

AOP-8-19-08-01 (Revised 8/13/13)

eTROY ONLINE COURSE EXAM PROCTORING POLICY AND MEMORANDUM OF UNDERSTANDING

Introduction eTROY implemented a more stringent online course exam proctoring policy beginning August 2008 which will improve the validity of claims related to student authentication and enforcement of the instructor's requirement for a standardized testing environment.

Policy Requirements

The policy requires the student to use one of the following four options:

- (1) Use an approved third party certified commercial testing proctoring service;
- (2) Use an approved technology-based proctoring option;
- (3) Use an approved Military Education Office testing office;
- (4) Use a Troy University campus or site testing center, if available; or

Students with extenuating circumstances restricting them from complying with one of the four options can contact the eTROY testing staff for assistance.

Implementation

The policy was implemented by degree programs beginning August 2008. Student identity authentication is required for every student, in every course. Option three and four is available contingent upon the ability of the organization to accommodate students. If applicable, students are responsible for paying any fee(s) related to eTROY proctoring services. Course examinations must be delivered in Blackboard unless exempted by the appropriate academic dean. Questions related to this policy should be directed to the Associate Vice Chancellor for Distance Learning.

**APPROVED BY: ACADEMIC STEERING COMMITTEE, AUGUST 19, 2008
(Revised 8/13/13)
OPR: DR. GLYNN CAVIN**

-PROCTORING POLICY
MEMORANDUM OF UNDERSTANDING
Between eTROY
And

Troy University Campus and/or Site Representative

The new proctoring policy provides students in designated programs the option of selecting a designated testing center located at a Troy University campus or Global Campus site. The student will not be charged if they select a Troy University Campus or site.

The proctor will be required to follow the directions stated below:

1. A proctor must be in the room or observe student during the testing session at all times.
2. A proctor must not allow students to use their personal laptops during the testing session.
3. A proctor must not allow student to keep a copy of the exam following the testing session.
4. A proctor will read the directions provided by the instructor and the eTROY Testing Office to the student prior to the exam.
5. The proctor must adhere to the time allowed for the exam by setting a time clock at the beginning of the testing session.
6. The proctor must send the exam to the faculty member following the exam.
7. If the exam is scheduled on Blackboard and the exam stops during the exam, the student can, under supervision of the proctor, try to contact the instructor for a reset if time permits in scheduled exam time. Otherwise the student will have to email the instructor to reset the exam at a later time/date. The proctor will take no responsibility for resetting the exam.
8. The proctor must not tell the student the password prior to the exam. The proctor will be responsible for entering the password.

eTROY will comply with the following:

1. eTROY acknowledges ultimate responsibility for testing of eTROY students and agrees to cooperate fully with the campus/sites that assist in this effort.
2. eTROY agrees to provide the test to the proctor, or password if online, as soon as it is received from the instructor. The standard will be at least 72 hours before the requested test date.

3. eTROY will ensure that email correspondence to host Campuses/sites includes the student's last name in the subject line and contact information (email and phone) in the body of the email.

The _____ (Campus/Site) agrees to the provisions stated above and will provide testing sessions during appropriate scheduled times.

For the University Campus/Site Representative signature:

Date: _____

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