

# INCLUSIVE & EQUITABLE PROCTORING

## PROCTORING OVERVIEW

- Proctoring is the use of technology to ensure exam integrity when the students or candidates attend an exam virtually;
- Reduces workforce demand in online testing centers;
- Data analytics from proctoring tools assist in understanding learners' testing behaviors;
- Distance Learning Program students can appear for exams from wherever they reside.

## PROCTORING MEASURES

- Verification of the identity of the candidate;
- Observation of examination through webcams;
- Monitoring of the voice input and output of devices;
- Blocking of all website access from the exam device;
- Recording and monitoring of webcam feeds;
- Video archive to help resolve any disputes raised;
- Instructors can review the testing process.

## TYPES OF PROCTERING SOFTWARE PROGRAMS

### LIVE PROCTORS

- A human proctor observes the testing sessions;
- Potential dishonesty is tagged in the recording;
- Students and proctors can talk to one another.

### AI PROCTORS

- A program records the testing session;
- Facial movement and eye tracking (Not Supported);

## UNIVERSITY ENDORSED PROCTORING SOFTWARE



- Both tools are supported by distance learning and work with Moodle;
- Students pay \$15 per 1-hour test;
- Both accept time extensions for accessibility consideration and must be requested by the instructor;
- Both use live proctors and record student web cameras and screens.

## BEST PRACTICES AND RESOURCES

### INSTRUCTORS

Instructors issuing exams using proctoring software should engage in the following practices to ensure exam integrity:

- Be aware of the problems that can arise and be prepared to offer alternatives;
- Inform students ahead of time about associated costs with proctored exams;
- Contact Distance Learning if you have specific needs/concerns;
- Consider allowing some students to use a testing center (ex: Counseling and Testing);
- Take note of students requiring accommodations through the Office of Disability Services - <https://disability.louisiana.edu/content/faculty-information/examination-procedures>;
- Utilize alternatives to proctoring when you can - <https://distancelearning.louisiana.edu/teachremotely/proctoringalternatives>.

### STUDENTS

Students who may have computer issues or lack sufficient physical space requirements for testing can:

- Check out a laptop through Student Affairs - <https://louisiana.edu/about-us/office-student-affairs>;
- Book a room in the Edith Garland Dupre Library - <https://library.louisiana.edu/node/120>;
- Students who are registered with the Office of Disability Services can arrange accommodations for testing <https://disability.louisiana.edu/student-information/howregister>.

## QUESTIONS AND COMMENTS

Please send questions and comments to [distancelearning@louisiana.edu](mailto:distancelearning@louisiana.edu) or [diversity@louisiana.edu](mailto:diversity@louisiana.edu)

# INCLUSIVE & EQUITABLE PROCTORING

## EQUITY AND ACCESSIBILITY ISSUES THAT CAN ARISE IN PROCTORING

### EQUITY ISSUES

- Identity & Physical Characteristics
- Socio-economic & Financial

### ACCESSIBILITY ISSUES

- Physical Impairments and Disabilities
- Learning Disabilities & Anxiety

### OFFICE OF DISABILITY SERVICES

- Can only communicate with the instructor about the accommodation

### EQUITY ISSUES: IDENTITY & PHYSICAL CHARACTERISTICS

Problems with identification during the authentication process:

- Darker-skinned students may have trouble identifying and may be asked to shine a light on their faces;
- Transgender students may not physically appear as they do on their official identification (especially transitioning students).

### EQUITY ISSUES: SOCIO-ECONOMIC

- Space and enclosure requirements that may be challenging for some students to adhere to:
  - Lack of the required fully enclosed space;
  - Noise Issues; earplugs or ear devices are not allowed;
- Cost-related issues:
  - The burden of cost to take a proctored exam is on the student;
  - Computer upgrades to run certain proctoring software programs can be expensive.

## ACCESSIBILITY ISSUES

### PHYSICAL IMPAIRMENTS AND DISABILITIES

- **Lockdown Browsers** - Students with visual impairments are often locked out of assistive technology like screen readers.
- **Fidgeting** - Students will often get flagged for cheating if they "fidget" while taking an exam.

### LEARNING DISABILITIES & ANXIETY

- **Reading questions out loud** is prohibited by many proctoring companies, however, some students with learning disabilities benefit from reading aloud;
- **Exam Access Difficulties** - Students with anxiety may become more anxious if they have trouble accessing the exam;
- **Countdown Clocks** - Some students with anxiety are made more anxious by countdown clocks;
- **Breaks** - Students are allowed intermittent breaks at testing centers, but breaks are not allowed during proctored exams;
- **Settings that block students from revisiting questions** - Students with Learning Disabilities may need to skip over and revisit questions.

### OFFICE OF DISABILITY SERVICES

- All accommodations are available on Ulink;
- Actual disabilities are not listed.

Review the presentation [Addressing Equity and Accessibility in Proctoring](#) for more guidance.

## QUESTIONS AND COMMENTS

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