CANADIAN HIGHER EDUCATION TESTING ASSOCIATION (CHETA)

FIRST MEETING IN CANADA
MEETING MINUTES
MAY 25, 2018

I. ATTENDEES

Natashia Vandernberghe – Assiniboine Community College

Kathy Easton – BCIT

Lina Thomson – BCIT

Vivian Fayowski – Camosun College

Fatna Moussali – Canadian Dental Association

Nestor Querido – Carleton University

Renea Free – Carleton University

Walter Ciupa – Centennial College

John McDonaugh – College of the Rockies

Petrina Ferreira – Grant MacEwan

Leah Barclay – Humber College

Catherine Siermacheski – Kwantlen Polytechnic University

Naila Nizar – Langara College

Marie Ducharme – North Island College

Mona Fournier – North Island College

Patrick Knight – Okanagan College

Piper Yacheson – Okanagan College

Cheryl Johnston – Saskatchewan Polytechnic

Diane Langlois – Saskatchewan Polytechnic

Lisa Heron – Saskatchewan Polytechnic

Paris Voykin – Selkirk College

Cindy James - Thompson Rivers University

Linda Giddens - Thompson Rivers University

Sarah Emery – Thompson Rivers University

Sean Rigter – University of the Fraser Valley

Rachel Warick – Vancouver Community College

Felicity Blaiklock – Vancouver Island University

Birgit Martens – Yukon College

II. CALL TO ORDER

Cindy James called to order the meeting of Canadian Higher Education Testing Association at 9:10 on May 25, 2018 at Thompson Rivers University.

III. INTRODUCTIONS

Brief self-introductions by each attendee, to the group.

IV. GROUP ACTIVITY

 • Groups worked on different details regarding Survey of tests administered, volume & fees. They also created an inventory of common tests utilized across Canada and fee structure + a measure of volume.

• Yardstick fees a common interest between multiple organizations. Suggested topic for discussion during group activity.

• Topic of note: Opposed to having lawyers review contracts received from institutions, provide those institutions with your company's contract. They can approve your terms on their side. Help mitigate legal fees from the testing centers side.

V. TEST SECURITY

Comparison of procedures & policies; discuss best practices

• Faronics Insight – remote desktop app that allows app limiting, browser limiting, remote desktop control, and other useful features. http://www.faronics.com/products/insight

• Individual lockers available within the testing site. Personal items placed within lockers while testing is being administered, eg watches, electronics, personal writing instruments.

• All necessary test items provided directly from proctors to prevent possible recording or broadcasting devices from entering testing area.

• Small cubby, open-faced storage areas, or small clear bags, a good utilization for phones. Allows phone to stay within view of both proctors and test attendees, possibly reducing student anxiety.

• Possible preventative procedures discussed. Alternating seating, computer security screens available for computer screens. Audio added into each individual testing area to prevent talking between candidates, as well as help further understanding of each question.

• Overhead camera recording, for incident capturing.

• Random seating assignments.

VI. IN CASE OF TESTING INCIDENT

• Incident Report

• Testing allowed to be completed. Once completed, appeals may be completed.

• Possible banning from test centre, for up to one term.

• Ensure all possible avenues are covered regarding documenting the incident and providing proof for the details of the incident. From there allowing each institution to make their decisions on possible actions.

VII. SURVEY: STAFFING, FACILITIES, AND REPORTING STRUCTURE

• Facility size important in ability to match services provided to the level of demand.

• Recognizing that the support provided to the centres affects all aspects of the daily services be it quality, quantity, or accuracy. Constant struggle to keep up with the influx of exam attendees.

• Possible training opportunities to assist with dealing with conflict, stress, irrational behavior, or other daily customer challenges. Consult with your institutions counseling team to find possible training sessions.

• Communicating with different departments to find possible alternate avenues to a variety of issues that may come up. To prevent unwanted incidents from occurring

• Virtual proctoring. Used for pre-registration and post-registration exams.

• Examity uses Canadian servers to provide their services. Attendees can perform the test in any private room. Webcam required to provide a room scan, Photo ID confirmation, and attendee viewing. http://examity.com/

• Wider scheduling availability. Ranges from 25 to as low as 15 per user.

• Register Blast – Allows online booking, payments, scheduling. https://www.registerblast.com/

VIII. VIRTUAL PROCTORING CHALLENGES

• Connection Issues – No way for proctor to shut down the student's screen. However, reports are sent if any issues occur.

• Possible issues with agents accessing information during the test session.

• Agents possibly trying to register as student, can be classified as fraud.

• Steps to make it as user friendly as possible. Including, sending out testing vouchers in bulk. Custom deadlines provided to students. Reports available to confirm if vouchers were used via distance, or in person on campus.

• Produces a greater flow of electronic communications needing to be processed, e.g. cancellations, rebookings, etc.

• Positive side - provides more control over who is proctoring, facilities being used, etc.

• D2L, Brightspace, or Adobe Connect used for distance typing test invigilation.

• LanSchool- larger ratio available https://www.lenovosoftware.com/lanschool

• System tests able to be performed prior to testing, to ensure students system meets all requirements to successfully take the exam at their own location.

IX. CHETA DETAILS DISCUSSION

• Went over the 'Terms of Reference' to work on hammering out possible changes or details.

• How often to meet? Bi-Annually – on the even years. 2020 to be held in Ottawa. Early – Mid May a good time, preferably before the May long weekend. Possible Video conferencing available for those that cannot attend.

• Term length for representatives: 4-year terms suggested. Possible limit of up to 2 terms, or 8 years total.

• Treasurer/Secretary suggested to take care of incoming fees.

• Fees to assist with the creation and maintenance of domain. Possibly assist with the regional. Or merge all HETAs.

• Finding champions from more provinces tasked to seminar attendees. BCIT volunteered to provide their formed introduction page to any other members that were interested in using it.

• Possibly adding in an IT (non-executive) representative to the group as well.

• Logo creation in process.

• Wording to be adjusted, to ensure guidelines for membership are met, for possible membership requests.

• Nominations made for executive positions. Done in person for 2018. Future nominations will be made via secret ballot in person/online.

X. NOMINATIONS

• President – Cindy James

• Secretary/Treasurer - Lisa Heron

• Eastern/Ontario Rep – Walter Ciupa

• Prairie Rep - Natashia Vandernberghe

• BC/Yukon Rep – Birgit Martens

• Maritimes Rep – Vacant for time being.

XI. ACCOMODATIONS TOPIC

• Lisa from Sask Poly – Offered to provide information they use regarding accessibility accommodations.

• When I work App used to show times when invigilators are available.

• Provincial funding possibly available for the students, to supplement additional time testing fees

XII. TOPICS OF NOTE

• Catherine Siermacheski (Kwantlen Polytechnic University) dropped Accuplacer and took on Aptis.
https://www.britishcouncil.ca/exam/aptis

• Calendly – scheduling program that connects to outlook. https://calendly.com

XIII. TEST CENTRE CHALLENGES

• Space available, sound issues, not enough seats

• Outdated Technology

• Staffing

XIV. WISH LISTS

• Better technology, or one broad scale program that provides multiple functions.

• More concrete job descriptions, or universal job description (possibly addressed under Proctor Certification)

• Admin Days to allow time to catch up on items you are not able to attend to during testing hours

• More backup for small emergencies where the proctor needs to leave the testing area, e.g. Bathroom break.

END OF MINUTES