Proctoring Policies Worksheet

This worksheet can help you determine your exam proctoring policies.

Remember that students and proctors will have different experiences and expectations, so it's important to clarify what applies to your exam. Communicate your policies and expectations to students and exam proctors in the days prior to the exam and reiterate key policies before the exam begins.

Access to Resources and Devices

- What devices or resources are students allowed to bring into the exam room? Consider your approach to things like wearable technology, calculators, formula pages, textbooks, notes, etc.
- Will students be expected to bring a laptop to complete the exam on Canvas?
    - If so, remind students to bring fully charged devices, chargers, and to install all required software (like Respondus Lockdown browser) prior to the exam. Students should **not** take computer-based exams from their tablets.
- Will there be a dedicated space in the room for students to leave bags, mobile devices, smartwatches, or other personal items, or should students store these items by their seats?
    - Note: For computer-based exams, students will need a mobile device to enable two-factor identification. Be clear with students when and how devices should be stored after they have successfully signed in.
    - Be aware that students sometimes place prohibited devices in restrooms. Faculty may want to ask proctors to check the restrooms before exams start.
- What happens if students are found using prohibited resources or devices?

Attendance and Exiting Procedures

- Do students need to check in with someone when arriving for the exam? Will students be expected to bring or show their Penn IDs?
- How should students be spaced or arranged within the room?
- Are students allowed to leave the exam room early? What is the "check out" procedure?
    - Consider having students sign out and in when they must leave the room so you can monitor this information later if there are questions or concerns.
    - Note that students who are taking Canvas-based exams should show that they submitted their exam before leaving the testing environment. Otherwise, they are able to continue their attempt outside of the proctored environment until the Canvas exam closes. Canvas exams should be timed so exams close automatically at the end of the allotted time.
    - Consider preventing students from leaving 20 minutes before the exam time ends to avoid distracting others who are trying to finish.
- What is the process for students who need to exit the exam space for a restroom break?

- Consider noting the times that students exit and return in case there are future integrity concerns.
- What happens if students become ill or need to end the exam before finishing?

Proctor Expectations

- Will you be present during the exam? If not, how can proctors contact you if they have a concern?
- What do you expect proctors to do during the exam? Where should proctors be positioned within the room? Should they be expected to circulate around the room?
- What types of questions can proctors answer about the exam?
- Who should proctors contact if there are technical issues during a computer-based exam? Should they contact you or submit a ticket to canvas@pobox.upenn.edu?
  - Consider having paper copies of the exam available in case there are issues.
  - You can meet with Canvas Support or CETLI in advance to make sure your exams are configured properly and to review how to moderate issues in real-time.
- What should proctors do if they suspect students are violating the exam guidelines? Should they intervene to stop prohibited behavior? How should they inform you about these issues?
  - Note: Proctors should be prepared to document their observations to be able to report issues to the Center for Community Standards and Accountability, including the name of the student, the time(s) of any incidents, what occurred, and any other nearby students who may have observed the incident(s).

Supporting Students with Disabilities

- Do you have students that need to take a test at the Center for Accommodated Testing? If so, remind students to reserve a seat at the testing center two weeks before the exam.
  - How will you communicate any updates or clarifications about the exam to Student Disabilities to pass along to students at the testing center?
- Do you have questions about providing necessary accommodations in the proctored exam room?
  - You can update Canvas Quizzes to provide specific students with accommodations with more time.
  - You can contact Disability Services to discuss students' needs.
  - Share information with proctors so they are prepared to provide students with the appropriate supports.