Faculty Guidelines for Proctoring in Distance Learning Courses
Purpose of Guidelines and Existing Policy

To address new regulations stemming from the federal reauthorization of the Higher Education Act in 2008, the Southern Association of Colleges and Schools (SACS) has requested its member institutions to address student authentication for all distance and correspondence courses. The regulation requires an institution accredited by an accrediting body that is recognized by the U.S. Secretary of Education to "demonstrate that the student who registers in a distance or correspondence education course or program is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student who participates in class or coursework."

Policies addressing student authentication:

- All students enrolled in UL Lafayette courses will receive individual secure login and pass codes to the learning management system (LMS).
- Additionally, student identity will be verified through use of the latest technology. These additional measures are discussed in the proceeding section.

Additional Measures

UL Lafayette has adopted additional student authentication measures based on a course-by-course philosophy for hybrid and online courses to be implemented by its trained faculty members:

1. The syllabus prepared for hybrid and online courses will identify additional student authentication measures. Note: Some faculty may choose to place this information in other course documents. The objective is to make sure this information is clear and easy to find for students.
2. At least one additional authentication measure may be implemented by course instructors and professors. The Office of Distance Learning will be active in helping establish these and other measures in collaboration with College and Departments.
3. College and Departments are ultimately charged with enforcement of additional measures.
4. Additional measures should be consistent among multiple sections of the same course with different course instructors.

Guidelines addressing student authentication:

The remaining portion of this document provides a set of guidelines, not policies, for use by faculty members in determining the best strategy to deliver tests/exams in a secure environment to students enrolled in online courses. Proctored examinations are only one of the additional measures at a faculty members' use to authenticate identity. Proctoring is not required; however, some measure/strategy to address student authentication and protect the academic integrity of the course is required.

Proctored Exam Options:

UL Lafayette faculty members can offer students the following proctoring options:

Proctoring On Campus:

Faculty members may establish a specific campus classroom, date and time for distance students to come to UL Lafayette and complete their exam with their instructor. This cannot be the only means of exam delivery. There must be a secondary remote or online proctoring option available for those unable to come to campus.

UL Lafayette Testing Center:

Instructors may approve the use of the UL Lafayette Testing Center. The UL Lafayette Testing Center will proctor paper-based and computer-based exams. These exams are proctored by appointment only at a fee of $25 per session. Payment options for the proctoring fee include cash or check. All examinees must present a photo-ID before being allowed to test.

UL Lafayette, Testing Center: O.K. Allen Hall, Saucier Wellness Center, Suite 114
Phone: 337-482-6480
Fax: 337-482-1267
Email: testing@louisiana.edu
Address: Counseling & Testing, 220 Hebrard, Blvd., Lafayette, LA 70503

Virtual Proctoring:

ProctorU is an online proctoring platform that UL Lafayette faculty may use for proctoring online exams. Faculty electing to use virtual proctoring should contact the Office of Distance Learning.

ProctorU is integrated into the University's learning management system (LMS) Moodle and gives instructors the ability to configure the scheduling of proctored events. ProctorU offers two proctoring options depending on the needs of the instructor and the type of exam being given. Both options include student authentication, remote monitoring of students and their computers during the online exam, and session recordings that are available for faculty review after exam completion. The two options are **Record+**, a fully automated option using AI technology; and **Live+**, a human-proctored option using trained online proctors.

Students are able to schedule exam appointments with ProctorU 24 hours a day, 7 days a week. Students are responsible for the proctoring fees. Faculty should notify students of any additional proctoring costs at the beginning of the semester. Students will need to schedule exams at least 72 hours in advance to avoid a late fee.

Online Proctoring Requirements:

- desktop or laptop computer (no tablets or smartphones)
- working webcam and microphone
- full 360-degree room scan using the student's webcam
- network speeds of at least 3 Mbps
- installation of the ProctorU Guardian browser

ProctorU provides 24-hour tech support over the phone, through email, or via live chat.

Allowing Students to Find an Approved Proctor:

Faculty may allow students to submit a completed UL Lafayette Proctor Approval Application by the end of the second week of the semester/term or as directed by the course instructor with the information of the individual who is willing to act as the proctor. The faculty member will contact the proctor to determine their eligibility as a proctor.

An acceptable proctor is someone with no conflict of interest in upholding UL Lafayette's Academic Code of Conduct. Relatives, friends, spouses, neighbors, employer/supervisor/boss, pastor/clergy, and/or co-workers are not acceptable proctors. A proctor candidate may be from one of the following categories:

- Educational administrator or librarian at a community college, university, or high school
- Librarian at a public library
- Learning Center, ESO or an officer of higher rank than the student, if in the military
- College, university, or private testing center

Additional information can be found in the Student Guidelines for Finding a Proctor documentation, which is available upon logging into a University Microsoft 365 account.

Student Guidelines for Finding an Approved Proctor

A proctored exam is one that is overseen by an impartial individual (called a proctor) who monitors or supervises a student while he or she is taking an exam. The proctor ensures the security and integrity of the exam process.

Proctor Approval Process:

1. Obtain the UL Lafayette Proctor Approval Application from your course instructor.
2. Find an appropriate proctor within the first two weeks of the semester.
3. Complete and submit the UL Lafayette Proctor Approval Application.
4. Provide your exam schedule to your approved proctor.
5. Comply with any payment schedule that may be required by your approved proctor or testing center.
6. Schedule your exam date and time with the proctor well in advance of the testing window provided by your instructor.
7. Take your exam within the timeframe outlined in your course syllabus.

Who can be approved to serve as a proctor?

An acceptable proctor is someone with no conflict of interest in upholding UL Lafayette's Academic Code of Conduct. Relatives, friends, spouses, neighbors, employer/supervisor/boss, pastor/clergy, and/or co-workers are not acceptable proctors. A proctor candidate may be from one of the following categories:

- Educational administrator or librarian at a community college, university, or high school
- Librarian at a public library
- Learning Center, ESO or an officer of higher rank than the student, if in the military
- College, university, or private testing center

How to find an approved proctor

Students can check the National College Testing Association (NCTA), a national testing information site. If there is no available option nearby, please read on for instructions on identifying and getting approval for a proctor. A student can start the process by contacting your local public library, community college or university or, if the student is in the military, the student should contact their education officer. Many of these facilities have experience in proctoring exams from various institutions. The proctor will fill out the bottom half of the Proctor Approval Application.

What are the requirements for proctor approval?

Submit a completed UL Lafayette Proctor Approval Application by the end of the second week of the semester/term (or as directed by the course instructor) with the information of the individual who is willing to act as the proctor. Your faculty member will contact the proctor to determine their eligibility.

Note: Exams or exam passwords should not be distributed to a proctor unless the Proctor Approval Application is on file with the instructor's department.

What is the fee for a proctor's services?

Fees vary for the use of a testing facility and the proctor's time to receive, monitor, and return your exam. Please be sure to determine if there is a fee, what it is, and when it must be paid. Testing centers often require prepayment, and a receipt for payment may serve as your ticket to the proctored exam session. These practices vary among libraries, schools, colleges, universities, and private testing centers.

How to access, complete, and submit the proctor approval application

1. Print out and complete the student portion (Section 1) of the application.
2. Have your proposed proctor or testing center director complete the proctor portion (Section 2) of the application.
3. Scan the completed document and submit to your instructor.

What technology must the proctor have?

At a minimum, the proctor must have a valid, working email address and telephone number so that the department may communicate with them. Depending on whether the exam is offered via the Internet or paper-based, the proctor should also have:

- A computer with internet access for the proctor and student
- If necessary, a printer
- If necessary, a fax machine

How do I schedule my exam(s)?

- Check your course site for all exam dates and times. (Do this as soon as you can access your course site and the course syllabus.)
- Contact your approved proctor with the entire exam schedule as it appears on your course site as soon as possible. Note: Be sure that fees are paid in advance of the actual exam date if required by the proctoring service.
- Schedule a day and a time within the testing window to take the exam with the proctor. Note: Failure on the part of the student 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.

What are the proctor's 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 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 requirements for administering the exam. These may include a time limit, specific allowable equipment, such as a calculator and inclusion or exclusion of books, notes, etc.

- If paper-based, the proctor must prepare the exam (and any relevant materials, e.g., scratch paper) for return by sealing it in an appropriate envelope, provided by the UL Lafayette department, immediately after the student completes it. Full instructions for return and necessary postage will be supplied by UL Lafayette to the proctor prior to availability of the exam.

Proctor Approval Application

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Section A. To be completed by the student.

1. Student Contact Information:

_____   _____
Name   Area Code – Daytime phone number

_____   _____
Your UL Lafayette Email address   Area Code – Evening phone number

2. Course Number(s) and Instructor(s)	**3. Semester and Year**
_____ _____ _____ _____ _____ _____	☐ Summer 20__ ☐ Fall 20__ ☐ Spring 20__

4. The proctoring service or individual that I am submitting for approval is (check all that apply):

☐ An education officer or librarian at a community college, university, elementary or secondary school

☐ A testing administrator at a college, university or private testing service

☐ A military Learning Center or military officer of a higher rank the above-named student

☐ Other: _____

5. Fill in the proctor's or testing center director's name and organization (e.g., Leon County Public Library, Brevard Community College, Sylvan Learning Center):

_____
Proctor/Testing Center Director Name
_____
Organization Name

6. I, the student named above, agree to the following: (1) to locate a proctor or testing center and set up an appointment for my course exam(s), according to published dates; (2) to arrange for fee payment for the proctoring services, if any: and (3) to submit this form the proctor for completion and to provide him/her the instructions.

The information in Section A is correct to the best of my knowledge.

_____   _____
Student Signature   Date

Section B. To be completed by the proctor or testing center director.

1. Proctor/Testing Center Director Contact Information:

_____   _____
Proctor/Testing Center Director Name   Area Code – Phone Number

_____
Organization

_____
Street Address

_____
City, State ZIP

_____
E-Mail Address

2. Please check YES or NO for the following statements:

☐ **YES** ☐ **NO**   My contact information may be made available to UL Lafayette students.

☐ **YES** ☐ **NO**   Fees are assessed to students for services associated with proctored testing.

3. I certify that: (1) To the best of my abilities, I will uphold the UL Lafayette Academic Honesty Standards (available at **http://catalog.louisiana.edu/content.php?catoid=5&navoid=1031#Academic%20Honesty**); (2) I have Internet access or email at the testing site that will allow me to download or receive PDF files and print them. The information in Section B is correct to the best of my knowledge.

_____   _____
Proctor/Testing Center Director Signature   Date