Instructor Info on Proctored Exam Processes

Proctoring and Proctored Exams

Not all online courses require proctored exams. To determine if the course you are teaching will require a proctor for exams, click here.

What is a proctor?

A proctor is an approved person that administers an online exam to a CMU student taking an online course. The proctor will verify a student’s identity by checking a photo ID and will ensure academic integrity guidelines during exams are followed (e.g., no notes, textbooks, outside assistance, etc.). It is the student’s responsibility to locate and designate an acceptable proctor with ELearning Delivery & Support.

Who can/cannot be a proctor?

Acceptable proctors include qualified CMU Global Campus Centers, ELearning Delivery & Support staff, or military/industry education or testing centers, school/college counselors, administrators, and teachers or local librarians.

Relatives, direct supervisors, and co-workers are not qualified proctors and will be denied. Any individual who cannot provide a suitable testing environment will also be denied as a proctor. To be approved to administer exams, a proctor must be affiliated with a suitable organization, such as a college, school, library or educational testing facility. Contact information provided for the proctor must be affiliated with this organization (e.g., phone number and e-mail address).

CMU reserves the right to deny any proctor or assign proctors to students as necessary. Students with questions about an individual’s suitability, should contact the proctor for the eLearning Delivery & Support office at (989) 774-4461 or e-mail cmu.online.proctor@cmich.edu for clarification. ELearning Delivery & Support is happy to work with students who have special needs and circumstances to assist in locating a suitable proctor.

How do students report their proctor to ELearning Delivery & Support?

To designate a proctor, students will need to complete the Proctor Designation Form. Once submitted, two e-mails are sent. The first one confirms the receipt of their proctor designation form. A second e-mail is sent informing the student whether the proctor has been approved or denied. Once a proctor is approved, exam information is sent to the proctor via e-mail. Once your proctor is in receipt of exam materials, the student may then schedule their exams.

The proctor approval process is performed during eLearning Delivery & Support business hours (Monday – Friday, 8 am to 5 pm), typically within one to two business days.
If a proctor has already been designated and approved, does the student have to renew their proctor designation for subsequent proctored courses?

Every term eLearning Delivery & Support’s Lead Proctor will automatically send proctored exam information to the approved proctor the student has on file with us. There is no need for the student to re-designate their same proctor for every class that requires proctored exams. Should a student opt to change their proctor, then they would need to submit a new Proctor Designation Form.

Proctoring Duties

Proctors are instructed to verify the identity of the student arriving to take the exam by viewing a photo ID supplied by the student. Proctors ensure that extra materials (e.g., purses, backpacks, notebooks, textbooks, phones, etc.) are not allowed in the testing area unless the instructor has specifically conveyed to eLearning Delivery & Support that certain items are permitted (e.g., book, certain type of calculator, etc.), as well as instructions on any software downloads that are needed.

E Learning Delivery & Support’s Lead Proctor provides an Exam Instruction Sheet to all proctors providing guidelines for administering the exam, materials allowed, if anything, during the exam, along with the exam passcode.

The proctor will need to supply a computer with reliable internet for the student to take their exams (students are not permitted to utilize their own personal computer). Once the student has located the exam within Blackboard, the proctor will enter in a passcode which will open up the exam to the student.

Additional details on what is expected of proctors can be found on the Proctoring Responsibilities web page.

Exam Instruction Sheets

When a course is originally identified as requiring proctored exams, eLearning Delivery & Support works with the instructor who developed the course for online delivery to learn the ‘rules’ that will govern the exams. This information includes the amount of time allowed on the exam, materials, if any, allowed to be used on the exam, number of attempts a student is allowed for each exam and whether the exam requires the student to utilize outside websites for the exam. This information is assimilated into Exam Instructions that include the passcode for the exam and is then distributed to proctors at the start of every term.

E Learning Delivery & Support emails out Exam Instruction Sheets to already-designated proctors during Week 1 of the term. For proctor designations received after Week 1, Exam Instructions are emailed to the proctors once the proctor has been approved.

Passcodes and Exam Info E Learning Delivery & Support Provides

A passcode is generated by eLearning Delivery & Support prior to the start of every term (typically two weeks prior to the start of the term) and is provided to each instructor teaching a course with proctored exams. The instructor will enter the passcode into the exam through the exam settings within Blackboard.
Instructors should never provide passcodes directly to any student. The passcode is what requires a student to take their exam with a proctor. Upon entering of the passcode into Blackboard by the proctor, access to the exam is granted to the student.

ELearning Delivery & Support will provide exam passcodes to instructors prior to the start of the term along with:

- the amount of time allowed for the exams
- the materials students are allowed to use on the exam (if any)
- the number of attempts a student is allowed per exam.

**NOTE: It is very important that instructors set up the exams in their course to match this information.**

Technical Difficulties and Exam Resets

Should a technical difficulty arise with a proctored exam, the CMU Help Desk is authorized to re-set the proctored exam for the student. ELearning Delivery & Support may also re-set an exam. Should a student or proctor contact the instructor regarding a technical difficulty, the instructor can re-set the exam as well.

Extending the Availability of the Exam for One Student

Extending Testing Time Allotted for Students Registered with Student Disability Services

A tutorial on how to extend the availability of an exam for one student (not the entire class) can be found by clicking here.

To expand the testing time allowed for one student who is registered with Student Disability Services, follow the step-by-step instructions by clicking here.

ELearning Delivery & Support: Proctor to Many On-Campus Students

ELearning Delivery & Support administrative staff proctors many exams for main campus students. We proctor from two locations: Our offices at 802 Industrial Drive and the Park Library, Room 321. Proctoring Hours at each location do vary by location and each semester.

Students using ELearning Delivery & Support as their proctor can schedule exam appointments online through our Exam Scheduling Software.

If a Course Requires Proctored Exams, Can I Omit Them?

Should a course require proctored exams, it is not an option to omit the proctoring requirement—they must remain proctored.

Proctored Exams and Lockdown Browser

Both proctored exams and Lockdown Browser add a layer of security to online exams. However, both tools should not be implemented together. CMU cannot require third party proctors (e.g. local
Exam Monitoring Software

ELearning Delivery & Support and select CMU centers are equipped with “NetSupport” software which allows us to monitor the activities on a student’s computer while taking an exam. The software allows us to view what the student is doing on the testing computer from a monitoring computer located near the staff member’s desk. Should a student be seen accessing websites or tools not allowed for their exam, the actions of the student can be recorded and reported to the instructor.

Testing computers are equipped with notices to the student that their activities are being monitored and that the use of web sites outside of Blackboard is not allowed.

Exam Dishonesty and Academic Policy

Should a student be caught cheating on a proctored exam, the proctor will collect proof of the dishonesty to provide to the instructor. This proof can include photocopying books or notes the student was using, taking a picture of an unauthorized electronic device, or recorded activities captured through NetSupport software. ELearning Delivery & Support will provide this evidence to the instructor along with pertinent information (e.g. student name, ID number, course information, exam information and an explanation of the occurrence). ELearning Delivery & Support will include the Director of Undergrad Programs & Liaison Academic Programs in on the email notification to the instructor. ELearning Delivery & Support does not need to know the outcome of actions taken against the student, however, the Director of Undergrad Programs & Liaison Academic Programs should be kept informed.

The instructor should determine the course of action to be taken in accordance to CMU’s policy on Academic Dishonesty and Academic Integrity policies outlined in the Bulletin.
Summary

The below chart provides a re-cap on who oversees the various areas of responsibility:

<table>
<thead>
<tr>
<th>Area of Responsibility</th>
<th>Dept/Person Responsible For</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determining if course will utilize proctored exams</td>
<td>Instructor who developed course and/or dept</td>
</tr>
<tr>
<td>Determining exam parameters (e.g. length of exam, number of attempts, materials allowed on exam)</td>
<td>Instructor who developed course and/or dept</td>
</tr>
<tr>
<td>Setting established exam parameters within course shell</td>
<td>Instructor contracted to teach course</td>
</tr>
<tr>
<td>Generation of exam passcodes, distribution to key stakeholders (instructors, proctors)</td>
<td>ELearning Delivery &amp; Support</td>
</tr>
<tr>
<td>Input of exam passcodes into course shell</td>
<td>Instructor contracted to teach course</td>
</tr>
<tr>
<td>Identifying proctor to administer exams</td>
<td>Student through the submission of a Proctor Designation Form</td>
</tr>
<tr>
<td>Approval/Disapproval of identified proctor</td>
<td>ELearning Delivery &amp; Support</td>
</tr>
<tr>
<td>Scheduling of exam appointments</td>
<td>Student</td>
</tr>
<tr>
<td>Paying for any fee proctor might assess to administer exams</td>
<td>Student</td>
</tr>
<tr>
<td>Technical difficulties encountered while taking exam; Exam Resets</td>
<td>Proctor can contact CMU Help Desk, Instructor or ELearning Delivery &amp;</td>
</tr>
</tbody>
</table>