



Online Education Initiative (OEI) Face-to-Face Proctoring Network Pilot Guidelines

This document outlines guidelines and practices for campuses participating in the OEI Face-to-Face Proctoring Network Pilot. The goal of the Pilot is to create a network by which students are able to complete tests for online courses at a campus within a reasonable distance of home. Participating colleges will maintain consistent practices detailed below.

Expanded services are anticipated, and will be considered as we begin to provide this service to students and faculty. The physical testing facility will be designated by the participating college, and ideally already in place. Within this document the facility is referred to as “Testing Center,” however the actual labeling of the facility/building/room will vary from campus to campus. Colleges are not being asked to change the name of the facility/building/room where testing occurs.

This proctoring service will be available to students free of charge as a condition of participation in the Proctoring Network.

Standards for Testing Centers

Testing Centers must adhere to policies, which maintain high quality operations, ethical practices, and security of testing materials.

Testing Centers must:

- Be available to online students, regardless of students’ home campus.
- Maintain reasonable hours to accommodate student schedules.
- Meet requirements of the Americans with Disabilities Act (ADA).
- Promote honesty, integrity, and fairness in all procedures.
- Protect integrity of tests by ensuring vigilant proctoring by trained staff.
- Protect the confidentiality and rights of privacy of examinees, as defined by the Family Educational Rights and Privacy Act (FERPA).
- Be adequately equipped with reliable computer workstations.
- Be physically comfortable and distraction-free.

Staffing of Testing Centers

The Proctoring Network Single Point of Contact (Proctoring SPOC) is responsible for staffing Testing Centers with the highest quality staff available, and providing oversight in the daily functions of the Testing Center.

The Proctoring SPOC will:

- Serve as the primary contact in the Testing Center.
- Maintain reasonable and variable hours to accommodate student need.
- Maintain updated webpage listing campus address, Testing Center location with accompanying map, directions for parking, current operating hours, notation if appointments are required, contact email, and office telephone number.

Test Center Staff will:

- Have been trained in test security, proctor expectations, and practices to guard against academic misconduct.
- Verify student identification.
- Maintain line-of-sight contact with the student throughout the testing process.
- Respond to examinee concerns while maintaining integrity of testing procedures.
- Be able to perform basic computer trouble-shooting.
- Be familiar with accessing exams inside Canvas.

Test Security

To ensure tests are completed at designated Testing Centers with proctor oversight, access to tests may be restricted to designated machines located within Testing Centers.

Online Instructor Responsibilities May Include the Following:

- Enable security feature(s) within the course to limit access to designated machines within the Testing Center
- Enable time limit and/or password protection, if required. These features are enabled in Canvas during test creation and will be controlled within the CMS.
- Provide students with the OEI Proctoring Network Webpage address

Online Student Responsibilities May Include the Following:

- Choose a participating Testing Center.
- Review operating hours; schedule appointment if required.
- Present Testing Center staff with current California Driver's License or Identification Card, current passport, or current Student Identification card issued from student's home campus.