

# Arkansas State University Online MBA

## Remote Proctor System Policy for Online Exams

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

**Standards:** Examinations are important mechanisms for evaluation of student learning. The College of Business Online MBA program adheres to standards of academic integrity as articulated by Arkansas State University, and as described in the Student Handbook. Cheating on examinations is contrary to both academic integrity standards and to ethical standards as articulated in the School Conduct Policy.

Examinations in the programs are **proctored**. Examinations are proctored using the Secureexam Remote Proctor System. Students taking online examinations are required to use this system. Online examinations will not be available to students unless the Secureexam system is used.

**Process:** The Remote Proctor system will be used with online examinations as instructed by faculty members. Students are required to take online examinations using a Windows or Mac based computer that meets the minimum requirements as outlined in the instructions on the Software Secure installation page (<http://www.remoteproctor.com/install>).

- Students are required to register their devices and establish identity following the procedures outlined in the Remote Proctor instructions.
- Students are responsible for self-testing the functionality of their units well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished. A practice quiz for this purpose can be found in the Getting Started section of the course under “What to expect in This Course: Taking Exams”.

**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
  - No communicating with others by any means (with the exception of contact with the faculty member in an emergency)
  - No leaving the room
  - Clean desk or table with nothing except computer and remote proctor system on the desktop or tabletop including removal of all books, papers, notebooks or other materials, unless specifically permitted in written guidelines for a particular examination

- No soft drinks, water bottles, cups, etc. are permitted while taking the exam
- No writing visible on desk or on walls
- No music or TV playing
- No use of headphones
- No use of cell phone for any reason other than to contact support or your instructor
- All other computer monitors must be powered off
- Wear decent clothes and do not wear hats – the camera is recording
- No talking is allowed during the exam – the microphone is recording
- Have the Remote Proctor device correctly situated:
  - Within an arm's reach at all times during an exam
  - On the opposite side of the keyboard as the computer mouse (if using one)
  - Parallel to the keyboard (not behind the screen, etc.)
  - Nothing covering the base or prism
  - 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.

Securexam Remote Proctor contains a web-camera, microphone and fingerprint reader. These devices identify the student and capture video and audio throughout the exam and upload it to SSI's secure servers. This video will be used for the purpose of establishing if any suspicious activity occurred during the test. The video feed provides a 360 degree view of the exam environment and all video records are subject to review by faculty.

Generally, wherever the student chooses to take the exam, everything possible should be done to mimic a traditional proctored exam environment.

All exam videos can/will be reviewed by the course faculty and the Program director. If cheating is confirmed, the student will be referred to the Policy on Academic Dishonesty in the Student Handbook.

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

**Contact information for Product Technical Support:** Technical support is available by phone 24/7 for students from Software Secure at 1-866-811-0719 or by clicking the following link for the online: <http://clientportal.softwaresecure.com/support/> where students will be able to either (1) search the Knowledge Base (KB) to find the answer to their question; or, (2) open a web-ticket which will be promptly answered by Software Secure Technical Support.