ALLEN COLLEGE – UNITYPOINT HEALTH
STANDARD OPERATING PROCEDURE

Supersedes: 2/17

No: 2-P-900-02
Date: April 2021
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Written By: Administration
Approved By:

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President

SUBJECT: Examination Proctoring

PURPOSE: The purpose of this policy is to describe a procedure and options for securing exam proctoring and the process whereby Allen College verifies the identity of students in distance education in compliance with the US Department of Education, Office of Postsecondary Education Regulation 34 CFR 602.17(g).

EFFECTIVE
FOR: Students, Faculty, Staff, and Administration

POLICY: Allen College is committed to operating in compliance with the provisions of the United States Federal Higher Education Opportunity Act (HEOA) of 2008 Public Law 110-315 concerning the verification of student identity in distance education.

All credit bearing courses and programs offered through distance education methods must verify that the student who registers for a distance education course or program is the same student who participates in and completes the course or program and receives academic credit. Online student work, assessments or activities that are graded or contribute to a student's grade must be submitted via a system that verifies the student's identity. According to HEOA, the following methods may be used to verify the identity of students who participate and complete course requirements for academic credit. These methods include: a) secure login and password, b) proctored examinations, and/or c) other technologies or practices that are effective in verifying student identification.

All methods of verifying student identity in distance education must protect the privacy of student information according to the Family Educational Rights and Privacy Act (FERPA). Information regarding fees associated with access to remote proctoring services is provided in a link within individual courses offering this option.

Submitting another student's work or having another individual complete assignments or testing in either an online or seated course is a violation of the code of ethics and the academic integrity policy.

Faculty teaching courses that provide students with the option of using examination proctoring are primarily responsible for ensuring that students comply with requirements for arranging proctoring, verifying their identity, and following the College Academic Integrity policy and College Code of Ethics.

DEFINITIONS:

Proctored Examination is an exam that is overseen by an impartial faculty-approved individual who monitors or supervised a student while he or she is taking an exam. The proctor ensures the security and integrity of the exam process.

PROCEDURE:

Proctoring Options:

A. Acceptable examples for proctoring options:
    o   Faculty proctoring their own exam in the classroom with a date and time arranged by the student
    o   Faculty member requires students to take the exams online through suggested electronic proctoring system
    o   College personnel, i.e., librarian or library assistant
    o   The faculty member's exam proctoring policy must be communicated to the students at the initiation of the course
    o   Students may arrange for an agreed upon remote on-site proctor pre-approved by the course faculty
    o   Proctoring must be arranged one week prior to the examination

B. Unacceptable examples for proctoring options:
    o   Personal tutor
    o   Current student at this or another college
    o   Family members
    o   Friends
    o   A supervisor or coworker

    1. On–campus proctor, Barrett Library – Exams taken in the Allen College computer lab must be taken during <u>Barrett Library hours</u> Monday through Friday. Students shall inform the course faculty and make arrangements with the library staff in advance. Students shall not be allowed to take an exam without presenting a government issued form of identification, i.e., driver's license, passport or military

card at the scheduled time for the proctored exam. Refer to the Test Proctoring by Library Staff SOP for details.

- o Test Proctoring by Library Staff - 2-T-900-02

2. Off-Campus Proctor – distance leaners may make arrangements for their own proctor. All proctored testing must be arranged one week (7 days) prior to the exam. The student must arrange the date and time and verify with the proctor s/he is willing to proctor the exam. Students shall complete the 'Test Proctoring Form' which requires the signature of the person who will proctor the exam. The signed form shall be faxed, scanned and e-mailed, or sent via USPS to the course faculty prior to the exam. Arrangements must be made in a timely manner in order for the faculty to receive and provide materials to the proctor to accommodate taking the exam during the posted course schedule. Students shall not be allowed to take an exam without presenting government issued form of identification, i.e., driver's license, military card or passport at the scheduled time for the proctored exam. Students shall be responsible for any costs incurred utilizing off-campus proctors.

3. Electronic Proctoring – Remote exam proctoring or online exam proctoring, typically entails the use of technology like webcams, voice or keystroke recognition, and keyboard lockdowns to accommodate the scale enabled through online education. Remote exam proctoring is when a third party monitors an exam that is taken outside of a physical classroom. Remote proctoring at Allen College is available for which there is an associated cost for each episode of proctoring. A link within the courses that provide remote proctoring as an option includes cost information. The benefit of this service is that the student can take the exam from home. Use of a webcam during the exam may be required. Students selecting to use must request an exam password from their instructor. If there appears to be a technical problem with the exam, e.g., it won't open, Internet connection is interrupted, notify course faculty immediately. Problems with specific exam items will be addressed after the exam is submitted.

4. Special Instructions – unless specified by the faculty, no resources of any kind shall be used during an exam. These may include but not be limited to textbooks, calculators, study resources or open browser windows outside of the exam window. The exam browser window shall be maximized during the exam and students shall not click outside the exam browser window once the exam is started. No texting or conversation with others is allowed during the exam. Cell phones and other personal electronic devices shall be turned off and

stored during the exam. Specific instructions regarding number of attempts, time allowed, and viewing results shall be provided by course faculty.

<u>Verifying student identity</u>:

A. An email account with secure login and password shall be issued to all students and used as the primary communication method between the student, faculty and staff.
    o Verification of Student Identity – 2-V-800-01
B. Students registering for an individual secure login and password shall be required to access online courses and related resources, discussions, assignments, and assessments.
C. Courses, which rely on face-to-face proctored assessments and examinations do so by requiring a photo ID.
D. Course faculty shall inform students' academic integrity policy and report violations.
    o Academic Integrity – 2-P-900-01

References:

Higher Learning Commission. (2019). *Practices for verification of student identity.* FDCR.A.10.050, Author.

http://policy.hlcommission.org/Federal-Regulation/practices-for-verification-of-student-identity.html

The US Department of Education. (2008). *United States Federal Higher Education Opportunity Act (HEOA) of 2008 Public Law 110-315*. CONGRESSIONAL RECORD, Vol. 154.

www.gpo.gov/fdsys/pkg/PLAW-110publ315/pdf/PLAW-110publ315.pdf