

Title: Exam Proctoring Procedures

Effective Date: 11/20/2023

Applies to: All Students Enrolled at the Harris Family Center for Disability and Health Policy (HFCDHP) with Exam Accommodations

Statement: Providing alternative testing is a collaborative effort between HFCDHP and the program. HFCDHP provides proctoring of exams for students with documented disabilities. The proctoring service is designed to ensure that appropriate accommodations are provided and to assist the faculty in administering required examinations and quizzes. Faculty are not required to utilize HFCDHP's services as long as the necessary accommodations are provided.

Purpose: The purpose of this procedure is to clarify the roles of students, HFCDHP staff and proctors in arranging for and proctoring exams.

Related Information: Provision of Academic Accommodation(s) Policy

Procedure Steps: On Campus – In person

	Action	Responsible for Implementing
1.	HFCDHP will obtain student(s) quiz/exam schedule from their college.	HFCDHP Staff
2.	Students are responsible for notifying HFCDHP staff and their College Accommodation Liaison (CAL) by email at least 3 business days prior to the scheduled quiz/exam if they choose not to take it at HFCDHP.	Student
3.	HFCDHP staff will email an Exam Notice containing the date, time, location, allowed testing materials and the proctor's name to the student and their CAL by the end of the business day prior to the scheduled quiz/exam. If a student notices an error on the Exam Notice, the student must notify the college and HFCDHP immediately.	HFCDHP Staff/Student
4.	Student's quizzes/exams will be scheduled on the same date and as close to the class quiz/exam time as possible. Note: Schedule is subject to change. Students are advised to check their WesternU email the morning of the quiz/exam.	HFCDHP Staff/Student
5.	Students must present their WesternU badge to the proctor to check in for the quiz/exam.	Student
6.	Students who arrive late for a quiz/exam will need to end at the scheduled time indicated on the Exam	Student/HFCDHP Staff

	<p>Notice email. No additional time will be granted. Students will be considered late if they are not in their assigned testing room five (5) minutes prior to the scheduled quiz/exam start time. All late arrivals are reported to the appropriate CAL.</p>	
7.	<p>Students are required to download their quiz/exam prior to arriving at the designated testing location. Students must arrive 15 minutes prior to a scheduled quiz/exam start time.</p>	Student
8.	<p>Students are only allowed the following items during a quiz/exam: laptop (depending on format of exam), pen, pencil, eraser, and any test specific materials approved by the college.</p>	Student
9.	<p>Students are permitted to bring a light snack. Snacks must be in the original wrapping or in a clear container. Beverages and medication should be in a clear container. All items are subject to inspection.</p>	Student
10.	<p>Lockers will be provided for students testing at the ^{HF}CDHP building to store their personal belongings. Students must store all unapproved testing materials in the locker. Cell phones must be on silent prior to placing them in the locker. The key must be returned to the proctor at the end of the examination. Students are responsible for wiping down their locker after use.</p>	^{HF} CDHP Staff/Student
11.	<p>Students may not access their locker/backpack or personal belongings without the accompaniment of the proctor once a student has been cleared by the proctor to enter the exam room.</p>	Students/ ^{HF} CDHP Staff
12.	<p>Students will be provided ear plugs or noise canceling headphones upon request. Students are advised that supplies are limited.</p>	^{HF} CDHP Staff
13.	<p>Before entering the exam room, students are responsible for reviewing and confirming that all information on the Proctor Form is correct and they have initialed the marked areas on the form. If there is a discrepancy, the student must notify the proctor immediately.</p>	Student
14.	<p>Cameras will be placed in all rooms designated for testing within the ^{HF}CDHP building for viewing and recording. Once the quiz/exam begins, students must remain in the camera's view.</p>	Student

15.	Students are not permitted to navigate outside of their exam software unless approved by their college and ^{HF} CDHP is notified.	Student
16.	Students must inform the proctor when a restroom break is needed. The proctor will note the start and end time of the restroom break on the Exam Proctoring Form. Only one student may be in the restroom at a time.	Student/ ^{HF} CDHP Staff
17.	Students are not allowed to leave the building in which the testing is taking place until they have completed their quiz/exam and have been cleared by the proctor to depart. In the event of an emergency, the proctor will guide students out of the building to the designated WesternU safety location.	Student
18.	If a student has a question related to the quiz/exam, the proctor will contact the CAL for clarification.	Student/ ^{HF} CDHP Staff
19.	Upon completion of the quiz/exam, students are responsible for: <ul style="list-style-type: none"> • Placing furniture in its original location (i.e., lower table, push in chair, etc.) • Exiting the room quietly and checking out with the proctor. • Showing the Green Screen to the proctor who will verify quiz/exam is complete and collect all testing materials provided by the college. 	Student
20.	Students must follow WesternU's Standards of Student Conduct. ^{HF} CDHP staff will report all incidents in which academic integrity may have been compromised to the student's College.	Student/ ^{HF} CDHP Staff

Procedure Steps: Online - Zoom

	Action	Responsible for Implementing
1.	^{HF} CDHP will obtain student(s) quiz/exam schedule from their college.	^{HF} CDHP Staff
2.	^{HF} CDHP staff will email an Exam Notice with the date, time, Zoom link, allowed testing materials, and proctor name to the student and the CAL by the end of the business day prior to a scheduled quiz/exam. If the student notices an error on the Exam Notice, the student must notify the college and ^{HF} CDHP immediately.	^{HF} CDHP Staff/Student

3.	Students should be prepared before the start of the quiz/exam. Testing device and proctoring device should be fully charged, near an outlet, with the charging cable or external charger.	Student
4.	Students should secure a quiet testing location with good internet access. Students should be the only person in the selected testing space.	Student
5.	Students must cover all additional monitors and close applications, except Zoom, on the proctoring device. Students are not permitted to navigate outside of their exam software unless approved by their college and HFCDHP is notified.	Student
6.	Students must clear their testing surface of all non-approved testing materials.	Student
7.	Students should position the proctoring device in a manner that the proctor can see the student's face, both hands, keyboard, and approved testing materials.	Student
8.	Students may use ear plugs (foam) for noise reduction. The proctor will review and approve prior to the student commencing the quiz/exam. No ear buds or headphones will be permitted.	Student/HFCDHP Staff
9.	Screen protectors must be removed during testing. The proctor must have an unobstructed view of the exam screen.	Student
10.	Students should sign into Zoom at least 15 minutes prior to the testing time noted on the Exam Notice to allow the proctor time to verify their identity and scan the student's testing space and approved testing materials.	Student/HFCDHP Staff
11.	Students must message the proctor privately through the chat feature and drop a picture of their Student ID.	Student/HFCDHP Staff
12.	Students wishing to preserve their identity from other testers may change the name in their Zoom tile to their Student ID.	Students
13.	The proctor will provide the quiz/exam password to the student before starting quiz/exam.	HFCDHP Staff
14.	Once the quiz/exam begins, students and the proctor will mute their microphone and use the chat feature to communicate throughout the testing process.	Student/HFCDHP Staff

15.	Once the quiz/exam begins, students should minimize looking around and focusing on objects/items that are not approved testing materials.	Student
16.	Students must inform the proctor when a restroom break is needed. The proctor will note the start and end time of the restroom break on the Exam Proctoring Form.	Student
17.	Upon completion of the quiz/exam, students are responsible for: <ul style="list-style-type: none"> • Notifying the proctor of completion using the chat feature. • Showing the Green Screen to the proctor, who will verify the quiz/exam is complete. • Shredding scratch paper or clearing the whiteboard and presenting it to the proctor (if applicable). 	Student/ ^{HF} CDHP Staff
18.	Students must follow WesternU's Standards of Student Conduct. ^{HF} CDHP staff will report all incidents in which academic integrity may have been compromised to the student's College.	Student/ ^{HF} CDHP Staff

Definitions/Acronyms:

ADA – Americans with Disabilities Act of 1990

ADAAA – Americans with Disabilities Act Amendments Act of 2008

^{HF}CDHP – Harris Family Center for Disability and Health Policy

WesternU – Western University of Health Sciences

Regulatory Information: Section 504 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; ADA Amendments Act of 2008, and California and Oregon state law

References, if applicable:

Related Policy: Provision of Accommodation(s)

Related Links: [^{HF}CDHP Webpage Exam Accommodations](#), Provision of Accommodation(s) Policy

Related Forms: [Student Exam Day Policy and Procedures](#), Proctor Form

Responsible Department: Harris Family Center for Disability and Health Policy (^{HF}CDHP)

Contact: Marcelle Daniels, Director of ^{HF}CDHP

Email: disabilityaccommodations@westernu.edu

Policy reviewed by: (check all that apply)

Academic Senate	General Counsel		Provost's Office
Biosafety Committee	Human Resources		Radiation Safety Committee
Board of Trustees	IACUC		VP Research & Biotechnology
Chief Financial Officer	Information Technology		Sponsored Programs
Clinic Administration	Institutional Review Board	X	University Risk Management
Dean's Council	Operations Council		University Compliance Office
Directors of Operations	President's Office		University Policy Office
Environmental Health & Safety	Procurement	X	University Student Affairs