EXAM AND ONLINE PROCTORING FREQUENTLY ASKED QUESTIONS (FAQs)

In response to student questions around Internet speed, the SPAHP Office of eLearning and Academic Technologies (OLAT) is providing this check list and additional information. As a distance online student, adequate connectivity is not only a requirement, but a necessity for academic success. The Internet Service Provider (ISP) landscape is ever-changing with the increase use of Internet by virtually all electronic devices – even refrigerators. ISPs in certain areas of the US have started to cap/limit the amount of downloaded data per month and others have started giving preferential service/bandwidth to paid subscriptions, such as Netflix. Since no two providers are the same, students need to check with their provider to assess their current connectivity and address any issues.

OLAT is seeing an ever-increasing number of students who only have cell phones with data plans as well as students who do not have cable TV, but use Internet services such as Netflix, Apple TV, Hulu, Roku, etc. for television viewing, while some students live in rural areas where satellite is still the only provider. All of these devices and technologies are using the bandwidth in your home, even with DSL.

The SPAHP minimal technical requirements of 3.0 Mbps download and upload speed reflects the requirements specified by the various academic technologies used by the University and School. All SPAHP academic technologies are web-based, meaning they are accessible from any Internet or Wi-Fi enabled devise.

Internet speed and factors effecting your connectivity

✓ Run [http://www.speedtest.net](http://www.speedtest.net) at the time and in the location you are going to use for your exam proctoring sessions.
  
  o If you are seeing speeds below the 3.0 Mbps upload and download speed, you are probably going to have issues with your session.
  
  o If your proctoring session drops, that means your connectivity went below the minimum.
  
  o Taking your exams can be done anywhere there is adequate connectivity, so maybe not at home.

✓ Who is using the Internet in your home while you are trying to take a proctored exam?
  
  o Other users – especially online gaming, streaming Netflix, etc. will cause your connectivity to be low even if you are paying for a high Internet speed as it is being used by the other sources. Rule of thumb is that you are the only user during exams – no Internet TV services, gaming, streaming movies, etc.

✓ Is your router and/or modem old?
  
  o Check with your ISP to make sure your equipment is adequate. If your home networking equipment is more than 5 years old, you may be paying for a faster speed but you will not see it in your home due to the age of your networking equipment.

✓ How far away is your laptop from the router?
  
  o As the distance from the router to your laptop increases, the signal quality decreases and may decrease significantly depending on the distance and/or the construction of your home – multiple floors, etc. Actually, Internet speeds may vary widely depending on your location relative to the router. Solutions may include either working in the same location as the router, upgrading equipment for better Wi-Fi coverage in your home or wire directly into your router.
If you live in an apartment complex, the number of Wi-Fi networks in a small area may degrade your signal. A solution is to wire directly into your Internet using an Ethernet cable.

- Hotspots from your cellular provider are not recommended as they do not provide adequate connectivity.

**Is your wireless network secured or locked?**
- If you leave your wireless system non-secured, then you are providing Internet access to anyone in the neighborhood and are also a prime candidate for identity theft. Make sure your network is secured. You will need to follow the modem/router instructions to secure your home wireless.

**Are you paying for Internet?**
- While using free Wi-Fi at your local bistro or accessing the local unsecure wireless that comes up on the list is a cheap way to go – it is a violation of the distance pathway requirements. You are in an online program so adequate Internet connectivity is essential and required.

**Contacting OLAT**

**Did you contact the SPAHP OLAT Service Desk directly?**
- If you are experiencing any issues with your computer, connectivity, etc. then the only place to contact is the Service Desk. While chatting and vetting on Facebook and via other means may be fun, it does not solve the problem. Many times students can experience similar issues for very different reasons, troubleshooting each student individually is what the OLAT service desk needs to do in order to assess your issue.

**Finding a place to take an Examity proctored exam**

When determining an optimal place for taking an Examity proctored exam there are a number of factors to consider. Since all exams are proctored by Examity, not at a physical site, this opens up possibilities for additional locations. While locations other than your home are acceptable, they must meet the following requirements. Creighton will not provide reimbursement for locations that charge a fee. What is required is a reliable high-speed Internet connection, power and no interruptions for the length of the exam.

- No matter what location is used, a reliable Internet connection of at least 3.0 Mbps upload and download speed is required (this is the School’s minimum technical requirement). Use this site [http://www.speedtest.net](http://www.speedtest.net) to do a speed test. Also – remind all other Internet users in your location to not use the Internet while you are taking an exam – no Netflix, online games, etc.

- Does the area have a power outlet you can use to plug in your computer? Plugging your computer into power while taking exams is required.

- What if my area has rolling brown-outs and I cannot guarantee power during my exam? It is always recommended that your computer battery be fully charged prior to an exam. If the power goes off during your exam, your computer will automatically switch to battery. If you are questioned by the proctor, just let them know that your power is out but that OLAT has approved continuing without direct power.

- Are you able to keep people (and pets) from entering your testing area? A quiet space where you are not interrupted and free from clutter is required. A room where you can close the door is perfect. However, if you don't have such a room, here are some examples to get you thinking:
o If you are home alone any room will work, your kitchen table, your couch, the edge of your bed, the floor – any place where you are alone for the duration of the exam and there is no obvious clutter that could be misconstrued as notes.

o Are there study rooms available at your local library or community college? Don’t forget to check the Internet speed and power availability.

o Is there a study carrel in a remote area of the library available? Don’t forget to check the Internet speed and power availability? Talk to the librarian. They may have ideas/suggestions.

o Do you have a friend/family member who will let you use a quiet area in their home? Remember to check the Internet speed first.

o If you have children or pets at home, what would you do to care for them if you went to class to take an exam? Do something similar. Even if you think that young children will remain quiet and not need your attention, consider having a sitter/friend come to your home. Have the sitter keep the children occupied in another room. If they are in school, consider taking your exam while they are in school. Remind spouses/roommates/older children to stay out of the area you are in while taking your exam. Would your pet be in a kennel or put outside? Do the same thing.

- **Do I have to remove all items from my exam space?** The proctor will ask you to reposition anything in the immediate vicinity that could be seen as information you could use during an exam – examples include a white board on the wall with writing (just erase all content), Periodic tables (just remove or cover or find a better location), papers on the work surface, etc. Your work area/space includes your work surface (table, desk, counter, etc.) plus the area around and under your work surface and seating area. You are not required to redecorate or clean as the proctor is not assessing your living space, only validating that there are no assets that could be used during the exam. You are not required to redecorate or clean as the proctor is not assessing your living space, only validating that there are no assets that could be used during the exam.

**Phones.** Students will need to keep the phone with the number provided in their profile nearby in case connectivity is lost during an exam as the proctor will call to resolve the issue. But my phone rings frequently and it would be distracting during an exam. What are some ideas?

- If you have a smart phone (iPhone, etc.) mute all notifications (text, Facebook, email, etc.) except for the phone. This will minimize interruptions from other forms of communication except for phone calls – then set your phone for vibrate only.
  - If your phone vibrates during the exam always ask the proctor if he/she is calling. If they say no, ignore the phone. If they do not answer, then connectivity to the proctor has been lost and you will need to work with the proctor via the phone to restore.

- Consider setting up a Google Voice number and use that number in your Examity profile. Set up a Google Voice phone number either with an existing Google account or create a new Google account. Once the Google Voice number is created, go back into your Google account > click Edit > click Google Voice > click the Calls tab and change the Caller ID (incoming) to Display “My Google Voice Number”. During exam time block all calls but your Google voice number.

- Consider purchasing a pay as you go phone and place that number in your Examity profile. Keep this phone and only this phone with you during exams.
Headphones/earbuds. OLAT strongly recommends the use of headphones/earbuds during the authentication process as it is easier to hear the proctor. If you do not understand something your proctor said it is perfectly acceptable to politely ask him/her to please repeat.

Earplugs. If you wish to wear foam noise-blocking ear plugs, have those handy. Show them to the proctor and let him/her know you will be putting the ear plugs in once the exam starts.

What things can you do or not do when taking an Examity proctored exam?

Examity services are being used to replicate the standards in the classroom testing environment. Think: "Would I be able to do this behavior if I was taking this exam in a classroom?" If the answer is no, then you cannot do it while taking an Examity proctored exam. Scratch paper, calculators, kinesthetic movement, etc. are only allowed if indicated by the Instructor as these would also be allowed in classroom exams. Examity proctors are provided a list of allowable items.

Check that you have everything you need to take the exam before starting the exam. If the Instructor allows scratch paper, have the allowed number of sleeves with white paper inserted as well as dry-erase markers and paper towel ready. If calculators are allowed have it out and charged along with your pen/pencil. If you have a cold, have the tissue nearby and explain/show the proctor when doing the environmental scan.

During an exam in a classroom the following behaviors are not allowed; therefore, they are not allowed while taking an Examity proctored exam:

1. Getting out of your chair to stretch or walk around – kinesthetic movements for OT exams are allowed only if indicated by the Instructor.
2. Reading the exam questions/answers out loud.
3. Drinks or hats.
4. Accessing things your pockets, backpack or on the floor/Chair next to you.
5. Bottle of dry erase spray or dry eraser.
6. Answering the phone or texting.
   a. Having your phone face down but nearby is required as Examity will contact you if there is an Internet connectivity interruption. If your phone rings during an exam, ask the proctor via your computer if they are calling you. If the proctor does not respond, then connectivity has been interrupted so answer the call and follow the proctor’s instructions.

Scratch paper, calculators, kinesthetic movement

Can we have scratch paper? Scratch paper is only allowed by the instructor (campus and distance students) as the proctor does not make that decision. The only exceptions are for exams where partial credit is given for showing your work, such as mathematical calculations. In this case, students will be provided the calculation sheets and pre-addressed and stamped envelopes to ship their worksheets back to Creighton for grading. Worksheets would be placed in the envelope and sealed with the seal signed by the student in front of the proctor. These instructions will be included with the exam instructions for the proctor.

What is allowed as scratch paper?

The School requires that all students use the approved dry erase sleeve(s) with white paper inside when scratch paper is allowed during an online proctored assessment. Students are issued five dry erasable sleeves in which
you insert a blank piece of white paper. These sleeves serve as your scratch paper. You will be informed how many sheets of "scratch paper", i.e. dry erase sleeves, you are allowed for an exam. Have the correct number ready before starting your exam appointment as well as a dry erase marker and a dry eraser or paper towel. Prior to starting the exam, the proctor will ask to see the front and back of each dry erase sleeve to assure each is blank. At the end of the exam, prior to exiting the exam session, totally erase each sleeve and show the proctor the front and back of each sleeve.

- If your instructor requires scratch paper to be returned, you will receive directions from the instructor. Please remember to have pencils and the return envelope ready before you start your exam session. The proctor will ask you to see the sheet(s) to verify they are free of additional writing before starting the exam. The proctor will verify that all sheet, used or not, are inserted into the Creighton-labeled and postage-paid return envelope, sealed and the seal signed. Students are to send the envelope via US mail.

**When will I receive the dry erase sleeves?**

Prior to the start of the fall semester, new students will receive five dry erase sleeves and dry erase markers. It is best to use black dry erase markers on the sleeves. Students may purchase different markers if they prefer. One dry erase board eraser, or one piece of paper towel, or one Kleenex will be allowed as an eraser during the exam. White board spray will not be allowed as the print can be construed as notes. Regular paper will NOT be allowed as a replacement for the dry erase sleeves.

**How many dry erase sheets are allowed?**

If scratch paper is allowed, the instructor decides how many sheets may be used. Example: students are allowed to use one dry erase sleeve as one sheet of scratch paper. If two regular pieces of scratch paper are allowed, students may use the front and back of two dry erase sleeves, and so on.

**What is expected of me prior to and during the online proctoring exam?**

Prior to logging into your online proctoring session students must have all supplies available on their work surface for the proctor to view, which includes the appropriate number of clean dry erase sleeve(s), an eraser or one paper towel sheet, and marker(s). Students will not be allowed to get up to obtain materials once the session has started. The proctor will ask to see both sides of each dry erase sheet(s) before beginning the exam to confirm that there are no notes. At the end of the exam, you will be required to show the proctor that you have erased all of the information on all the dry erase sleeve(s). Sessions that have ended without the student showing the proctor the clean dry erase sleeves will be flagged by the proctor for Creighton University.

**How do I obtain or get reimbursed for additional dry erase sleeves and markers?**

Students will not be reimbursed for additional supplies such as markers, erasers, or additional dry erase sleeves. Replacement for lost or damaged supplies is the student’s responsibility. Lost or damaged supplies will not be accepted as an excuse for not taking an exam. If additional supplies are required you may purchase them at the following site: http://www.learningresources.com/product/write+and+wipe+pockets%2C+set+of+5.do?sortby=bestSellers&sortby=&refType=1&from=Search

**Can we have calculators?**

The decisions to allow calculators and what type is made by the course instructor. The proctor does not make that decision.
Can we include kinesthetic movement?

Some OT instructors allow body movement for certain exams for campus and distance students. If kinesthetic movement is allowed, it will be communicated to the proctor. Students will not be allowed to get out of their chairs. Expect the proctor to ask to see your arms/hands and or legs/feet prior to the start of the exam.

What do I do if the instructor indicated in lecture that something is allowed during the exam, but the proctor is not allowing that item or activity?

If you think that items are allowed but the proctor indicates that they are not, please ask the proctor to wait a minute while you call OLAT (800.325.2830 option 4) to find out as sometimes instructors make last minute changes which are announced in class.

So how do they know I am not cheating?

Examity proctors hundreds of thousands of exams annually across the world. The proctors are certified and follow industry best practices and standards for assuring exam integrity. All unusual behavior is flagging in the recording of the proctor session. Proctors are instructed to not interrupt exams unless necessary based on a 50% risk that something questionable is occurring.

- **Five-point authentication.** Prior to every exam you will need to log in with your unique credentials:
  - Log into Examity with your username and password,
  - Provide your photo ID that you uploaded into your profile,
  - Type your first and last name as biometric authentication, and
  - Correctly answer your security questions. If you can’t provide this information, then the proctor will not allow you to start your exam since you did not successful prove that you are the person taking the test.

- **Environmental scan.** Prior to each exam you are sked to use the webcam to scan your area. This is to ensure that you do not have notes, etc. at your disposal during the exam. The proctor may question items that are nearby and ask you to move anything that could be used to your advantage during a test. Such items may include other papers on your work surface or on the floor, etc. One clean dry erase sleeve with white paper inside will be required prior to logging into every proctored session. As part of the authentication process for every exam, the proctor will ask the student to use this dry erase sleeve to reflect the computer keyboard area, monitor and work space. Once the proctor has verified the computer work space, the dry erase sleeve should be set aside and will not be allowed to be used unless scratch paper is required.

- **Proctor enters the start password.** This assures exam password integrity.

- **Webcam viewing the exam taker and the desktop during the exam.** Once the exam has started, the proctor is online monitoring your physical actions via your webcam and desktop. All proctors are trained to look for key behaviors that could indicated cheating, such as, but not limited to:
  - **Staring at the same place or away from the keyboard and monitor for long periods of time.** Starting off to ponder a question response is not uncomom, however intently looking at other places over and over again may prompt the proctor to interrupt the exam and ask you to scan that area to assure that there are no notes, etc. This includes the rim of your monitor and keyboard, under your keyboard, under your desk, on your person, on the wall, etc.
  - **Reading questions out loud.** There is no talking during an exam in the classroom, so no talking in a proctored environment. The proctor will interrupt and ask you not to talk as you could be relaying information.
Keeping connectivity. If you lose connectively during an exam for any reason the proctor will call you on the phone to work through the issue, including getting your session back online. They will note the date and time of the interruption, which OLAT will compare to your ExamSoft log. If you do not answer the phone and work with the proctor to restore connectivity and continue with your exam, this will also be flagged and examined.

What happens to the exam videos and what are the different flags?

In addition to the original Examity proctor, each video is reviewed by a separate Examity auditor to assure the exam was proctored correctly and meets the Examity/Creighton standards. The OLAT Exam Manager is also alerted to flagged events. All videos are kept on file for two weeks and then deleted unless Creighton requests retention. All proctored events are recorded for internal use and validity, including a written narrative provided by the proctor noting any incidents. Examity has a four flag system:

- **Green flag:** indicates everything occurred within the Creighton/Examity standards.

- **Blue flag:** indicates something a little out of the ordinary occurred. Examples of this might be a pixilation of the video due to low Internet connectivity. For the most part proctors will not interrupt exams for a blue flag issue.

- **Yellow flag:** indicates something unusual happened. Examples of this might include loss of connectivity during a proctoring session, another person entering the room but leaves immediately, an unusual background noise or slight biometric authentication discrepancies. The proctor will interrupt the exam to question you about the interruption as verification is needed that the incident was fleeting and inconsequential.

- **Red flag:** indicates a violation of the Creighton/Examity exam rules, standards and policies. Such issues will be dealt with following the established Creighton policies and procedures through the instructor of Record (IOR) and the Office of Academic and Student Affairs (OASA).

Be assured that exam integrity protects the student as well as the program, School and University. Please contact your distance program pathway director or the OLAT Exam Team with any questions as asking the question of the professional who can provide the correct answer will decrease anxiety cause by miscommunication of potentially incorrect information.