



REMOTE TESTING

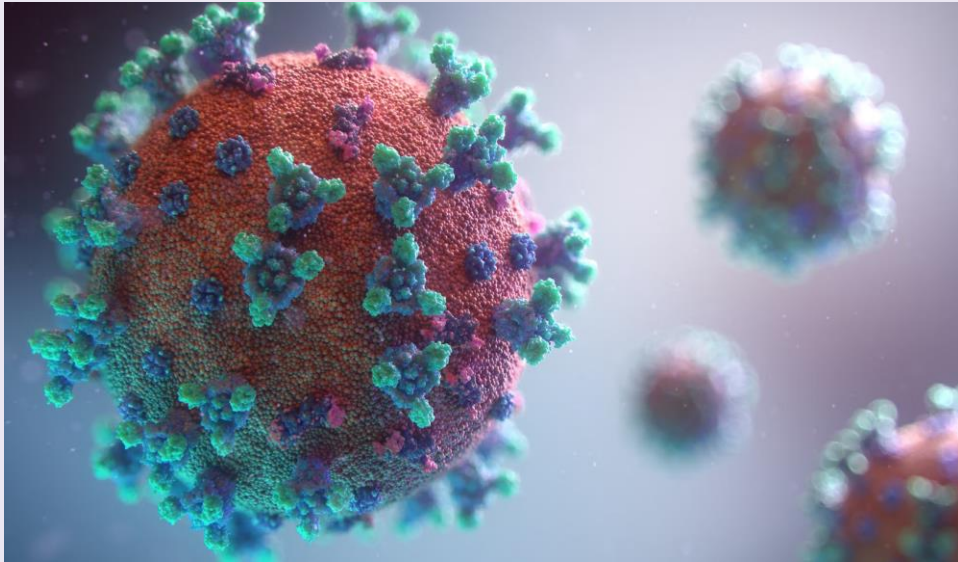
NECESSITY IS THE MOTHER OF INVENTION

Proverb*

when the need for something becomes imperative, you are forced to find ways of getting or achieving it

**Plato: “our need will be the real creator”*

A Public Health Crisis



- In Virginia, testing options for prospective applicators include:
 - Computerized testing at DMV; and
 - In person testing with Staff.
- Pandemic:
 - Closing of DMVs with staggered reopening;
 - Executive Order restricting size of gatherings;
 - Closing of venues, offices etc. to general public; and
 - Fear and concerns regarding exposure.

The Need

SHORT TERM

- ❑ Pest control deemed “essential”.
- ❑ Process applications and provide testing opportunities while following Executive Order and CDC Guidance.
- ❑ Protect Staff and Industry.



Remote Testing



- Ensure exam security and integrity
 - ▣ Proctored – in person, AI or combination
- Widely used in academia and other industries
- Available 24/7/365
- Currently being used for pesticide applicator certification
- Fee for service paid to offeror
- Not required –in addition to current testing options
- Ability to “add on” overtime (i.e.: data transfer)
- Access to make revisions
- Analytics

Virginia's Remote Testing

- Request for Proposal was issued and contract has been awarded.
- First meeting the week of August 8.
- Anticipate availability Fall 2022.
- All exams (commercial, private and registered technician).
- Once ready, extensive marketing regarding availability including “how to” webinars.
- Tracking usage, pass/fail rates etc..

Liza Fleeson Trossbach

804-371-6559

liza.fleeson@vdacs.virginia.gov

REMOTE TESTING A YEAR LATER LESSONS LEARNED

BACKGROUND

- Took approximately 6 months to develop
- Had to work with an existing electronic platform applicators used to sign up for the exam and maintain their license
- Allows MDAR to update exams in the system
- Some restrictions
 - Must use Google Chrome
 - No tablets
 - IT requirements (bandwidth, RAM etc..)
- Timed exam
- Safety mechanisms
 - Video
 - Will not allow two screens
 - Will not allow access to an outside browser/webpage

LESSONS LEARNED

- Hats can affect view of eyes and will get flagged
- Line of sight for the camera needs to be clear.
- Bandwidth, old versions of browsers, and RAM will affect the exam.
- Directions/Guidance documents OUTSIDE of the exam platform will not be reviewed as much as you would like. Do as much of this in the exam platform BEFORE they take the exam.
- While percentage of reviews are small (1% or less), it will seem like a lot if you have a “busy” time of year for exams
- Have a disqualification/retake policy in place.
- There are some videos that are hard to make a call on.

LESSONS LEARNED

- We are noticing the failure rate is going up. We believe it is because applicators can take the exam whenever they want vs. having time before a scheduled exam to study.
- There will be a lot of issues with applicators understanding the IT requirements (potentially then getting them kicked out of the exam).
- Outreach, Outreach, Outreach!!!

TO DATE

- 2200 individuals have taken the exam this year
Typically give this number of exams in an entire year.
- 25 disqualifications since the exam went online.

Taryn LaScola-Miner

(617) 828-3793

Taryn.lascola@mass.gov