

Assessment of Proctoring Approval Process May 2012

1. Proctoring Requirement

Students need to be made aware of the proctoring requirement for select courses. We have incorporated the following policy into the new proctoring page that will appear on the CCCC website. See **Exam Proctoring**

“In keeping with federal policy, WASC requires institutions that offer distance or correspondence education to have processes in place through which the institution establishes that the student who registers in a distance education or correspondence education course or program is the same student who participates in and completes the course or program and receives the academic credit. To meet this requirement, the institution must employ methods to verify the identity of the student who participates, such as (1) a secure log-in and pass code and (2) proctored examinations...”

In order to protect students’ privacy and the integrity of the testing process, Cerro Coso Community College has implemented the following procedure: Proctored exams are required for select online courses. Students must show a picture ID to the proctor before the test will be administered. Proctors are required to sign a security agreement stating that they will follow the testing procedures set forth in the agreement, which includes being present for the duration of the exam. Passwords, instructions and exams are forwarded directly to approved proctors only. No passwords are given to students; the proctor inputs passwords into the computer. Completed exams are submitted electronically, faxed, mailed, or hand carried to the instructor.

2. Directing students to a pre- approved proctor

A brief statement should appear in the searchable schedule under each course description stating that

“This course requires proctored exams. Click on the following link for instructions and more information.”

The link will direct students to the new proctor page with all pertinent proctoring information as well as links to websites that list approved proctors by location throughout the United States.

3. Other Recommendations

A. Student Response Time

Many students did not respond to requests for additional information in a timely manner.

Recommendation: Generate an email that goes out to all students in proctored courses on the first day of class reminding them of the proctor requirement and that not having a proctor identified and approved within the first two weeks of the semester could result in students not being able to take exams.

B. Technology

It is difficult and time consuming for the LAC tech to work with “frozen” student computers-especially when working with web email during the proctor approval process when hundreds of requests are processed.

Recommendation: a personal work computer should be dedicated for proctor’s use so that he/she has full access to necessary programs such as email.

C. Consolidate Information

To ensure a streamlined process for communication with multiple proctors, exam information for online courses should be consolidated with the LAC tech who will then disseminate the information to the appropriate proctors.

D. Testing Facilities—TBD Room 710 would be the best option. We have an obligation to provide a noise/distraction free environment for test taking where students don’t have to share space with tutors, students, and other

classes. Sherri and I have reviewed the room assignments for fall. Karen O'Connor could utilize room 709 and April Browne could use Room 631. This would leave Room 710 available for proctoring. An appropriate space is a necessity as we continue to increase the number of students proctored each semester under the proctoring requirement. Since the LAC tech is also responsible for the LAC during the evening, Room 710 allows the tech a visual of the whole lab.

Exam Proctoring*

*This section has been modified and the updated version is posted on the LAC webpage on the CCCC website.

In keeping with WASC guidelines, and in order to protect students' privacy and the integrity of the testing process, Cerro Coso Community College has implemented the following procedure:

Proctored exams are required for select online courses.

- Proctoring is available free of charge at any Cerro Coso Community College (CCCC) campus for our distance learning courses. Students should schedule proctored exams by contacting the Learning Assistance Center at the nearest CCCC facility. If a student resides outside of a 30 mile radius from a CCCC campus, additional approved testing sites can be found across the United States by clicking on one of the following links. When you schedule with one of our pre-approved testing centers, additional fees may apply. Family, friends, co-workers, and students are not allowed to proctor. No exams may be given in a private residence.

SECURING A QUALIFIED PROCTOR

Proctoring hours at the IWV campus are Monday -Thursday 11:00am - 4:00pm and 5:00pm - 9:00pm. Contact Juli Maikai at the IWV Learning Assistance Center at (760) 384-6161 to schedule appointments. Hours vary by campus.

- It is the student's responsibility to secure a proctor at the beginning of the semester from our list of approved proctors, including those at a CCCC campus. Students should utilize the same proctor for the duration of the course.
- The student must submit proctor's place of employment, work phone number, and work email. No Gmail, AOL, Hotmail, Yahoo, etc. email accounts will be accepted.
- Exam proctoring is by appointment. Students must bring a picture ID to the exam, and will be asked to turn off electronic equipment with the exception of approved calculators.
- Proctoring of exams for other institutions is available as well. There is a \$25 fee. Please contact Sherri Windish in the LAC to schedule exams for other institutions.

Sherri Windish

Bonita Robison

Juli Maikai

LAC Office Supervisor

LAC Coordinator

LAC Tech

P: (760-384-6161)

P: (760-384-6380)

P: (760-384-6161)

F: (760-384-6129)

F: (760-384-6129)

F: (760-384-6129)

swindish@cerrocoso.edu

brobison@cerrocoso.edu

julianne.maikai@cerrocoso.edu

CLEP Exams

Students may prepare for and take CLEP examinations in order to gain college credit for subjects in which the students can prove mastery. CLEP exams cost \$102.00 unless the student is active military. Contact Sherri Windish to schedule a CLEP exam.