

ECU/NC State Collaborative  
Exam Proctoring Standards and Guidelines

The ECU/NC State Collaborative located at the Gateway Technology Center adheres to the UNC-Online Proctoring Standards and Guidelines in the following ways:

**AGREEING TO PROCTOR AN EXAM**

Students requiring proctoring services are to contact the Collaborative for an available appointment during the Collaborative's proctoring hours of Monday through Friday 8:30am-4:30pm prior to verifying an appointment time with their respective institutions.

Collaborative staff will download exam materials at least one business day prior to appointments and store exam materials in secure locations.

**PROCTOR FEES**

The Collaborative does not charge any fee to proctor exams.

**PROCTORING SITE SECURITY**

The proctoring site is in the Gateway Technology Center.

The proctor is responsible for maintaining security at the proctoring site. The students must feel safe in the proctoring site at all times.

All testing materials must be secure.

Test and exam passwords will be stored in a location inaccessible by examinees (preferably in a locking cabinet or password protected e-mail account).

**PROCTORING ENVIRONMENT**

The location, space, and layout of the proctoring site are vital to the accomplishment of its mission. At the proctoring site, the proctor will:

Anticipate outside factors that may divert the attention of examinees, and take action to avoid them.

Consider room temperature; attempt to correct as needed.

Assure adequate lighting (using established guidelines).

Provide adequate test room(s)/space for given volume.

Provide seating and writing surfaces appropriate for test volume, test materials, candidate characteristics, ADA, and other special requirements.

Seat examinees in order to limit their view of others' work.

Check facility to assure readiness for testing.

Have backup plans in case of emergency or problem, if possible.

Access to the proctoring site requires that adequate parking is available and ADA requirements are met.

The examinee will notify the proctor of any issues with the examination area.

## **EQUIPMENT AND SPACE**

Hardware and software requirements for computerized testing will be set at a basic level that allows usage by multiple testing programs.

Proctoring space may be utilized by multiple examinees, either simultaneously or at different times, as desired by proctoring centers, provided that exam requirements meet basic standards for its use and proctoring centers comply with given instructions.

### **Personal laptops**

Students may take an exam on a personal laptop if close and constant supervision is provided by the proctor and if the test instructions specifically allow for such. In the absence of specific permission to use a personal laptop, the proctor must not allow its use.

## **BEFORE THE EXAM, THE PROCTOR WILL**

Download exam materials at least one business day prior to appointments and store exam materials in a secure location.

Perform check of proctoring facilities and equipment for operating condition and security. Check rest rooms for security, if feasible.

Assure that all necessary equipment is in proper working order.

Complete necessary forms and prepare scratch paper.

Communicate necessary information to examinees.

Request that examinees be prepared to leave unnecessary personal items (including cell phones and iPods) in their car, home, or in a bag that can be placed in a secure location while the exam is in progress.

## **WHILE ADMINISTERING THE EXAM, THE PROCTOR WILL**

Admit and sign in examinees according to exam instructions, collect required forms, and check the identification of the examinee.

Abide by given instructions and read any instructions clearly and verbatim.

Observe examinees without being obtrusive.

Contact instructor immediately, if necessary, to resolve questionable situations.

Manage and report irregularities when they occur.

If a suspected academic integrity violation occurs, the proctor will:

- Permit the student to complete the exam; do not confront the student.
- If possible, ask a co-worker to witness the suspected academic integrity violation.
- If possible, for online exam types, save the computer's history and share with the instructor.
- If your location records exam appointments, provide footage of the appointment to the instructor.
- Report your observations to the instructor (via the "Finalize" feature on the UNC Online or other prescribed method) immediately after the appointment is completed.

## **FOLLOWING THE EXAM, THE PROCTOR WILL**

Lock facilities.

Complete forms and send materials according to given instructions.

Perform end of day procedures.

## **SPECIAL ACCOMMODATIONS**

Test centers will provide testing to persons with disabilities, with accommodations approved by the instructor, if possible.

## **OBTAINING TEST MATERIALS**

The student will contact the proctor to schedule a date for testing; the proctor is not required to initiate contact between students and/or professors.

Once a proctor has agreed to proctor an exam, the instructions and exam materials will be available through the UNC Online website or other testing service. The proctor will also receive reminders about upcoming appointments from the UNC Online website. These appointment reminders will be

accompanied by instructions on how to login and access exam materials and exam instructions through the UNC Online website.

The proctor should verify that the exam materials are available before the student's scheduled appointment and return the completed exam materials per instructions outlined by the faculty member. The proctor will keep the exam confidential at all times.

Upon a request for a proctor, the proctor is contacted by the student or the professor. The proctor is not required to initiate contact between students and/or professors in order to set up a date for testing.

Once a proctor has agreed to proctor an exam, the instructor will send (via mail or email) the instructions for proctoring the exam and/or the exam itself.

Exams may not be sent to the personal address of the proctor.

The proctor should verify that the test has arrived, be present during the student's scheduled test time, and return the completed exam materials per instructions outlined by the faculty member. The proctor will keep the exam confidential at all times.