



OEC Guide for Proctoring an Online Exam

Overview: The OEC Hybrid course contains an online written exam that needs to be proctored. There are a few different methods for proctoring an online exam. This guide provides information for how to ensure the integrity and smooth operation of online exams by effectively monitoring and supporting students during the testing process.

Option 1: Online Exam Proctoring Using Virtual Meeting Software (i.e. Zoom)

Pre-Exam Preparation

1. **Understand the Exam Platform**
 - Familiarize yourself with the exam software and its functionalities.
 - Know how to start, monitor, and end the exam session.
2. **Review Exam Guidelines**
 - Understand the specific rules and requirements for the exam (e.g., permitted materials, time limits, technical specifications).
3. **Set Up Your Environment**
 - Ensure a quiet, distraction-free space with a stable internet connection.
 - Have all necessary equipment ready (computer, webcam, microphone, headset).
4. **Communicate with Students**
 - Send out clear instructions and guidelines to students well in advance.
 - Provide guidance on the technical requirements like computer, webcam, microphone, and headset.
 - Provide information on how to access the exam, the schedule, and technical support contacts.

Starting the Exam

1. **Verify Student Identity**
 - Make sure that everyone has their camera on, and you can verify student identity by their name displayed.
2. **Check the Environment**
 - Ask students to perform a 360-degree room scan using their webcam to ensure no unauthorized materials are present.
 - Ensure that students' desks are clear of any prohibited items.
3. **Explain Exam Procedures**
 - Briefly go over the exam rules and expectations.
 - Inform students about how to ask questions or report issues during the exam.
4. **Technical Checks**
 - Ensure all students have their cameras and microphones turned on.

- Verify that the screen sharing feature (if required) is working properly.

During the Exam

1. Monitor Students

- Continuously observe students through their webcams for any signs of suspicious behavior.

2. Assist with Technical Issues

- Be prepared to troubleshoot common technical problems (e.g., internet connectivity, software glitches).
- Have a plan for handling major disruptions, such as providing a backup link or contacting IT support.

3. Maintain Integrity

- Watch for red flags, such as unusual eye movements, multiple people in the room, or use of unauthorized devices.
- Follow protocols for addressing suspected cheating. This could be through issuing warnings or documenting incidents. Make sure that all incidents are reported to your Division Program Supervisor.

4. Provide Support

- Answer any questions students may have about the exam format or technical aspects.
- Remain calm and professional to help alleviate student anxiety.

Ending the Exam

1. Ensure Submission

- Confirm that all students have submitted their exams correctly.
- Provide instructions for what to do if they encounter submission issues.

2. Collect Evidence

- Save and document any relevant data or incidents observed during the exam (e.g., chat logs, screenshots, room scans).

3. Post-Exam Procedures

- Remind students to close the exam platform and disconnect from the monitoring session.
- Provide instructions for any follow-up actions or next steps.

Post-Exam Review

1. Review Exam Data

- Analyze monitoring logs and recorded footage for any signs of academic dishonesty.
- Report any suspicious activities to the appropriate authorities, including Division Program Supervisors.

2. Gather Feedback

- Solicit feedback from students on their exam experience to identify areas for improvement.

- Reflect on the proctoring process and note any challenges or successes.
- 3. **Debrief with Team**
 - Discuss the exam session with fellow proctors and IT staff to share observations and improve future proctoring practices.
 - Make sure to update the OEC Committee with any particular observations of note.
 - The Education Staff in conjunction with the Education Committee can update proctoring protocols and guidelines based on lessons learned.

Tips for Effective Online Proctoring

- **Be Vigilant but Fair:** Maintain a balance between strict monitoring and understanding student needs.
- **Stay Calm and Patient:** Technical issues and student anxieties are common; handle them with patience.
- **Communicate Clearly:** Ensure students understand the rules and how to seek help.
- **Document Everything:** Keep thorough records of all incidents and communications for future reference.

Option 2: In-Person Online Exam Proctoring

Pre-Exam Preparation

1. **Understand Exam Procedures**
 - Review the exam rules, permitted materials, and time limits.
2. **Set Up the Classroom**
 - Arrange desks to minimize opportunities for cheating.
 - Ensure the room is quiet and free from distractions.
3. **Communicate with Students**
 - Inform students of the exam schedule, location, and materials needed.
 - All students will need a working computer or tablet to complete the online exam. They will need to bring this to the testing center.
 - Ensure you have a roster to check student identities.

Starting the Exam

1. **Verify Student Identity**
 - Check student IDs as they enter the classroom.
 - Instruct them on where in the room they can take the test.
2. **Explain Exam Procedures**
 - Briefly go over the exam rules and expectations.
 - Discuss integrity on using a computer or tablet as the device to take the exam.
 - Inform students about how to ask questions or report issues during the exam.

During the Exam

1. Monitor Students

- Walk around the room periodically to observe student behavior.
- Watch for signs of cheating, such as looking at other students' computers, using unauthorized materials, looking at other items on the device other than the exam, or using devices such as a phone during the exam.

2. Assist with Questions

- Answer any questions students may have about the exam.
- Ensure that your answers do not give away any hints or answers.

3. Maintain Integrity

- Address any suspicious behavior immediately and according to established protocols (e.g., issuing warnings, documenting incidents).

4. Provide Support

- Remain calm and professional to help alleviate student anxiety.
- Ensure a conducive environment for all students.

Ending the Exam

1. Submit Exam

- Ensure all students properly submit their exams upon completion on their computers or other devices.
- Check that all materials are accounted for and properly labeled.

2. Post-Exam Procedures

- Thank students for their cooperation and remind them of any follow-up actions or next steps.
- Students will receive an automatic score upon completion, and so be prepared to answer any questions they may have about their scores.

Retaking the Exam

1. Provide Exam B

- Be prepared to provide a hardcopy of Exam B if a student wishes to retake that day. This can be acquired from your Division Program Supervisor.
- This retake must occur within 30 days of the original exam.

2. Post-Exam Procedures

- Thank students for their cooperation and remind them of any follow-up actions or next steps.
- Students will receive an automatic score upon completion, and so be prepared to answer any questions they may have about their scores.

Post-Exam Review

1. Review Exam Data

- Analyze monitoring logs and recorded footage (for online exams) for any signs of academic dishonesty.

- Report any suspicious activities to the appropriate authorities.
- 2. **Gather Feedback**
 - Solicit feedback from students on their exam experience to identify areas for improvement.
 - Reflect on the proctoring process and note any challenges or successes.
- 3. **Debrief with Team**
 - Discuss the exam session with fellow proctors and staff to share observations and improve future proctoring practices.
 - Update proctoring protocols and guidelines based on lessons learned.