TROY|ONLINE

Proctored Exam Support for TROY Online Faculty

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When creating your online Canvas tests, here are some helpful guidelines and best practices. This guide will help you maintain your test's accessibility and will help you avoid or troubleshoot common problems associated with proctored exams. **Formative and Capstone instructors** should visit http://business.troy.edu/Portal/assessment-information.aspx to view SCOB's specific requirements for these exams. Follow these guidelines but use SCOB's instructions for creating the exam.

Creating Your Proctored Exam in Canvas

Implementing a proctored exam in your course can be challenging, but there are things you can do to help minimize problems and prevent them from overwhelming both you and your students.

1. **Make sure that the exam, quiz, or assignment you designate as proctored has an access code**.
   - **NEVER GIVE THE STUDENT THIS CODE**!!! If the student has the access code, there is nothing stopping that student from taking the exam unsupervised or sharing the code with the rest of the class.
2. **Make sure that your test is available when you want students to be able to take it**.
   - In the exam settings, select the dates during which students should schedule to take the exam. Adjust the "Available from" field and the "Until" field in the "Assign" section to set those dates.
3. **Schedule your exam to begin after week 4 of the term.**
   - Students can't submit their proctor form for approval until Week 2, so this gives them time to make the appropriate arrangements. This also gives the testing staff time to complete the approval process.
4. **Set the timer for two hours or less (except for some Capstone exams)**.
   - Students pay out of pocket for proctoring services, usually at hourly rates, so longer exams are expensive. ProctorU charges $25 for a two hour exam. Fees at other locations can vary from $25/hour up to $70/hour.
5. **Allow a window of at least 4 days for students to take the proctored exam.**
   - First, this gives students plenty of time to schedule with proctors.
   - It also allows plenty of time for students to contact you or the TROY Online testing staff if an issue arises while they are taking the exam.
   - Finally, it allows some time for students to reschedule to take the exam if the issue cannot be resolved immediately.
6. **Set the open and close times for the wee hours.**
   - We recommend opening and closing your exam around 2 or 3 a.m. This ensures that it's open early enough on the appointed day for students in other time zones.

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Submitting the Faculty Exam Information Form

A proctored exam is something you should consider from the moment you receive the faculty availability letter. In this letter, each instructor is asked if they are available to teach and if they will require a proctored exam. Your response to the availability letter will play an important role in helping the TROY Online testing staff coordinate proctored exams for that term. If you are not sure whether or not your course requires a proctored exam, contact the **Chair** of your department or Shannon Carolipio at scarolipio@troy.edu .

Note: Capstone instructors should visit http://business.troy.edu/Portal/assessment-information.aspx to view SCOB's specific requirements for these exams. Follow the TROY Online guidelines but use SCOB's instructions for creating the exam. Then submit the faculty exam information form.

 You've been told that your course requires a proctored exam or you choose to have a proctored exam in your course. What do you do?

1. **Set up your proctored exam in Canvas according to TROY Online's proctored exam guidelines** (See Create your exam in Canvas)

2. **Submit your exam information to TROY Online.**

   - Fill out the Faculty Exam Information Form online. The form usually opens the first day of each term and should be submitted no later than Monday of the second week in each term.
   - The form can be found here: https://etroy.troy.edu/efaculty/forms/eProctoredExamInformationForm.aspx .
     - o Please note that if you marked "Yes, I am available to teach this course and will **NOT** have a proctored exam" on the Faculty Availability Letter, you will not be able to submit this form. You should contact Kim Barron kbarron@troy.edu to make this adjustment, if needed.

3. **Be sure that the information you submit in this form matches EXACTLY what you have set up in Canvas**.
   - Proctors receive the information submitted on this form. If the information you submitted on the form does not correspond to the exam settings in Canvas, then the students may not be able to access the exam as scheduled.
   - If you have trouble with your attempt to correct or update the exam settings, please let us know **at least 24 hours before the exam opens**. The TROY Online Office of Testing and Proctoring will assist you, or as a last resort, make the correction on your behalf so that students can take their exam as scheduled. (See "Updating/Changing Exam Settings").

4. **Please be aware that submitting the Faculty Exam Information Form does not change/create any exam settings in Canvas**.
   - Instructors have to create the exam directly in Canvas. The exam information form submitted to TROY Online is not connected to Canvas in any way.

5. **Give clear, detailed instructions in the "Comments" section of the form**.

- Be as specific as possible in your instructions to proctors. Leave nothing to interpretation. For instance, do not just say "books and notes." **BE SPECIFIC**. Proctors generally err on the side of caution, so if you do not state that scratch paper, for instance, is allowed, then proctors will not allow students to use it.
- Be sure there is not any contradictory information in your announcements, syllabus, or exam folder.

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Respondus Lockdown Browser

The Respondus Lockdown Browser is a secure browser meant for discouraging cheating when taking online tests; however, there are certain problems associated with it when being used for **proctored** exams.

1. **We do not recommend the Respondus Lockdown Browser for *proctored* exams**.
- Most of our students use third-party testing services for their proctored exams. In most cases, these third-party facilities have difficulty downloading and operating the proprietary Respondus software, presenting many technical and logistical complications. It is best to use this software for **non-proctored** assignments.
- The version of Logmein that Proctoru uses, although whitelisted with Troy, does not respond well in the Proctoru and Respondus Lockdown Browser environment.

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Updating/Changing Exam Settings

It is important that students are aware of the exam dates you provided to our department. Here are a few pointers that will help with initially informing students of those important exam dates:

- Make sure that the exam dates in the course syllabus are accurate and also updated in all areas in Canvas each term.
- The dates in the syllabus should match the information given to the students within Canvas.
- If there is an error in the syllabus, please be sure to the students are aware of this by providing an amended syllabus and/or posting an announcement in your Canvas course shell notating the corrected information.

1. **Please limit any changes you make to your exam settings, but if you MUST change something, please notify [TROY Online Testing Staff](#) as soon as changes have been made to exam in Canvas** (i.e. dates/ password/ material usage)
    - For Undergraduate and Graduate exams, the exam information that is collected at the beginning of the term (via the Faculty Exam Information Form) is sent out to approved proctors as soon as student proctor forms are approved (which can be as early as Week 2 of the term). If you make changes, the TROY Online Testing Staff must inform all proctors of those changes. In this situation, you run the risk of proctors overlooking the update and going by the original set of instructions.
2. **Please notify your students of any exam date changes.**
    - Many TROY Online students take off work early and/ or arrange for babysitters so they can make an appointment for proctoring, so please be sure to keep students in the loop of any date changes that are made.

The TROY Online Testing Department collects exam information at the beginning of each term to build our database so that exam instructions can be sent to proctors if a student's proctor form is approved. There may be situations when the original exam instructions need to be updated. Here are a few things to remember when making changes to exam settings:

1. **The display dates in the Exam Settings should not display a date before Week 4.**
    - The TROY Online Testing Department uses the first 3 weeks to notify all students of the proctored exam via email, distribute exam instruction to approved proctors, and to review exam information submitted by instructors to make sure it meets TROY Online' s proctoring guidelines.
2. **Exams should be two hours or less in length (except for some Capstone exams).**
    - Most testing facilities charge more for proctored exams that exceed 2 hours. Longer exam times will place an additional burden on students whom are responsible for paying these fees.
3. **Exams should be available for at least 4 days.**
4. **Respondus Lockdown Browser is not recommended for proctored exams**
    - Many testing facilities, especially those located on military installations, cannot download software/ programs to their computers for security issues (See the "Respondus Lockdown Browser" section for more information).

Student Proctor Forms

Students should be advised by the instructor to submit the Course Exam Proctor Form by the end of the third week of the term, if possible. The form closes at the end of each term and reopens the second week of each term, after the Add/Drop period.   Here is the link to the Course Exam Proctor Form: https://etroy.troy.edu/forms/eProctorForm.aspx

The Course Exam Proctor Form is used for two things:

- We use it to identify the student's proctor and to determine whether they are approvable according to the TROY Online proctor policy.
- If the proctor is not approvable, the student is notified and asked to resubmit the form with new proctor information. If the proctor is approved, we then use the form to obtain the correct email address and send the exam information to the proctor.

For **Undergraduate and Graduate exams**, exam information is sent automatically as soon as the student's proctor form is approved.

Approved Proctor Options:

- Commercial/Academic Testing Center
- Military Education Office
- Certain available Troy sites (some sites are not available to offer proctoring services)
- ProctorU
  - ProctorU may NOT be used with the following exams*: COMPASS tests, MFTs, MAPPs (ETS Proficiency Profile), Graduate Comprehensive Exams, Capstone exams (BUS 6611, BUS 4476, CJ 6690, COM 6699, FIN 4431, HRM 6698, MGT 4479, MGT 4485, MKT 4469, MSM 6650, PA 6699), and MSHRM Competency Exams.*

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Understanding ProctorU

What ProctorU Does

ProctorU is an online proctoring service that allows exam takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. They use proctors who monitor exam takers in an easy, three-step process:

1. **They observe the student via a web cam.** *The student is connected to a real person who speaks with them to guide them through the process.*
2. **They watch the student's screen in real time.** *They can see everything that the student is doing both at their location and on screen.*
3. **They authenticate the student's identity.** *Using a multifactor process, the strongest in the industry, they ensure that the person being monitored is the proper student.*

Preparing Your Students

Students can take exams from home seven days a week. They will be connected to a live person during their exam who will be there to guide them through the process, answer any questions not related to exam material, and assist with any technical problems. If they have any questions, they can always call ProctorU at 855-772-8678.

Appointments

ProctorU requests that students make an appointment in order to use their service. Students should try to make them *at least* three days in advance, although appointments can be made as early as Week 3 of the term. Appointments can be made inside of three days, but the student will be assessed a $5 late registration fee. Same day appointments can also be made online. The student can select the "I want to take my exam now!" button in the "New Exam Reservation" section to use this option.

To make an appointment, students must create an account at http://go.proctoru.com, log in, click on the "New Exam" link and select the term, exam, date, and time they desire. The appointment will be confirmed to them in an email. At the date and time of their appointment, the student will return to http://go.proctoru.com , log in, and a message will appear saying "You have an exam. Click here to begin." From there, they will be connected to a proctor. If a student has any problems connecting, they can always call ProctorU at 855-772-8678.

> **IMPORTANT NOTE**: Once the original deadline has passed for a particular exam, students will not see the course listed on the ProctorU website, as this information is removed from their website. **If you wish to allow a student to make up the exam after the original deadline has passed, you must provide the testing staff with the student's name, the course, and the new deadline.**

Getting Your Exam Instructions to ProctorU

In order to use ProctorU in your class, the TROY Online Testing Staff collects exam information from you via the Faculty Exam information Form at https://etroy.troy.edu/efaculty/forms/eProctoredExamInformationForm.aspx (See the "Submitting the Faculty Exam Information Form " section for more information). The gathered information is then sent to ProctorU to be uploaded into their database. Students will not be able to schedule an exam with ProctorU without the submission of this information to TROY Online.

All of the information that you provide will be used for two purposes:

1. To effectively list your exam in ProctorU's system so that your students know which one to select.
2. For the staff at ProctorU to know how to proctor the test.

Necessary information is as follows:

- **Name of Exam**- This indicates what exam the student will be taking, and can aid a proctor in helping the student open the correct exam. (example: Midterm, Final, or Test 2)
- **Time Limit**- This is the time limit that has been set in your Canvas course shell for this test.
- **Date/Time the Exam Opens**- When do you wish for your students to begin being able to take this exam? (example: October 3 at 12:00 pm)
- **Date/Time the Exam Closes**- When do you want all of your students to have finished the exam?
- **Password** – This is the password that you have set for the proctor to use to unlock the exam. ProctorU is able to type this password in without the student seeing it. Please do not give this information to students for any reason.
- **Special Instructions** – This is where you can give any instructions to the proctor to allow or disallow certain things. (example: open book, open note, calculators allowed)

Lastly, if any changes to exam information need to be made, please review the "Updating/Changing Exam Settings**"** section to read how to properly make those adjustments.

Makeup Proctored Exams

TROY Online has no policy regarding make-up exams due to proctored exam issues. The decision to allow a student to make up a missed proctored exam is completely at the instructor's discretion.

<u>**Instructor Responsibilities**</u>

1. **Inform students of the exact dates the exam will be available**.
   - Adjust the "Display Until" date in Canvas to reflect the new deadline. This ensures the exam is visible to the student and the proctor.
2. **Inform the TROY Online Testing Department of any changes to the original exam instructions.**
   - The TROY Online Testing Department will use the original exam instructions that were submitted to the department earlier in the term unless otherwise instructed.
3. **If the makeup exam is scheduled after the end of the original term, instructors must assign students who will be taking a makeup exam a grade of "I" or "Incomplete" for the course so that they have access to Canvas after the term ends** (See "Incompletes" for more information).

<u>**Student Responsibilities**</u>

1. **Contact the instructor to find out when and how long the exam will be available.**
2. **Inform the TROY Online Testing Department of their proctoring option.**
   - If the student is taking the makeup exam after the original term has ended, the student must send the TROY Online Testing Staff an email with their proctoring option/ proctor's contact information. The online proctor form will no longer be available, as it can only be used by students enrolled in the current term.
   - If the student is taking a makeup exam within the current term, they should submit the Student Proctor Form at https://etroy.troy.edu/forms/eProctorForm.aspx . Students have access to this form until the end of each term.
3. **For students using a testing center as their proctoring option, they must include the following information in their email to the TROY Online Testing Staff:**
   - Student Name
   - Student ID#
   - Course Name, Section, and Term (i.e. ACT 2291 XTIA 12T4)
   - Proctor Name
   - Proctor Job Title
   - Proctor Email Address
   - Proctor Address
   - Proctor Location
   - Proctor Phone Number
4. **For students who plan to use ProctorU** (online proctoring via webcam):
   - They must login to their ProctorU account to schedule an appointment, as the exam is removed from their schedule once the original deadline has passed.

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Incompletes

1. **Troy University's policy regarding incomplete grades is as follows**:
   - The instructor may report an Incomplete (grade of I) for a student whose progress in a course has been satisfactory (e.g. the student is passing the course), but who is unable to complete the course grading requirements because of documented circumstances beyond his/her control.
2. **Incomplete grades are assigned at the instructor's discretion.**
   - TROY Online has no policy regarding the issuance of an Incomplete grade due to proctored exam issues.
3. **Incomplete grades are not automatically issued.**
   - Instructors will need to submit the Incomplete Grade in Trojan Web Express before the deadline for grades is due.
4. **If you do NOT submit a grade of "I", the student will not have access to the Canvas course shell after grades are posted. If you DO issue an Incomplete for a student, you must make sure that the proctored exam has been made available for the student to take.**
   - If the exam has not been reopened for the student with the incomplete, the student and/or proctor will have to contact you directly to have the exam reopened.
5. **After all coursework is completed by the student, remember to submit another Change of Grade Form indicating the student's final grade for the course.**
   - If you do not submit a Change of Grade Form by the last day to remove an "I" as indicated on the TROY Online Academic Operating Calendar, the Incomplete grade will automatically change to an FI.

ADA Accommodations

Eligible students, with appropriate documentation, will be provided equal opportunity to demonstrate their academic skills and potential through the provision of academic adaptations and reasonable accommodations. More information, including appropriate contact information, can be found at the following link: http://intranet.troy.edu/humanresources/documents/ADAPolicy2003.htm

IMPORTANT NOTE: *The following guidelines do not address ALL possible accommodations. Accommodations are made on an individual basis. Other accommodations may require assistive technology.*

Some students may require special accommodations as outlined by Disability Services. Instructors should receive a letter at the beginning of each term identifying students with disabilities and any accommodations that need to be made for them. This means that faculty members may have to adjust assignments or exam settings to meet the needs of ADA students. This could be extra time to take the exam, distraction reduced environments, or locations with assistive technology.

Here is what to do if you have an ADA student whose accommodation is extra time on a **PROCTORED** exam:

1. **Create your exam in Canvas** (See "Creating your exam in Canvas").
   - **Canvas now gives the option of modifying test settings for individual students.** Once you have published a quiz, the quiz sidebar shows the Moderate quiz link, which allows you to moderate the quiz for each student in your course. This is where you grant student additional time.
   - **To give extended time:** Click on the quiz (not the edit button). In the top right corner, click on "Moderate this Quiz". Find the correct student. Click on change submission. Please note that you must have the timer box checked in order to give students additional time. Also note that it asks for the *EXTRA* time. If a student gets double time for a 60 minute test, you would put 60 in the minutes box. This gives the student an EXTRA 60 minutes.

IMPORTANT NOTE: *Proctors are sent exam information based on the information you submit on the exam information form. You can only submit ONE form per course. Proctors are automatically sent the exam instructions you submitted as proctor forms are approved. This means that the ADA student's proctor may get the wrong exam instructions if we are not aware of the accommodation. It is extremely important that you notify TROY Online of any ADA accommodations for proctored exams.*

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