

Third Party Proctoring Requirements for Administering Pesticide Certification Exams

Michigan Department of Agriculture & Rural Development
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Content

Definitions	1
Vendor Requirements.....	2
MDARD Responsibilities	3
Proposal Submissions.....	4

Definitions

- A. **COMPUTER-BASED TESTING (CBT):** A method of administering tests in which the responses are delivered, assessed, and recorded on a database accessible via the Internet. The CBT system enables agencies to author, schedule, and deliver exams to and from any location using an online platform.

- B. **CANDIDATE:** A person wanting to participate in the exam process to obtain a Michigan certification or registration credential to apply pesticides.

- C. **NORMAL BUSINESS HOURS:** Between 8 AM to 5 PM, Monday through Friday.

- D. **TESTING CENTER:** A physical location where a candidate is administered exams in-person.

- E. **REMOTE PROCTOR:** A remote location where the candidate is taking an exam with a camera viewing the candidate as they take the exam.

These requirements are to be part of a program with the Michigan Department of Agriculture and Rural Development (MDARD) to maintain operations of the outside vendor's system used to deliver certification exams to candidates pursuing pesticide applicator certification or registration in Michigan.

A vendor's platform must be a CBT system and allow MDARD to create and manage exams, testing candidate accounts, testing center information and schedules. The platform must have the capability to create various reports from historical test data, gather demographic information during the application process and provide candidates with an online scheduling interface with instant pass-fail results.

In addition, the platform must provide tests on demand to a candidate while meeting minimum security requirements identified below. The company must have detailed test management and reporting capabilities to ensure test validity and legal defensibility while allowing remote testing at an unlimited number of designated exam administration sites.

Vendor Requirements

- There must be no cost to MDARD to administer exams.
- There must be opportunities for in-person testing as well as remote proctored testing. A minimum of 15 in-person testing centers must be established and maintained. Testing centers must be open during normal business hours in Eastern Standard Time to proctor multiple exams a day. Testing centers must meet MDARD's minimum standards for test taking conditions.
 - o Proctor must monitor the candidate for the entirety of the exam.
 - o The testing center must be quiet.
 - o The testing center cannot be publicly accessible.
 - o There must be adequate space in between candidates taking an exam.
- Remote proctor testing must be simple and easy to complete.
- The vendor is responsible for training all proctors to follow MDARD's testing center and remote proctor procedures.
 - o Proctors must have the ability to complete an ID verification and confirm the ID matches the candidate.
- All exams must be live proctored with the ability to terminate an exam immediately if testing protocols are violated.
- Vendors must be able to accommodate any reasonable accommodation requests approved by MDARD.
- Candidates and MDARD must be able to schedule an exam either online or via telephone.
- MDARD must have the ability to view testing center calendars online.
- The vendor must be available during normal business hours to assist candidates online and via telephone. Vendor's operating location that is in a different time zone must be within 4 hours of Eastern Standard Time.
- The vendor is responsible for any proctoring fees incurred by candidates, testing centers, or subcontracting companies, including collection and refunds.
 - o Exam fees must be reasonable cost to the candidate.
 - o MDARD employees must be fee exempt from any proctoring fees.
 - o Payment to testing centers or any other outside vendors utilized to proctor exams.
- Candidates taking exams must be able to immediately receive their exam score and proof of passing the exam. Candidates taking exams at a testing center must receive a printout of their exam score.
- The vendor must have capability to summarize and analyze historical exam data into various reports, including but not limited to:
 - o Discrimination index for each question.
 - o Exam question and answers.
 - o Exam results.

- Test taker results.
- General test results
- Average time to complete an exam and answer a question.
- The vendor must meet minimum security requirements, including:
 - The platform must have the ability to collect and protect candidate's personal identifiable information.
 - Exams must be securely delivered to and rescinded from the computer and only accessible during the scheduled exam time.
 - The vendor platform must not allow candidates to access the computer outside of the exam while an exam is in progress. (Clicking on tabs, accessing the internet, screenshots, or opening programs while the exam is being administered).
 - The platform must deliver and manage numerous, simultaneous online exams and maintain full statistical reporting capabilities.
 - The platform must deliver and manage numerous and simultaneous online exams while maintaining full statistical reporting capabilities.
 - A secure interface must be maintained for testing centers, remote proctors, candidates, and the agency.
 - Unlimited test versions must be produced by electronically scrambling the test questions and answers for each candidate.
- The platform must be maintained and operated 24 hours per day, 7 days a week, and the vendor must provide 24/7 IT Support.
 - Any system downtime for maintenance must be provided 72 hours in advance during normal business hours. If possible, maintenance shall occur during off hours (not normal business hours).
- The vendor must provide exam data to MDARD in a text file containing the exam date, last name, first name, category, applicator type, number of questions on the exam, number of questions correct, test score, region, applicator ID or social security number, and other information deemed relevant by MDARD. The vendor must deliver the exam data using MDARD's designated electronic file transfer system. Exam data must be provided to MDARD a minimum of every 72 hours.
- drop the text file.
- Upon approval, the vendor understands and accepts that MDARD is partnering with them if they can meet and maintain the above requirements. If a vendor no longer meets the above requirements or wants to discontinue services to MDARD, they must notify MDARD 60 calendar days in advance. If a vendor no longer meets the above requirements, MDARD will provide notification to the vendor and 5 business days to remediate the concern. If the vendor fails to remediate the concern, MDARD will discontinue services with the vendor.

MDARD Responsibilities

- Select a vendor(s) that will provide the best service to MDARD based on accessibility, pricing, and security. MDARD shall provide the authorization for the vendor to create, install, and maintain the platform.
- Develop and maintain all exam questions. MDARD shall provide the exam context (both questions and answers) for any conversation and entries into a new

platform following vendor approval. The exam data shall be provided in an electronic format.

- Approve or deny testing centers and provide standard operating procedures to proctors to insure uniform experience.
- Answer questions and concerns related to exam content from candidates.

Proposal Submissions

1. Vendors who wish to be considered for exam administration in Michigan may submit proposals to MDARD-Pesticide@michigan.gov. Proposals must clearly demonstrate how the vendor meets the minimum requirements outlined in this document. Solicitations outside of this process will not be accepted.
2. MDARD will review submitted proposals and if the minimum requirements appear to be met, a more extensive consultation with the vendor may be scheduled.
3. MDARD will respond to vendor requests within 30 business days.
4. Although MDARD will accept proposals at any time, agreements to offer exams shall be awarded on a 3-year cycle, starting from the signature of both parties on the agreement.