Instructor Information on the 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, see the Courses Requiring a Proctor list.

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 CMU.

Who can/cannot be a proctor?
Acceptable proctors include CMU Global Campus Centers, CMU Proctoring Services, or qualified 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 CMU Proctoring Services office at (989) 774-4461 or e-mail cmu.online.proctor@cmich.edu for clarification. CMU 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 CMU Online?
To designate a proctor, students will need to complete the Proctor Designation Form. Once submitted, two e-mails are sent: The first confirms the receipt of their submitted proctor designation form. A second e-mail informs 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 the exam materials, the student may then schedule their exams.

The proctor approval process is performed during 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, CMU Proctoring Services automatically sends proctored exam information to the approved proctor the student has on file with the University. There is no need for the student to re-designate this 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 government-issued 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 testing instructions provided specifically conveys that certain items are permitted (e.g. book, calculator, etc.).

CMU Proctoring Services provides an Exam Instruction Sheet specific to each course being proctored that lists the guidelines for administering the exam, any materials that are allowed, 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 to open 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, CMU Proctoring Services works with the instructor who developed the course for online offering to identify the ‘rules’ that will govern the exams. This information includes the amount of time allowed on the exam, what materials, if any, are allowed to be used on the exam, number of attempts a student has 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 includes the passcode for the exam which is then distributed to proctors at the start of every term.

CMU Proctoring Services 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
A passcode is generated by CMU Proctoring Services prior to the start of every term (typically two weeks prior to the start of the term) and e-mailed 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 the safeguard that prevents a student from accessing the exam on their own and requires they take the exam with a proctor.

CMU Proctoring Services 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 ensure the exam configuration and instructions in their course matches this information and there is not deviation.*

**Technical Difficulties and Exam Resets**
Should a technical difficulty arise with a proctored exam, the CMU Help Desk is authorized to re-set a proctored exam for the student. CMU Proctoring Services 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**
To allow a student or group of students (not the entire class) to take the exam after the due date, follow the [how to extend the availability of an exam for one student](#) guide.

**Extending Testing Time Allotted for Students Registered with Student Disability Services**
For students registered with Student Disability Services who receive additional accommodations, use the [Configuring Tests for Students with Accommodations](#) guide.

**On-Campus Proctoring Services**
[CMU Proctoring Services administers exams at the Park Library](#) for students in the Mount Pleasant area enrolled in online courses.

Students using on-campus proctoring services can schedule exam appointments online through the [Proctored Exam Appointment 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
librarians, school teachers, military base education centers, etc) to install Lockdown Browser onto their computers—even if the software is free. Quite often third party proctors do not have the administrative rights to install software onto their organization’s computers. Thus, either proctored exams or Lockdown Browser is utilized for exams.

**Monitoring Software**
CMU Proctoring Services and select CMU centers are equipped with “NetSupport” software which allows staff to monitor activities on a student’s testing computer while taking an exam. The software allows staff to view what the student is accessing 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 provided to the instructor.

**Exam Dishonesty and Academic Policy**
Should a student be caught cheating on a proctored exam, the proctor will collect proof of the behavior 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. CMU Proctoring Services 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). 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>
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</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>CMU Online</td>
</tr>
<tr>
<td>Input of exam passcodes into course shell</td>
<td>Instructor contracted to teach course</td>
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<tr>
<td>Identifying proctor to administer exams</td>
<td>Student through the submission of a Proctor Designation Form</td>
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<tr>
<td>Approval/Disapproval of identified proctor</td>
<td>CMU Online</td>
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<tr>
<td>Scheduling of exam appointments</td>
<td>Student</td>
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<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 CMU Online for assistance.</td>
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