

Exam Proctoring Procedure

Policy Number: 02-70-050

Applies to: students, faculty, staff

1. **Policy Statement.** The purpose of this policy is to ensure that academic integrity in the completion of exams is maintained through the use of proctoring. Exams that require proctoring include but are not limited to written and multiple choice exams, skills tests, and/or oral exams. This policy does not apply to non-proctored assessments. The program director(s) shall approve the choice of proctor in advance of the exam.
2. **Types of Proctoring.**
 - A. Remote Proctoring: Utilize the OHSU approved remote proctoring systems specifically designed for online and electronic testing.
 - B. In-Person Proctoring: Select an approved proctor who monitors the student and integrity of the exam. The location of the exam can be on or off campus, as approved by the program director(s). Make-up exams are classified as In-Person proctoring.
 - C. Off Campus Testing Center: Arrange to take the exam at an accredited college or university that offers proctoring services through its testing center or a private testing center.
 - D. Other Service: Select another approved proctoring service or alternative that is pre-approved by the program director(s). The program director(s) may need to consult the Teaching and Learning Center (TLC) in identifying alternative proctoring services.
3. **Proctors.** An acceptable proctor is an individual with no conflict of interest in upholding the OHSU Code of Conduct.
 - A. Acceptable proctors internal to OHSU include employees or volunteers approved by the program director(s), or offsite coordinators.
 - B. Acceptable proctors external to OHSU include: academic administrator, faculty or staff of an accredited college or university; high school administrator or librarian; librarian at academic or public library; off-site coordinator; a military officer of higher rank; licensed professional in the student's field of study; private testing center; or remote proctoring tools.
 - C. Examples of unacceptable proctors include but are not limited to: friends, neighbors, OHSU employees with conflict of interest, relatives, spouse/significant others, and students not employed by a sanctioned testing center.

4. **Reasonable Accommodations.** OHSU is committed to providing equal access to qualified students who experience a disability in compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act (ADA-AA) of 2008.
- A. The Office for Student Access (OSA) works with students with disabilities across all OHSU educational programs and campuses.
 - B. It is the responsibility of the student with a disability to register with the OSA, provide appropriate disability documentation, and work with the OSA to determine reasonable accommodations. It is also the responsibility of the student approved for testing accommodations by the OSA to notify faculty/testing staff of accommodation needs at least 10 business days prior to the date of scheduled/proctored exams. Requests for accommodated exams made after the deadline shall be considered on a case by case basis, and cannot be guaranteed.
 - C. Each program also has an assigned Program Accommodation Liaison (PAL), who acts as an “in-house” resource for students and faculty concerning student access, once accommodations are established; PALs are notified by the OSA of students with disability accommodations and are responsible for the implementation of testing accommodations. The PAL must ensure requirements for reasonable accommodations are implemented when requested by the student. Students are advised to contact the OSA as soon as possible to discuss eligibility for disability services; accommodations may take time to implement and cannot be applied retroactively.

5. **Responsibilities**

- A. **Program Director(s).** The Program Director(s) is responsible for reviewing the qualifications of, and approving or denying all proctors.
- B. **Teaching and Learning Center (TLC).** The TLC will establish and maintain the mechanism for vetting and approving a remote proctoring service.
- C. **School or College.** Retain all Outside Proctor forms consistent with course material retention practices.
- D. **Faculty of Record.** The faculty of record has the responsibility to:
 - 1) Notify the program director(s) when an exam will be proctored and adhere to the requirements outlined in section 6A for use of Remote Proctoring.
 - 2) Include instructions regarding the selection of acceptable proctoring methods in the student handbooks or course syllabus.

- 3) Account for all proctoring methods and/or proctor selections approved by the program director(s) prior to the exam. Provide exam instructions to the proctor as applicable.
- 4) Issue a grade upon completion of the proctored exam.

E. **Students.** For proctored exams, the student has the responsibility to:

- 1) Seek guidance and approval of the faculty of record to determine the appropriate proctoring option.
- 2) Locate a proctor or testing center and upon approval by the program director, set up an appointment for the exam(s), according to published dates.
- 3) If the selected proctor is external to OHSU, provide the proctor with the Outside Proctor Form.
- 4) Notify faculty/testing staff of accommodation needs at least 10 business days prior to the date of scheduled exams. Requests for accommodated exams made after the deadline shall be considered on a case by case basis, and cannot be guaranteed per the requirements of section 4B.
- 5) Notify the faculty of record if the student's approved proctor is unable to proctor an exam and requests someone to substitute for them.
- 6) Adhere to requirements outlined in section 6B for use of Remote Proctoring.
- 7) Take the exam as scheduled.
- 8) Adhere to the OHSU Code of Conduct.

Students seeking makeup exams shall follow the school/program level process as outlined in the student handbooks or course syllabus.

F. **Proctor.** The proctor, once approved, has the responsibility to:

- 1) Uphold the OHSU Code of Conduct.
- 2) Verify the identity of the test taker.
- 3) Ensure appropriate testing conditions are met.

- 4) Administer the examination(s) as per the instructions provided by the faculty of record.
- 5) Monitor the student during the examination and report any misconduct to the faculty of record.
- 6) Maintain the security of all exam materials prior to and after the exam.
- 7) Return the completed exam to the faculty of record.

Proctors external to OHSU must sign and complete the Outside Proctor Form and return it to the faculty of record in order to certify their understanding and compliance with all OHSU Proctoring and Integrity policies.

6. **Remote Proctoring**

- A. When remote proctoring is selected as the acceptable proctoring method the faculty of record must:
 - 1) Notify the director of the TLC and the program director at least seven working days in advance of course start date when a virtual proctoring service is needed.
 - 2) Ensure that students are apprised of all necessary hardware requirements to use remote proctor.
 - 3) Inform students of identity confirmation documents required.
 - 4) Coordinate other relevant communications provided by the TLC.
 - 5) Review virtual proctoring reports of exam activities.
- B. Students taking remote proctored exams must:
 - 1) Follow all directions for registration and authentication required by proctoring service.
 - 2) Resolve any issues of exam integrity or authentication with proctor and faculty of record.

Implementation Date: May 1, 2013

Revision History: October 28, 2014; September 8, 2017

Related Policies and Procedures: [OHSU Code of Conduct; Equal Access for Students with Disabilities; Policy 02-20-050, Verification of Student Identity](#)

Responsible Office: Director, Teaching and Learning Center, 503-494-7074

Supersedes: CAP Policy 0-02-0513

Key Words: Online examinations, proctoring, TLC