**Standard Operating Procedure (SOP) for Supervisors Assisting with Online Proctoring for the Inspection Methods (IM) Course**

**Target Audience:** OFO and State employee supervisors who are assisting students with testing in the Inspection Methods (IM) course.

**Goals:** Ensure that students have a suitable location to take the Inspection Methods exam.

**Objectives of this SOP:**

* Understand your responsibilities for assisting students with testing and online proctoring.

**Ethics Responsibilities for Supervisors**:

Supervisors must also follow the FSIS Ethics Testing standards (see Reference 1). They are not allowed to assist students during testing or have copies of the test questions.

**Student Responsibilities**

During the first week of the Inspection Methods course, students attending the in-person sessions will create a Microsoft Teams meeting that they will use to take the IM exam with an online proctor. The student will invite their direct supervisor, the online proctoring service, and a testing mailbox to the Teams meeting. The student will also select a 2-hour timeframe between 8:00am – 4:00pm ET to take the exam.

On exam day, the student will login to the FSIS Testing site (Moodle) and the Teams meeting. They will then use a chat feature (<https://takemytest.live/trouble-connecting%3F>) to notify the online proctoring service that they are ready to begin the exam.

**NOTE:** The Teams meetings will be created for students attending the fully virtual session of IM.

**Supervisor Responsibilities**

**Before the Day of Testing**

Supervisors will no longer be required to create MS Teams meetings for students to use on exam day. However, we need your assistance to help students make arrangements for the exam.

1. Coordinate the test-taking location and time with the student. Students will be asked to contact their immediate supervisor on the first day of class to coordinate the time of the exam.
2. **Coordinating the time for the test**. Students will be asked to set a 2-hour timeframe to take the exam. The exam may be taken at any time between **8:00am – 4:00pm ET** on the designated exam day.
3. If you are assisting more than one student, set up space for students to take the exam in separate rooms or at different times. This alleviates distractions from the online proctor’s onboarding session.
4. **Select the test location for the student.** Ensure that the testing area is secure and quiet. The area must also have an accessible power outlet and high-quality Wi-Fi or other internet service.

**Exam Day**

1. On the day of the exam, ensure the testing location is clear of unnecessary materials (eliminate paper, pens, and pencils; none will be needed during testing).
2. Students are not allowed to use electronic devices (cell phone, smart watch, music devices, etc.) during the exam. You may need to provide a location for these devices to be stored.
3. Supervisors may need to provide technical assistance if requested.
   * Students may need assistance logging into the FSIS Training site or the Teams meeting.
   * You may be asked for assistance to contact the proctoring service using an online chat feature (**see instructions below**).
4. Supervisors are not required to be at the testing location with the student.

**NOTE:** Supervisors of **State** inspectors must attend the Teams meeting with the student until the online proctor joins the meeting. Federal supervisors **are not** required to attend the Teams meeting.

**Common Question and Answers:**

**What if my IMH participant has requested a testing accommodation?**

Testing accommodations must be approved in writing in advance of the beginning of the course. If an issue comes up on the day of testing, please email [CFL.ClassRegistration@usda.gov](mailto:CFL.ClassRegistration@usda.gov) to confirm the accommodation request.

**Who to contact with technical difficulties with login and password in the FSIS Training site during testing?**

Technical Support:Call 1-833-275-6333 during business hours, or email [CFLHelpDesk@usda.gov](mailto:CFLHelpDesk@usda.gov)

**Who to contact with technical difficulties with alerting the online proctor to join your MS Teams meeting?**

During testing, please contact Charles Edwards ([Charles.Edwards2@usda.gov](mailto:Charles.Edwards2@usda.gov)) or Michael Chung ([Michael.Chung@usda.gov](mailto:Michael.Chung@usda.gov)).

**How do I report incidents of cheating or misconduct?**

Inform the online proctor. You may also call immediately or email [Jennifer.Webb@usda.gov](mailto:Jennifer.Webb@usda.gov) and [Hala.Bessyoung@usda.gov](mailto:Hala.Bessyoung@usda.gov) and cc: [CFL.ClassRegistration@usda.gov](mailto:CFL.ClassRegistration@usda.gov) and describe your concerns. You may be advised to report the incident to the district office.

For additional questions, contact Charles Edwards, Public Health Training Coordinator, at [Charles.Edwards2@usda.gov](mailto:Charles.Edwards2@usda.gov) or Jennifer Webb, Director of Training Management Staff, at [Jennifer.Webb@usda.gov](mailto:Jennifer.Webb@usda.gov)

**References**

**Reference 1: FSIS Testing Ethics and Standards** is completed by participants on day one of the IMH course.

In support of the Core Principals of Government Ethics, employees shall put forth honest effort in the performance of their duties.

By checkboxes, you are indicating that you agree to follow FSIS testing Ethics and Standards as listed below and are certifying that the following answers are true.

 I understand that copying, reproducing, paraphrasing test questions and answers, and/or obtaining a copy of an FSIS test administered for job placement or condition of employment purposes, constitute violations of ethics principles.

 I understand that all portable electronic devices including but not limited to telephones, smartphones, tablets, computers, pens, readers, music devices, and cameras, are prohibited in the classroom on the day(s) when course tests are administered and reviewed. My electronic devices in the classroom on those days will be confiscated and returned at the end of the day.

* I understand that all testing violations, to include electronic device prohibitions, will be reported to my District Office management or chain of command and may result in grounds for dismissal from class.

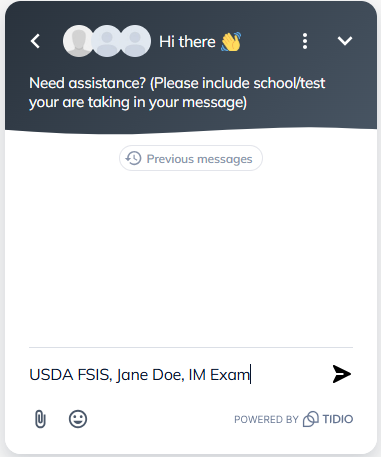
**Contacting the Online Proctoring Service**

On exam day, students will contact the online proctoring service by using a chat feature at the following link: <https://takemytest.live/trouble-connecting%3F>

Once they click the link, they are to enter information into the chat box to notify the proctoring service that they are ready to begin the exam, and a proctor is needed in the Team meeting.

Students may need a supervisor to assist with this step. Please see the instructions below.

1. Click on the following link: <https://takemytest.live/trouble-connecting%3F>
2. Enter USDA FSIS, the name of the participant taking the test, and the name of the test (IM Exam). Then click the button below:



1. A representative from MonitorEDU will then join the Teams meeting.