Proctoring

Overview: The purpose of this policy is to provide consistent and enforceable rules and procedures in the scheduling and execution of proctoring sessions.

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A. Definitions.

Exam Proctoring: testing overseen by an authorized, neutral, proctor, who ensures the identity of the test taker and the integrity of the test taking environment.

Library: The faculty, staff, and facilities of Regent University Library

Institution: The academic institution and professor requiring exam proctoring

Proctor: Regent University Library faculty member who agrees to serve as a proxy for the professor and oversee the examination as set forth in this policy.

B. Policy.

Exam proctoring is a service offered by Regent University Library to current Regent University students, Regent University alumni, and the general public for courses taught at the academic college or university level based on the student’s agreement and adherence to the exam proctoring policy and procedures and the availability of proctoring personnel, facilities and technology.

B-1. Scheduling Policy:

1. The Library will proctor exams by appointment only.
2. The student shall schedule at least one week prior to testing and is subject to proctor availability. The student shall allow sufficient time to schedule and complete an exam before the deadline established by the institution.
3. The exam shall be given during regular Library hours and within the office hours of the proctor. The exam shall be scheduled with sufficient time to be completed 15 minutes prior to the Library or proctor’s office closing time, whichever occurs first.
4. The Library reserves the right to refuse exam proctoring if the scheduled exam time is missed by the student.
5. The Library reserves the right to substitute a proctor in the event of the original proctor’s absence.
6. Exam material not completed by the student within 14 days of receipt by the proctor will not be retained unless the student has made prior arrangements with the proctor.

B-2. Examination Policy:

1. The Library will provide workspace and limited supervision.
2. The student shall call prior to the scheduled exam time to make sure the test or login information has been received by the proctor. The proctor does not contact the student when the exam material(s) arrive.
3. The Library does not guarantee a completely quiet and/or private environment but will make effort to provide workspace apart from high-traffic areas.
4. The Library shall not be responsible for exams that are interrupted by library emergencies, power failures and/or computer hardware and/or software failures.
5. Prior to starting the exam, the student is required to present a photo I.D. and be prepared with necessary supplies to take the exam. The Library will not provide supplies to students such as test booklets, paper, pencils, etc.
6. The proctor shall enforce overall time restrictions placed on the exam as well as other reasonable rules set forth in the exam materials. The proctor will not time individual or multiple portions of the same exam.
7. The proctor will not directly monitor a student during an exam, except to begin and end the exam. The proctor may check on the student periodically.
8. The proctor shall complete appropriate documentation forms provided by the institution. The proctor will not sign a proctoring verification that attests to more than the proctor has been able to do or verify.
9. The proctor will mail or ship the completed exam material(s) to the institution if a postage paid envelope is provided or prepaid arrangements have been made prior to the exam by the student or the institution. The Library is not responsible for any costs in obtaining or returning the examination material(s) and is not responsible for any delayed exam material(s), nor for any completed exams once they leave the Library’s possession and have been mailed back to the educational institution.

B-3. Right of Refusal:

The Library reserves the right to deny proctoring service. Reasons for denial can include, but are not limited to, past incidents of cheating, late arrival, and/or missed appointments, scheduling conflicts (personnel or facility), failure of the student or institution to agree to these policies, etc.
C. Process/Procedure.

1. The student will contact the Assistant to the Dean of the Library to request exam proctoring. The Assistant will request student contact information and at least 2 time windows for the proctoring session.
2. The Assistant will coordinate with Library faculty to identify a proctor and appointment time.
3. The Assistant will provide the student with an appointment confirmation, the assigned proctor’s contact information and a copy of “Regent University Library’s Exam Proctoring Policy”. From this point on, the proctor will be the point of contact for the student.
4. Prior to providing exam materials to the student, the proctor will check the student’s ID and ensure no unpermitted ancillary materials have been brought into the workspace.
5. If required by the institution, the proctor will keep track of the time and end the exam at the appropriate time.
6. The proctor will collect exam material(s), complete any appropriate required verification document(s) provided by the institution, and return the materials at the expense of the student or the institution.

D. Contact Information.

To arrange exam proctoring, contact Assistant to the Dean of the Library:
Email: libraryadmin@regent.edu
Phone: 757-352-4185

This policy was reviewed and approved by the university librarians on January 14th, 2014.