

OO Online Qualification Program Proctor Role and Responsibilities

The integrity of NGA's OO Program is dependent upon Proctors following ALL the requirements stipulated here. Please ensure that ALL protocols are strictly enforced. Any conflicts with these protocols will be resolved by NGA OO Staff on a case-by-case basis. Any amendments or waivers would be applicable only to the affected Examinee's Company.

A. Prerequisite Credential Actions:

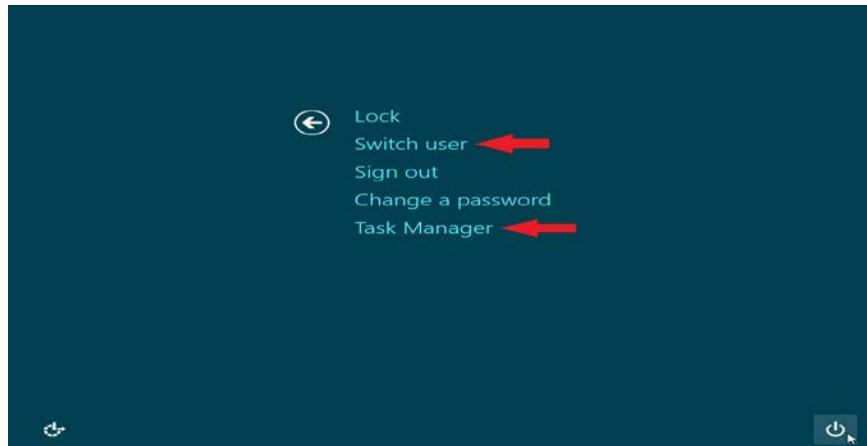
- 1. All Proctors, Examinees' Company Site Representative, and NGA authorized OO program Auditors, LDC authorized Auditors, or other NGA authorized individuals will exchange their government issued photo IDs, and any credentials (e.g., ITS ID), with each other for inspection and confirmation of identities.

B. Equipment and Space:

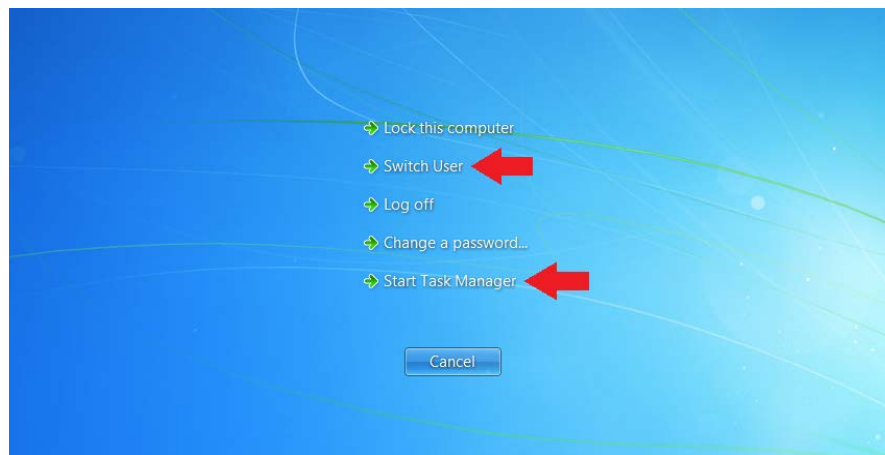
- 1. Confirm that all natural gas or pipeline training references, such as, wall or simulation displays on walls, bulletin boards, floor and table models, or other locations within the room are removed or covered over (e.g., tarps, opaque paper or carboard) such that they cannot be viewed or provide any visual assistance to an Examinee in answering exam questions.
- 2. Confirm that an Examinees' Company Site Representative is present and that Examinee computers to be used are not personal devices.
- 3. If applicable, confirm that the Examinees' Company requested NGA special accommodations (i.e., a NGA interpreter who provides oral translation or paraphrasing of the on-line written exam text into the Examinee's native language; or an NGA reader who reads or repeats out-loud the exact English written text to the Examinee) are scheduled and provided with a computer, including computer equipment and a separate or isolated space.
- 4. Confirm that the test room has a conducive testing environment with sufficient seating for a maximum of 15 Examinees for every two (2) Proctors, one of which is an NGA Proctor.
- 5. Confirm that a maximum of 15 Examinee computer monitors are in one Proctor's line of site from a single proctoring location within the test room. Otherwise, apply one of the following situational options, which are provided through the Examinees' Company Site Representative:
 - a Reduce the number of Examinees in the test room, such that, one Proctor has line-of-sight to the remaining Examinee computer monitors.
 - b. An additional NGA or LDC Proctor is scheduled to monitor each group of Examinees from a single line-of-sight within the same test room.
 - c. For monitoring special accommodation Examinees in a separate or isolated test room, an additional NGA Proctor is scheduled with an interpreter; or, for reading, one NGA Proctor to either perform reading of the on-line exam or working with an NGA designated reader.

B. Equipment and Space: (Continued)

6. Verify computer settings for Task Manager and Switch User are disabled.
- a. There are two options that Windows computers provide that will need to be manually turned off by Systems Administrators with domain or local group policy settings when providing secure testing. The **Switch User and Task Manager** operating options are two options that must be disabled to ensure secure testing. The easiest way for a proctor to verify that these options are disabled is to make sure they are **not displayed on the Ctl+Alt+Del screen**.
 - b. **After Hitting Ctl+Alt+Del on the keyboard** you typically see the following options. The options with red arrows pointing to them **will not be displayed if they are disabled**. If they are present as shown below, contact local IT resources and the NGA office before proceeding with on-line testing.
 - c. In Windows 8 and 10:



- d. In Windows 7:



(Warning: Compliance with the “Equipment and Space” section is mandated before proceeding to the next section.)

C. Before Testing:

- 1. Confirm that **two Proctors** are in the 15 Examinee test room **before beginning the test session.** **At least one of these Proctors must be a NGA Proctor.** If other NGA or LDC Proctors are needed, contact the Examinee's Company Site Representative for resolution.
- 2. Discuss and plan with the Examinees' Company Site Representative Examinee testing breaks as well as the need to **allow new Examinees to participate** in testing after a test session is underway. The following testing options can be applied **only after any new Examinee has been administered the Examinee Agreement Sign-in and the Classroom Instructions and Handout information and confirmed by a Proctor:**
 - a. Bring in new groups of new Examinees during scheduled breaks and processed.
 - b. At the discretion of the NGA Proctor, bring in Examinees after processing as work stations become available.
- 3. Confirm that each new Examinee was: Handed the **NGA OQ Examinee Agreement**, asked to **read it** before they sign the NGA OQ Examinee Agreement Sign-in Sheet, and were informed an agreement copy was theirs to keep.
- 4. Confirm that each Examinee has filled-in the NGA OQ Examinee Agreement Sign-in Sheet completely with printed name, signature and company affiliation.
 - a. If an **Examinee does not wish to sign** the NGA OQ Examinee Agreement Sign-in Sheet, the Examinee **cannot take any test.** Instruct the Examinee to contact the Examinee's Company Site Representative for resolution.
- 5. Confirm that each **Examinee has a government issued photo identification** (ID) (e.g., State driver's license, Commercial Driver's License, Federal issued passport, Non-driver State ID with photo for non-drivers, military photo ID, police service photo ID, foreign issued passport or work visa) in their possession and hands it to you for inspection before OQ testing.
 - a. **Only the Proctor enters his/her initials on the NGA OQ Examinee Agreement Sign-in Sheet** next to the Examinee's name to validate the ID was inspected.
 - b. A **Proctor does not enter his/her initials if the Examinee does not have a government issued photo ID** or it appears invalid (e.g., expired driver's license). Consequently, the Examinee cannot take any test. Instruct the Examinee to contact the Examinee's Company Site Representative for resolution or return with a valid government issued ID.
- 6. At the NGA Proctors direction, the **Examinees' Company Site Representative must leave the test room, once the following are completed, resolved, provided, or agreed to:**
 - a. Representative completed all responsibilities to NGA Proctor's satisfaction.
 - b. Representative agrees to continue resolution of any Examinee issues and will report back to the NGA Proctor.
 - c. Representative or his/her designee reviews information provided by the host test site concerning any emergency evacuation information, exits and outside gathering locations with all participants in the testing room. (Note: Examinees must exit immediately and not worry about leaving active tests, which will be reset by ITS help desk without penalty.)
 - d. Representative agrees to be readily available or reachable to address IT related issues (e.g., internet loss, computer hardware issues, etc.), Examinee testing matters (e.g., tests assigned do not appear in the On-Board LMS), and test room issues (e.g., lighting, power, heating/cooling, etc.).

C. Before Testing: (Continued)

- 7. Confirm that only NGA authorized Auditors, LDC authorized Auditors listed with NGA or acknowledged by the NGA Proctor, NGA Proctors observing or in-training, and credentialed government officials are allowed in the test room, but **cannot communicate** in any way **with Examinees during testing**. The Proctor can allow the Examinees' Company Site Representative to stay in the test room long enough to address and resolve Examinee matters, IT issues such as a computer monitor freeze, ITS login issues, etc. **Only the NGA Proctor, or their designee, can communicate with Examinees during testing.**
 - a. **NGA or LDC authorized individuals** must be handed the **Examinee Agreement to read** and keep. They must then **sign-in on a separate NGA OQ Examinee Agreement Sign-in Sheet** with a Proctor inspecting their government issued photo ID in order to remain in the test room. The applicable agreement portions relate to confidentiality and security of exam material (i.e., Agreement numbers: 1, 3, 6, 8, 10, and 11).
 - b. All auditors, observers and officials are precluded from any unnecessary distractive and disturbing conversations with Proctors during testing.
- 8. Distribute the **Classroom Instruction and Handout** sheet and either a Proctor or his/her designee must **read** the instructions to the Examinees. Among other items, it sets the expectations for Examinee behavior.
 - a. Ask the Examinees if they have any questions on the instructions you just **read**.
 - b. Explain to the Examinees that if these classroom instructions are **not** followed either individually or collectively, you are instructed to contact the Examinees' Company Site Representative and NGA (i.e., Steve Henry at 781-455-6800 x 101, or his designee) for conflict resolution - which may result in testing failure of an individual or the entire class.
- 9. After an Examinee has logged into the ITS website (Refer to the *Proctor Guide*), confirm the ITS login screen photo matches Examinee's government issued photo ID.
- 10. Confirm the Examinee's government issued photo ID will remain on the desk until the Examinee has finished testing or is ready to leave.
- 11. Confirm that if the Examinee has brought an Examinee's company provided test assignment sheet with user name and password, it remains on the desk face down and the government issued photo ID sitting on top of it after each use. The Examinee is forbidden from writing anything on this sheet.
- 12. Confirm that Examinees did not bring in any writing utensils or paper, other than the Examinees' company provided test assignment sheet, into the testing area.
- 13. Personal electronic devices are not allowed to be in the possession of an examinee during testing. Dependent on the site accommodations follow one of the following procedures:
 - a. Confirm that all cell phones, iPods, pagers, tablets, watches, or other personal electronic devices are not brought into the room.
 - b. Confirm that all other personal electronic devices with an "off-on" switch are turned off or powered off and stored in a predetermined central location within the test room but away from examinees.

14. To minimize disruptions and disturbances during testing, **it is preferred that new Examinees enter the test session at a pre-planned group break** (e.g., morning break, lunch break, etc.) for testing. **However, the NGA Proctor has the discretion to allow new Examinees to enter the test room at other times room** and take tests at an assigned workstation if the Examinee has fulfilled **all** of the following conditions:
- a. The new Examinee has received and read an Examinee Agreement and signed the NGA OQ Examinee Agreement Sign-in Sheet.
 - b. Examinee has a government issued photo identification (ID) in their possession and has been verified as valid by a Proctor.
 - c. A Proctor has given and read the instructions found in the Classroom Instruction and Handout sheet to the new Examinee.
 - d. Once at a workstation, the Examinee will follow all other Examinee requirements as directed by the NGA Protector, such as, logging into the ITS website, ITS ID confirmation, and positioning their ID and any Examinee's Company assignment sheet on the Examinee's workstation desk

(Warning: Compliance with the "Before Testing" section is mandated before proceeding to the next section.)

D. During Testing:

- 1. Confirm again that only NGA authorized Auditors, LDC authorized Auditors (i.e., listed with NGA or acknowledged by the NGA Proctor), NGA Proctors observing or in-training, and credentialed government officials are allowed in the test room, but **cannot communicate** in any way **with Examinees during testing**. The Proctor can allow the Examinee's Company Site Representative to stay in the test room long enough to address and resolve IT issues such as a computer monitor freeze, ITS login issues, etc. **Only the NGA Proctor can communicate with Examinees during testing.**
- 2. **Any Proctors who must take OQ tests are precluded from easily reading and notating test questions and answers at any time.** In such cases, only NGA Proctors shall be used to deal with Examinee computer/monitor problems or issues with viewing questions, video or audio functions.
- 3. Only a NGA Proctor will authorize each test by entering his/her Proctor's username and password at the appropriate prompt.
 - a. **NGA Proctor login information is confidential and will not be shared with the Examinee's Company Site Representative, another Proctor, or Examinees.**
 - b. When logging in the Examinee to start their test, ask the Examinee to turn his/her head away from the keyboard/monitor in order not to compromise the NGA Proctor user name/password. Alternatively, utilize a barrier that prevents an Examinee's view.
 - c. Note the OQ test session start time on the Examinees Agreement Sign-in Sheet.
- 4. Observe Examinees and their computer monitors to ensure test integrity without being too obtrusive.
- 5. If an Examinee requires a writing utensil or paper, the Examinee will raise his/her hand and make the request for you to provide an Examinee's Company supplied #2 lead pencil and note paper which will be provided by the Examinee's Company. As a substitute, the Examinee can also use the back of the test assignment sheet as well as allowed to mark completed tests on this sheet.

D. During Testing: (Continued)

- 6. Confirm that Examinees do not leave the room before completing a test and are logged off the ITS website.
- 7. Any breaks for Examinees should be limited and are only permitted upon completion of a test.
- 8. If an Examinee leaves the classroom for any reason, the Proctor must re-verify their government ID before when they re-enter the classroom.
- 9. Other than an evacuation triggered by a building emergency, if an Examinee insists on leaving the test room for any reason prior to completing an active test and logging-out, the NGA Proctor will close the Examinees test and log-out which will result in a failing grade.
- 10. Any breaks for Proctors shall be limited to one Proctor at a time. The Proctor remaining in the classroom will monitor the Examinees. Examinees that are ready to start a new test will wait until two Proctors are in the room, with one of these Proctors being the NGA Proctor to authorize the new test.
- 11. Do **not** assist any Examinee with explaining or answering any content question on the test.
 - a. When an Examinee wants to begin a new test, the Examinee must raise his/her hand to attain the NGA Proctor's attention in order for you to authorize the new test. (Note: Examinees should be discouraged from making any noises that may disturb other Examinees.)
 - b. In those cases where the Examinee achieved a minimum passing score of 80% on a completed OQ test, the Examinee can review the displayed incorrect test answers before starting a new test or leaving the test room for the day. Again, the Examinee is precluded from taking any notes.

(Warning: Compliance with the "During Testing" section is mandated before proceeding to the next section.)

E. Following Testing:

- 1. Confirm each Examinee has logged out of the ITS website or application prior to leaving the testing area for the day.
- 2. If you provided an Examinee with a #2 lead pencil or note paper, you will retrieve the Examinee's pencil and used paper, with the used paper placed under your control and removed from the premises, unless the host test site provides you access to a paper shredder to use.
 - a. Collect the Examinee's Company provided login and assignment paper, with login information redacted (e.g., blacked-out) in front of the Examinee.
- 3. Request from the Examinees' Company Site Representative to provide you with a printout and/or an emailed attachment of an ITS Evaluation Report through the OnBoard Learning Management System (LMS). The NGA Proctor uses this report to verify that the name(s) on the Examinees Agreement Sign-in Sheet match during the testing period. Report any discrepancies to Steve Henry (shenry@northeastgas.org) and the Examinees' Site Representative.
- 4. Request the Examinees' Company Site Representative to sign the Examinee Agreement Sign-In Sheet as well as check-off you received the ITS Evaluation Report, and fill in the end time of the OQ testing session.

E. Following Testing: (Continued)

- 5. Before leaving the host test site**, call the NGA at 781-455-6800, select 1 for the “NGA Qualification Service Desk” and follow the prompts to **request the reset of your proctor password**.
- 6.** Leave a copy of the Examinee Agreement Sign-In Sheet(s) with the Examinees’ Company Site Representative.
- 7.** Inspect the test room and collect any materials left behind by the Examinees or you.
- 8.** Email the Examinee Agreement Sign-In Sheet(s) and the OQ test day’s ITS Evaluation Report to (proctor@northeastgas.org) within 2 business days.
- 9.** In addition, and at your earliest opportunity, please drop-off or send the original Examinees Agreement Sign-In Sheet(s) to Steve Henry via postal service to: Northeast Gas Association, 75 Second Avenue, Suite 510, Needham MA 02494. Otherwise, hold on to the sign-in sheet until it is requested by NGA.
- 10.** Upon completion of the class or no later than the next business day, email NGA’s Jeff Klezos at jklezos@northeastgas.org to provide a brief class summation.