Proctored Exam Policies and Procedures

H-PU Proctored Exam/Proctored Experience Rationale

H-PU integrates proctored exams and proctored experiences into some courses in all programs to facilitate completion of comprehensive exams, to verify student identity, and in the case of proctored experiences, to connect students to faculty in relevant and meaningful ways. The proctored exams and experiences are spaced throughout the curriculum in appropriate ways for each degree level. Proctored experiences in the MS and DSS programs are proctored by the course instructor, thesis chair, or dissertation chair.

Proctors:

Students should use a proctoring service, like Remote Proctor NOW, an inexpensive online service that offers students the option of taking proctored exams online provided they have a webcam, computer, and internet access. Students are responsible for any fees associated with the proctor or proctoring service chosen.

Remote Proctor Now – Online Proctoring Service

Henley-Putnam University offers students the opportunity to take their proctored exams at home through Remote Proctor NOW. Using a webcam and a reliable high-speed internet connection, students can take their exams anywhere. Go to: http://www.myrpinstall.com to get started. Technical requirements include:

a. A computer running Windows XP, Windows Vista, or Mac OS X (or higher) with 256 MB of RAM or higher.
b. A web cam with 640x480 video pixel resolution.
c. Headphones or working speakers connected to the computer.
d. A microphone connected to the computer (We recommend having a webcam that has a built in microphone).
e. A web browser with Adobe Flash Player installed.
f. A high speed internet connection.
g. The ability to allow VNC connections to the computer you will be proctored from.

For more information, please refer to the User Guide. For a demonstration of the Remote Proctor System, please visit: www.screencast.com/t/dJK4WfTRl. Please see the detailed Remote Proctor Now user guide to get started using Remote Proctor.

An exception may be made for an acceptable proctor if a student does not have a webcam and cannot use an online proctoring service like Remote Proctor. An acceptable proctor is someone with no conflict of interest in upholding Henley-Putnam University's Academic Integrity and whose identity and official position are verifiable. Relatives, friends, spouses, neighbors, and co-workers of the student are not acceptable proctors. Acceptable proctors may be from one of the following categories, as long as their identity and position are verifiable:

a. Educational administrator's office or library at a community college, university, or high school.
b. Librarian at a public library.
c. Learning Center or an officer of higher rank than the student, if in the military or law enforcement (but not an immediate supervisor).
d. College, university, or private testing center.

e. Priest, ecclesiastic, rabbi, cleric

Proctor Approval and Process

If a student does not have a webcam and is not able to use a proctoring service, the student must submit a Proctoring Form to request approval for an acceptable proctor or testing center. The University will review the proposed proctor or institution to determine if they meet the necessary requirements. A proctor must have a verifiable professional email address (a .org, .gov, .mil, or .edu email) and internet access for downloading PDF’s from a secure website.

If a student is not able to use an online proctoring service, like Remote Proctor, it shall be the responsibility of the student to find an appropriate proctor in their area. The student will:

a. Find an appropriate proctor as soon as possible, but no later than 2 weeks prior to the exam due date.

b. Complete the Proctoring Form found in the Moodle Help box and in the Virtual Student Center (on the Forms page and on the Policies and Procedures page) by clicking on the Proctoring Instructions and Form link:
   http://media.wix.com/ugd/a1a6f3_7c6691df271d46cc935b30d42e828bd6.pdf

c. Comply with any payment schedule that may be required by the approved proctor or testing center.

d. Schedule a day and time within the testing window to take the exam with the approved proctor. Confirm with your proctor that he or she has received the email with exam instructions from the Student Services. If not received, please email Student Services (StudentServices@henley-putnam.edu) and/or Proctored Exam Support (ProctoredExamSupport@henley-putnam.edu) and ask for the email to be resent and provide an alternate email address if needed.

e. Take the exam.
   Note: Students are alerted that failure 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.

Proctor 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 if applicable 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 requirement for administering the exam including complying with resource allowances and time limits. The use of a proctor is a regulatory requirement which enables us to verify student identity and assess the achievement of learning outcomes. Because of the nature of our courses, many exams are better suited to an open book format. Therefore, in some cases you may be required to use a proctor for open book exams.

Approximately two weeks before the exam due date, the proctor will receive an email from the Student Services staff. This email will contain a password to access the final exams within the eClassroom. The proctor will enter the password to log the student into the exam within Moodle and administer it to the student according to the instructions provided by the instructor.

The online exams may be in a variety of formats (multiple choice, TF, fill in the blanks, essay or
a combination of thereof) and there may be two parts. Note: if the exam has an essay, have the student type it in Word first, then copy and paste it into the eClassroom.

Password Issues

If you should run into trouble with the password to enter during the exam, please send an email to ProctoredExamSupport@henley-putnam.edu. The email should have the subject of “Urgent: Proctor Exam for student name, course #.”

If no response in 10 minutes, please call

Catherine DeLeon: ex. 9912
Monika Bonaldo: ex. 9910
Laurie Cone: ex. 9949
Registrar: ex. 9963