Final Examination Proctor Policy

Columbia Southern University (CSU) degree programs contain a variety of assignment types and methodologies. Comprehensive questions or exercises evaluate knowledge, skills, and mastery of subject matter prior to and during the final examination. Numerous courses within a program of study may require a final examination; for which, an approved proctor is required. An approved proctor is a credentialed organization, center, or individual who verifies student identity and supervises examination integrity. CSU approves two flexible proctoring options: a standard proctor, who is chosen by the student and approved by the University, or Remote Proctor Now (RP Now), an on-demand, third-party, virtual proctor. Students may choose to use the proctor that is best suited for their final examination needs.

The following are important facts concerning proctored final examinations:

- Students should request to sit for a final examination during the last two (2) weeks of the course by submission of the “Final Examination Request” located in the myCSU Student Portal.
- final Examinations must be submitted for grading by 11:59pm, Central Time (CT), on the course end date.
- Valid, government-issued photo identification, such as a driver's license, is required for identity verification prior to examination administration to receive credit for the examination.
- Students are allotted four (4) hours for examination completion, which begins at the time the exam is initially opened. The time allotment is cumulative; therefore, a total of 15 minutes in short breaks may be taken during the examination administration and are included in the time allotment. No materials are allowed to leave or re-enter the testing area.
- Permitted examination materials are provided within the course and examination instructions. Other materials and/or software may be utilized, with the approval of the course professor or Office of Disability Services.
- E-textbooks should be accessed on the computer in which the examination is being taken. Please note, if an examination is taken on a computer that has not been registered with the e-textbook, all features (highlighting, notes, etc.) will not be available.
- Access to MS Office Suite software or equivalent. All documents should be started on a new page, without any previous formatting.
- Fees incurred by use of proctoring services, Standard Proctoring or Remote Proctor Now (RP Now), are the responsibility of the student.
- Final examinations should be taken in an environment which the student is not likely to be interrupted during examination administration.
- It is recommended that students have more than one approved proctor on file.

Standard Proctoring

A standard proctor is an unbiased, qualified individual, selected by the student and approved by the University, who agrees to supervise an examination by verifying student identity and ensuring examination integrity. Upon approval, the proctor will remain active with the University unless proctoring qualifications change, the student or proctor requests discontinuation, or the proctor is disqualified due to a violation of any applicable academic policies including Final Examination Proctor Policy and/or Academic Integrity Policy. CSU reserves the right to verify proctor qualifications, require additional evidence of eligibility, or require an alternative proctor be selected.
Falsification of proctor information is a violation and could result in proctor revocation and/or other sanctions identified in the Academic Integrity Policy. Please note additional fees may apply for students utilizing the standard proctoring option.

The following are examples of qualified and unqualified standard proctors:

<table>
<thead>
<tr>
<th>Qualified Proctor</th>
<th>Unqualified Proctor</th>
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</thead>
<tbody>
<tr>
<td>• College or University Professor, Dean, Director, or university official</td>
<td>• Any individual that poses a conflict of interest</td>
</tr>
<tr>
<td>• School Principal or Vice-Principal</td>
<td>• Co-worker</td>
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<tr>
<td>• University/College Testing Center</td>
<td>• Tutor</td>
</tr>
<tr>
<td>• Private Testing Center</td>
<td>• Friend</td>
</tr>
<tr>
<td>• Personnel Officer, Human Resources Manager, training officer or training facilitator</td>
<td>• Neighbor</td>
</tr>
<tr>
<td>• Commissioned Officer or Senior Non-Commissioned Officer in the Armed Forces or Civil Service equivalent</td>
<td>• Relative</td>
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<tr>
<td>• Police or fire service sergeant or higher</td>
<td>• CSU Student</td>
</tr>
<tr>
<td>• Educational Services Officer (ESO)</td>
<td>• Individuals paid for a personal service (doctor, attorney, consultant, etc.)</td>
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<tr>
<td>• Educational Services Specialist (ESS)</td>
<td>• Individuals deemed unqualified by university personnel</td>
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<td>• Military Base Testing Offices</td>
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<tr>
<td>• Library / Librarian</td>
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<td>• Teacher or School / Guidance Counselor</td>
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<td>• Minister, Priest, Rabbi or other Religious Leader</td>
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Proctors are required to complete the following:

• Present valid credentials for proctor certification and provide a valid e-mail address from the organization which employs the proctor.
• Submit a completed “Proctor Agreement Form” to CSU for consideration of approval, along with credential certification. Approved credential certification includes:
  o Professional business card listing company name and title
  o Work badge notating title (excluding military identification card)
  o Teachers Identification or copy of a teaching certificate
Letter from proctor's supervisor or human resource manager, on company letterhead, stating proctor’s position and relationship to the student.

- Maintain examination integrity through concealment of the final examination password. The password is delivered to the proctor who enters it into the examination on behalf of the student. At no time is the student allowed to view the password.
- Verify student identity through valid, government-issued, photo identification, prior to examination administration.
- Remain in proximity of the student through final examination completion.
- Confirm adherence to the four (4) hour examination time limit, which begins at the time the exam is initially opened.
- Ensure only permitted examination materials are present in the testing area during the examination. The list of permitted materials are available in the final examination instructions.
- Confirm the student begins all documents with a new page within MS Office Suite software or equivalent.
- Ensure any copies of the final examination are retrieved from the student and disposed of upon exam completion.
- Notify Academic Advising and Student Support Center at students@columbiasouthern.edu should any exam violation(s) occur, as noted in the Exam Violations section of this policy. A detailed description of the violation(s) should be provided along with current proctor contact information.

Standard Proctoring/Testing Procedures:

- From the myCSU Student Portal, the student will send the "Proctor Information Request" to the desired proctor.
- An e-mail containing a link is delivered to the prospective proctor. The individual will complete the request, attach credential certification, and submit. Please note the link provided is only valid for 14 days; therefore, students will need to resend the invitation once it has expired.
- Academic Advising and Student Support Center notifies both the student and proctor of approval/denial, via email within 2-3 business days.
- Upon approval, the student will submit the "Final Examination Request" located in myCSU Student Portal.
- Academic Advising and Student Support Center will send the final examination password to the proctor within 2-3 business days upon receipt of the request.
- The student and proctor will meet at a pre-determined, mutually convenient time and location for examination administration.
- The proctor must verify student identity by viewing a valid, government issued photo identification and ensure only permitted materials are used during the examination.
- The student will login to Blackboard and click on the "Final Exam" link within the course.
- The proctor will enter the password, guarding against student view.
- The student can begin the examination online or print the final examination and work offline.
- The student will complete the examination within the four (4) hour time allotment.
- Printed copies of the examination must be disposed of upon completion of the examination.
Remote Proctor Now (RP Now)

RP Now is an on-demand, third-party, virtual proctor which allows students to sit for an examination anytime, anywhere through use of video technology. Students choosing RP Now must have access to a computer, high-speed internet connection, a microphone, a webcam, and appropriate system rights required to download and install software for examination administration; the university does not provide this equipment. During examination administration, RP Now will access the student’s webcam, microphone, and desktop in order to record the examination for academic integrity review. Students utilizing YouCam software must adjust webcam settings in order to appropriately take an exam with RP Now. Technical Support FAQs are available regarding how to manually adjust webcam settings. Please note a $19 fee is required upon each examination taken with RP Now. If a student fails to submit payment, they will not be able to proceed with the examination.

RP Now Proctoring/Testing Procedures:

- Students will request RP Now by submitting “Final Examination Request”, located in the myCSU Student Portal. Students should request to sit for a final examination during the last two (2) weeks of the course. A confirmation email will be sent to the student containing a direct link to RP Now. Examinations must be submitted for grading by 11:59pm, Central Time (CT), on the course end date.
- The student will follow the instructions provided by RP Now to effectively register.
- During registration, permissible materials, as previously stated in policy, are to be present in the examination area prior to scanning the area with the webcam.
- Upon successful registration, students will be directed to the login page for Blackboard. Four (4) minutes is provided to login and access the final examination. In the event the time allotment is exceeded, the student is asked if additional time is needed. The registration process may begin again.
- The student will need to click “Insert Exam Password” and then “Submit” to access the exam.
- Upon accessing the examination, refrain from printing it as this action is not allowed with use of RP Now.
- Upon completion of the examination, the student will click ‘Submit’ and must exit the RP Now browser window to discontinue examination recording.

Exam Violations

Upon completion of examination administration through RP Now, the recorded video will be reviewed by CSU for student identity verification and academic integrity purposes. Students will be notified of any exam violations that occur, whether through use of RP Now or the Standard Proctoring option, and are provided the opportunity to appeal any findings by following the student appeals process outlined in the Student Appeals Policy.

The following final examination violations are subject to sanctions pursuant to the Academic Integrity and Code of Conduct Policies:

- Failure to present a valid, government-issued photo identification card.
- Failure to scan the testing area when utilizing RP Now.
- Having access to the final examination password.
- Use of unapproved materials or software/technology.
- Use of the Internet to access any site other than the Blackboard Learning Management System, RP Now Proctoring System, or links provided in an integrated learning resource course.
• Speaking with another individual or receiving unauthorized assistance regarding the final examination.
• Use of a mobile device (Kindle, iPad, cellphone, etc) or other technology during examination administration. Students encountering technical difficulty may access a phone to call technical support.
• Materials exiting or re-entering the testing area.
• Exceeding the four (4) hour testing time limit.
• Not remaining in front of the webcam during examination administration, with the exception of approved breaks noted in policy.
• Actions deemed disorderly, lewd, lascivious, indecent or otherwise inappropriate in nature.
• Any other violation that is outlined within the Academic Integrity Policy and the Student Code of Conduct Policy.

Should any circumstances develop before or during a final examination, including natural disasters, emergencies, power or internet outages, etc., the student and/or proctor should contact the Academic Advising and Student Support Center immediately at 877-323-4471. In the event of technical difficulty during an exam, the student and/or proctor should contact Technical Support at 877-399-1063. Should the call be placed after standard operating hours, please leave a message or e-mail students@columbiasouthern.edu.