



Board of Behavioral Sciences

Memo

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To: Board Members
Date: August 8, 2022
From: Steve Sodergren
Executive Officer
Telephone: (916) 574-7847
Subject: **The National Board of Clinical Counselors use of OnVue online proctoring**

The National Board of Certified Counselors (NBCC), in affiliation with the Center for Credentialing & Education (CCE), develops the National Clinical Mental Health Counseling Examination (NCMHCE). A passing score for the NCMHCE is a requirement for licensure as a Licensed Professional Clinical Counselor (LPCC) in California. Pearson VUE administers the NCMHCE for NBCC. Beginning in November 2022 the NCMHCE exam candidates will have the ability to take the examination online through Pearson VUE's OnVue platform.

In response to NBCC's adoption of OnVue for the NCHMCE, the Department of Consumer Affairs (DCA) Office of Professional Examination Services (OPES) submitted a letter to NBCC expressing concerns regarding the use of online proctoring (Attachment A). OPES acknowledged that in general "online or remote proctoring resulted in pass rates and standardization consistent with traditionally proctored examinations". They also expressed concerns that an online or remote proctoring format may have unintended consequences including additional opportunities for candidate misconduct, exam subversion, and potential legal issues.

Currently the NCMHCE exam is administered at 250 Pearson VUE testing centers located throughout the United States. Pearson VUE administered over 150,000 online proctored exams for 40 clients. To maintain security throughout the exam the candidate is monitored through a combination of a live proctor and artificial intelligence. Audio and video may be recorded, and proctors will take actions, which could include stopping the exam, if they witness questionable behavior. The OnVue system had been used by NBCC in the delivery of its National Clinical Counselor (NCC) exam for more than a year. Attachment B, The Pearson VUE online testing guide, provides some basic information about the candidate experience.

Board staff will be consulting with NBCC and Pearson VUE to further address OPES's concerns regarding the use of online and remote proctoring for the NCHMCE.

Recommendation

Conduct an open discussion regarding the use of the OnVue system (online/remote proctoring) by California NCMHCE candidates to identify concerns that Board members may have.



MEMORANDUM

DATE	June 7, 2022
TO	Steve Sodergren, Executive Officer Board of Behavioral Sciences
FROM	Tracy Montez, Ph.D., Chief Programs and Policy Review
SUBJECT	National Clinical Mental Health Counseling Examination

The Department of Consumer Affairs (DCA) Office of Professional Examination Services (OPES) was made aware by the Board of Behavioral Sciences (BBS) that beginning November 7, 2022, the National Board for Certified Counselors (NBCC) will offer their National Clinical Mental Health Counseling Examination (NCMHCE) via two methods. The first is in-person at a Pearson Vue center. The second is web-based/online at home, which is referred to as OnVue.

Like NBCC, the COVID-19 pandemic has caused DCA entities to reevaluate how their services are provided, including how their licensing examinations are administered. DCA and OPES recognize online or remote proctoring is intended to make examinations more accessible. However, DCA and OPES strongly recommend that programs carefully evaluate online or remote proctoring using psychometric guidelines and standards¹.

Although initial research indicated that online or remote proctoring resulted in pass rates and standardization consistent with traditionally proctored examinations, recent research demonstrates that this test delivery system may have unintended consequences. These consequences include new

¹ American Educational Research Association, American Psychological Association, and National Council on Measurement in Education. (2014). *Standards for Educational and Psychological Testing*. Washington, DC: American Educational Research Association.

opportunities for candidate misconduct and examination subversion, as well as potential legal issues^{2,3}.

We assume NBCC has carefully considered the use of online or remote proctoring, evaluating several factors with the help of psychometric specialists and legal counsel. These factors, for example, include:

- Type of examination (e.g., format of items)
- Length of examination (i.e., number of questions / administration time)
- Number of breaks allowed, if any
- Materials or equipment used
- Ratio of candidates to proctors
 - Proctor training; managing the remote environment
- Fairness and Technology requirements
 - Use of artificial intelligence; automated pass/fail decision-making
- Security analytics and measures implemented
 - Measures to address cameras/recording of examinations
- Impact of potential examination subversion on program item banks and on the safety of consumers
 - Robustness of item banks; ability to create new forms independent of compromised test items; delays in testing as a result of examination subversion
- Legal issues related to candidate privacy
 - Policies addressing purpose and sharing of personal information; use of video surveillance; retention of test results and video

We respectfully request that NBCC provide documents to demonstrate that their organization has evidence to support these psychometric, legal, and security factors. Please submit this documentation to Heidi Lincer, OPES Chief (Heidi.lincer@dca.ca.gov). DCA's examination programs must comply with California Business and Professions Code (B&PC) section 139 which addresses these types of psychometric, legal and security factors. B&PC section 139 is based on the professional guidelines and technical standards presented in the *Standards for Educational and Psychological Testing*.

² Association of Test Publishers' Security Committee. (April 7, 2020). *Privacy Considerations in Online/Remote Proctoring*. Washington, DC: Association of Test Publishers.

³ Association of Test Publishers' (February 24, 2022). *The Profusion of Collusion: Revealing the Latest Research on Collusion Risk Across Testing Modalities*. <https://atphub.org/the-profusion-of-collusion-revealing-the-latest-research-on-collusion-risk-across-testing-modalities>.

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In addition, OPES believes licensing organizations should have the option to choose not to allow their candidates to use remote proctoring. We recommend that BBS consult with your legal counsel to ascertain if BBS may require candidates to only examine in-person at a Pearson Vue center.

If you have questions about this request and recommendation, please contact me at 916.574.7956.

Cc: DCA Executive Office

Heidi Lincer, Ph.D., Chief, Office of Professional Examination Services

Traveling the online testing route

An all-inclusive guide to taking your exam online

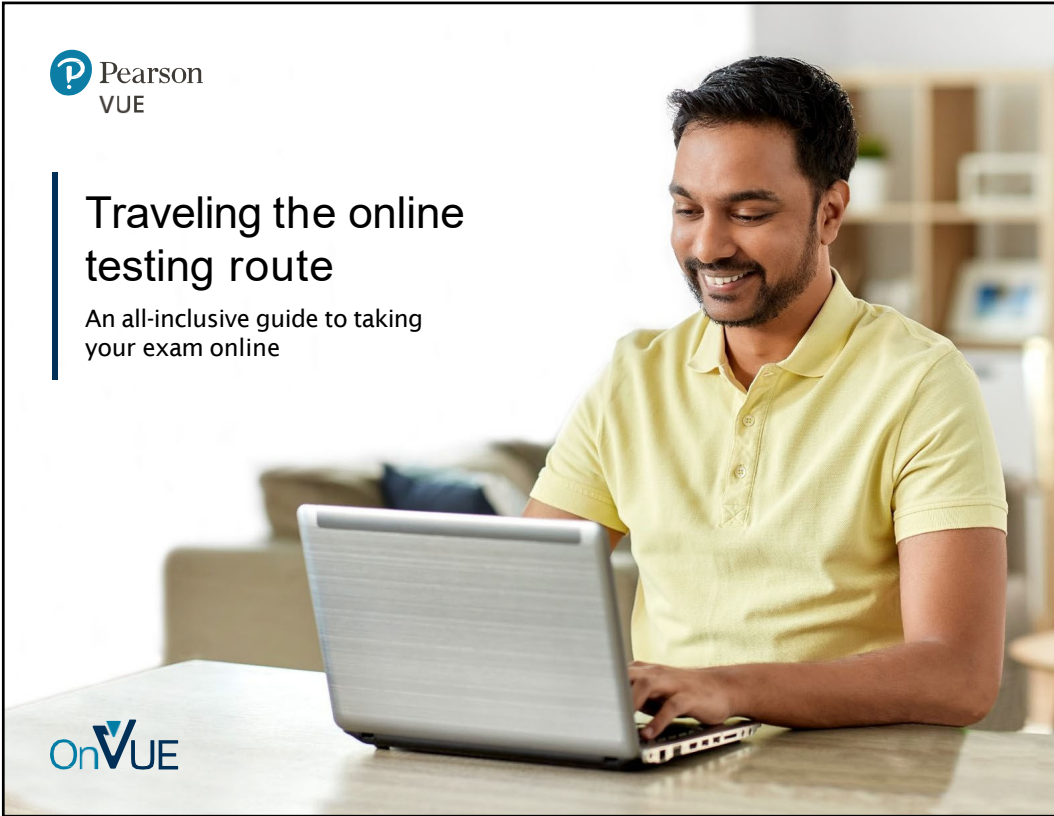



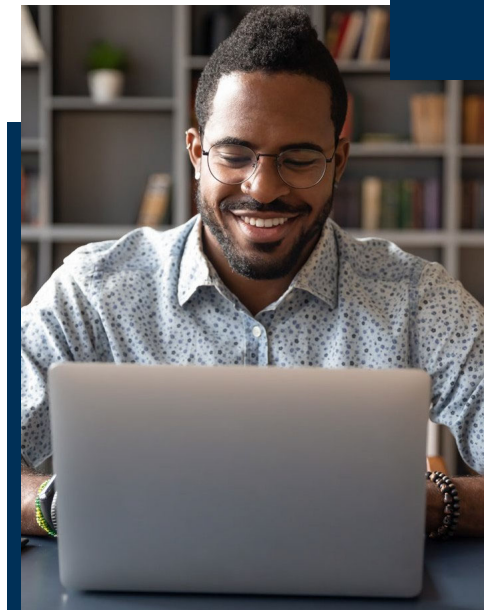


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Welcome to your online testing journey!



Taking an exam with OnVUE, Pearson VUE's online testing system, is flexible, convenient and easy. However, it also has unique rules and requirements. For the best experience possible, you should get familiar with these before taking your exam.

But don't worry. It's a bit like taking that long awaited vacation— with a little planning and preparation you'll have smooth sailing.

Know before you go

Taking your exam online means you'll need to:



Run a system test to ensure your computer is compatible and your internet service is sufficient



Find a quiet and private space where you can take your exam without interruptions



Consent to monitoring throughout your test via webcam and microphone



Observe all the online exam requirements



Welcome to your online testing journey!



A few helpful phrases

- **Test-taker:** that's you!
- **Program:** the organization, business or association that offers/sponsors your certification or licensure exam
- **OnVUE:** the online testing system
- **Testing space:** the area where you'll take your exam—lots more on this later
- **Greeter:** a real human who will help you get checked in before your exam begins
- **Proctor:** another real human (or humans) who will monitor and communicate with you during your exam (**Note:** All proctor-related communication occurs in English unless you see the "Select proctor language" page when scheduling your exam.)
- **Online testing page:** a place where you can find loads of info to help you prepare for your exam, schedule your appointment, check in for your exam, and find any policies unique to your exam program



How to navigate

The following information details the policies and procedures for online testing. Your program may have additional requirements, so we strongly encourage you to read your program's [online testing page](#).

We've structured this reference material so you can easily find the information you're seeking. Use the hyperlinks throughout to navigate. Return to the table of contents at any time by using the anchor links on each page.

Think of it as the itinerary for your online testing journey.

Familiarizing yourself with this information will help your entire experience go smoothly—from checking in to logging out.



Security checkpoint

It's an unfortunate reality: cheating happens. And cheaters try lots of different things. To maintain high security throughout exams, protect exam content, and confirm you're following online-testing rules, you will be monitored at all times. Audio and video may be recorded, and a proctor may contact you if they witness any questionable behavior.

Welcome

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Plan your trip: Before test day



There's a lot you can do before your test to make it the best experience possible. You wouldn't travel to an exciting new destination without doing some research, making reservations, packing your bags, and planning how and when to get to the airport... so you'll want to do some similar planning before taking your exam online.



First, do some prep work

Run a system test (or two).

To take your exam online, you'll need a computer* equipped with a webcam and a strong internet connection. About one week before you'd like to take your exam, run a system test, which you'll find on your program's [online testing page](#). Be sure to run it on the computer and internet connection you plan to use for your exam. (For example, don't run the test at home, then plan take your exam in an office where you may run into firewall or other connectivity issues.)

The system test checks your hardware and network connection, then runs a short exam simulation to determine if your equipment is compatible with OnVUE. Running the test well in advance gives you the opportunity to make any necessary upgrades or decide that you should take your exam in a physical test center instead.

We recommend running the system test again two to three days before your exam. This will identify any issues that might arise from automatic software downloads, background upgrades, etc.



Pack the right gear

When testing online, you'll provide your own computer equipment, so be sure you've got the following before exam day:

- **A desktop or a laptop computer.** Tablets may be used only as a screen, paired with an external keyboard. Touchscreen technology cannot be used when testing online. (*Don't forget your power cord!*)
- **A single monitor.** Remove extra monitors from the testing room, or at least unplug them before taking your test-space photos during check in.
- **An external mouse, keyboard and webcam.** You'll only need these if you plan to use either a tablet as a screen, or an external monitor with a laptop in which case you'll need to keep your laptop lid closed.

Also, plan to use the best internet connection possible. A connection failure or interruption can interfere with, or even end, your testing session. To avoid disconnection:

- Use a **wired** internet connection rather than Wi Fi, if possible.
- If using Wi Fi, ask that others **do not use the internet** during your exam.
- **Disconnect any VPNs** if you have them; OnVUE does not work well with VPNs.

Questions about your equipment? Find detailed OnVUE technical requirements [here](#).

*Tip: We do not recommend using an employer-issued computer to test with OnVUE.

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Plan your trip: Before test day



Choose and prep your testing space.

The place where you'll take your exam is one of your most crucial decisions. First and foremost, you must **take your exam in an enclosed, private space** that allows you to maintain a strong and stable internet connection. An ideal testing space will allow you to close all doors to avoid interruptions, since no one else—including children, roommates, colleagues, etc.—may enter or pass through your testing space once you've started your exam.

We do not recommend testing in the following environments:

- Public places like libraries or coffee shops, where other people could easily enter your space, and where you would use a shared Wi-Fi connection.
- Hotels, where Wi-Fi connections may be insufficient and don't allow for basic troubleshooting.
- Corporate offices, where firewalls, VPNs or other security measures may block video streaming.

Within your testing space, your computer screen must be positioned to face you directly, and your background environment cannot jeopardize the integrity of the exam content. For example, your testing space must not allow anyone else to view your screen, so avoid testing near windows or glass partitions. **Important:** If your testing space allows any other people into the camera's view, you risk exam revocation.



Stow away personal items

It's a good idea to stage your testing space before test day. Start by clearing all personal and preparatory items. You'll need to take photos of the area during check in, and plan to keep it tidy as inspections are sometimes requested.

The following items are not allowed in your testing space:

- Mobile phones*, hand held computers/personal digital assistants (PDAs) or other electronic devices, pagers, and watches
- Books or notes (unless specifically authorized by your exam program)
- Writing instruments, paper, notepads
- Wallets or purses/handbags
- Eyeglass cases
- Firearms or other weapons
- Headphones/headsets (unless approved by your test sponsor)

[See rules surrounding the use of mobile phones below](#)

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Plan your trip: Before test day



Make sure you have acceptable ID.

Before testing online, you'll need to provide identification (ID) that meets the requirements outlined on this page. You should also check for any program-specific ID policies on your program's [online testing page](#).

- All IDs must be valid, government-issued originals (i.e., not a photocopy)
- ID must include the test-taker's name and a recent, recognizable photo
- The first and last name on the ID must match the first and last name used to register for the exam
- For test-takers under 18 years of age, a parent or guardian must present their own ID during check-in and give consent for the test-taker to be recorded. If they have one, the test-taker must also present a government-issued ID. If they do not, a student ID will suffice.



Acceptable forms of ID

- International travel passport
- Driver's license
- Identification card (national, state or province ID card)
- Alien registration card (green card or permanent resident/visa)

Unacceptable IDs

- Restricted IDs*, including:
 - U.S. Department of Defense (DoD) Common Access Card (CAC)
 - Certain secure access IDs
- IDs from countries where OnVUE delivery is restricted:
 - North Korea, Cuba, Syria, Sudan, Iran, and the Sevastopol/Crimea region of Ukraine

**Pearson VUE cannot accept restricted IDs—those prohibited by law from being photocopied, digitized or captured on camera—as identification for online testing.*

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Plan your trip: Before test day



Second, get familiar with testing requirements

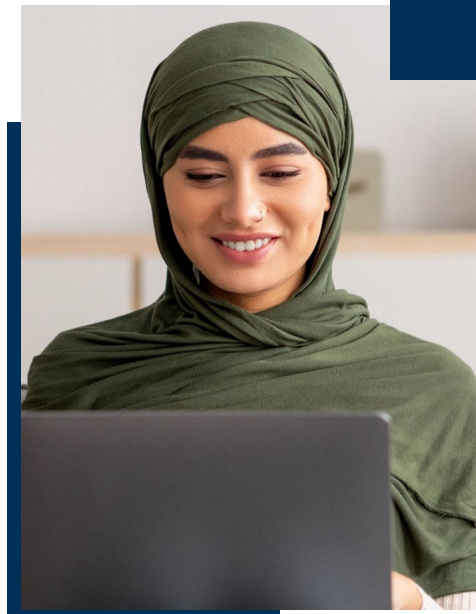
Behavioral do's and don'ts

Visibility/movement. Throughout your exam, you must stay in your designated testing space, in view of your webcam, unless your program specifically allows breaks. (Most programs do not allow breaks, so plan accordingly.) Your eyes must face forward at all times, and you may not cover your webcam. Additionally, unless prompted by the greeter or proctor, do not move your webcam once the exam has started.

Communicating with others. Once you've started your exam, nobody may enter or even pass through your testing space, and you may not communicate with anyone other than your proctor.

Speaking aloud. You may not read the test questions aloud, nor may you cover your mouth, attempt to hide your face, or move out of view of the webcam.

Adjusting on-screen content. To improve visibility of exam content, you may increase or decrease the size of the text at any time by selecting CTRL+ to zoom in and CTRL- to zoom out. (Remember that touchscreen technology may not be used.) Test-takers who can demonstrate a need may also request special accommodations directly from [their program](#).



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Plan your trip: Before test day



Mobile phone use.

You may use your cell/mobile phone while checking in for your exam and/or if you experience a technical issue. Any other use, including but not limited to taking a call and having a conversation with anyone other than a Pearson VUE proctor, texting, accessing apps, etc., may result in your exam being revoked/terminated.

- **Storing your phone:**

Once your exam has started, keep your mobile phone in the room where you're testing, but out of arm's reach. **Your phone may not be kept in your testing workspace.**

If you need to access your phone during the exam you may reach for it, but stay within the webcam view. The proctor must be able to see you access the phone.

- **Incoming calls:**

If your phone rings during the exam, limit your interaction to identifying the caller.

If a proctor is contacting you, the number will display as 617-379 0635, and/or caller ID may identify the number as Pearson VUE. If this number or contact appears, please answer the call.

Any mobile phone use other than engaging with a proctor is strictly prohibited and will result in your exam being revoked. If your phone rings and the call is not from Pearson VUE, **do not answer it.**

- **Outbound calls.**

You may not make outbound calls for any reason.

If you need help during your exam, use the **raise hand** feature in OnVUE to contact a proctor.

If you lose your OnVUE connection, or to reach Pearson VUE Support after your exam, use the chat feature on your program's [online testing page](#).

- **Silencing your phone:**

If you need to silence your phone after the exam has begun, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence any notifications.

Once you have silenced your phone, move it back to a place where you won't have immediate access to it.

- **Other notifications:**

We will not text you during your exam. If you receive a text notification, ignore the notification and continue testing.

If an alarm sounds on your phone, first alert a proctor, then wait for their acknowledgement to ensure they understand you are accessing your phone only to silence the alarm.

Once you have silenced the alarm or notification, move your phone back to a place where you won't have immediate access to it.

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Plan your trip: Before test day

Using the whiteboard. Some programs allow the use of the built-in electronic whiteboard feature for scratch work during the exam. Learn more and practice using the whiteboard [here](#).

Test questions. You may not copy/paste or attempt to remember test questions or test answers from the exam, and you may not share or discuss the test questions or test answers with anyone.



What not to wear

Clothing and accessories. You must be fully clothed throughout your exam. You may not wear the following during your exam:

- Coats or jackets
- Barrettes or hair clips larger than ¼ inch (½ centimeter) wide

While taking your exam you may wear head scarves, hair wraps, billed caps (e.g., baseball caps), brimmed hats (e.g., fedoras) and religious apparel. Generally, all head coverings and hat types are allowed as long as your eyes remain visible to the proctor throughout the exam.



Snacking, smoking, and so on

Taking breaks. Breaks may not be taken during your exam unless your program allows them. Visit your program's [online testing page](#) to find out if breaks are allowed, how many, duration, etc.

- If your test includes **scheduled** breaks, instructions will appear on your computer screen at the appropriate time. Be sure to follow the steps provided to begin your scheduled break. If you do not, or if you take an **unscheduled** break or take a break during a test that doesn't allow them, your exam will be revoked.
- Review your [exam program's policies](#) related to accessing previously stored personal items during the break (with the exception of [comfort aids](#) and medication, which you may access without permission during the exam). Unless permitted by your exam program, you cannot access mobile phones, watches, test notes or study guides during your break.

Eating, drinking and smoking. Beverages in any container are allowed—but remember, you may not get breaks during your exam, so plan accordingly. You may not eat, chew gum, smoke or use other tobacco products at any time.

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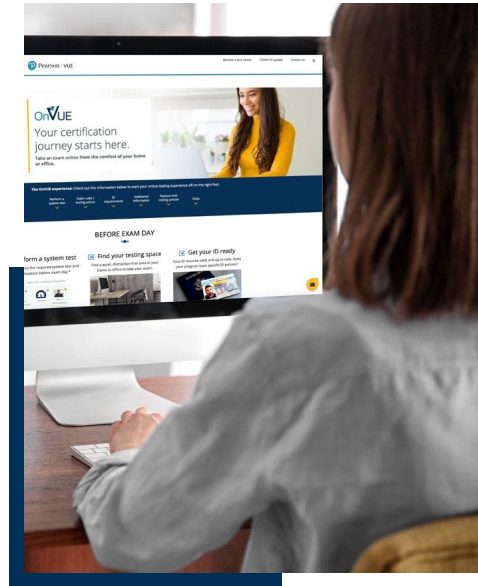
Plan your trip: Before test day

Third, schedule your exam

Once you've done all the prep work and are comfortable with the exam requirements, you're ready to schedule your exam. Start in one of two places:

1. Your test sponsor's external landing page — follow the steps provided.
2. Your program's [online testing page](#) (most test-takers will start here) — sign into your account, select the exam you want to take, then choose the "home or office" option. Follow the remaining prompts to complete the scheduling process.

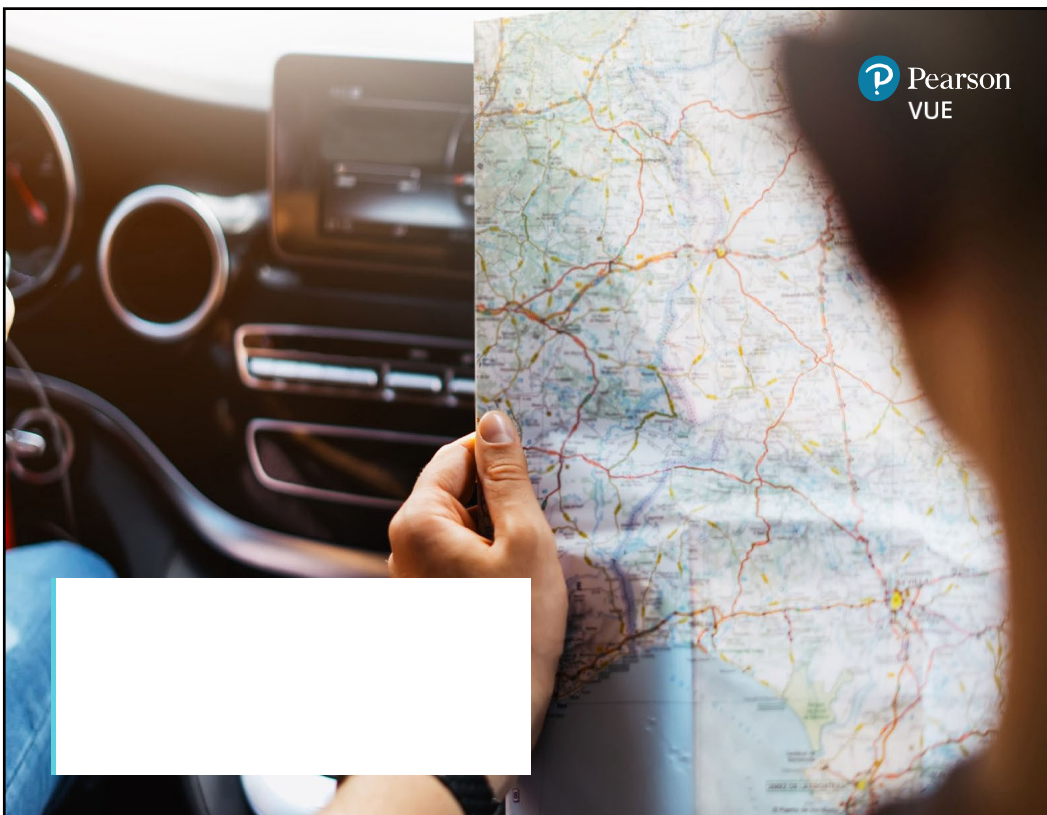
Once you've successfully scheduled your exam, you will receive a confirmation email with appointment details and other important exam-day information.



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Bon voyage: On test day

The big day is here! You've studied, confirmed your equipment will work with OnVUE, and gotten familiar with all the testing requirements. You are ready for takeoff!

Before you check in

First things first—before checking in with a greeter on your scheduled day and time, be sure your:

- Computer and internet passed the pre-exam system test
- Testing space is private and free from noise or distractions, and cleared of any preparation materials or unauthorized items ([see above for a list](#))
- ID meets requirements and is ready to present during check-in

Check in

Once you're ready, you can check in 30 minutes before to 15 minutes after your scheduled appointment time. The steps below will guide you through the check-in process.



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Bon voyage: On test day



Sign in.

To check in for your exam, sign in just as you did when scheduling it, either on your test sponsor's external landing page or your program's [online testing page](#). Next, find your exam and click the **Begin Exam** button.

- Click the **Copy Access Code** button when you see it; the access code is your unique code for your OnVUE testing session.
- A final system check will take place, and you'll re-download the OnVUE application. (You don't need to delete any previously downloaded versions of OnVUE.)
- Before launching the software, shut down all other applications running on your computer. If you do not, OnVUE will attempt to take this action automatically, but this could disrupt your exam start. Additionally, the exam may not load as expected and you could forfeit your exam fee. **Tip:** *Don't forget any applications that may deliver pop-up/unprompted reminders or messages.*
 - On Microsoft Windows, press **Ctrl+Alt+Del** to access Task Manager
 - On a Mac, press **Command+Option+Esc** to access Force Quit
- After you've downloaded OnVUE and closed all other applications, you'll need to run the program manually either from the screen you are on or from the folder it was downloaded to; for security reasons, it will not run automatically.



Measures to foil the fraudsters

You've done a lot of hard work to get here and we want you to succeed. Unfortunately, there are others who look for ways to cheat or try to steal test content. Because these attempts are all too common, we take measures to protect both your efforts and exam content. This means a greeter may ask you to:

- Show your ears to verify that no Bluetooth devices are present
- Roll up your sleeves to confirm there is no writing on your arms
- Empty your pockets to ensure nothing is in them
- Complete a full 360-degree room scan either during check in or your exam

We appreciate your understanding and cooperation!

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Bon voyage: On test day



Take your check-in photos.

Prior to beginning your exam, you'll provide photos of yourself, your ID and your testing space. A mobile phone works best for capturing these photos, but you can use a webcam as well. The system will guide you through the process, which includes:

- **Headshot photos:** Your headshot is compared to your ID photo to make sure the right person takes the exam; it may also be included on your score report.
 - Take your headshot in front of a solid background using good lighting
 - Prompts will indicate any adjustments needed to get a good photo—just follow the instructions
- **ID photos:** We use both artificial intelligence and a greeter to check and authenticate your ID and verify your identity. Note: Your exam program defines the specific ID requirements used during the check-in process; we cannot alter this process.

You'll take photos differently depending on the type of ID you're using, as follows:

- Driver's license, government-issued ID or other approved ID card: capture front and back, including all four corners
- Passport: capture photo page only, including all four corners

If the image is blurry or illegible, you may be asked to retake the photo.

Important: *If there are discrepancies with your ID, you may be prohibited from starting your exam. Additionally, you may not be allowed to reschedule your test, and you may forfeit the exam fee.*

Testing space photos: You will take four photos of your testing space. These are used for reference during the testing session and for quality control, security, and auditing purposes, so try to get the clearest shots possible.



Note: We delete check in photos according to regulations in the country where you test.

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Bon voyage: On test day



Agree to terms and conditions

You may be presented with a non-disclosure agreement or other security statement before your test begins. If this happens, you must read, acknowledge, and agree to the terms and conditions of the document within the specified time limit (if applicable).

If you do not agree, you will not be permitted to take the test and may forfeit your exam fee. If you select "DECLINE," your session will immediately end.

Verify and start your exam

Your final check-in step involves verifying that you're checking in for the test you registered to take. Once you've done this, the greeter will verify that your testing space and ID meet requirements, and then start your exam.



Start your exam

Once you've started your exam, it's best to focus on the questions and not get distracted. You've come this far—stay the course to successfully reach your destination.

Observe the environmental and behavioral rules

As we've mentioned, the online testing rules have been established to protect both you and the exam content, and it's imperative you observe them throughout your exam. Violating the rules will have consequences.

- Any disruptive, threatening, or fraudulent behavior—or anything specifically against exam rules—is grounds for terminating your test, invalidating your test results, or disqualifying you from taking the test at a future date.
- Additionally, your exam program may take action if you:
 - Do not abide by the rules
 - Are suspected of cheating
 - Tamper with your computer to modify your testing space in a way that does not meet requirements

If any testing violations are suspected, the proctor(s) monitoring your exam will intervene. Depending on the severity of the violation, you may first receive a warning and reminder of the policy in question. If the behavior continues, we may be required to revoke your exam session. **Please note that some violations are severe enough to warrant immediate exam revocation without a warning.**

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Bon voyage: On test day



How to get help during your exam

For questions or concerns during your exam, or if you experience any problems, simply click the chat icon and a proctor will assist you.

- Please don't use your mobile phone to contact customer service during your exam, as this violates policy. The chat feature is your best option.
- If a proctor does not respond, you may be experiencing a connectivity issue blocking our ability to contact you. In such cases, you may be able to use chat from the OnVUE download page used during check-in. If you lose your OnVUE connection entirely, use the chat feature on your program's [online testing page](#).

Note: Proctors cannot answer questions related to test content. If you have a concern about exam content, ask your proctor to open a case documenting the item(s) of concern.



After the exam

You did it! But before you walk away from your webcam, be aware of these final steps.

Getting your test score

Depending on the type of test taken, your exam program may display your test score immediately, or you may be provided with a confirmation notice indicating that you have completed the test. You may also be asked to complete an optional on-screen survey. For more information on obtaining score reports, refer to your program's [online testing page](#).

Exiting the application

When you've finished your exam, you'll see information on how to close the program and exit the OnVUE application. It's extremely important to follow these steps properly and avoid your exam being revoked in error.

Important: If you leave the view of the camera before successfully closing the program, the proctor may interpret that as a testing violation.

What to do if you couldn't finish

If you were unable to finish your exam for any reason other than timing out, contact [your program's customer service team](#) for assistance.

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Still have questions?

Check out the FAQs on your [program page](#) for more information.

We wish you a pleasant online testing journey!



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