

**Northwestern University Feinberg School of Medicine
Clinical Education Center**

**Virtual OSCE
MONITOR INSTRUCTIONS**

Developed by the NUFSM CEC Staff:

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1. Before OSCE:

- Test Zoom on your computer: <https://zoom.us/test>

2. Team Check-In: (8:00 – 8:30am)

- For any **questions or urgent issues** throughout the OSCE use Teams channel called “OSCE” (under AWOME)
- In a pinch, **text Ana Sferruzza** at: XXX-XXX-XXXX
- See spreadsheet listing Monitor, SP and Student assignments
- Click on Zoom link for OSCE: <https://northwestern.zoom.us/j/XXXXXXXXXX>
- All Monitors, SPs and CEC Staff meet together in “Main Session”
- SP Trainer checks-in SPs
- Confirm which SP you will be working with for Case 1 (see assignment spreadsheet)
- **Change your name** in Zoom to: “Monitor #XX (First Name)”
For example: “Monitor #1 (Toshi)”
 - See assignment spreadsheet for your Monitor number
 - **Option 1:**
 - Click on “Participants” at the bottom of the screen to bring up the participant list along the right-hand margin
 - Hover over your name and click on “More” then “Rename” to change
 - **Option 2:**
 - Hover over your own image
 - Click on 3 dots in upper right hand corner
 - Select “Rename”
- **Turn off your video** by clicking “Stop Video” in lower left hand corner
- Have the “Monitor Screen Share Packet” open on your desktop. Close all other windows.

- OSCE Host will then send all SPs and Monitors to their breakout rooms. Click “Join” to move to breakout room. In the breakout room, you and the SP will await the arrival of the students (which may take 15-20 minutes).

3. **Student Orientation:** (Round 1: 8:30am; Round 2: 10:00am)

- This information is included FYI, but you will already be in the breakout room while the students are being oriented in the Main Session
- At assigned time, students will join Zoom Waiting Room
- OSCE Host will move all students from the Waiting Room into the Main Session at the same time
- OSCE Host will orient students using PowerPoint slides
 - At the end of the Student Orientation, OSCE Host will send all students to breakout rooms. Each breakout room will then include: One student, One SP, One Monitor

4. **Student Instructions for SP Encounter:** (Round 1: 8:45am; Round 2: 10:15am)

- Once the student has joined the breakout room, confirm that the student and SP can hear and see all 3 participants’ screens (your screen will simply say “Monitor # (First Name)”).
- Say to the student,
 - “Hello, [student first name]. I’m [your first name] and I’ll be the Monitor for this case. I will be observing throughout both the SP encounter and the post-encounter write-up. I’m here to help with any technical issues. I cannot answer any medical questions about the case, but please don’t hesitate to reach out to me with technical questions throughout the encounter.”
- If the student asks you a question about the content of the case, please state,
 - “I don’t have any information for you about that. Please use your judgment and just do your best.”
- Instruct the student to **click on “Chat”** so they can see the Chat window
- Instruct the student to **“pin” the video of the SP**, so that the student will see the SP throughout the encounter:
 - Hover over SP’s image
 - Click on 3 dots in upper right hand corner to pull down menu
 - Select “Pin Video”
- Ask the student and SP if they have any questions
- **Start the recording** by clicking “Record” in the bottom menu
- Click on “Share my screen” in middle top of screen and choose **FSM Student Code of Conduct**
- Say to the student,
 - “Please read the FSM Student Code of Conduct silently to yourself and let me know when you are finished.”
- Once the student is finished reading, ask the student,
 - “Do you agree to abide by the FSM Student Code of Conduct throughout this OSCE?”
(Student should answer in the affirmative.)
- Scroll down to **Student Instructions**
- Say to the student,

- “You will have 3 minutes to read these instructions and prepare for the case. I will let you know when 3 minutes is up. If you want to refer to these instructions again during the case, simply ask and I will share them with you again.”
- **Start a timer for 3 minutes**
- Let the student know when the 3 minutes is up (but be lenient if they need a little bit more time.) Then **stop sharing your screen** by clicking on “Stop Share” in the middle top of the screen

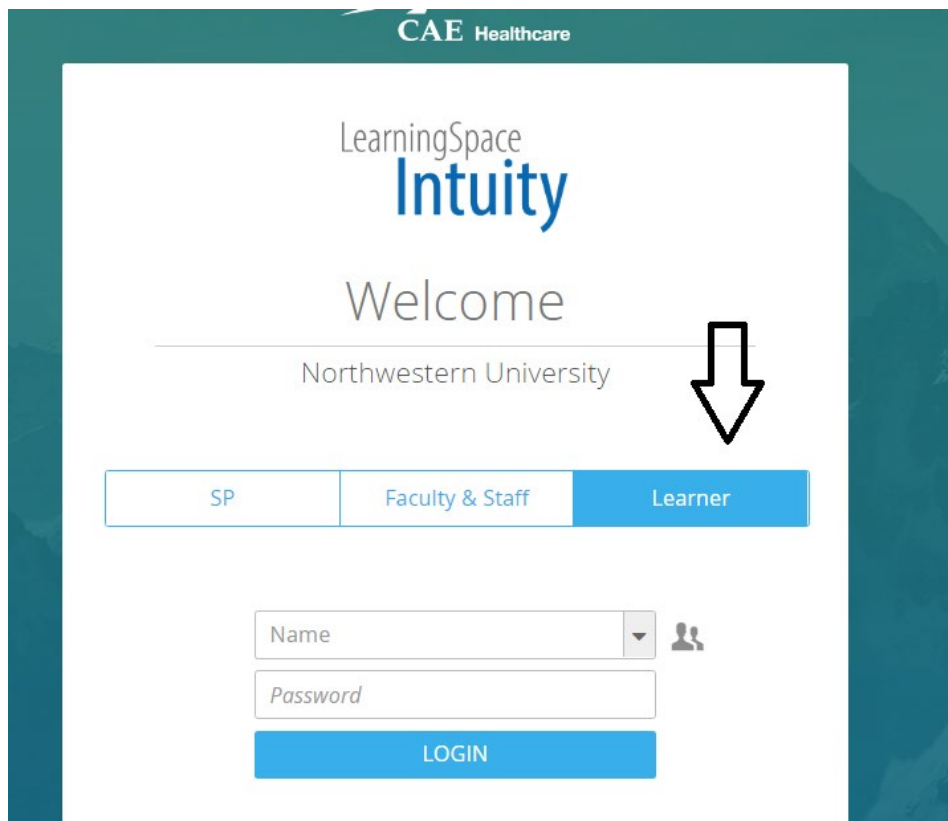
5. SP Encounter:

- Say to the student,
 - “You may now begin the encounter”
- **Start a timer for 30 minutes**
- **Mute your audio** by clicking “Mute” in the lower left hand corner
- Remain attentive to the student and SP throughout the encounter in case of any technical difficulties
- **Unmute your audio** and state,
 - “You have 5 minutes remaining,” at the appropriate time
- At the end of the time state,
 - “Your time has expired for this encounter.”
 - But be lenient with the time. You may add extra time if there were technical difficulties during the case or if the student needs a few more seconds to wrap up.
- When the encounter is finished click “**Stop Recording**”.
- Say to the SP,
 - “SP, you may leave the Zoom meeting now. Please remember to choose ‘Leave Meeting’ instead of ‘Return to Main Screen’ when you leave.”

6. Post-Encounter: (Round 1: 9:20am; Round 2: 11:15am)

- Share your screen to show **Post-Encounter Instructions**
- Say to the student,
 - “Please read the Post-Encounter Instructions and let me know when you are ready to begin the Post-Encounter. These instructions are repeated at the top of the Post-Encounter section in LearningSpace.”
- When the student has finished reading the Post-Encounter Instructions, **stop sharing your screen**
- Ask the student to **start sharing their screen**:
 - Click on the “Share My Screen” button on the menu at the bottom of the screen
 - Choose the screen that is showing LearningSpace
- Instruct the student to navigate to LearningSpace and logon:
 - Link: <https://XXXXXX.northwestern.edu/>
 - Copy and paste the link to LearningSpace into the chat in Zoom, then instruct the student to click on the link
 - For this OSCE only: VPN access is NOT required to access LearningSpace
 - Student logs on using their NetID and Password
- Below are some screenshots to guide the student through logging on to LearningSpace

- Click on "Learner"




CAE Healthcare

LearningSpace
Intuity

Welcome

Northwestern University

SP Faculty & Staff **Learner**

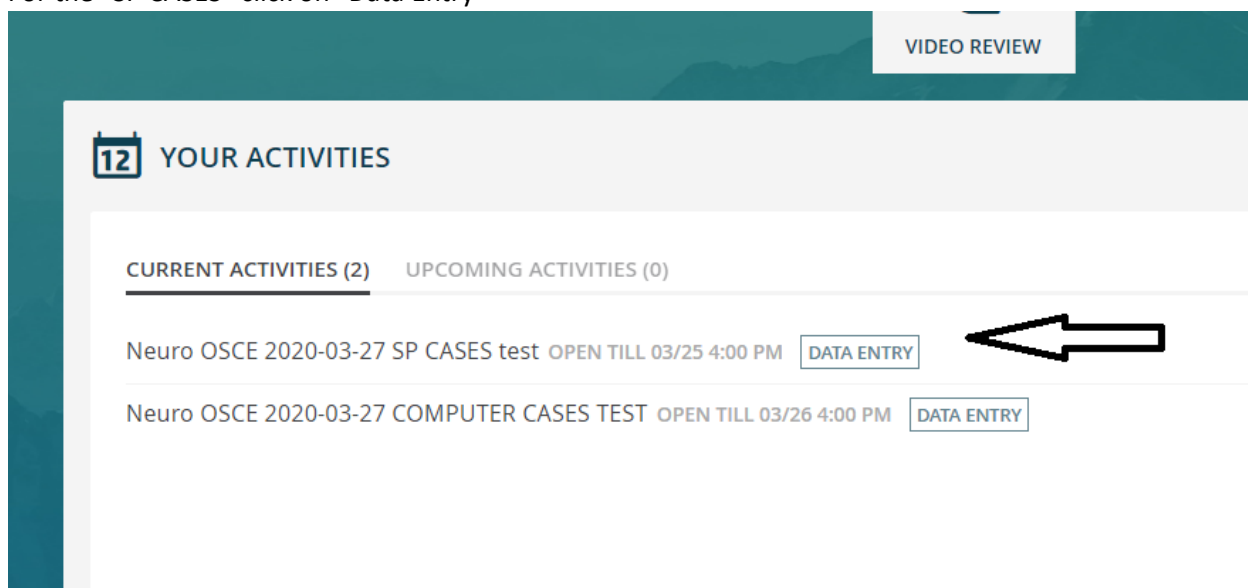
Name 

Password

LOGIN

A large black arrow points down to the "Learner" button.

For the "SP CASES" click on "Data Entry"



VIDEO REVIEW

12 YOUR ACTIVITIES

CURRENT ACTIVITIES (2) UPCOMING ACTIVITIES (0)

Neuro OSCE 2020-03-27 SP CASES test	OPEN TILL 03/25 4:00 PM	DATA ENTRY
Neuro OSCE 2020-03-27 COMPUTER CASES TEST	OPEN TILL 03/26 4:00 PM	DATA ENTRY

A large black arrow points left to the "DATA ENTRY" button for the first activity.

Select "2020_Neuro OSCE VIRTUAL Davidson (Loss of Consciousness)"

Neuro OSCE 2020-03-27 SP CASES test

Please select the case you want to fill in.

Case: 2020_Neuro OSCE VIRTUAL Davidson (Loss of Consciousness) ▼

Continue >

Then click "Continue"

- Say to the student,
 - "You may begin the post-encounter write-up."
- **Start a timer for 30 minutes**
- **Mute your audio** during the Post-Encounter
- Stay attentive to the student during the Post-Encounter in case of technical difficulties.
- **Unmute your audio** and state,
 - "You have **5 minutes remaining**," at the appropriate time
- At the end of the time state,
 - "Your time has expired."
 - But be lenient with the time. You may add extra time if there were technical difficulties during the Post-Encounter or if the student needs a few more seconds to wrap up.
- Instruct the student to **Submit their work**
- Instruct the student to **log out of LearningSpace** and close their browser
- Remind the student,
 - "Please remember to discard any notes you made during the case."
- Remind the students in the first group only that they will have a **break of approximately 90 minutes**. Remind them to remember the **Code of Conduct** during their break. They should not discuss the OSCE with anyone during that time.
- Instruct the student to leave the Zoom breakout room:
 - Click on "Leave Breakout Room" in lower right hand corner
 - Student should select "**Leave Meeting**" (instead of "Return to Main Session")
- After the student is gone, you may also leave the breakout room:
 - Click on "Leave Breakout Room" in lower right hand corner
 - Select "**Return to Main Session**" (instead of "Leave Meeting")

7. After Case:

- Zoom will automatically start converting the recording
- Choose where you would like the file to be **saved on your computer**
- Save each file with the following file name: “Case name-Your first name-Student last name”
- For example: “Davidson-Toshi-Jones”
- Repeat above for second round of students
- **Upload videos to Panopto**
 - Uploading videos may take a while so you may want to wait until after the OSCE to start uploading
 - Go to: <https://XXXXXX.northwestern.edu>
 - In drop-down box select: “NU ADFS”
 - Sign in with your NetID and Password
 - Click “Create” and choose “Upload media”
 - Select:
Office of Medical Education >> AY 19/20 >> C_Restricted Viewing Folder >> CEC >> Neuro OSCE
 - There will be 2-3 files for each student. Upload video (MP4) file only.