

	<b>Title: ExamSoft Application Use and Administration Security Procedure</b>	Review Frequency:	Effective Date:
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## 1.0 Purpose/Objectives.

This policy presents the guidelines for use and administration of ExamSoft at the UNM College of Pharmacy. ExamSoft will assist faculty to create, administer, and grade exams or subjective assessments and then provide analytics to help with student remediation and curriculum revision. Once faculty prepare and create the exam, students will use the system to take the exam. Examsoft will grade the exam and present the results to the faculty, giving the test results, statistics, and qualitative analytics to help them determine real learning and retention. ExamSoft is administered by the Assessment Dean who designates the faculty permissions for use of ExamSoft. The Assessment Dean will also query reports that aggregate student data to better inform the College's Curriculum Committee as they then improve the College's PharmD program.

## 2.0 Scope.

This policy describes the parameters of user type, user access, user data, user restrictions, administrator access and permissions, support provided by ExamSoft, and data handling, including accepted and prohibited content, restrictions, and best practices for all users.

## 3.0 Content.

ExamSoft is a cloud-based assessment platform designed to provide examinations and other assessments offline in a secure testing environment on student-owned and/or University-owned devices. It is in use by over 84% of US Pharmacy Schools and has been in business since 1998.

### 3.1 Data Classification

By design, ExamSoft does not store highly-sensitive information (e.g. PHI, SSN's, payment information, etc.). ExamSoft stores student names, school-assigned Student ID's, their email addresses, and student exam results. It also stores exam questions and examinations.

### 3.2 Authentication Protocol

The COP will be using HSC SAML authentication method.

### 3.3 User Access Management Solution

For the end user, permissions are structured in a way to allow flexibility for user roles. Administrators can be assigned specified permissions with the Key Administrator designated as the primary user that can create and modify additional administrative accounts. Depending on privilege it is also possible to create, modify, or disable user accounts. Administrative accounts may be designated as view only as well per area

within the ExamSoft Portal. Finally, administrative accounts may be designated as “Grader only” with permissions to only view assessments for grading as required.

### **3.4 Monitor, Log, and Analyze User Activities**

ExamSoft allows system administrators to review user activities and usage directly within the ExamSoft portal. Device characteristics accessible via the system include hard drive serial, IP address, and machine name for both downloads and uploads. Exam downloads and uploads are also time stamped in the system. Behavioral snapshot logs are also available. Snapshots capture information on how an exam taker is progressing throughout an assessment. The Snapshot Viewer provides a report that time stamps the specific actions and the exact responses entered by the exam taker. This Snapshot Viewer enables the COP to review the answers submitted and changed, as well as analyze the Exam Taker’s behavior during the assessment.

The last login date of users is available directly from within the ExamSoft portal. It is also possible to review a timestamped record of who edited a question or added comments to essay questions.

### **3.5 Updating Employee Access**

The COP purchased SAML integration. As such, whenever a faculty or staff member depart, they will no longer be able to log in as their master SAML login will be inactive. If a student drops out, their SAML login will not work either and hence cannot download any more exams. Additionally, users accessing the platform via standard ExamSoft authentication can be flagged as inactive by administrators with appropriate privileges.

### **3.6 Employee Training**

ExamSoft employees undergo training to identify and report abnormal activity including phishing attempts to protect ExamSoft personal and client data. ExamSoft staff are appropriately trained and have formal procedures and tools for detecting and responding to security concerns. All privileged accounts are documented. Internal user accounts are added and removed ad-hoc as privileged members are brought on to the team. Monthly audits are done to validate the information is correct. Internal ticketing systems are utilized in conjunction with internal policies to ensure all user change management processes are successfully fulfilled. ExamSoft stresses strong security awareness and regularly discusses the importance of security with team members at all levels of the organization.

For UNM administrators, user permissions can be set at a granular level to silo data as appropriate. Each user requires a unique username and password. Single sign on authentication will be utilized (SAML/LDAP) for Institutional control of account authentication.

## **4.0 Responsibilities.**

<b>RESPONSIBILITIES</b>
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Position/Title/Group	Requirements/Expectations/Duties
Curriculum Office	Maintain user accounts
Application Administrator	Aka 'Key Administrator' Create and delegate the administrator accounts, permissions, reports, and general use of the system by the UNM College of Pharmacy faculty, staff, and students.
Department Administrator	Assist the Application Administrator with procurement process, renewal, addendums, modification, and performance of invoice payments.
Local IT Support	Assist the Application Administrator with general network access, security compliance, and any necessary network or digital-data exceptions, as needed.
Director Approval	Authorize the policy, budget, expense of the ExamSoft system.
Login URL	To gain access to the ExamSoft application - <a href="https://examsoft.com/exam-login">https://examsoft.com/exam-login</a>
License Type	Business License

## 5.0 Records. Applicability/Retention.

ExamSoft stores all data in perpetuity through their hosting provider. This results in a scalable solution with unlimited size to house, store, and secure all data entered by UNM assessment staff and faculty. Backups are conducted on a nightly basis via snapshot with point in time recovery throughout the day. Backup data is purged after 45 days. ExamSoft validates recovery strategies and backup files regularly. They have proactive alert mechanisms in place to notify their database administrator of anomalies.

ExamSoft validates the backup content against the production content regularly. ExamSoft strives for 99.99% availability of Priority 1 services. ExamSoft has a defined Business Continuity Plan with multiple redundancies available in the event of total hardware failure. Data can be exported at any time from the system in CSV or PDF format depending on the specific information desired. Upon request by the Licensee (The UNM COP) within ninety (90) days after the termination of the Agreement, ExamSoft shall provide access to Software for the sole purpose of Licensee (The UNM COP) downloading its data using standard download methods.

Additionally, after each assessment the results will be downloaded onto the protected UNM HSC shared N:drive which is backed up nightly.

## 6.0 External Reference(s).

<https://examsoft.com/about>

**7.0 Internal Reference(s).****8.0 Definitions.**

Administrator: Designated staff or faculty of the UNM College of Pharmacy

Student: a current UNM CoP PharmD student who is either enrolled in classes or on approved leave.

**9.0 Key Words.**

ExamSoft Assessment Curriculum Security Guidelines

**10.0 Attachments.****11.0 Approval Authority.**

APPROVAL and Information			
Item	Contact Information	Date	Approved/ Reviewed
Document Owner	<i>Joe Anderson, Associate Professor: Pharmacy Deans Office, 6/6/2019, APPROVED</i>		
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**12. Document History.**

<b>HISTORY LOG</b>
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<b>Origination</b>		<b>ExamSoft User Policy</b>	<b>New</b>	<b>Beth Walker,</b> <b>Director,</b> <b>Finance and</b> <b>Administration</b>