



## OFA

### NBME Exam Administration & Proctoring Policy

- I. **Policy Statement:** This policy defines the expectations, roles and responsibilities for the administration of Exams to students in the California Northstate University College of Medicine's (CNUCOM).
- II. **Scope/Coverage:** This Policy applies to all students enrolled in the degree of Doctor of Medicine (MD) and to ALL proctored exams administered in the CNUCOM, including but not limited to NBME examinations, formative, summative, Anatomy, Medical Skills, OSCE and/or SHELF exams.
- III. **Roles and responsibilities for NBME Exam Administration (Adapted with minor revisions from the NBME):**

**(I) Responsibilities of the NBME Executive Chief Proctor (ECP):**

At medical schools, the ECP is nominated by the Dean and approved by the NBME, who has a commensurate level of authority. The ECP has the overall responsibility for management and planning of test administration events.

**The Main Duties of the ECP are:**

- i. Oversee administrative tasks for the local provision of the exams, particularly online ordering and planning the test administration.
- ii. The ECP is also required to recruit chief proctors (CPs) and other support faculty & staff, as needed, to perform the tasks necessary to ensure a successful and secure test administration.
- iii. Coordinate with the Chief Proctors (CPs) & the Lead Technical Support Coordinator (TechC, see below) to ensure at least 9 proctors total are recruited for each full-size class test: 1 proctor per 25 students (as required by NBME), 2 proctors for special accommodations rooms and, at least 2 proctors on standby in the case any issues arise, or for relieving proctors, if necessary.

- iv. Ensure that all faculty & staff responsible for administering examinations (i.e., CPs and Proctors) prepare for and conduct the test sessions in strict compliance with the procedures and regulations outlined in the NBME Chief Proctor's Manual.
  - v. Assuring that related pre- and post-test activities have been completed.
  - vi. Ensure that the security of all (web-based, and customized assessment) examination content is maintained at all times.
  - vii. Ensure that all NBME examinations are administered in a secure, proctored setting.
  - viii. Ensure that examinees follow test day rules and procedures.
  - ix. Document and report any suspicious activities, academic misconduct, or honor code violations occurring during or after testing activities to the NBME via the Incident Report function in the NBME Chief Proctor Exam Administration Dashboard.
  - x. Immediately notify the Office of Student Affairs (OSA) and the Office of Medical Education (OME) of any suspicious activities, or academic misconduct. Submit the corresponding Professionalism Concern Report (PCR) in accordance with institutional policy. ([Professionalism Concern Report](#)).
  - xi. Conduct investigations regarding irregular behavior or academic misconduct, if necessary, and promptly provide the NBME, OSA & OME with the outcome of any such investigation.
  - xii. Cooperate with the NBME in any investigation of a possible security breach.
  - xiii. Order the NBME exams and/or examination reviews for faculty through the NBME Exam Review Service (NERS, if needed) and proctor the examination reviews
  - xiv. Establish and monitor local financial accounts for services.
- The following additional staff must be appointed to support test administration activities: Chief Proctor (CP) to manage the specifics of the test administration, and Technical Support Coordinator (TechC) to assure that test administration operations & system requirements are met, and additional faculty & Staff to serve as proctors for each exam.

**(II) Responsibilities of the Chief Proctor (CP) (Adapted with minor revisions from the NBME):**

The exam must be administered in a secure, proctored setting. The CP will have access to a web-based Chief Proctor Resource Site & interactive exam administration dashboard, which houses all of the system applications and resources to support test administration. This includes access to the CP's Manual, tutorials, a practice exam, and features for managing the test session online. The CP must conduct the exam in strict compliance with the procedures outlined in the Chief Proctor's Manual.

**The Main Duties of the CP are:**

- i. Become oriented to the NBME web-based proctoring software for exam delivery.
- ii. Ensure that testing room physical arrangements for the computerized exam create a positive, secure working environment in which examinees can feel comfortable and do their best work.
- iii. Conduct the exam in strict compliance with the procedures outlined in the Chief Proctor's Manual ([NBME Chief Proctor's Manual](#)).
- iv. Coordinate with the ECP & the Lead Technical Support Coordinator (TechC, see below) to ensure at least 9 proctors total are recruited for each full-size class test: 1 proctor per 25 students (as required by NBME), 2 proctors for special accommodations rooms and, at least 2 proctors on standby in the case any issues arise, or for relieving proctors, if necessary.
- v. Start the test session, monitor the progress of examinees.
- vi. End the test session, confirm the examinee group for scoring, and file an electronic Report of Test Administration.
- vii. MUST be present for the duration of the exam.
- viii. Document and report any suspicious activities, academic misconduct, or honor code violations occurring during or after testing activities to the NBME via the Incident Report function in the NBME Chief Proctor Exam Administration Dashboard.
- ix. Immediately notify the Office of Student Affairs (OSA) and the Office of Medical Education (OME) of any suspicious activities, or academic misconduct. Submit the corresponding Professionalism Concern Report (PCR) in accordance with institutional policy. ([Professionalism Concern Report](#)).

- x. Ensure that all student examinees have completed the sign-out sheets. Cross-reference all students from the sign out sheets versus the CP interactive exam administration dashboard and promptly report to the ECP about any students who did not complete the sign-out process.

**(III) Responsibilities of the Lead Technical Support Coordinator (TechC;  
Adapted with minor revisions from the NBME):**

The TechC has the primary responsibility for assuring that all computers used for test administration can deliver the exam securely and successfully.

**The Main Duties of the Lead TechC:**

- i. Provides administrative support to the ECP and CPs before, during, and after each examination for Phase A core courses and remediation.
- ii. Create, maintain, and update the Phase A proctoring sign-up Excel sheet ([Phase A Proctoring AY 2025-2026](#))
- iii. Review and recruit at least 9 proctors total for each test: 1 proctor per 25 students (as required by NBME), 2 proctors for special accommodations rooms and, at least 2 proctors on standby in the case any issues arise, or for relieving proctors, if necessary.
- iv. Notify the ECP & CPs if the number of available proctors is insufficient for the exam session.
- v. Notify staff/faculty who signed up for the session but will not be needed.
- vi. Schedule Phase A examinations in the Outlook calendar to reserve the time of assigned proctors, Course Directors, and the Chief Proctor.
- vii. Enrolling students that are eligible to sit for the exam in the NMBE website.
- viii. Send reminder to Course Director(s) for NBME Exam Blueprint.
- ix. Order Exams.
  - x. Send exam email information to the class, including special accommodation(s).
  - xi. Includes exam payment email information to the students for remediation.
  - xii. Email exam information to the students for remediation.
- xiii. Reservation of exam rooms.

- xiv. Coordinate with the Facilities Team regarding the removal and installation of room dividers as needed. If necessary, request power strips for nonfunctional charging stations.
- xv. Coordinate rescheduled examinations and remediation exams with Course Directors.
- xvi. Maintain responsibility for exam inventory.
- xvii. Coordinate with Student Affairs Coordinator for examinees physical signature attendance sheets (restroom and sign-out after exam completion) for each exam.
- xviii. Address/navigate any proctor exam queries to the appropriate party.
- xix. Document and report any suspicious activities, academic misconduct, or honor code violations occurring during or after testing activities to the NBME via the Incident Report function in the NBME Chief Proctor Exam Administration Dashboard.
- xx. Immediately notify the Office of Student Affairs (OSA) and the Office of Medical Education (OME) of any suspicious activities, or academic misconduct. Submit the corresponding Professionalism Concern Report (PCR) in accordance with institutional policy. ([Professionalism Concern Report](#)).
- xxi. Exam setup (transparent note-taking sheets, dry-erase markers, etc.) and clean up.
- xxii. Cross-reference all sign-out sheets and promptly report to the CPs & ECP about any students who did not complete the sign-out process.

**Additional Duties for the TechC in collaboration with the IT Department:**

- i. Coordinate with the IT Team to secure laptops, chargers, and request an IT Specialist to be present 15 minutes prior to, and at least 35 minutes after the start of the examination.
- ii. Secure IT support to ensure the following as needed:
  - a. Set up of a dedicated workstation/laptop in each testing room for use by the CP.
  - b. Run an NBME exam compatibility check on at least one workstation or institutional laptop to be used for test administration.

- c. Have knowledge of the operating system (OS), virus checker, and browser version that reside on institutional workstations/laptops or examinee laptops.
- d. Be knowledgeable about the network architecture of the testing rooms.
- e. Verify that internet connection speed is adequate (minimum T1) for testing.
- f. Be available on the test day to resolve technical problems that may arise.

#### **(IV) Responsibilities for Faculty & Staff Proctors:**

- For the M1 and M2 classes, at least 9 proctors total are required for each test: 1 proctor per 25 students (as required by NBME), 2 proctors for special accommodations rooms and, at least 2 proctors on standby in the case any issues arise, or for relieving proctors, if necessary (including the Chief Proctors and Technical Support Coordinator, see above).
- For M3 SHELF exams, Clerkship Directors, and Clerkship Coordinators will be sufficient for proctoring.

#### **The Main Duties of Faculty & Staff Proctors:**

- i. **Course and Clerkship Directors MUST be present** for proctoring ALL exams in their course.
- ii. For Phase A exams:
  - All **Full-time Administrative support staff and faculty** are required to proctor **at least 3 exams per academic semester**. Part time faculty & staff can be prorated accordingly.
  - Participation as a proctor is a requirement of all CNU employees.
  - Proctors must use this link to sign up for testing sessions. ([Phase A Proctoring AY 2025-2026](#)).
  - The ECP, CPs & Lead TechC (see above) will monitor compliance with the above guidelines and failure to sign up or show up for proctoring will result in disciplinary action.

#### **IV. Exam Mapping and Ordering:**

- The Office of Curriculum and Career Advising will order the exams for Phase A courses through the NBME website.
- The Phase B lead coordinator will order exams for the Phase B Clerkships.
- The Lead Technical Support Coordinator will send out email instructions to examinees.
- For Phase A exams (does not apply to Clerkship SHELF exams, which are mapped based on the Physician Task/competency):
  - Before the test is ordered, Course Directors MUST Ensure proper and balanced mapping of all exam questions to the CLOs and the Major Areas/Topics of the course (Physiology, Pathophysiology, Pharmacology, Diagnosis, Management, etc.), which are described as the Default Score categories / NBME systems categories.
  - The NBME systems categories are automatically mapped to each question in the NBME exam blueprint set up system.
  - Mapping of the NBME exam questions to CLOs can be added via the Add Custom Score category for each question in the NBME exam blueprint set up system.
  - A CLO or Course Major Areas/Topics with less than 10 Exam questions mapped to it will not be reported for the exam assessment report.
  - The Executive Chief Proctor (ECP) will ensure the CLOs and the Major Areas/Topics mapping is properly completed through the Manage Score categories function before the exam is ordered.
  - Course Directors MUST have the finalized exam complete at least 5 working days before the scheduled exam date to ensure ample time for processing of exam ordering.

## V. Exam Absence/Tardiness

***(I) Students are expected to arrive at least 30 minutes prior to the posted exam start time.***

***(II) The following expectations apply to the following exams:***

- i. All NBME examinations, including formative, summative and SHELF exams.
- ii. Longitudinal course formal exams (such as the practice and summative OSCE exams in Medical Skills or anatomy exams for the anatomy lab).

- iii. For Medical Skills OSCE, Anatomy exams and other formal exams, please see individual course syllabi and communication from course directors for the appropriate time to arrive for an examination. These arrival times are typically earlier than typical NBME exams and may be 30 minutes or more prior to the start time
- iv. Any other formal exams that require attendance at the time of exam initiation.

**(III) Late Arrival or Absence**

- a. Students will have a **10-minute grace period, except for OSCE and Anatomy exams. After 10 minutes**, the student **WILL NOT** be allowed to take the exam and will need to reschedule the exam. This may result in a Professionalism Concern Report (PCR; Please see Professionalism Concern Report Policy).
- b. Any tardiness or absence must be communicated to the course director and chief proctor **prior to start time of the exam.**
- c. Students must submit an **excused absence request form** that must be accompanied by appropriate documentation to the course director and the Office of Student Affairs and follow proper procedure.
- d. For unexcused absences the student will need to remediate the exam and will receive a “Y” for the course.
- e. For excused absences, the student will be allowed to reschedule the exam at the convenience of the Course Director and the Executive Chief Proctor.

*Approved by the CNUCOM Assessment & Evaluation Committee, 1/26/2026*

*REVIEW: Every three years (or more often if required)*