CTC Procedure: Proctoring

Purpose

The purpose of the Columbus Technical College (CTC) Procedure: Distance Learning Proctoring is to verify that the student who registers and receives credit for an online course is the same student who logs in to the course using the secure learning management system (LMS) login assigned by the College and who completes graded work for the course. To this end, each student enrolled in a fully online course must participate in at least one proctored event for that course, at the beginning of which the student's identity will be verified utilizing a government-issued photo ID. Any student who does not complete a proctored event for their online course will either be withdrawn from the course or fail the course depending on the date of the proctored event.

Proctoring Services

CTC provides on-campus proctoring at no charge for students enrolled in any of the Technical College System of Georgia (TCSG) colleges and employees of CTC. It is important to note that while CTC does not charge a fee to proctor any student taking classes from a TCSG college, but some non-TCSG proctoring services/facilities do charge. In the event a student chooses to be proctored at a facility that charges a fee, that fee must be paid by the student. To assist students in avoiding such fees, CTC strives to identify fee-charging proctoring facilities and includes the fees if listing pre-approved services/facilities. CTC may also engage in institutional agreements with non-TCSG institutions to provide proctoring services at no charge to the student.

Students requiring special accommodations should communicate with the CTC Disability Services department and his/her instructors in advance of the proctored events so that accommodations can be made to meet the students' needs.

Proctoring Procedure Publications

CTC notifies students of the proctoring requirements for their courses and the procedure to be followed via the CTC website, course syllabus, orientations, and the LMS.

Proctored Event Scheduling

If a student is able to come to the campus to take their required proctored event(s), they will schedule the event(s) directly with their instructor(s), and no additional approvals nor paperwork are required. If a student is unable to come to the campus to take their required proctored event(s), they first must get their instructor's approval, and then will schedule the event(s) directly with their instructor(s). In some cases, instructors may utilize monitoring software to remotely proctor students taking exams. If a human proctor is to be used, it is the student's responsibility to find a qualified proctor with whom a date, time, and location

to complete the proctored event can be arranged. The student must complete and submit a CTC Proctor Approval Application form for each event being proctored by anyone other than the course instructor. The student is required to submit the form at least two weeks prior to the desired event date. A student who does not submit the required form or who submits the form late may forfeit the opportunity to take the proctored event. Students, instructors, and proctors receive email confirmations once the Proctored Event Requests are approved.

Proctored Event Methods

Any CTC student who is required to complete a proctored event for their course(s) must adhere to one of the following applicable methods:

1. The student attends an instructor-scheduled event to complete the proctoring requirement. The instructor proctors his/her student and ensure that the time, setting, and materials used for the proctored event are appropriate and acceptable. No additional approval or notification is required.

2. The instructor may elect to utilize monitoring software and a webcam to remotely proctor his/her student. In these situations, the student must utilize a supported device, the specified software must be installed on that device, and a webcam (with a microphone) must be used. It is the student's responsibility to ensure that the test setting is appropriate and acceptable and that all the technical requirements are met. No additional approval or notification is required.

3. If an off-campus proctored event is needed, the student submits a CTC Proctor Approval Application form to their instructor for initial review and preliminary approval. The CTC Proctor Approval Application form containing the requested proctor, and the site information is then forwarded to the Director of Distance Learning for further review to verify that the requested proctor is qualified and that the requested location for the proctored event is appropriate. If not approved, the request is rejected; and the student is notified via email. If approved, a confirmation email is sent to the student, instructor, and the approved proctor containing proctoring instructions.

Proctor and Site Requirements

Any student utilizing an alternate proctoring solution (method 3 listed above) is responsible for finding a qualified proctor. To qualify to be a Proctor an individual cannot be family members, friends, or co-workers, and must be employed in one of the following roles:

- teacher,

- professor,

- librarian or full-time library staff member,

- administrator in a nearby public secondary school, college, university, library, or testing center,

- manager/supervisor at the student's place of employment, or

- commissioned officer whose rank is higher than the student's (for students in the military only).

Before submitting a CTC Proctor Approval Application for approval, the student must confirm that the proctor has the following:

- a business-class email address (No personal, free, public access email addresses such as Yahoo, Gmail, Hotmail, etc. are allowed. Exam materials are not sent to a proctor who does not have a business-class email address.),

- an available computer with reliable access to the Internet,

- the ability to download and install files (as in proctoring method 2 listed previously),

- a printer with the ability to print PDF documents, and

- access to a fax machine or scanner for returning completed documents to the student's instructor.

Retention of Proctored Event Documentation

In accordance with the TCSG and GVTC records retention policies, all records related to the submission and approval of proctored events are maintained by the Director of Distance Learning following established record retention procedures. The proctor will return all proctoring materials used during the proctored event to the instructor who will retain them following established record retention procedures.

Missed Proctored Events

A missed proctored event involving extenuating circumstances will be evaluated by the Instructor, Dean for Academic Affairs or Director of Distance Learning. If approved, the event may be rescheduled for a later date. If necessary, the student may be assigned an "I" with approval by the Dean for Academic Affairs.

Proctoring Non-TCSG Students

A non- TCSG student who requests Columbus Technical College (CTC) to proctor an exam is required to complete the following process.

1. The student must contact CTC's Economic Development Department to secure a date for the proctored event within two weeks prior to the desired exam date.

2. Once the date has been approved, the student must have the home college send the necessary information for testing to the CTC Economic Development Department.

3. The student must pay a $25.00 proctoring fee to the CTC Business Office, and show the receipt to the CTC's Economic Development Department before the exam is proctored.

4. For paper exams to be returned to the home college, the student or home college must supply the CTC Economic Development Department with a stamped, addressed envelope.

5. The student must adhere to the home college's proctoring guidelines.

Responsibility

The Vice President for Academic Affairs has overall responsibility for ensuring this procedure is implemented.

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