

# Touchstone Institute Exam Experience Transcript

## Video Transcript

---

I was nervous when I arrived at Touchstone Institute for my exam, but when I stepped off the elevator I was warmly greeted by a friendly staff member who guided me towards the reception area.

I met a couple of my fellow examinees when I sat down. Everyone had been studying so hard for today.

We were called up to the desk to register. I took out my photo ID and waited in line with everyone. The exam staff welcomed us, checked our government IDs against our entrance cards and provided us with our ID badges.

Then we were brought to the belongings check area where a member of the exam staff informed us that we'd be leaving all our personal belongings here, but not to worry because the area was secure. As we hung up our jackets, they told us to check our pockets to confirm we did not have our cell phones or study materials and then we placed everything on coat racks for safe keeping.

We were then directed to our assigned desks that were laid out with our exam tablets and materials. The first thing we were instructed to do was to carefully read and sign the confidentiality agreement.

The Assessment Manager introduced himself and gave us an orientation to the day. He let us know what to expect, and showed us how to use the tablets for our written exam. We were able to ask any questions we had. Then he announced it was time to start.

Once the exam began, we used the stylus to select our answers on the tablet. The application was easy to use and allowed me to focus on each and every question. As I was finishing we were given a warning that the exam would end soon, this gave me time to double check my work and then submit the exam with my final answers.

Once the tablets were collected, we were given a break and served lunch at our desks the exam staff made sure everyone's dietary needs were addressed.

After our lunch break we had the orientation for the clinical part of the exam. The Assessment Manager talked to us about the OSCE stations, explaining what we should expect and answering our questions. Next our group leader was introduced and let us know that she would be guiding us through the clinical part of the exam day.

She called each of us up in a specific order and provided us with our own booklet. Each booklet had a QR code on it so the examiners would be able to correctly identify us in the OSCE stations. When we all had our books and were lined up, the group leader led us to the exam floor.

When we arrived on the exam floor there were staff members stationed in the hallway to help guide us. We were placed by the door of our first exam room with our back to the information sheet. I was pretty nervous. I think we all were, but it felt reassuring to have exam staff members there to support us.

An announcement over the loudspeaker informed us that we could turn around and read the station information sheet. We all took notes in our booklets to be sure we were prepared for what came next. Then an announcement told us it was time to enter the station.

When I walked in the first thing I did was have my QR code scanned by the examiner. I was thinking about what I had just read outside as I introduced myself to the standardized client and starting asking her questions. She seemed so real. It felt like a natural encounter. She described her health complaints to me the way a real person would, in an actual health setting, I had to ask a lot of questions to see if I could accurately understand her concerns. I was impressed to know that my entire interaction was being recorded and monitored by examination experts. It made me feel that the process was very professional. I felt like they were really trying hard to assess me fairly.

After interacting with the standardized client, an announcement informed me that it was time to sit with the examiner and answer some questions. At this point I was hoping that I had gathered all of the information I needed. It was then announced that it was time to leave the room and go to the next station. When I walked out into the hallway, I didn't have to worry about where my next station was. Exam staff were there to guide me to the next room, and I'm glad they were there because it allowed me to concentrate on the exam tasks.

After the second station, I felt thirsty, I knew there was water so I asked for some, and then I read the instructions outside the next room. I felt that exam staff were there to look after me so I could focus on my performance.

The experience was mentally challenging but never seemed unfair or confusing. When we had finally completed every station, our group leader called for us to follow her, and she led us from the exam floor back to the orientation room to sign out.

The group leader collected our pencils and booklets, counting the pages in the booklets to make sure none were missing. She then gathered our ID badges and we were dismissed.

Exam staff had reminded us about the confidentiality agreement that said we could not discuss the content of the exam, so we all had to be careful about what we shared.

Even as we were leaving, there were Touchstone staff to ensure we found our way out of the building and to wish us well. This was an experience I will never forget.