



Faculty Guidelines for Proctoring in Distance Learning Courses

Purpose of Guidelines and Existing Policy

To address new regulations stemming from the federal reauthorization of the Higher Education Act in 2008, the Southern Association of Colleges and Schools (SACS) has requested its member institutions to address student authentication for all distance and correspondence courses. The regulation requires an institution accredited by an accrediting body that is recognized by the U.S. Secretary of Education to "demonstrate that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework." Thus, the University has instituted the following policies to address student authentication:

- Step 1:** All students enrolled in UL Lafayette courses will receive individual secure login and pass codes to the learning management system (LMS).
- Step 2:** Additionally, student identity will be verified through use of the latest technology. Those additional measures are discussed in the proceeding section.

Additional Measures

UL Lafayette has adopted additional student authentication measures based on a course-by-course philosophy for hybrid and online courses to be implemented by its trained faculty members:

- a. The syllabus documents prepared for hybrid and online courses will identify additional student authentication measures.
 - **Note:** *Some faculty may choose to place this information in other course documents. The objective is to make sure this information is clear and easy to find for students.*
- b. Additional authentication measures must be implemented by course instructors and professors. Additional measures should be consistent among multiple course sections with different course instructors to include, but not limited to: (a) Proctored examinations; (b) Plagiarism detection software; (c) Use of Learning Management System tools; and (d) Other student identity technologies.



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Important Clarification

The remaining portion of this document provides a **set of guidelines, not policies**, for use by faculty members in determining the best strategy to deliver tests / exams in a secure environment to students enrolled in distance learning courses, namely online. Proctored examinations are only one of the additional measures at a faculty members' use to authenticate identity. While additional authentication measures must be implemented by course instructors and professors, proctoring is not required; however, some measure/strategy to address student authentication and protect the academic integrity of the course is required.

Proctored Exam Options:

At UL Lafayette faculty members have four choices for delivering proctored exams to students enrolled: **1)** Require Students to come to campus; **2)** Utilize the UL Lafayette Testing Center; **3)** Use ProctorU or another virtual proctoring service; and/or **4)** Require students to find an approved proctor.

Proctoring On Campus:

- 1)** A faculty member may establish a specific campus classroom, date and time for distance students to come to UL Lafayette and complete their exam with their instructor. This information should be conveyed to students clearly and well before the exam date or before registration.
- 2)** Additionally, the instructor may approve the use of the [UL Lafayette Testing Center](#). The UL Testing Center will proctor paper-based and computer-based correspondence and/or distance learning exams. These exams are proctored by appointment only and a fee of \$25.00 per examination will be incurred. Payment options for the proctoring fee is cash only. All examinees must present a photo-ID before being allowed to test in our office. For more information about these exams, please contact the Testing Supervisor.

UL Lafayette, Testing Center: Saucier Wellness Center – OK Allen Hall

Testing Supervisor: Wanda Clark

Phone (337) 482-6480 **Fax** (337) 482-1720

Email: testing@louisiana.edu

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ProctorU:

3) ProctorU is a service that UL Lafayette faculty may utilize for proctoring online exams. ProctorU allows students to conveniently and securely complete assigned exams using almost any web cam. With a computer and approved web cam, students can take online exams at home, at work, or almost anywhere they have Internet access. ProctorU connects students directly to their proctor via web cam so they can both see and talk to one another. ProctorU can also monitor the student's computer while they complete the exam. Watch [this video](#) for an introduction to ProctorU. Students pay ProctorU for a 2-hour testing time at the time they schedule their appointment for an exam. Students should be advised to schedule an appointment time at least 3 days in advance of their test date to avoid late charges or availability.

To be successfully proctored by ProctorU, you will need the following:



PC Users: A well-working computer running Windows XP or higher with 1024 MB of RAM or higher.



Mac Users: A well-working computer running Mac OS X or higher



A web cam with 640x480 video pixel resolution (web cams built into laptops or monitors are acceptable)



Headphones or working speakers connected to the computer



A microphone connected to the computer (your web cam or laptop may already have one built into it.)



A reliable high speed internet connection (minimum 768 Kbps/384 Kbps Download/Upload)



A web browser, preferably Firefox, with Adobe Flash Player installed



Authority to allow remote access to your computer and screen by one of our proctors

Faculty electing to use ProctorU should contact the Office of Distance Learning to receive a virtual proctoring scheduling form, referred to as an ADF. The form should be completed and returned to distancelearning@louisiana.edu as soon as possible.



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Other virtual proctoring services may be provided in the future; thus, faculty members are encouraged to discuss this option with Distance Learning staff.

Require Students to Find an Approved Proctor

What are the requirements for proctor approval?

Faculty may choose to require students to submit a completed UL Lafayette Proctor Approval Application (PDF) **by the end of the second week of the semester/term** or as directed by the course instructor with the information of the individual who is willing to act as the proctor. **The faculty member will contact the proctor to determine their eligibility as a proctor.** See "Who can be approved as a Proctor" below.

Note: Exams or exam passwords should not be distributed to a proctor unless the Proctor Approval Application is on file with the instructor's department.

Who can be approved to serve as a proctor?

An acceptable proctor is someone with no conflict of interest in upholding UL Lafayette's [Academic Code of Conduct](#). **Relatives, friends, spouses, neighbors, employer/supervisor/boss, pastor/clergy, and/or co-workers are not acceptable proctors.** A proctor candidate may be from one of the following categories:

- Educational administrator or librarian at a community college, university, or high school
- Librarian at a public library
- Learning Center, ESO or an officer of higher rank than the student, if in the military
- College, university, or private testing center

How does a student find an approved proctor?

Students can check the [National College Testing Association \(NCTA\)](#), a national testing information site. If there is no available option near the student, please read on for instructions on identifying and getting approval for a proctor. A student can start the process by contacting your local public library, community college or university or, if the student is in the military, the student should contact their education officer. Many of these facilities have experience in proctoring exams from various institutions. The proctor will fill out the bottom half of the UL Lafayette Proctor Approval Form.

How does a student access, complete, and submit the proctor approval application?



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To complete and submit this application:

1. Print out and complete the Student portion (Section 1) of the application.
2. Have your proposed proctor or testing center director complete the Proctor portion (Section 2) of the application.
3. Scan the completed document and email to your instructor.

What is the fee for a proctor's services?

Fees vary for the use of a testing facility and the proctor's time to receive, monitor, and return your exam. Please be sure to determine if there is a fee, what it is, and when it must be paid. Testing centers often require prepayment, and a receipt for payment may serve as your ticket to the proctored exam session. These practices vary among libraries, schools, colleges, universities, and private testing centers.

What technology must the proctor have?

At a minimum, the proctor must have a valid, working e-mail address and telephone number so that the department may communicate with them. Depending on whether the exam is offered via the Internet or paper-based, the proctor should also have:

- A computer with Internet access for the proctor and student
- And if necessary, a Printer
- And if necessary, a FAX machine

How do I schedule my exam(s)?

- a. Check your course website for all exam dates and times. (Do this as soon as you can access your course site and the course syllabus.)
- b. Contact your approved proctor with the entire exam schedule as it appears on your course website as soon as possible. Note: Be sure that fees are paid in advance of the actual exam date if required by the proctoring service.
- c. Schedule a day and a time within the testing window to take the exam with the proctor. Note: Failure on the part of the student to assume these responsibilities will be a matter to resolve with the instructor and could result in a failing grade on the exam in question.



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What are the proctor's responsibilities?

- The proctor must ensure that all necessary technologies are available and working.
- Only the proctor may handle the actual exam prior to and following its completion.
- No copies of the exam other than the copy used for test-taking are to be made at any time.
- No person other than the proctor and student may view the exam. (The student may have access to the exam only during the time period allowed by the instructor.)
- The proctor must follow the instructor's requirements for administering the exam. These may include a time limit, specific allowable equipment, such as a calculator and inclusion or exclusion of books, notes, etc.
- If paper-based, the proctor must prepare the exam (and any relevant materials, e.g., scratch paper) for return by sealing it in an appropriate envelope, provided by the UL Lafayette department, immediately after the student completes it.

Note: Full instructions for return and necessary postage will be supplied by UL Lafayette to the proctor prior to availability of the exam.

Suggested Proctor Approval Process for Students to Complete:

- a. Find an appropriate proctor within the first two weeks of the semester. (See below for information on selecting an approved proctor or getting approval for a proctor candidate.)
- b. Complete and submit the Proctor Approval Application (see attached).
- c. Provide your exam schedule to your approved proctor.
- d. Comply with any payment schedule that *may* be required by your approved proctor or testing center.
- e. Schedule your exam date and time with the proctor well in advance of the testing window provided by your instructor.
- f. Take your exam within the timeframe outlined in your course syllabus.
- g. Complete the Examination Certification form, which will be provided with each exam.

Note: Failure on the part of the student to assume these responsibilities will be a matter to resolve with the instructor and could result in a failing grade on the exam in question.



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UL Lafayette Proctor Approval Application

Proctor Approval Application Section A. To be completed by the student.	
1. Student Contact Information:	
Name Area Code – Daytime phone number _____	
Your UL Lafayette Email address Area Code – Evening phone number _____	
2. Course Number(s) and Instructor(s)	3. Semester and Year
_____	<input type="radio"/> Summer 200__
_____	<input type="radio"/> Fall 200__
_____	<input type="radio"/> Spring 200__
4. The proctoring service or individual that I am submitting for approval is (check all that apply):	5. Fill in the proctor's or testing center director's name and organization (e.g., Leon County Public Library, Brevard Community College, Sylvan Learning Center):
<input type="checkbox"/> An education officer or librarian at a community college, university, elementary or secondary school	_____
<input type="checkbox"/> A testing administrator at a college, university or private testing service	Proctor/Testing Center Director Name
<input type="checkbox"/> A military Learning Center or military officer of a higher rank the above-named student	_____
<input type="checkbox"/> Other: _____	Organization Name
6. I, the student named above, agree to the following: (1) to locate a proctor or testing center and set up an appointment for my course exam(s), according to published dates; (2) to arrange for fee payment for the proctoring services, if any; and (3) to submit this form the proctor for completion and to provide him/her the instructions.	
The information in Section A is correct to the best of my knowledge.	
Student Signature Date _____	
Section B. To be completed by the proctor or testing center director.	
1. Proctor/Testing Center Director Contact Information:	
Proctor/Testing Center Director Name Area Code – Phone Number _____	
Organization _____	
Street Address _____	
City State ZIP _____	
E-Mail Address _____	
2. Please check YES or NO for the following statements:	
<input type="checkbox"/> YES <input type="checkbox"/> NO My contact information may be made available to UL Lafayette students.	
<input type="checkbox"/> YES <input type="checkbox"/> NO Fees are assessed to students for services associated with proctored testing.	
3. I certify that: (1) To the best of my abilities, I will uphold the UL Lafayette Academic Conduct Standards (available at http://bulletin.louisiana.edu/UN/84/); (2) I have Internet access or email at the testing site that will allow me to download or receive PDF files and print them. The information in Section B is correct to the best of my knowledge.	
Proctor/Testing Center Director Signature Date _____	



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Frequently Asked Questions

What is a Proctored Exam?

A proctored exam is one that is overseen by an impartial individual (called a *proctor*) who monitors or supervises a student while he or she is taking an exam. The proctor ensures the security and integrity of the exam process.

How do students know if they need a proctored exam?

The course syllabus should contain this information to comply with University policy which states "The syllabus prepared for hybrid and online courses will identify additional student authentication measures." If the instructor requires no exams, it should be clearly stated.

Should I only offer students one Proctoring option?

One best practice is to offer your student options for having their tests proctored. This strategy allows remote online learners more flexibility, while maintaining authentication and academic rigor standards. For example, students may be given the option to come to the University for testing on a particular day and time or select a virtual proctoring service.