Procedures for Remote Proctored Exams  
Web/Online Classes Only

**Objective:** This document outlines proctoring and examination security expectations for students when remote proctored examinations are given in a course.

**Standards:** Examinations are important mechanisms for evaluation of student learning. All courses adhere to standards of academic integrity as articulated by Collin College and as described in the Student Handbook. Scholastic Dishonesty is contrary to both academic integrity standards and to ethical standards as articulated in the School Conduct Policy: [http://www.collin.edu/studentresources/deanofstudents/conduct.html](http://www.collin.edu/studentresources/deanofstudents/conduct.html)

Some web (online) courses require proctored testing which require students to use one of Collin College’s Testing Centers or other approved testing site or service. Collin College’s remote testing system is Remote Proctor NOW (RP NOW). Other options may be available, according to instructor preference. Students must contact instructors at the beginning of the semester regarding their desire to take proctored exams remotely. Instructors make the decision on whether or not to allow a student to take a proctored exam remotely and which service is used. If a student chooses to use an approved testing site or service other than the Collin College testing centers, that student is responsible for all associated fees.

**Testing Center Remote Proctored Exam Process (Face-to-Face Option):** If an instructor allows a remote proctored exam, Collin College testing centers are an option. Other options may be allowed by the instructor but will not be facilitated by the eCollin Learning Center. Again, the student is responsible for all fees associated with remote proctored exams. See [http://online.collin.edu/eLC_remoteproctoredexam.html](http://online.collin.edu/eLC_remoteproctoredexam.html) for more information.

**Online Remote Proctored Exam Process (Remote Proctor NOW service only):**
- Students are required to establish identity every time they take an exam:
  - Scan your testing area, including the table service, floor around you, and surrounding area with web cam
  - Take a clear picture of yourself
  - Take a clear picture of your photo ID (School or Government issued ID)
- Students are responsible for self-testing the functionality of the system well in advance of all remote proctored exams in their courses, so that any troubleshooting that is required can be accomplished.
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- The student will not be allowed access to the online exam until verifying both successful completion of the systems check: http://syscheck.remoteproctor.com/
- The student is responsible for paying Remote Proctor NOW the $15 per exam fee, payable by credit card only.

**Technical Requirements:** RP NOW works with a web-camera and microphone either built-in or attached to the computer. These devices identify the student and capture video and audio throughout the exam to upload to Software Secure servers. One video, recorded from the webcam, records the student and the surrounding room. A second video records the computer screen which includes all keyboard, mouse and navigation. Videos are maintained as long as the institution desires, and access is restricted to authorized school personnel.

**Test Environment Requirements:** The online testing environment should mimic the ‘in class’ testing environment, and must conform to the following:

A quiet, secure, fully lighted room for the examination
- No other people in the room
- Sit at a clean desk or clean table (not in a bed or sofa)
- No talking out loud or communicating with others by any means (with the exception of contact with the faculty member in an emergency)
- No leaving the room
- No food or drink
- Nothing except computer and external cameras on the desktop or tabletop - removal of all books, papers, notebooks, or other materials, unless specifically permitted in written guidelines for a particular examination.
- Students are not allowed to use the following unless otherwise noted by instructor/exam giver:
  - Excel
  - Word
  - PowerPoint
  - Calculator (online/computer or handheld devices)
  - Textbooks (online/computer or hardcopy books)
  - Notes (online/computer or hardcopy notes)
  - Pen and Paper (for the purpose of taking notes during exam or calculations)
  - Other websites
- External cameras, when possible, should be placed on the lid of the laptop or where it will have a constant, uninterrupted view of the test taker
- No writing visible on desk or on walls
- No music playing
- No other computers or other digital devices running in the exam room
• No headphones or ear buds allowed

Have the web-cam correctly situated:
  • Web-cam must be focused on individual taking exam at all times
  • Nothing covering the lens of the camera at any time during the exam
  • Lighting must be “daylight” quality and overhead is preferred if at all possible. If overhead is not possible, the source should not be behind the student

In general, students are encouraged to treat their personal exam location as if it was on campus

All exam videos can/will be reviewed by the course faculty. In the event the faculty member has concerns regarding the scholastic integrity of the exam, it will be referred to the Dean of Students office as a Student Code of Conduct Violation, 7-2.3 Scholastic Dishonesty.

**Policy Violation Consequences:**

• If you are flagged for cheating, you will be contacted directly by Collin College and subject to penalties as articulated in the School Conduct Policy: [http://www.collin.edu/studentresources/deanofstudents/conduct.html](http://www.collin.edu/studentresources/deanofstudents/conduct.html)

• For all other violations you will be notified by Software Secure on behalf of Collin College. This notification will be delivered by email after reviews are complete

• The intent of these warnings is to allow you the chance to modify your behavior to comply with this policy before punitive action is required

As outlined in Collin College’s policy, repeat offences will be subject to review and may result in a failing grade or expulsion

**Getting Support:** Please review the following to be sure you choose the right path for support.

Call Collin College’s Student Technical Support (972.377.1777 option 5) when student:
  1. Cannot login to CougarWeb
  2. Cannot login to Blackboard

Contact Software Secure support (toll 1.855.436.2039 / Int’l 1.617.658.2879) when:
  1. You need help with navigating through the Remote Proctor NOW website
  2. You need help with (or are getting errors when) you attempt Authentication

Please note that both Collin College’s Student Technical Support and Software Secure Technical support are available by phone 24/7. The support lines are open 24/7 and will answer basic questions, such as navigating the website, installation, and other how-tos, along with some technical issues. Other technical issues, however, may require escalation.

Software Secure’s escalations are monitored from 8am – 10pm ET, M-F, and 10am – 4pm ET on weekends, by in-house level-two staff. Collin College escalations are monitored from 9am – 5pm CT M-F by college staff. Both Software Secure and Collin College are closed on all major USA holidays.