

Southern California International University

RPNOW

Policy for Online Exams

Objective: This policy outlines proctoring and examination security expectations for students when online examinations are given in a course.

Standards: Examinations are important mechanisms for evaluation of student learning. The MBA program adheres to standards of academic integrity as articulated in the Student Handbook. Cheating on examinations is contrary to both academic integrity standards and to ethical standards as articulated in the Student Handbook.

Examinations in the programs are **proctored** using the Remote Proctor Now System. Students taking online examinations are required to use this system. Online examinations will not be available to students unless the Remote Proctor Now system is used.

Process: The Remote Proctor Now system will be used with online examinations as instructed by faculty.

- Students are required to establish identity following the procedures outlined in the Remote Proctor Now instructions.
- Students are responsible for self-testing the functionality of the system well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished. Check with your Exam Sponsor/Faculty member for available Practice Exams.

Test Environment Requirements: The online testing environment should mimic the 'in class' testing environment, and must conform to the following:

- A quiet, secure, fully lighted room for the examination
 - Sit at a clean desk or clean table (not in a bed or sofa)
 - No talking out loud or communicating with others by any means (with the exception of contact with the faculty member in an emergency)
 - No leaving the room
 - Nothing except computer and external cameras on the desktop or tabletop - removal of all books, papers, notebooks, or other materials, unless specifically permitted in written guidelines for a

particular examination Students are not allowed to use the following unless otherwise noted by instructor/exam giver:

- Excel
 - Word
 - PowerPoint
 - Textbooks (online/computer or hardcopy books)
 - graphic calculators
 - Notes (online/computer or hardcopy notes)
 - Other websites
- External cameras, when possible, should be placed on the lid of the laptop or where it will have a constant, uninterrupted view of the test taker
 - No writing visible on desk or on walls
 - No music playing
 - Have the web-cam correctly situated:
 - Web-cam must be focused on individual taking exam at all times
 - Nothing covering the lens of the camera at any time during the exam
 - Lighting must be “daylight” quality and overhead is preferred if at all possible. If overhead is not possible, the source should not be behind the student

Remote Proctor Now works with a web-camera and microphone either built-in or attached to the computer. These devices identify the student and capture video and audio throughout the exam and upload it to SSI’s secure servers. This video will be used for the purpose of establishing if any suspicious activity occurred during the test.

All exam videos can/will be reviewed by the course faculty and the Program director. If cheating is confirmed, the student will be referred to the Policy on Academic Dishonesty in the Student Handbook.

In general, students are encouraged to treat their personal exam location as if it was on campus.

Policy Violation Consequences:

- If you are flagged for cheating, you will be contacted directly by SCIU and subject to penalties as decided by the professor.
- For all other violations you will be notified by Software Secure on behalf of **DIU**. This notification will be delivered by email after reviews are complete
- The intent of these warnings is to allow you the chance to modify your behavior to comply with this policy before punitive action is required

As outlined in **SCIU's** policy, repeat offences will be subject to review and may result in a failing grade or expulsion

Getting Support: Please review the following to be sure you choose the right path for support. Call your school's Helpdesk (504-754-6873 OR 514-845-9292) when:

1. Cannot login to Moodle
2. You do not know where the exam is, or the exam is no longer available
3. You are getting an "incorrect password" error while trying to get into the exam

Contact Software Secure support when:

1. You need help with navigating through the Remote Proctor website
2. You need help with (or are getting errors when) you attempt Authentication

If you need to contact Software Secure support, please use one of the following methods:
Call the number provided by your school or click [here](#) to find the right number to call for your school/org.

Please note that Software Secure Technical support is available by phone 24/7 at of the numbers listed here for students. The support line (what we call "Level-one") is open 24/7 and will answer basic questions, such as navigating the website, installation, and other how-tos, along with some technical issues. Other technical issues, however, may require escalation. Escalations are monitored from 8AM-10PM ET, M-F, and 10AM-4PM ET on weekends, by our in-house Level-two staff. Level-two is closed on all major USA holidays.