

The Use of Facilitators in a Remote Test Administration

Facilitators (also called proctors or eHelpers) are recommended for supporting the examiner/examinee during remote test administration. Depending on the nature of the assessment task, facilitators may play more or less of a support role beyond basic technical support (e.g., session access, audio/video troubleshooting). In most cases, the facilitator should step out of the room during administration while remaining within hearing range of or reachable by the examiner and examinee. It is critical that facilitators adhere to these guidelines and limit interaction with the examinee during administration. As always, check local/national and professional association guidelines regarding the use of facilitators during telepractice.

	Questionnaires	Verbal-only tasks	Verbal/Visual tasks	Complex tasks
Definition	Computer-driven question and answer format; often multiple choice	Examiner-driven; No visual prompts, verbal inputs and outputs only	Examiner-driven; visual and/or verbal inputs and outputs	Examiner-driven; visual, verbal, tactile/kinesthetic inputs and/or outputs
Examples	MMPI-2-RF® Vineland™ Parent/Caregiver Brown EF/A Scales™	WISC®-V UK Similarities CLQT+ Personal Facts CVLT®3 WMS®-IV Logical Memory	WISC-V UK Matrix Reasoning KTEA™-3 Reading Vocabulary	WISC-V UK Block Design Beery™ VMI WMS®-IV Design Memory
Trained On-Site Facilitator Recommendations	Tech support only; examinee support* if requested by the examiner	Tech support only; examinee support if requested by the examiner	Tech support only; examinee support if requested by the examiner; may require additional external camera setup to view examinee responses, depending on the platform used	Tech support and manual assistance with response books and/or manipulatives; requires additional external camera setup to view examinee responses or the room for observations; examinee support if requested by the examiner
Untrained On-Site Facilitator Recommendations (including parents)	Tech support only; examinee support if requested by the examiner	Tech support only; examinee support if requested by the examiner	Tech support only; examinee support if requested by the examiner; may require additional external camera setup to view examinee responses, depending on the platform used	Tech support only; requires additional external camera setup to view examinee responses or the room for observations; examinee support if requested by the examiner

*"Examinee Support" refers to specific behaviours that address an examinee's needs for a short duration. These include actions that would otherwise be handled by the examiner such as moving into proximity to address positioning/fidgeting or to help with a runny nose, itch, cough, or clothing item that distracts the examinee.