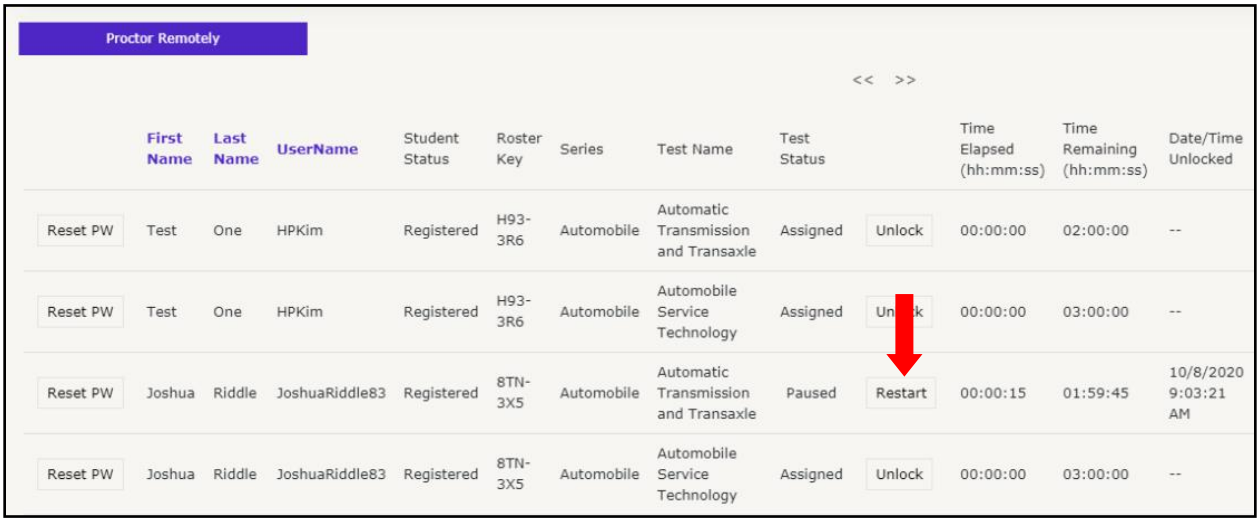
Pausing and Restarting a Test

Should the proctor have a need to pause a student's test for whatever reason, they may manually pause the test by clicking the pause button that appears on the same row as the student name and test title. This action locks the test, and the student cannot continue in the exam until allowed to do so by the proctor.

Under some conditions, it is possible the system may automatically pause a test. Reasons for an automatic pause may include: the student experiences a technical interruption during their test (e.g., loss of Internet, computer failure, etc.), or the student leaves the screen and attempts to access other resources or webpages on their computer during the test session. This automatic pause allows the proctor the opportunity to investigate possible causes for the pause.

Once a test is paused, the pause button is replaced by a restart button. Click on the restart button to unlock the test, allowing the student to continue the test from where they left off. Same day restarts allow full navigation throughout the test. Subsequent day restarts will only allow the student to view questions not seen previously.


Proctor Remotely
<< >>
First Name
Last Name
UserName
Student Status
Roster Key
Series
Test Name
Test Status
Time Elapsed (hh:mm:ss)
Time Remaining (hh:mm:ss)
Date/Time Unlocked
Reset PW Test One HPKim Registered H93-3R6 Automobile Automatic Transmission and Transaxle Assigned Unlock 00:00:00 02:00:00 --
Reset PW Test One HPKim Registered H93-3R6 Automobile Automobile Service Technology Assigned Unlock 00:00:00 03:00:00 --
Reset PW Joshua Riddle JoshuaRiddle83 Registered 8TN-3X5 Automobile Automatic Transmission and Transaxle In Progress Pause 00:00:25 01:59:35 10/8/2020 9:05:17 AM
Reset PW Joshua Riddle JoshuaRiddle83 Registered 8TN-3X5 Automobile Automobile Service Technology Assigned Unlock 00:00:00 03:00:00 --


Proctor Remotely
<< >>
First Name
Last Name
UserName
Student Status
Roster Key
Series
Test Name
Test Status
Time Elapsed (hh:mm:ss)
Time Remaining (hh:mm:ss)
Date/Time Unlocked
Reset PW Test One HPKim Registered H93-3R6 Automobile Automatic Transmission and Transaxle Assigned Unlock 00:00:00 02:00:00 --
Reset PW Test One HPKim Registered H93-3R6 Automobile Automobile Service Technology Assigned Unlock 00:00:00 03:00:00 --
Reset PW Joshua Riddle JoshuaRiddle83 Registered 8TN-3X5 Automobile Automatic Transmission and Transaxle Paused Restart 00:00:15 01:59:45 10/8/2020 9:03:21 AM
Reset PW Joshua Riddle JoshuaRiddle83 Registered 8TN-3X5 Automobile Automobile Service Technology Assigned Unlock 00:00:00 03:00:00 --

REMOTE PROCTORING INSTRUCTIONS FOR ASE ENTRY-LEVEL CERTIFICATION TESTING

ASE recommends that you remotely proctor no more than six students in a session. Each student's progress in the test session is monitored by you and the testing system.

Before starting the test session, verify the student's video feed to your dashboard, the student's identity, and that the student's environment is reasonably secure. Once verified, please read these instructions to your students:

"Once you begin a test, you should proceed all the way through it without clicking on any other programs or entering any keyboard keystrokes. If you access any other program or functions on your computer during the test session, for any reason, your test may be paused and/or terminated without further warning."

You may pause a student's test session if you suspect any cheating or observe other irregularities. The test delivery system also monitors each student's progress and will automatically pause the test if they click on anything outside the test window or use any keyboard function that does not apply to the test. If the student clicks anything outside the test window, or uses the keyboard repeatedly, the system may automatically pause that test session. You then have the option to resume (restart) the test session, if you determine the student's actions did not involve cheating. If you do not resume the test session, it will be terminated for that student.

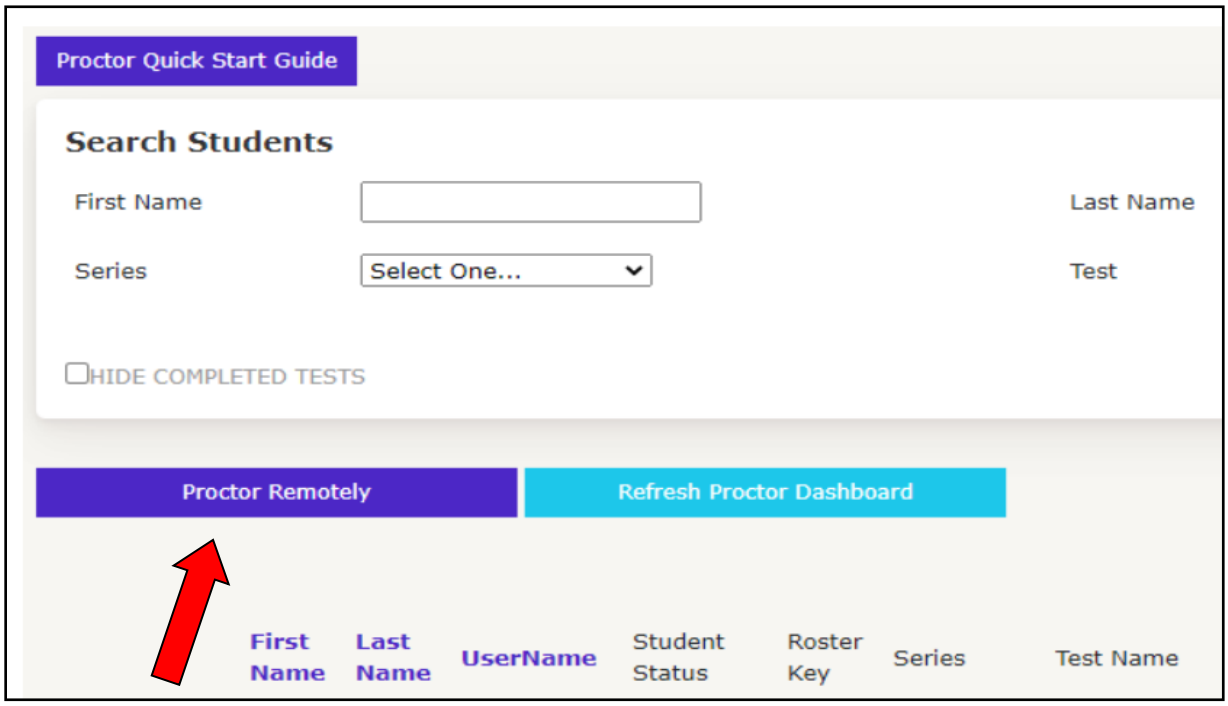
If you lose live video from the student, please pause the test session until video can be reestablished. If video cannot be reestablished, discontinue the test and reschedule for a later time. You may need to contact the ASE Entry-Level help desk to enable a restart of the student's test.

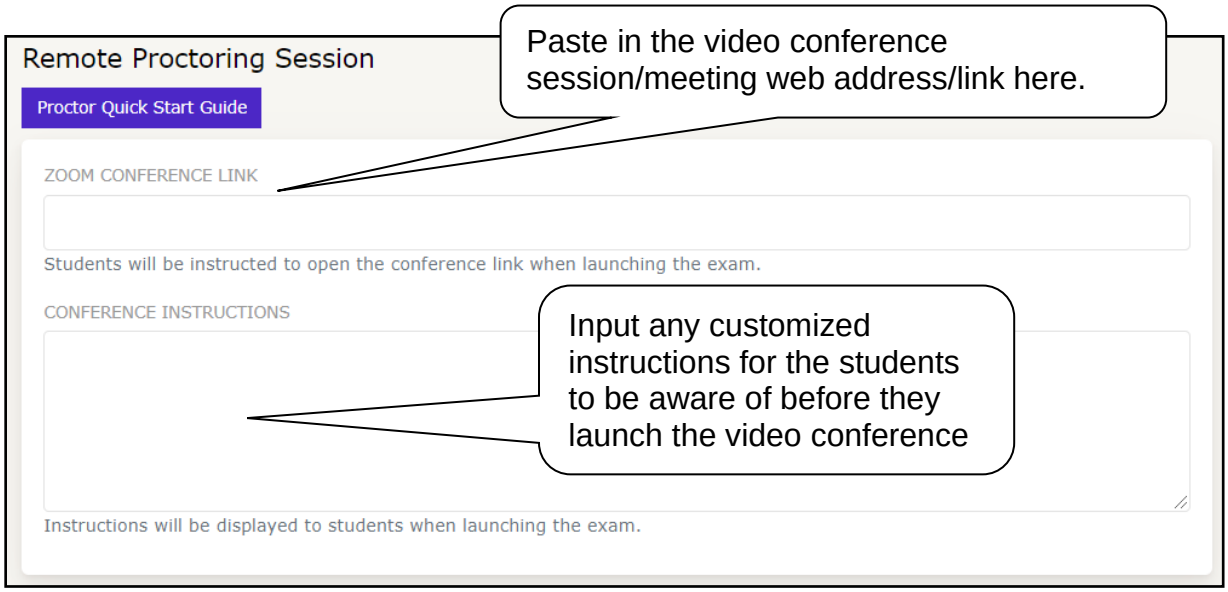
Remote Proctoring

Remote Proctoring is a remote video and audio monitoring of student testing using a video conferencing service. The proctor may use any video conferencing product they currently use (ZOOM, Microsoft Teams, Go-to-meeting, or free one). Both the proctor and the students will need to have a webcam and microphone connected to the PC and allow the use of their microphone and camera under computer settings.

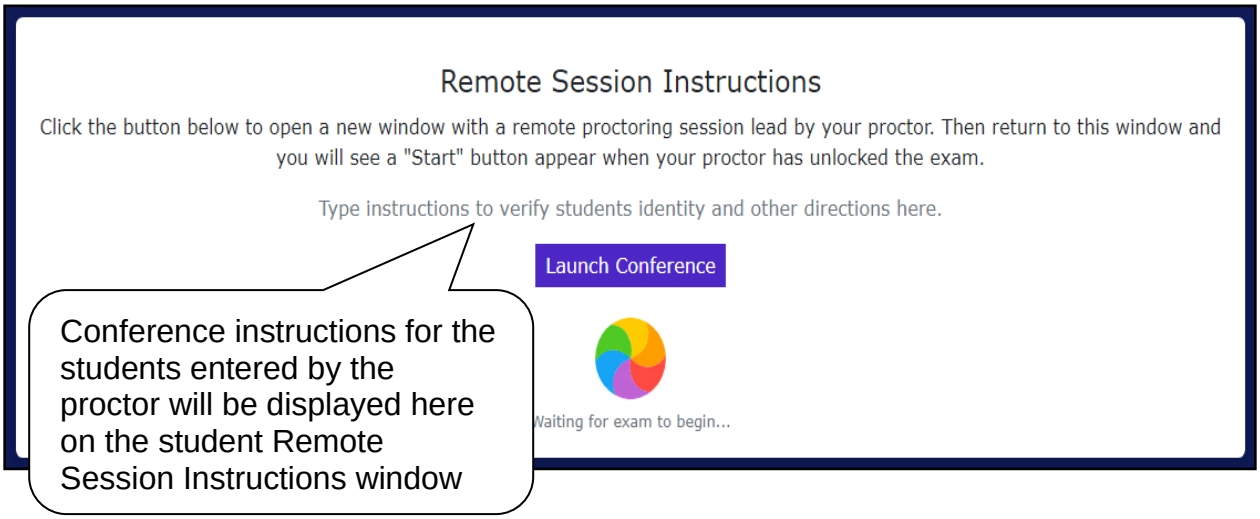
The conferencing software should be launched before starting the remote proctor session. You will need the web address or link for the video conference session/meeting. For more information on how to keep test takers and staff safe using videoconferencing reference click here: https://www.edweek.org/media/video-conference-safety.pdf

To begin a remote proctoring session, click on the Proctor Remotely button on the Proctor Dashboard.



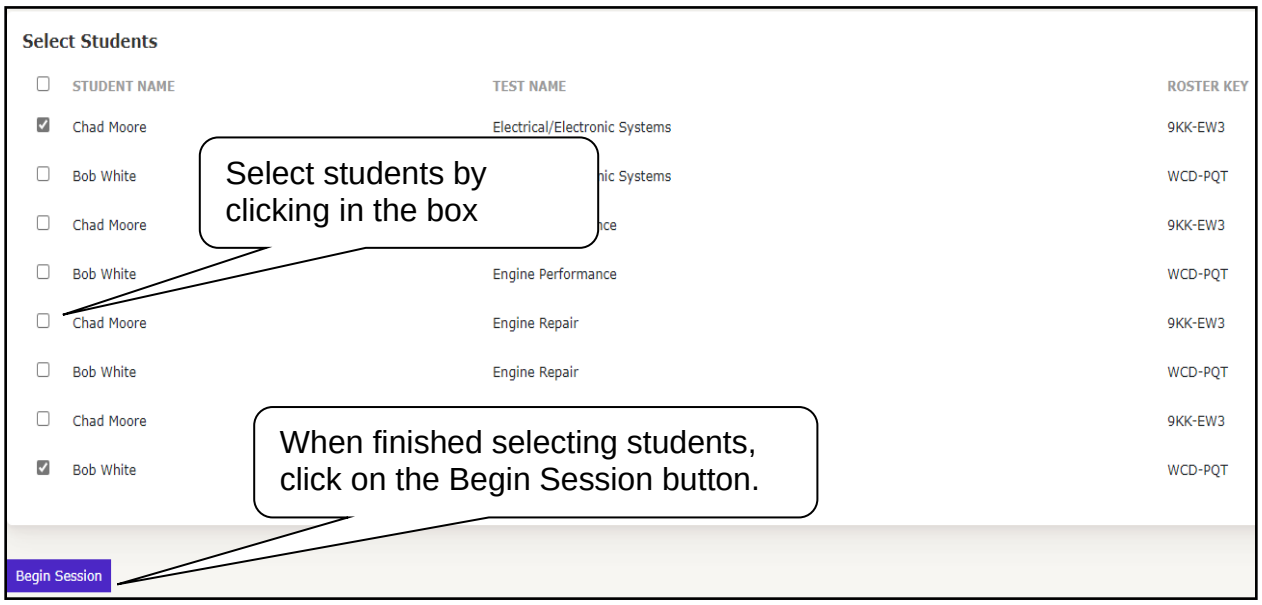


The proctor can use any video conferencing software. Be sure to start the video conference session/meeting first, then copy and paste the link in the Conference Link Field. This will be used to launch the video conference for the students. Make sure you paste the entire link with https:// at the beginning. The Conference Instructions field allows the proctor to provide customized instructions that will be displayed on the student video conference launch screen. This could include information needed to verify identity and other test session directions.

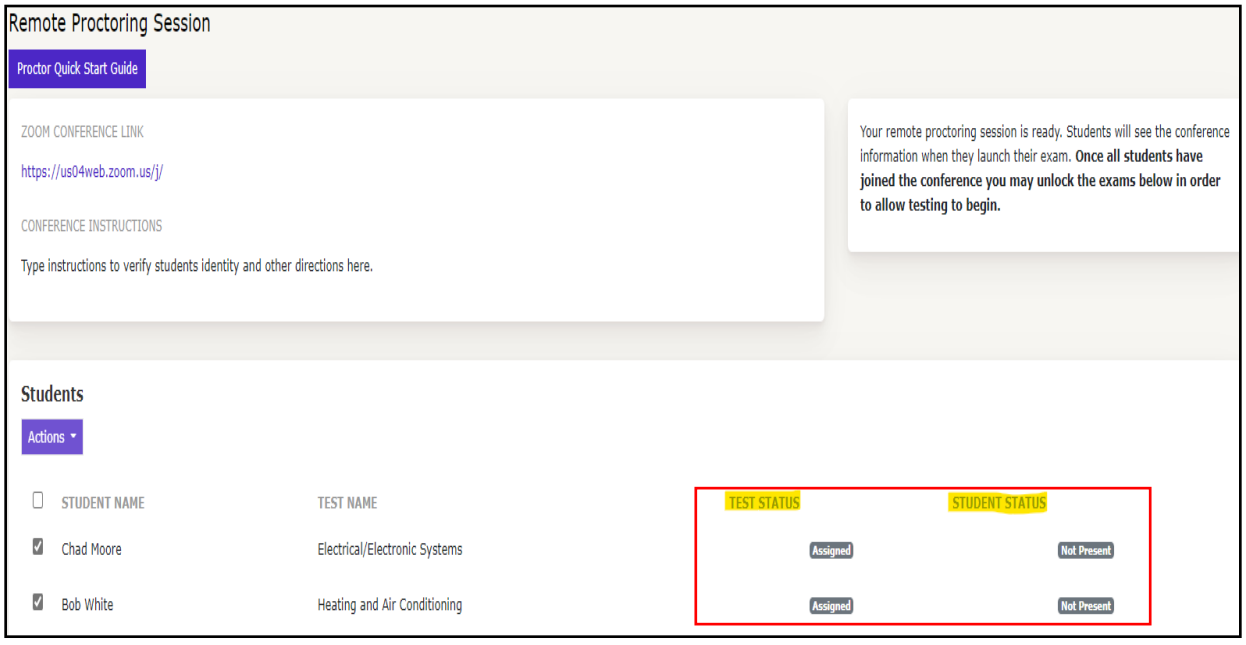


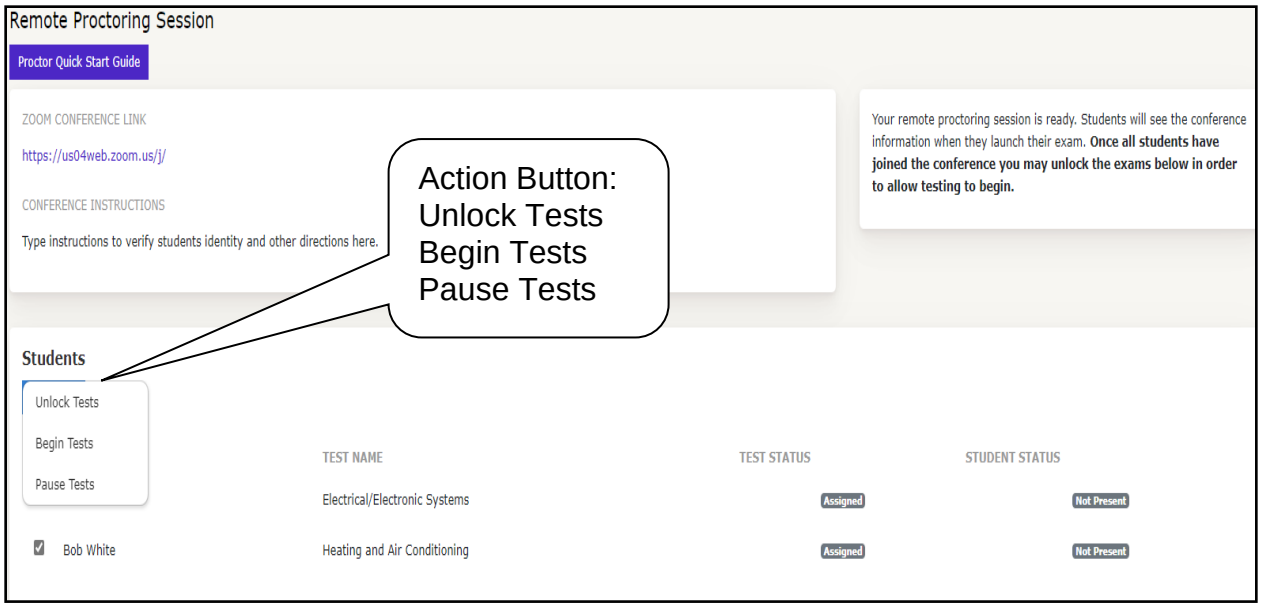
The proctor selects the students for the remote session by clicking on the checkbox by their name. All students can be selected by clicking the checkbox at the top.

ASE recommends that you remotely proctor no more than six students in a session. Each student's progress in the test session is monitored by you and the testing system.



Once the session information is complete and the students are selected, click the Begin Session button. Once the session begins the screen is updated to show the progress of each student. If the student, you selected already has an instance of the test in progress that information will be displayed. A new student will have a test status of Assigned and student status of Not Present:





The first action is to Unlock Tests. This puts the Launch Test button on the student dashboard and gives the student the ability to join the proctor video conference, by clicking on the launch conference button on the students Remote Session Instructions window.

As the students join the video conference session, verify the student's video feed to your dashboard, the student's identity, and that the student's environment is reasonably secure. Once everyone is present and has been verified, please read these instructions to your students:

"Once you begin a test, you should proceed all the way through it without clicking on any other programs or entering any keyboard keystrokes. If you access any other program or functions on your computer during the test session, for any reason, your test may be paused and/or terminated without further warning."

The next action is to Begin Tests. This puts the Begin Exam button on the students Remote Session Instructions window and allows the student to begin the test. A warning is displayed to the student that if they leave the testing window they will be flagged for cheating. Once the testing session has begun the proctor session window updates with the status of each tester, while the proctor continues to monitor the testers in the video conferencing software.

Assigned	Student has been assigned test.	Not Present	Student has not joined the remote proctoring session
Idle	No activity from student for a few minutes	Unlocked	Student test session unlocked, able to join the remote proctoring session
Ready	Student has joined the remote proctoring session	In Progress	Student has begun the test
Paused	Test is paused by system or proctor	Complete	Student has completed test

You may pause a student's test session if you suspect any cheating or observe other irregularities by selecting the student and clicking on the Pause Tests action button. The test delivery system also monitors each student's progress and will automatically pause the test if they click on anything outside the test window, including the video conferencing window, or use any keyboard function that does not apply to the test. If the student clicks anything outside the test window, or uses the keyboard repeatedly, the system may automatically pause that test session. The student will get a message that they must see the proctor to continue. You then have the option to resume (restart) the test session if you determine the student's actions did not involve any testing irregularities.

To restart the test after pausing the proctor needs to unlock the test again, the student logs back in and clicks launch test to reenter the video conference. The proctor will then need to select the student's test and choose the "Begin Tests" action again. The student can click the "Begin Test" button to resume the test wherever the disconnect/pause happened.

If you lose live video from the student, please pause the test session until video can be reestablished. If video cannot be reestablished, discontinue the test, and reschedule for a later time. You may need to contact the ASE Entry-Level help desk to enable a restart of the student's test.

If you leave the session screen, you can start a new session using the same video conference and students. The status of in progress tests will display, like the screenshot above.

Remote proctors should monitor students throughout the testing session to ensure cheating is not occurring. If the student leaves the test window for any reason before submitting their test, their test could be flagged.

Helpful Hints

- **Time To Start** – Students have 30 minutes to start the test once it is unlocked by the proctor. If the student does not begin the test within 30 minutes, the Proctor will need to unlock the exam again.
- **Time To Test** – Sixty minutes is the recommended testing time for all tests except the Automobile Maintenance and Light Repair (MR), Automobile Service Technology (AS), and the Truck Inspection, Maintenance and Minor Repair (IM). These tests should be scheduled for 90 minutes. For those students requiring additional time, the system clock will automatically allow twice the recommended time (i.e. 120 – 180 minutes).
- **Monitor Students** – Students must be monitored by the proctor throughout the entire test session to ensure that no outside assistance is utilized – including the opening of additional browser windows.
- **Restarts** – If a student experiences a technical interruption during their test (e.g., loss of Internet connection, computer failure, etc.), the proctor can reauthorize student test login and allow the student to pick up where they left off after an elapsed time of 5 minutes. Same day restarts allow full navigation throughout the test. Subsequent day restarts will only allow the student to view questions not seen previously.
- **Student Profile/Password** – If a student has not previously set up their student profile (i.e., established a username and password), they must do so prior to starting the test. To do this, they will enter their first name, last name, and their unique Roster Key in the lower half of the student login screen. If necessary, the proctor can locate the student's Roster Key next to their name on the proctor screen.
- **Test Fails To Start** – If the student is kicked out of the system as they try to launch the test, verify that the pop-up blocker is turned off.
- **ASE Entry-level Certification Help Desk** - 1-800-362-0544 – 8:30 am to 5 pm Monday-Friday, or Entry-Level@ase.com.