

Resources for Remote Proctoring Tools

Guidelines for Online Live-Proctoring

This document is intended as a guideline for students and instructors participating in online live-proctored exams and applies to exams in both fully online classes and to online exams in classes offered through remote teaching and learning.

Exams in online classes are normally taken remotely (away from the Queen's campus) using a computer that meets the technical requirements listed in section 3 below. Live proctors observe and communicate with students through a webcam while they complete their exams. Live proctoring of students writing online exams provides the same monitoring of students that occurs with face-to-face exams; both forms of proctoring authenticate student identities and protect the integrity of the exams.

1. Academic Integrity

Departures from academic integrity are considered entirely unacceptable within the University community. Depending on the severity of the offence, students who engage in behaviors that compromise the integrity of their exam, whether during the exam or after, will face a sanction ranging from a written warning to a failure in the course to a requirement to withdraw from the University.

The following are some examples of activities that are prohibited during an exam or exam window that constitute a departure from academic integrity:

- a) impersonating another student;
- b) copying from another student;
- c) making information available to another student about the exam questions or possible answers;
- d) communicating with another person during an exam or about an exam during an exam window; or
- e) accessing unauthorized materials, including smart devices, and unauthorized services, including online tutoring services.

Each exam will have an authentication process to ensure that the academic integrity of the exam is maintained.

Include an Academic Integrity Statement

Instructors are encouraged to provide clear communication to students regarding departures from academic integrity and the related consequences.

The following statement should be included at the beginning of each exam:

Departures from academic integrity include plagiarism, use of unauthorized materials or services, facilitation, forgery and falsification, unauthorized use of intellectual property, and are antithetical to the development of an academic community at Queen's. Given the seriousness of these matters, actions which contravene the regulation on academic integrity carry sanctions that can range from a warning or the loss of grades on an assignment to the failure of a course to a requirement to withdraw from the university. In the case of online exams, impersonating another student, copying from another student, making information available to another student about the exam questions or possible answers, communicating with another person during an exam or about an exam during the exam window, or accessing unauthorized materials, including smart devices are actions in contravention of academic integrity.

2. Exam Setup

The online Proctor will take students through the following steps:

- Verification of identity by asking the student to display a valid Queen's Student Photo ID or government-issued photo ID to the webcam so the Proctor can see both the student's name and photo clearly
- Review of the exam rules (course dependent)
- Inspection of the desk, under the desk, and the immediate exam space through a 360-degree room pan and desk sweep to ensure the workspace is clear of any materials not authorized by the instructor
- Review of any exam accommodations that have been implemented as authorized by the student's *Letter of Accommodation* from Queen's Student Accessibility Services (QSAS)
- Students are expected to show their entire device by holding up a mirror or reflective surface in front of the webcam

3. Time Zones

The majority of students will write their exams at the time and day scheduled by the Exams Office or their instructor. However, students in time zones outside of Eastern Daylight/Standard Time will not be expected to write an exam at the scheduled time if it requires the student to begin an exam before 6 am or complete an exam after 10 pm in their local time zone. All students writing time-limited exams in time zones outside of North America must have the opportunity to write an exam at an alternate time. That may be accomplished by setting the exam at *a single time that corresponds to 5 am – 8 am the next morning Eastern Daylight/Standard Time*, as that may allow for technical support. For the vast majority of students this time will fall within 6 am to 10 pm in their local time zone.

Note that the Department of Biomedical and Molecular Sciences (DBMS) and the Faculty of Law include the three-hour window (consecutive) but allow a 24-hour period for completion. These Guidelines do not override these types of established Faculty practices.

Accommodated students will write their exams at the normally scheduled time and be given additional time if required by their accommodation. If the exam conflicts with their local time zone at the time of writing, they must coordinate with their instructor to find a resolution.

Instructors must survey students and ask them to declare any time zone conflicts by a certain date prior to the normally scheduled exam.

Language within this document should specify if/when instructors may be available, recognizing that they may or may not be available, particularly for a 24-hour window.

4. ID Requirements

Students must have a Queen's Student Photo ID Card or government-issued photo ID that must be shown to the webcam at the beginning of the exam session.

Students without either of these accepted ID formats will not be permitted to proceed with the exam. Questions regarding student identification and how to replace lost or stolen cards can be found here: <http://www.queensu.ca/registrar/studentid>

5. Room Setup and Technical Requirements

Students must be alone in the room for the duration of the exam. It is the student's responsibility to notify others that they should not enter the room during the exam.

The desk and immediate exam writing area must be cleared of books, papers, and other items that might compromise the integrity of the exam writing.

Students must have the following requirements in place before the exam begins:

- Webcam
- Microphone
- Speakers
- Internet connection
- The particular web browser required by the online exam (e.g. Firefox or Chrome)

Other technologies (e.g., phones, internet-connected watches, etc.) must be removed from the space or placed at a distance from the immediate exam-writing space.

Include a Statement Related to Electronic Monitoring

Class syllabi should include wording indicating to students that they will be monitored electronically when writing tests and exams in the class:

The final exam and some tests/quizzes in this course will use remote proctoring provided by a third-party, cloud-based service that enables the completion of a proctored exam or test from an off-campus location, through onQ or Elentra. This online proctoring solution was chosen as part of the approach to maintaining academic integrity in online assessment. Precise details about how remote proctoring will be used in this course can be found in the "Getting Started with Remote Proctoring" content module in onQ or will be provided by the instructor.

When writing tests/exams using remote proctoring, you are connecting to the third-party service. Queen's has conducted a privacy and security review of the services in accordance with Ontario's privacy legislation.

You should also take measures yourself to protect your information by keeping your NetID password and challenge questions private, closing all applications prior to starting an exam/test, and ensuring your device is updated and safeguarded against malware.

For more information about remote proctoring, see the Student FAQs on the OUR Exams resource page for remote proctoring:

<http://www.queensu.ca/registrar/students/examinations/exams-office-services/remote-proctoring>

6. Student Questions

Questions about exam content cannot be answered by the proctor during the exam session and instructors are encouraged to provide guidance to students on how questions will be addressed. If the instructor wishes to take questions from students during the exam, the proctor may relay any exam related questions to instructors in the fashion communicated by the instructor. Otherwise, students are encouraged to document any questions or concerns in the exam space, where possible.

7. Students with Academic Accommodations

The University recognizes its responsibility to implement academic accommodations for students with disabilities as authorized in their *Letter of Accommodation* issued by Queen's Student Accessibility Services (QSAS). In some cases, the processes outlined in these guidelines will have to be adapted to ensure that academic accommodation needs are met for individual students.

Students with authorized exam accommodations must confirm these arrangements with the proctor at the start of the exam (e.g., confirm that extra time has been added).

8. Washroom Breaks

During exams greater than one-hour, brief washroom breaks will be permitted and noted by the proctor for instructor review. However, it is recommended that students take any required breaks prior to the start of the exam.

Normally students will be expected to remain in view of the webcam for the duration of the exam or until they have completed the exam. After returning from a washroom break, students must allow the proctor to perform a new room scan including a re-

inspection of the desk, and the immediate exam space through a 360-degree room pan and desk sweep.

These guidelines may be superseded by an authorized *Letter of Accommodation*.

9. Submitting Exams

At the conclusion of the exam, proctors will ensure students have submitted all exam materials and have deleted any duplicates and/or cleared their device's clipboard.

10. Emergency Issues

- a. Students who experience sudden serious illness during the course of writing an exam, that prevents them from completing the exam, should notify the proctor prior to exiting the online exam session.
- b.
 - i. If an exam interruption due to unforeseen technical disruptions can be resolved reasonably quickly, the exam will continue. It is important when establishing the duration of online exams that instructors provide a 'buffer zone' into the time period allotted to account for technical disruptions, since the proctor is not normally empowered to extend the exam period.
 - ii. If the technical disruption cannot easily be resolved, the exam will be discontinued.

Instructors will be notified as soon as possible of all disruptions. However, the named exam support email/tech support person is normally the best person for a student to contact to facilitate adjustments because they have the capacity to deal with the interruption and its effect on the exam. The adjustments will only be made according to protocols approved by the instructor.

If an exam is discontinued due to a sudden serious illness or a prolonged technical disruption, the student will be notified by the Faculty/School or the instructor whether the exam attempt is considered valid. If it is determined that the exam attempt is not valid, the student will be able to re-write the exam.