American Board of Pediatrics

Going Beyond Internal Test Security Resources: Reaching Out for External Assistance

Conference on Test Security – October 2019

Mission

Advancing child health by certifying pediatricians who meet standards of excellence and are committed to continuous learning and improvement

Maintenance of Certification (MOC) Exam

- Proctored exam at testing center

- Once every 10 years

- Delayed scoring

- General feedback on missed questions

- Resources not allowed

- Summative assessment every 10 years

- Piloted in 2017 and 2018
- Implemented in 2019

  - Formative **and** summative

  - Take anywhere, anytime, any platform

  - ~20 questions per quarter)

  - Immediate, detailed feedback

  - Resources allowed (internet, books)

  - Summative assessment every 5 years

MOCA-Peds Security Concerns

Honor Code

- All physicians who take ABP assessments must agree to abide by the ABP Honor Code, which requires that exam content not be shared in any form.
- MOCA-Peds – allowable resources are specified. Discussion or sharing of questions is not permitted.

Concerns

- Collusion/Collaboration
- Item exposure

Reasons for seeking outside help

- Lack of internal resources
- Lack of time
- Lack of expertise

Caveon Web Patrol

- ABP gives Caveon content and item rationales
- Caveon stores the data in a secure location
- Caveon searches the internet, social media, etc., for infringing content
- Calibrates search to weed out false positives
- Hits posted to Caveon Core for review and response

Good News (so far)

- Very little evidence of collusion
- A few social media posts were flagged that came close to violating the Honor Code
- We will continue to monitor MOCA-Peds for collusion and content exposure.
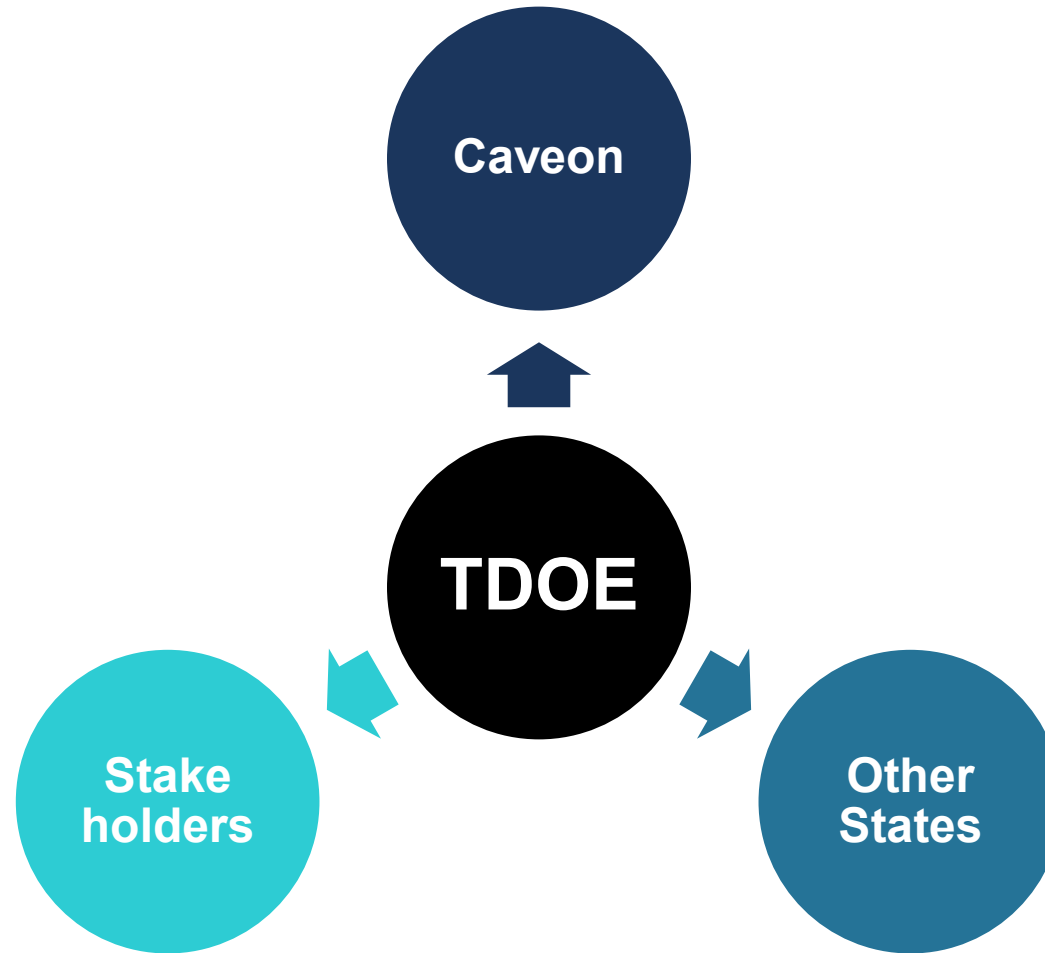
Contact Information

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External Assistance
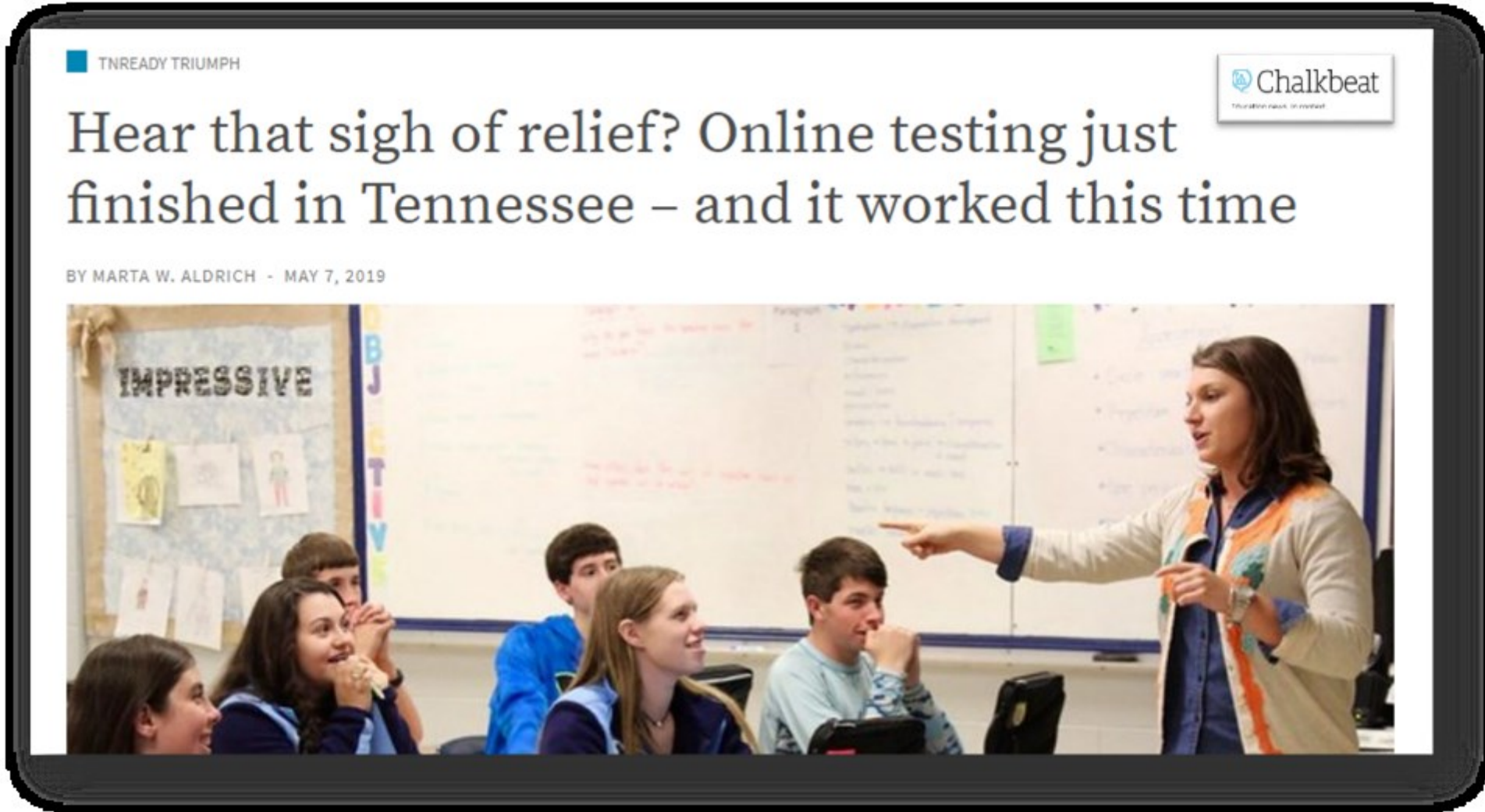
Spring 2019

Spring 2019 Debrief

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- Repor
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  - EC
  - 3-8

TNREADY TRIUMPH

Chalkbeat

Hear that sigh of relief? Online testing just finished in Tennessee – and it worked this time

BY MARTA W. ALDRICH - MAY 7, 2019

IMPRESSIVE

TN Department of **Education**

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Caveon Audit

- February 2019
- Two day visit with John Fremer and Walt Drane
  - Interviewed TDOE team members
  - Examined documents
  - Discussed security with our administration and test development vendors
  - Met with district testing coordinators

Caveon Report

- It's not all bad.
  - We appreciated the positive feedback about things we were doing well.

TDOE Exemplary Practices

In addition to identifying potential security threats and opportunities for reducing risk, the Audit process also revealed a number of exemplary practices related to test security within the TDOE assessment program. TDOE deserves to be commended for the level of professionalism manifested throughout its assessment program. Additionally, there is a clear application of industry best practices evident in the development and administration of TDOE secure assessments. A non-exhaustive list of TDOE exemplary practices directly related to test security is presented below.

Caveon Report

- We received a variety of recommendations to improve our processes and documentation.

Recommendations

Priority	Test Security Planning Recommendations
High	Develop a Test Security Plan.
Medium	Conduct an annual review of all security aspects of the assessment program and update the Security Plan and related documents accordingly.

Test Security Manual

Tennessee Test
Security Manual

2019 - 2020

Tennessee Standards for Professional and Ethical
Conduct in Test Administration

TN Department of Education

Office of Strategy and Data Governance

Tennessee Test Security Manual — 1

- Audit feedback led to the development of the Tennessee Test Security Manual
  - Researched other states
  - Utilized resources provided by Michigan and other states
  - Aggregated multiple training documents
  - Reviewed with external stakeholders (ambassadors)

Taking Advantage of COTS

My First COTS Experience

- Fascinated AND overwhelmed

- Didn't take full advantage of the opportunities to make connections with other state assessment folks who were involved in test security.

- Focused on presentations and learning

My Second COTS Experience

- Better understood what I wanted out of the experience

- Took time to connect with other state assessment folks
    - Became part of an informal email community where we share questions, frustrations and resources

- More time doing test security made it easier to process all the information
    - In other words, stick with it!

Stakeholders

TCAP DTC Ambassadors

- Definitions
  - TCAP = Tennessee Comprehensive Assessment Program
  - DTC = District Testing Coordinator

- Group of 7 "high flying" DTCs from across the state who:
  - Mentor new & struggling DTCs
  - Review documents and messaging
  - Assist in presenting and training throughout Tennessee

Assessment Logistics Advisory Committee

- We call it "ALAC"

- DTC Ambassadors + 8 more DTCs from across Tennessee

- Volunteers
  – Meet 4+ times a year to give feedback on testing issues
  – Review ancillary materials

- Objective
  – Receive "front line" feedback on policies, concerns, and suggestions for improvement of the TCAP testing program

TN

Better Together

Better… but not done

- Continuing to seek more involvement with third party agencies to assist TDOE with site monitoring

- Following up creation of the Test Security Manual with training on test security in each of the eight regions in Tennessee

- Excited to continue partnering with other state test security folks to learn and find new ways to improve our program

Contact Information

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Districts and schools in Tennessee will exemplify excellence and equity such that all students are equipped with the knowledge and skills to successfully embark on their chosen path in life.

Excellence | Optimism | Judgment | Courage | Teamwork

"Going Beyond Internal Test Security Resources: Reaching Out for External Assistance"

John Zarian

General Counsel / Director of Administration
NATIONAL COMMISSION FOR THE CERTIFICATION OF CRANE OPERATORS

2019 Conference on Test Security
October 18, 2019

Introduction

- Test security in a high stakes testing program requires many skills, consistently applied.

- Some test security challenges lead certification bodies to reach out to other trained and experienced external professionals.

- Under what circumstances should you use external help?

- How are external helpers located and incorporated into the program's functioning?

- Who manages the external helpers and evaluates the quality of their work?

Overview of Presentation

1. Staff Resources and Procedures

2. "Internal" Audits and Secret Shoppers

3. Leveraging Regular Outside Vendors

4. Using External Consultants

About NCCCO

- NCCCO develops effective performance standards for those who work in and around cranes – operators, riggers, inspectors, etc.

- 14 certification programs

- Written *and* practical examinations

- More than 105,000 individuals currently certified; many holding multiple certifications

- More than 120,000 examinations (all types) administered in 2018

- **Paper & Pencil Testing**
  - More than 2,000 test *administrations*/yr.
  - Hundreds of test sites around the country
- Increased use of forensics
- Exam booklet inventory policies
  - Individualized by exam
- Procedures for chain of custody

- Procedures for the secure shipment and handling of examination materials

- Procedures for Responding to Incidents
  - Development of Program Integrity team
  - Immediate escalation of incidents
  - Immediate response (in person investigation whenever possible)
  - Complete investigation / follow through
  - Written report / improvements
  - Mitigate impact on innocent parties
  - Follow up E&D process

- **Immediate Escalation of Incidents Involving Test Security**
  - Notify CEO/top mgmt. within 24 hours
- **Immediate Response**
  - Hold exam results if warranted
  - In person investigation when possible

2. "Internal" Audits and Secret Shoppers

- **Practical Exam Testing**
  - 36,719 practical exams in 2018
- More than 400 audits in 2018
- Increased number of random, unannounced audits
- Staff auditors
- Accredited auditors
- Audit committee

- **Practical Exam Testing**
  - Full-time staff auditor
  - Team of compensated auditors
  - Practical Exam Audit Committee

- Secret Shoppers
  - Challenges with using non-staff

3. Leveraging Regular Outside Vendors

- **Paper & Pencil Testing**
  - Nearly 25% of certification candidates
  - Nearly 50% of recertification candidates
- Support from CBT vendor
  - Partner in investigations
  - Regular meetings to discuss test security
  - Contractual requirements
- Increasing use of audits

- **Computer Based Testing**
  - Nearly 25% of certification candidates
  - Nearly 50% of recertification candidates
- Support from CBT vendor
  - Partner in investigations
- Increasing use of audits

4. Using External Consultants

- Circumstances / Advantages
  - Established Reputation
  - External Objectivity
  - Subject Matter Expertise/Knowledge
  - Perspective Innovation

- **Example: Test Security Audit**
  - Conducted several years ago
  - Objective assessment, recommendations
    - Budgets, roles, responsibilities
    - Forms, agreements, handbooks
    - Test development, maintenance
    - Test administration, physical security
    - Information security, media
    - Training, incident response
  - Created <u>long</u> list of follow up/action items

4. Using External Consultants (cont'd)
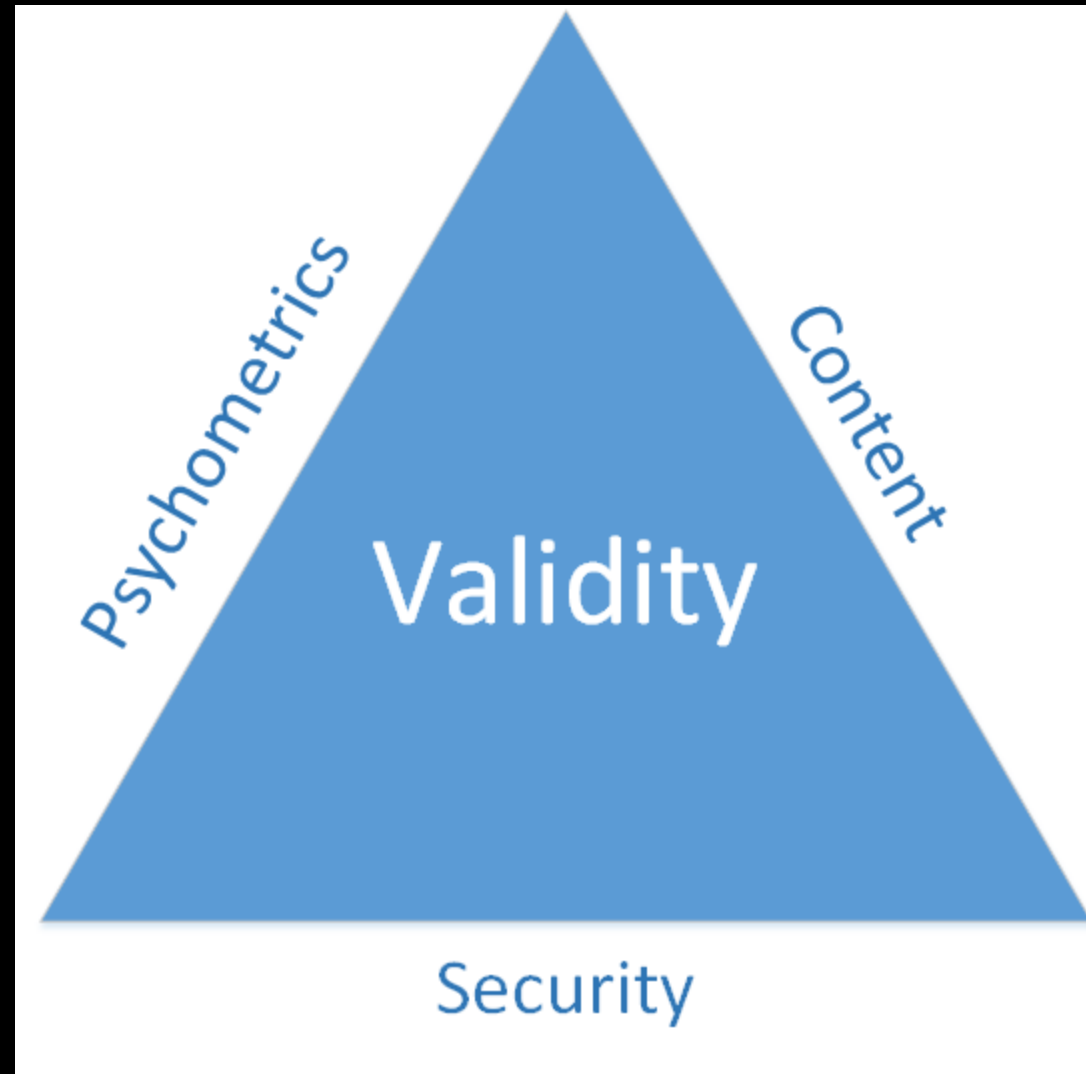
- Example: Information Technology Security
  - Cyber threats
  - Exposure to computer viruses
  - Securing hardware
  - Security in the cloud
  - Privacy laws
  - Network security

Questions?

Chief Officer, Examinations

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NCSBN
Leading Regulatory Excellence

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2019 Conference on Test Security

Going Beyond Internal Resources:

Vendor Perspective

1 **What does the client want?**

2 **Why is it important?**

3 **How will it be accomplished?**

4 **Next steps after completion?**

People come to Caveon for:

WHAT?

1 **Security Audit Suite**

2 **Caveon Services**

- **Web Patrol**

- **Data Forensics,**

- **Site Monitoring**

- **Security Investigations**

3 **Test Development**

WHY?

1 To get something they don't have ("build or buy")

2 To try something new or different

3 To use "Best in Class" for a particular application

4 Interested in a pilot to determine how to innovate

5 Responding to an emergency situation

HOW?

1. **Assign a lead person**

2. **Decide on an appropriate strategy**

3. **Draft possibilities and get reviews**

4. **Decide on pricing**

5. **Present to client**

6. **Conduct the work**
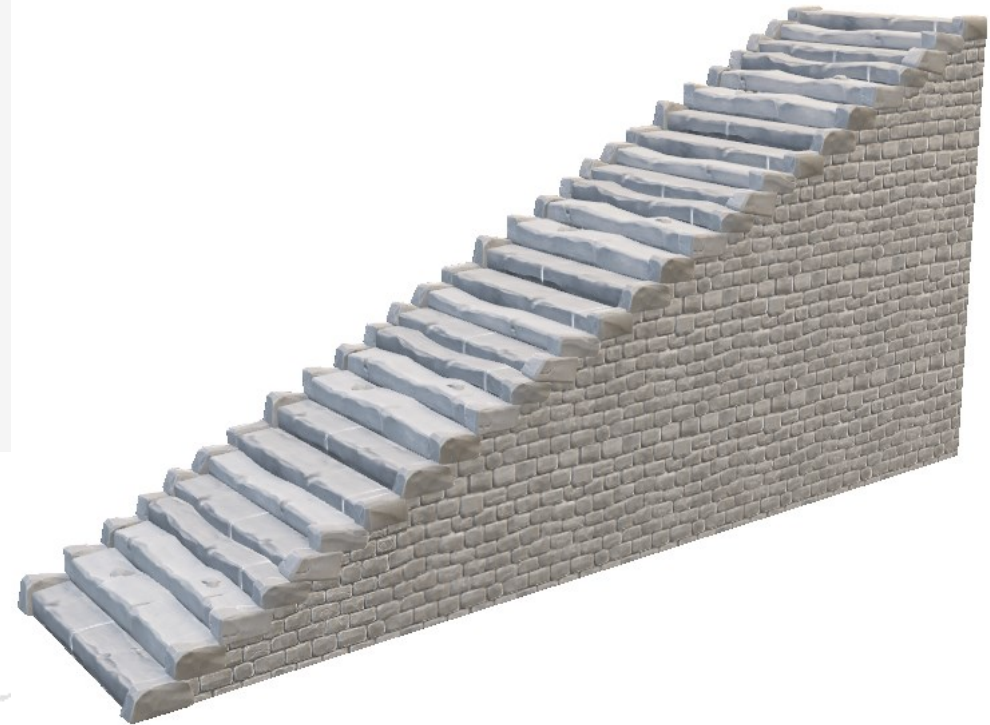
NEXT STEPS?

1 **Determine Client Satisfaction**

2 **Offer similar service to others**

3 **Modify approach as necessary (or discontinue)**

Contact Information

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