Securing a Qualified Proctor to Administer Distance Exams

Choosing the right proctor to administer your distance exams is essential to the academic integrity of the exam and the testing process. How can you protect your exam and feel secure that the exam was handled appropriately and administered in a professional manner?

Frequently Asked Questions:

Q: Where can I find a qualified proctor?
A: The best place to begin is a college or university testing center. Most institutions have a department that is designated to perform testing services for their student population and many of those departments will provide proctoring services for distance learners. The Consortium of College Test Centers is a great place for faculty and students to locate participants willing to provide proctoring services for distance learners. [http://www.ncta-testing.org/cctc/find.php](http://www.ncta-testing.org/cctc/find.php)

Q: Will there be a fee for proctoring services?
A: In most cases there will be a fee for proctoring services. Those fees will be determined by the entity providing the proctor. Some sites charge by the exam, while others charge by the hour. Students can expect to pay $20 - $50 per exam. Students need to be informed of this information on the course syllabus.

Q: Will students need an appointment?
A: Most test sites will require an appointment to proctor distance exams. It is critical that students understand that test sites may differ in their policies, fees and deadlines. Therefore, it is beneficial to contact the preferred test site early in the semester to ensure a positive testing experience. Setting a time range for students to test is helpful. Some test sites may not be available on a specific date at a specific time, but can more likely accommodate a student that can choose over a few days/times.

Q: How will the proctor authenticate the identity of the student?
A: Most college test sites will require your student to produce a government issue ID (i.e. driver’s license or passport). Some sites may accept a campus ID that has a photo of the student. Students should ask that question at the time they make their appointment or read the identification requirements on the institutional website.

Q: What is a proctor form?
A: Proctor forms vary from institution to institution. In some cases, the test site will have a proctor form that they provide to the student and request specific information from the faculty. In other situations, the proctor form is initiated by the faculty requesting specific information from the test site/proctor regarding professional qualifications and outlining proctor responsibilities.

The purpose of any proctor form is to outline specific criteria, requirements and responsibilities to convey the expectations for the test administration.
• **The proctor needs to know** when the exam is to be administered, including the deadline for administration, how much time is allowed on the exam, what authorized aids are allowed in the test room (i.e. calculator/what kind of calculator), and the contact information for the faculty member in charge of the exam. If the exam is on a lockdown browser/server the proctor will need to have any applicable passwords and links. The proctor will also need to know any specifics regarding faculty expectations and how to return the exam after completion.

• **The faculty needs to know** what the professional qualifications for the selected proctor are and what methods will be used to protect the academic integrity of the exam and the test administration. College test sites will generally have rigorous training in handling test materials and protecting the academic integrity of the testing process. Many college test sites administer high stakes exams and utilize the National College Testing Association-Standards and Guidelines. [http://www.ncta-testing.org/resources/standards/standards.php](http://www.ncta-testing.org/resources/standards/standards.php)

Q: I have a student that is in a remote location that is not located near a college or university. How do I authorize a proctor?
A: Within remote areas, there is normally an educational facility available. An educational professional, military education officer or librarian may be willing to provide proctoring services. There may also be corporate proctoring services available. It will be critical in these circumstances to ascertain that the proctor doesn’t have a personal relationship with the student and will agree to the standards and expectations that you require for your exam. A person that doesn’t often administer exams may not be aware that cellphones, ipods, graphing calculators, nano watches and other electronic devices can be used to conceal notes or copy exam questions. In this situation, a faculty initiated proctor form should outline all pertinent information, such as, all electronic devices are restricted from the testing room and the proctor must have eyes on the student throughout the exam. The proctor form you utilize is your tool to convey requirements and expectations to the proctor. Provide explicit instructions regarding the secure storage of your exam, ID requirement(s), items allowed in the test room and any other information you deem important to the designated proctor.

Q: I have additional questions that were not covered in this FAQ. Who can I contact for help?
A: Justin Louder, Asst. Vice Provost-ELearning; Suzanne Tapp, Director, Teaching, Learning, and Professional Development Center; or Pat McConnel, Director, Academic Testing Services.

Q: Can you recommend other resources about proctoring?
A: Yes! The University of North Carolina Online Proctoring Network is a great site and offers excellent information.

Many thanks to Pat McConnel and her team at Texas Tech University Academic Testing Services for the development of this resource