Guidelines for Good Practice in Proctoring (Human Proctoring)
WCET's Academic Integrity and Student Authentication CIG

Purpose

The purpose of this document is to identify good practices in the use of human proctors. Proctors have been used in distance learning programs for over a century. For example, in 1931, the NUEA Committee on Correspondence Standards included as a best practice "Examinations shall be adequately safeguarded." (Rohfeld, p. 60)

Institutional Context

- Establish a campus-wide policy on proctoring that articulates faculty and student responsibilities.
- Demonstrate an institutional commitment to enforcing the proctoring policy.
- Develop an organizational strategy for course proctoring.
- Determine if payment is required for course proctoring.

Online/distance learning program administrative responsibilities

- Identify proctoring policies and procedures consistent with the institution's academic integrity rules and practices.
- Publish policies and procedures for easy access by students and instructors.
- Monitor proctoring efforts to assure the integrity of the process.
- Some distance learning programs maintain a testing location in their own offices.

Instructor responsibilities

- Identify the conditions under which a test is to be taken, including access to notes, books, calculators, the internet, etc., and any time limit.
- Prepare the test in a format and on a schedule that allows transmission to the proctor in a timely manner.
- Determine whether and under what circumstances a student may review the test after it has been graded.

Student responsibilities

- Identify a proctor who meets institutional requirements
- Identify a proctor who can be approved in advance of the testing date
- Appear at the testing location promptly and with any required identification
- Comply with the testing conditions (e.g. use of calculators, notes, etc.).
- Pay the proctor/testing center when required, but do not offer compensation that could be construed as a bribe.

Proctor responsibilities

- Understand testing conditions and procedures
- Provide appropriate testing environment (quiet, free from distractions or temptations, with required computer/internet access, etc.).

Proctor identification

Proctors should have a professional or institutional commitment to education and integrity. The proctor should have no personal/vested interest in the student's academic success. An institution should determine eligibility requirements for persons to serve as proctors and should publish those requirements in its testing policies.

Typical categories for *allowable* proctors include:
- established testing centers (either commercial or institutional),
- full-time academic and public librarians,
- public school administrators or guidance counselors,
- corporate human resources officers or education/training directors,
- military educational services officers, and embassy personnel.

Regardless of professional position, no individual who is a family member or close friend of the student should be allowed.

Some categories generally *not allowed* include:
- direct supervisors,
- church officials, and
- athletics personnel (coaches, trainers, counselors, etc.).

The proctor should have a professional email address and phone. (i.e. hotmail, yahoo, excite, aol, netscape, earthlink, verizon, netzero etc email accounts would be unacceptable). Both the email and postal mail addresses should correspond to a school or business, and a physical location should be given in addition to or instead of a PO Box number.

Testing procedures

Steps in the process:
- Institution establishes procedures
- Instructor identifies testing conditions
- Student identifies proctor and initiates approval process.
- Institution/program office contacts proctor and provides essential information re: policies, procedures, conditions for test administration, etc. (An online tutorial for proctors would be extremely helpful.)
- Student (in a self-paced course) or instructor/program office (in a paced course) determines the date(s) for the test.
- Student schedules exam.
- Exam or exam information is sent to the proctor.
- Student takes test under proctor's supervision.
- Proctor submits or returns test as required.

Source: Rohfeld, Rae Wahl. (ed) *Expanding Access to Knowledge: Continuing Higher Education, NUCEA 1915-1990.* Washington, D.C.: National University Continuing Education Association, 1990.