Online Exams: Standard Operating Procedures
Fall 2024

Summary:

To provide students with a flexible exam environment, Skaggs School of Pharmacy and Pharmaceutical Sciences offers remotely proctored exams. This means the students can take their exams online at a location of their choice. Students take exams through the learning management system (Canvas) while being proctored remotely by a third-party vendor (Proctorio). To provide a fair and equitable exam environment, students must adhere to the processes and requirements set forth in this document.

Remote proctoring means that students take their exams in the Canvas learning management system and the Proctorio remote proctoring software records a student's screen and environment during an exam. Students are prompted to share their screen during the exam and complete periodic video scans of their testing space. Proctorio does not have access to a user's computer when they are not taking an exam and cannot access personal information. Students can install and uninstall the Proctorio browser extension as often as they wish, but it must be installed during exams. More information about Proctorio's privacy policy is available at https://proctorio.com/privacy.

Key Terms

- **Remote proctoring**: Use of software by the school to proctor exams outside of the classroom.
- **Web browser**: a software program that allows a user to locate, access, and display web pages (i.e., Google Chrome, Microsoft Edge, Safari).
- **Exam window**: the total time frame an exam is open.
- **Exam time limit**: total time a student must complete an exam once they start it.

Requirements of Students

- Participate in training provided by the school before the first graded exam.
- Adhere to the hardware and software requirements in this document.
- Follow all instructions on taking a remotely proctored exam. (Appendix A)
- Take their exams in a secure environment.
- Complete the online exam agreement in each course before the firstexam.
- Complete the Proctorio tech check before each exam.
- Complete exam pre-checks via Proctorio at the start of each exam.
- Follow room scan prompts and perform adequate room scans.
- Complete the ID check using a school or government issued photo ID.

- Prior to submitting an exam, destroy scratch paper (if applicable) in front of the webcam.
- Start each exam within the first 30 minutes of the exam window (ELPD students) and complete the exam within the exam window.

Requirements of Faculty

- Submit a [request](#) for an exam build through the instructional design ticketing system at least 5 business days prior to the exam window.
  - Complete all sections of the request form including the exam window and preferred Proctorio settings.
  - Attach the exam in a Word document in the [correct format.](#)
- Complete a final review of exam at least 24 hours before the exam opens and communicate any edits to the Teaching Assistant (TA) or [sop.idesign@cuanschutz.edu.](mailto:sop.idesign@cuanschutz.edu)
- Communicate with students regarding expectations and permitted resources such as scratch paper, calculator, etc.
- Respond to any concerns from the TA, Online Exam Committee (OEC), or instructional designer.

Online Exam Committee (OEC)

The OEC consists of a faculty member, a member from the school's administration, and an instructional designer. This committee will meet as needed when concerns arise about online exams. The committee will make recommendations to course directors regarding concerns, but the ultimate decision on any action taken rests with the course director.

Online Exam Process

- Course director submits exam build [request](#)
- TAs builds exam in Canvas, including exam window(s) and Proctorio settings, following the written and oral instructions provided by the instructional design office
- Course director reviews exam
- TAs makes any changes to exam per course director instructions
- TAs adds accommodations with appropriate testing windows and time extensions
- Students take exam via Canvas and Proctorio
- Students complete a 5-minute proctored exam review if enabled by the course directors, where students are given 5 minutes after submitting their exam to review their submission. Proctorio will still be recording the exam environment.
- TAs will review the Proctorio Exam Results within 48 hours after the exam window closes. TAs will conduct a professional review of students flagged by the software. This review will include the top 10% of students demonstrating high suspicion level

scores, all students with a flagged "alert" and all students with a flagged "abnormality."

- If a student is determined to have not followed the online exam procedures, they will be notified by the TAs and required to participate in additional training. The TAs will include the course director in this communication. This will also be documented electronically in a secure online exam folder.
- If the TAs identify behavior in which an individual appears to have acted in a way that violates the [Student Ethics and Conduct Code](#), the TAs will submit this concern to the OEC and course director. The OEC will review the incident and may recommend that the course director submit a report to the Student Ethics and Conduct Committee. The course director may also give a grade reduction for the exam.
- The Associate Dean for Education will routinely review documented violations. Repeated violations of the online exam procedures may result in learners being required to take exams on campus or in a testing center.
- After reviewing documented violations, the Associate Dean for Education may submit an incident report for those suspected of violating the Student Ethics and Conduct Code.
- Course directors may at any time elect to review exam videos. If they have concerns about a learner, they may contact the OEC for additional advice.

Document History

This document was revised July 29, 2024, by Jennifer Trujillo and John Bunker. Reviewed and edited by Shauna Hannon and Sheryl Vondracek. Approved by: Online Exam Committee August 1, 2024. This document was adapted from the Online Exam Policy 2022 and Online Exam Procedures and Best Practices – Student version 2022 documents (which were initially drafted by Lisha Bustos; edited by Tina Brock. Reviewed and edited by Cindy O'Bryant and Brian Hemstreet). These procedures go into effect Fall 2024.

Appendix A: Student Instructions

Secure Exam Environment Requirements

- Free of other adult individuals, loud noises, other media/communication devices, other monitors, clutter, books, notes, etc.
- Headsets and earbuds are not present.
- Well-lit and is not back lit. To prevent backlighting avoid taking your exam in front of a window or bright light.
- Spaces provided on campus are available to take your exams (see Appendix C).
- Use a stable internet connection (public spaces such as airports or coffee shops are not recommended). A direct ethernet connection provides the best stability, if available.
- Your face (side profile), hands, desk, sitting area, and any scratch paper or other allowed resources must be visible during the entire exam (this includes calculators, pencils, etc.). See the **At Exam Time** section for more information about tools you can use during the exam.
- All work done in the workspace should be fully visible in your webcam's feed during the exam (i.e. writing on scratch paper, using your calculator).
- Remain in exam environment for the entirety of the exam time, unless using an approved bathroom break. If using an approved bathroom break, your exam and webcam should remain open and on. The maximum time allotted for a bathroom break is 3 minutes.
    - If you take the 3-minute break:
        - Leave the exam open and running.
        - Leave the scratch paper at the computer.

Equipment Check
  1. Check the Proctorio Minimum System Requirements to ensure your computer meets the standards.

  IMPORTANT: Your computer must have a minimum of 2GB of available RAM. Having less than 2GB of RAM will adversely affect the performance of testing software (Proctorio). Learn more about RAM and how to free it up here.

  2. Hardware/Software Requirements:
    - Exams and quizzes must be taken on a laptop or Chromebook (tablets are not supported for exams)
    - Install the latest version of the Proctorio extention by following the directions and downloading from https://getproctorio.com/

- Update your computer's Operating System. (Instructions: Windows or Mac)
- Install Google Chrome or Microsoft Edge (if not already installed)
- Update Chrome if needed (Instructions)

(**NOTE:** Google Chrome and Microsoft Edge are the only browsers that you can use with Proctorio. We strongly recommend Chrome).

**Webcam**
Requirements
1) Use an external webcam that meets these requirements:
   a) A gooseneck webcam OR a webcam on a tripod OR a webcam on a camera stand
   b) Resolution of at least 1080 pixels

Set-up
1) Provide 2.5-3.0 feet between the webcam and yourself/the computer to enable the largest viewing space
   a) Tip: The closer you sit to your computer the less space you must put between yourself and the webcam
2) When you start your exam, you may need to select the option to use another camera
   a) When Proctorio takes your picture, click on the button that says "can't see yourself" this will then allow you to switch to another camera. You may have to do this more than once if your computer uses multiple webcams
3) You will place the side camera method as displayed below
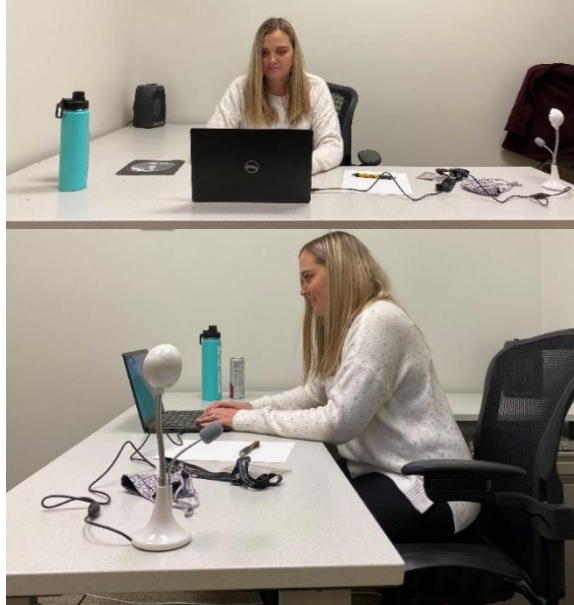
3. **NOTE:** If you are unsure about your equipment, check with the SSPPS Instructional Design Team.

4. Complete the **Proctorio Tech Check** in your course to verify your set up. (NOTE: This is NOT being reviewed before each exam but solely for your use in preparation for the exam.)
5. Proctorio and Google Chrome update often. Assure the latest version of Chrome is installed. Proctorio may need to be uninstalled from your computer and the extension re-installed. See the **Technical Support** section for more information.
6. Don't wait until your exam window to make sure your equipment and internet connection work.
7. Schedule an appointment to meet with SSPPS Instructional Design Team if you have experienced technical issues this semester.

Before Your Exam

1. Clear the space around your computer of everything except your keyboard and mouse.
2. Have prepared on your desk:
   a. A valid ID, preferably your student ID.
   b. Per the approval of the course director, one sheet of 8.5 by 11" paper that is blank on both sides (scratch paper).
   c. Writing utensil
   d. Clock or non-digital watch (if you would like to keep track of time independent of the computer.)
3. Earplugs may be used to reduce distractions by noise.
4. Disable extra applications or extensions during the exam.
5. Before every exam, **re-start your computer**.
6. Do not open any applications except for your Google Chrome browser.
7. You must begin all exams withing the first 30 minutes of the exam window.
8. Your exam must be completed within the allotted exam window.

Starting Your Exam

1. Prior to accessing the exam questions, you must provide a valid ID (it is preferred that you use your student ID). If you wear glasses, remove them before you take the facial scan because the glare can affect the ID scan.
2. Perform adequate room scans when prompted by Proctorio. An adequate room scan consists of the following:
   - Slowly showing an entire 360 view of the testing environment (room, workspace, and computer).
   - Showing a complete view of the desk/hard surface
   - Showing both sides of any scratch paper
   - Scan the side and rear inputs of your computer.
   - Review this video for more detailed instructions: https://youtu.be/vUfG1FkKmLI

NOTE: If you do not perform an adequate room scan, a Proctorio representative may ask you to re-do your room scan. This will prevent you from proceeding with your exam until you have performed a sufficient room scan

3. The exam should NOT ask you for an "access code" or password. If it does, then you need to uninstall and reinstall your Proctorio extension. *This message means there is an error in your software extension in Google Chrome. See the* **Technical Support** *section for more information.*

4. Once the exam starts, you can verify the time allotted by checking the timer in the exam. If you do not have the correct time allotted, you should exit the exam and contact the Instructional Design Team (Submit Help Ticket) immediately.

During the Exam

1) If during the exam you encounter technical issues try the methods described in the **Technical Support** section below.
2) **DO NOT** press the F12 button. Doing so will prematurely end the exam. If you do this, you will need to reload Proctorio and contact Proctorio's technical support to gain re-entry into the exam.

Technical Support

If you experience technical issues, try the following methods:
- Click on the Proctorio Shield to start Live Chat for troubleshooting or to re-enter exam. This is typically in the top-right corner of your browser. If you do not see it, click on the puzzle piece in the top right corner.
    - The actions above start a chat with Proctorio support.
    - **Only Proctorio can let a student back into their exam if they lose access.**
        - Follow prompts from support to resume the exam.
- Close out Chrome and restart the browser.
- Uninstall and reinstall Proctorio extension by completing the following steps in this order:
    - Uninstall and Reinstall the Proctorio Extension
    - Clear the Cache
    - Restart the Computer
    - Return to the exam
- Clear cache and browser history.
- Uninstall and reinstall Chrome

Important

- If the above methods are unsuccessful, you are unable to receive support from Proctorio, you are out of the exam for more than 10 minutes, or you are having issues starting the exam, email sop.idesign@cuanschutz.edu, submit a ticket request, or scan the QR code IMMEDIATELY!

- **Only the Instructional Design team can extend the time limit of an exam.**
- If these troubleshooting methods do not resolve your issue or you are out of your exam for more than 10 minutes, contact SSPPS Instructional Design Team immediately.
- Do NOT contact the course director without first contacting the Instructional Designer.
- If you do not contact the Instructional Designers right away, you may not be given a second attempt at the exam and risk your exam being submitted as is.
- **If in doubt, contact both Proctorio and the SSPPS Instructional Design team. Failure to follow this process may result in diminished exam time.**

Appendix B: Standard Exam Instructions

The instructions listed below are found in each exam. It is the responsibility of the student to follow these instructions:

This exam consists of XXXX questions. You have XX minutes to complete the exam. Best of luck!

- [Select one]
    - o One three-minute bathroom break is allowed during this exam
    - o Bathroom breaks are not allowed during the exam
- [Select one]
    - o One blank 8.5"x11" piece of scratch paper is allowed during this exam
    - o Scratch paper in not allowed during this exam
- [Select one]
    - o A non-graphing, scientific calculator is allowed during this exam
    - o A calculator is not allowed during this exam
- While snacks are not allowed, beverages are permitted.

If you are having technical issues, try the following methods:

- Click on the Proctorio Shield to start Live Chat for troubleshooting or to re-enter exam.
- Close out Chrome and restart the browser.
- Uninstall and reinstall Proctorio extension (do this when prompted for an access code!).
- Clear cache and browser history.
- Uninstall and reinstall Chrome
- If the above methods are unsuccessful, you are not able to receive support from Proctorio or you are out of the exam for 10 minutes, contact sop.idesign@cuanschutz.edu! Do not wait if you see any issues or concerns!

Individual student information recorded using Proctorio will be used for the sole purpose of ensuring adherence to the online exam procedures. This information will not be distributed or used for any other purpose. Any data reported will be de-identified. More information is available in the student guide as well as the Proctorio instructions provided prior to accessing your exam.

Appendix C: Anschutz Campus Space

The following options exist as spaces to take exams on campus. SSPPS has made tabletop signs that state *"Taking a timed on-line exam. Please do not disturb. Thank you!"*. Any pharmacy student can obtain one from the Office of Student Services. A few signs are also available from the front desk of the library for use by pharmacy students. Please feel free to ask for one if you choose to use the library.

1. **Library:**
    a. The library personnel can direct you to the spaces or rooms described below.
    b. Students can take an exam in the open library areas.
        - The second floor is designated as the "Quiet Floor". Quiet is not guaranteed, but this floor is quieter than the first or third floors.
    c. There are 9 individual rooms in the library building, available on a first-come, first-serve basis to use as long as desired by a student occupant. There is no mechanism to make reservations for these rooms.
    d. There are 30 group study rooms
        - There must be at least two students occupying a group study room. If an individual student is occupying a group study room alone, a group can "bump" this person. Therefore, an individual student should not start an exam in a group study room.

2. **Classrooms and small group study rooms in buildings: Ed1 and E2 North and South**
    a. All classrooms and small group study rooms in the education buildings can be reserved. In the absence of a reservation, students run the risk of being "bumped" from a room and therefore, should not start an exam in any room in the Education Buildings, unless they have a reservation.
    b. To have the ability to make reservations, students must create an account by accessing this site: https://schedule.ucdenver.edu and clicking on "my account" to request an account.
    c. Please be aware that it may take several days for an account to be created, so plan ahead if you would like to reserve a space.
    d. Once a student has an account, it is important to note that the system does not allow reservations to be made at the last minute; reservations should be made at least 24 hours in advance to secure a room.
    e. If rooms are reserved, they can be occupied by one person or more than one person (i.e., groups are allowed, but not required).
    f. Students should consider the timing and location of rooms in the Education buildings since they are not sound-proof and there may be a lot of ambient noise during the day when classes are in session.