Exam Policy for Online Exams in the iPharmD Program

Online examinations allow students the flexibility to sit the examination in an environment of their choice. In order to ensure the integrity of the examination and that no student may have an unfair advantage over other students, the online examinations are monitored by Proctorio. Each student must undergo an initial identification check and subsequently conduct an initial environmental scan as well as scan intermittently during the examination. The number of scans is dictated by a random process, but can be increased if students are not adhering to examination instructions. It is each student’s responsibility to follow this policy and any written examination instructions from the course director and maintain an appropriate examination environment. Failing to do so may result in an examination grade penalty, up to and including a grade of zero and/or a referral to the Student Ethics and Conduct Committee. For further information on best practices for taking an online examination, please refer to the online examination tip sheet.

An appropriate examination environment includes:
- A workspace that is a hard surface, free of any clutter, reference materials, and media devices (including cell phones, tablets, smart watches, etc.) during the examination*. e.g., a bed is not an appropriate examination environment
  *Media devices are not allowed while the student has access to his/her examination.
- The only exception to the previous statement is that students are expected to access a phone or email to contact an instructional designer if they encounter technical issues during the examination and are unable to resolve the issue with Proctorio’s technical support agents
- A well-lit environment in which the student’s full face, including eyes, is in full view of the webcam at all times
- If permitted by the course director for the examination, a syllabus-approved calculator must be visible and presented to the camera during initial environmental scan
- Unless stated otherwise by the course director, one blank sheet of 8.5 by 11” paper that has both sides visible and presented to the camera during room scans. The scratch paper may be used for notes, calculations, etc. Scratch paper must be properly destroyed (tearing the scratch paper in small 1” pieces) in front of the webcam at the conclusion of the examination
- Headsets, earbuds, earphones are not present
- All computer background programs and documents have been shut down
- Environment is free of any other individuals

Appropriately taking an examination includes:

Initial identification check
Students must display a state-issued ID prior to starting their exam. This identification is verified by an instructional designer at the close of the exam window. Students who do not present a valid form of identification or who do not match the identification provided could receive a

Initial environmental scan
Before gaining access to examination questions, all students are expected to conduct an appropriate environmental scan (by scanning the area around her/his computer to verify that it is free of materials or people that may provide an unfair advantage to the student). It is very important that students understand the initial environmental scan must include all of the following:
- the desk/work-space
- using a mirror to display area around computer monitor and keyboard
• a 360 degree view of the complete room
• underneath the desk/work space
• slow and deliberate scans to allow proctors a clear view of the entire exam environment

Maintaining a secure examination environment
During the examination, students are required to maintain a secure examination environment by conducting the following actions:
• Keeping full face, including eyes, in full view of the webcam
• Not leaving the examination environment, unless a 3 minute bathroom break is permitted by the course director. In this circumstance, the examination must be left open and running and any scratch paper must be left at the computer
• Otherwise remaining in originally scanned examination environment for the entirety of the examination
• Using the Proctorio Shield for any technological problems encountered and contacting the instructional designers immediately if problems cannot be resolved within 10 minutes of contacting Proctorio
  o Students who wait to contact the instructional designer after finishing the exam or after the exam window is closed may not have access to any retroactive assistance (e.g. a student will not be permitted to retake the examination or be given additional time).

Not maintaining a secure examination environment or moving from one area to another during an examination may trigger the software and result in increased environmental scans. If a student moves from one area to another area during the examination or something occurs that may be construed as examination misbehavior, it is in the student’s best interest to perform a scan to document the secure environment, even if the student is not prompted to do so by Proctorio. Environmental scans are designed to not only ensure the integrity of the examination, but also to protect students from being falsely accused of inappropriate examination behavior. Repeating scans will expend time designated for the examination, thus reducing the amount of time to complete the examination.

Exam Behavior Review:
Proctorio footage is reviewed by an instructional designer at the conclusion of the exam window. The instructional designer reviews student examination behavior based on information from Proctorio for adherence to this policy and the Student Ethics and Conduct Code. While the instructional designer serves as a source of some consistency among student cases, each situation is understood to have unique circumstances and will be addressed on a case by case basis. The instructional designer takes the following action steps as needed:

No concerns
No further action is taken

Student intervention is required
The instructional designer notifies the course director of concerning behavior. Students receive an email warning from the course director addressing the behavior and clarify policy and future expectations.

Recommendation of 0 to Course Director
If the instructional designer recommends an examination grade of zero to the course director, the course director will review the video recording with the instructional designer. Upon completion of this review, the course director will take final action, which may include a point penalty on the
examination, up to and including a grade of zero. The course director will provide a written notification to the student detailing the specific behaviors that altered the examination environment and final actions taken.

Referral to the Student Ethics and Conduct committee
Students who are suspected of having violated the Student Ethics and Conduct code will be referred to the Student Ethics and Conduct committee (SECC). The course director will submit an incident report and all case information to the SECC.

Record Keeping
The instructional designer will maintain records of student names, behaviors noted, committee and course director findings and communications with parties involved.

Student Appeals
Appeals of course director decisions will follow current Student Advancement & Appeals and Student Ethics & Conduct policies. Students wishing to appeal a final course grade impacted by a penalty for examination misbehavior should contact the Distance Degrees and Programs office to understand their options.