

WAQTC PROMETRIC MEETING MINUTES

MEETING CALLED BY: RANDY MAWDSLEY,
WAQTC QAC

COORDINATOR: DESNA BERGOLD,
COORDINATOR

DATE: MAY 17TH, 2021

TIME: 11:00 AM TO 1:00 PM PDT

LOCATION: TEAMS

ATTENDEES:

RANDY MAWDSLEY, WSDOT

ROCKY CLARK, PROMETRIC

JOHN BILDERBACK, WAQTC EXECUTIVE BOARD
CHAIR

L. SCOTT NUSSBAUM, TREASURER, UDOT

CRAIG WIEDEN, CDOT

GARRETT WEBSTER, WSDOT

DAN GETTMAN, AKDOT & PF

LORI COPELAND, ITD

SHARON TAYLOR, NDDOT

KEVIN BURNS, WSDOT

AGENDA ITEMS / OBJECTIVES:

1. Welcome – Randy Mawdsley
2. Introducing Prometric – Rocky Clark
3. Proposal questions
 - Security aspects
 - Scoring – Minimum 70% overall, 60% on any one procedure
 - Single retakes v. all or nothing?
 - Information/Reports
 - Pricing
 - Questions
4. Other

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WELCOME	Randy Mawdsley, WSDOT, welcomed everyone, and introduced Rocky Clark with Prometric.	
INTRODUCING PROMETRIC	<p>Rocky introduced Prometric. The company has been in business for 30 years starting with testing centers and then adding a remote proctoring platform. Initially there were reservations from their customers. Recently with COVID 19 restrictions, remote testing has become increasingly important.</p> <p>Prometric specializes in test delivery but also offers exam development.</p>	
PROPOSAL QUESTIONS		
SECURITY	<p>Rocky stepped through the security protocols for both the testing centers and remote testing.</p> <p>Prometric offers written exams in either test centers or remote proctoring. WAQTC can select which option to make available or leave it open. Each option has their own protocols.</p> <p>WAQTC would control what resources the examinee would have available. At the test center, the examinee would check in with a staff member and receive any resources WAQTC allows such as scratch paper and a calculator. The staff member would verify the examinee does not have access to any electronic devices that could be used to cheat.</p> <p>Randy pointed out that in previous conversations he was told that there is an annual minimum cost to use the testing centers that seemed high for WAQTC's needs. Rocky has since been told he has more flexibility concerning the minimum expenditures. He said that WAQTC would have access to either method of exam delivery. They would not put a yearly minimum expenditure clause in the agreement.</p> <p>Remote proctoring (called Pro-proctor) is a fairly new process. Prometric built their platform 4 years ago, and usage has picked up this past year.</p> <p>Pros/cons of each option</p> <p>A testing center is more popular with some of Prometric's clients because there is a perception that the security is tighter. From an examinee's perspective, the controlled environment may be</p>	

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	<p>comforting, and the examinee does not have to worry whether their computer or internet will function properly.</p> <p>Pro-proctor is available to the examinee around the clock. This can make it more convenient to perform examinations after work hours.</p> <p>The process of Pro-proctor:</p> <p>WAQTC would provide a list of those eligible to take an exam. Prometric emails the examinee a link to schedule their exam and also provides information on how to take the exam. The examinee inputs a confirmation number.</p> <p>The examinee interacts the with the readiness agent, one-to-one, who walks through any special instructions. The readiness agent verifies that the examinee is in a private location with no reference materials or papers on their desk, there are no other people in the room, and eliminates other security risks.</p> <p>Once the examinee is prepared, they are passed on to a proctor who will often monitor 6 to 8 examinees at a time. There is generally no interaction between the examinee and the proctor, but the test taker can contact the proctor if necessary. If there are technical issues, the proctor would bring in tech support so that the proctor can continue to monitor the other examinees.</p> <p>If the proctor feels that the examinee might be cheating, the proctor calls in the security agent who would investigate and determine if further action is required. If so, the security agent would take over the interaction with the examinee.</p> <p>Prometric’s program does not allow the examinee access to any apps or the internet on their computer.</p> <p>Another layer is limited artificial intelligence built into the program. The AI supports the proctor and alerts them to unusual activity.</p> <p>Scott Nussbaum, UDOT and WAQTC Treasurer, asked about availability. Rocky indicated that they usually require 24 hours’ notice. The further in advance the more time slots available.</p> <p>Scott also asked about language support. All proctors speak English, but Prometric is expanding the options.</p> <p>Scott also asked if Rocky had any thoughts on controlling the location of the remote proctoring. Would requiring a workplace location be beneficial as opposed to a home environment? Rocky</p>	
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	<p>agrees that there is more control in a work environment, but he isn't certain that it is significant enough to override any other concerns.</p> <p>Sharon Taylor, NDDOT, asked about issues with the internet. At times this can pose a big problem in the middle of an exam. Rocky indicated that that is one of the drawbacks of remote testing. Prometric's bandwidth requirements are not high to minimize the potential issue and Prometric's tech support would be available to help. Sharon asked that if an examinee is kicked out would the program save their place. Rocky indicated that it would.</p> <p>Dan Gettman, AKDOT, said that he would be concerned that the examinee could reference the training materials and change the answers when they are able to log back in. That is a possibility.</p> <p>It is up to WAQTC whether to allow scratch paper. In remote testing, this creates additional security issues, less so in the testing center. Prometric has tried to digitize as much as they can, they can provide digital scratch pads and calculators in the program.</p> <p>Randy asked if they have noticed more incidents of cheating in remote proctoring. Rocky said that the data has not shown a large difference.</p> <p>Rocky was asked how many test centers are available in different locations. He responded to each inquiry and also provided a link to the website. https://www.prometric.com/site-status</p>	
AGENCY SPECIFIC EXAMS	<p>Craig Wieden, CDOT, asked how agency specific exams would be handled. Rocky indicated that this would just be another exam to be uploaded. Scott said that UDOT also has agency specific exams. Rocky asked that WAQTC determine what each agency needs. He would like to know how many exams would need to be uploaded at implementation. Additional exams may impact the implementation fee.</p> <p>Prometric would need a contact for each agency who would be uploading examinees' information.</p> <p>Randy said that the exams are updated annually, he asked how the yearly updates would be handled. Rocky said that annual updates cost less than implementation, but pricing would depend on other factors.</p> <p>There are two ways to handle updates. For minor updates, WAQTC would ask Prometric to make the revisions and pricing would be based on the number and difficulty of the revisions.</p>	

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	<p>Prometric also has a 'Test Development Center' which would allow an agency or WAQTC representative to revise the exams which would allow as many revisions as needed without further cost. For the 'Test Development Center' there is a \$5000 annual fee, so for a large number of revisions it may be more cost effective.</p> <p>Sharon asked what types of exam questions can the system handle? Rocky said that there can be any kind of question, but the system may not be able to grade some types of questions, such as essay questions. Depending on the question and answer, they may be able to grade a 'short answer' question. Some of these types of questions would need to be graded by the customer.</p> <p>Lori Copeland, ITD, asked about the two written practical exams TM 13 and R 75. Graphing for R 75 may be difficult on the computer. Lori said that it would be especially helpful for those agencies that outsource other practical, lab-oriented exams, but not written exams. WAQTC would have to discuss this with Prometric.</p>	
SCORING/ RETAKES	<p>Rocky said that the requirements to pass the exam, minimum overall score of 70 percent but no single section less than 60 percent, will not be a problem for their system to grade.</p> <p>If an examinee fails one or more sections but passes overall, WAQTC currently allows the examinee to retake just the failed section(s) with the same scoring requirements. Rocky said that the easiest route would be to require retakes of the full exam, but that there are ways around that. Prometric would have to upload each section as its own exam for retakes. This would be a lot of exams in the system and implementation costs would increase. Per exam billing is a minimum of one hour even if retaking a shorter exam.</p>	
REPORTS	<p>Randy discussed the other documentation requirements, such as the initial 'Registration' and 'Rights and Responsibilities' forms and the information that these require and then the results of the testing. In listing the information WSDOT would require, it became apparent that some agencies may need more information than others.</p> <p>Rocky said that during implementation Prometric will set up the necessary forms and they could include a box to check to indicate a signature. Randy asked if there could be an 'electronic signature.' Rocky will check on it.</p>	

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	Scott pointed out that if an actual signature will be necessary, it could be captured at the Practical Exam.	
PRICING	<p>Randy asked if the initial WSDOT quote of \$5200 for implementation is still correct. Rocky could not really answer that, it depends on the wider WAQTC agency specific needs, how many exams and forms, if there is anything particularly unusual, etc.</p> <p>He believes if he had an estimate of the total exams, he could supply a more accurate estimate. He is familiar with WSDOT requirements but needs to know what other agencies will require. He would also like, at some point, a projected volume of examinations.</p> <p>Scott said that WAQTC should be able to put together a ‘Scope of Work.’ Scott would like to move quickly on this.</p>	
TIME FRAMES	<p>Implementation Time Frame, from agreement to live expect approximately two months.</p> <p>Rocky indicated that if anyone has any more questions, please contact him. rocky.clark@prometric.com</p>	