Proctored Test Guidelines

The Department of Testing & Disability Services is responsible for coordinating proctored exams for The Department of Health Informatics & Information Management online courses. Proctored exams allow instructors to effectively evaluate students in a secure monitored environment.

How It Works:
When students enter the program they will need to find a proctor in their local area. The proctor will need to be approved by the Department of Testing & Disability Services. This is done by the completion of a proctor approval form. Once the proctor is approved, testing services will provide the proctor with course exams throughout the quarter. After the exam is returned to testing services it will be delivered to the course instructor for grading. Detailed information for both students and proctors is provided below.

*The Louisiana Tech Department of Testing & Disability Services is committed to helping you succeed. Please call with concerns or questions you may have regarding testing.*

Student Responsibilities:
Students are responsible for arranging appointment times with their proctor and completing proctored exams. This section provides more information on the process of proctoring for students.

Local Students:
Students who live in the Ruston, LA area will test in the Department of Testing & Disability Services Testing Lab located in 318 Wyly Tower on the Louisiana Tech University Campus. Local students will need to complete and return a proctor approval form.

- An appointment is required in order to take your exams.
- A photo ID is required for all exams. No exceptions.
- If you arrive early you will have to wait for your scheduled time to test.
- If you arrive more then 10 minutes late for an exam you will have to reschedule for the next available testing appointment.
- The testing lab is open Monday – Friday from 8am – 5pm. Exam appointment times are 8:30, 10:00, 11:30, 1:00, & 2:30 for online course exams.
- Appointments for exams can be scheduled on the testing lab’s online scheduling system by selecting Department → HIIM Online Degrees, then selecting your exam. If the exam is not listed it is because it is not available yet. If a time slot cannot be selected it is because it is not available or the time slot is full. Any student experiencing difficulties with the scheduler may call the department for assistance to schedule your exam at 318-257-4882 or 318-257-4221.


- Local students needing after-hours testing can contact the Lincoln Parish Library at 318-251-5030 or 318-251-5031 for proctoring information and will need to follow the instructions listed for distance students. The Lincoln Parish Library is the only proctoring site that will be approved for local students who are unable to test in the Department of Testing & Disability Services Testing Lab.
Distance Students:

Students who live outside of the Ruston, LA area are responsible for locating a proctor, arranging appointments, and completing proctored exams. This section provides more information on the process of proctoring for students.

- All distance students must complete and have their proctor complete, sign, and return the Proctor Approval Form to the Department of Testing & Disability Services testing lab within the first two weeks of every fall quarter.
- First time distance students or students wishing to change proctors must complete and turn in a new proctor approval form within the first two weeks of the relevant quarter.
- In circumstances when students will need to change proctors or have a temporary proctor during the quarter, please provide a Proctor Approval Form and notify the Department of Testing & Disability Services.
- If you plan on using the same proctor as in previous quarters please confirm this with the proctor prior to your first exam.
- Exams WILL NOT be sent to your proctor if a proctor approval form is not on file with the Department of Testing & Disability Services.
- The Proctor Approval Form can be found on the TDS website, as well as the HIIM department website.
- Some testing centers and/or proctors charge for proctoring services. Please contact the HIIM Department to find out if your proctoring qualifies for reimbursement.
- It is your responsibility to know what your proctor’s policy is on scheduling exams. Please be aware that your proctor probably will not have your exam/exam information when you make your appointment. Exam information is e-mailed to proctors usually 24 to 48 hours prior to the start of the testing window.

Finding An Approved Proctor

An appropriate proctor is an impartial individual who will have no conflict of interest in upholding the Louisiana Tech University Academic Honor Code. The Academic Honor Code can be viewed at http://www.latech.edu/documents/honor-code.pdf. Direct supervisors, coworkers, relatives, friends, spouses, and neighbors are examples of inappropriate proctors. The following is a list of some appropriate proctors:

- A testing center for an institute of higher learning.
- Administrators of professors for an institute of higher learning.
- A private testing center.
- Librarians at a public library or institute of higher learning.
- An administrator at a military base’s education facilities.
- Human resources or training personnel from the student’s place of employment who do not work in the same department as the student.
Plan Ahead

Testing day is stressful enough; make it easy on yourself and prepare for your appointment. The libraries, agencies, and schools proctoring for students have strict rules and policies. Most have limited staff and testing/computer availability, so you should make your testing appointment in advance (usually 5 to 7 days). Use your course syllabus and “Moodle” to help with planning. Course instructors usually give you a testing window of at least 2 to 3 days, some longer, for completing your exam. Failure on the part of the student to assume these responsibilities will need to be resolved with the course instructor and could result in a failing grade on an exam.

Proctors:

Proctors for Louisiana Tech University’s Health Informatics and Information Management students perform the following duties:

- Receive and administer exams.
- Confirm all necessary technologies are available and working for testing.
- Monitor the student during test taking.
- Ensure the exam is completed according to the exam instructions.
- Return the exam to the Department of Testing & Disability Services by the testing deadline.
- Correspond with the TDS testing lab or course instructor on occasion.

Approved Proctors:

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Required Technology at Proctoring Site:

- The proctor must have a professional e-mail address (the Testing Center will not e-mail exams or exam information to personal email address, such as Yahoo, GMail, Hotmail, AOL, etc.)
- A computer the student can use for testing with Internet access and the ability to download or upload PDF or Word documents.
- A quiet, observable area for the student to test.
- A printer and a scanner +/or fax machine for returning exams. Please do not return exams as a JPEG.

Proctoring Process:

- The proctor will need to complete a proctor approval form with the appropriate information provided and return the form to the LaTech Department of Testing & Disability Services. The Department will confirm this information. The student’s testing materials will not be e-mailed to the proctor until this step is complete. It is the student’s responsibility to provide the proctor with the appropriate form.
- Prior to the beginning of the testing window (usually one or two business days), a cover sheet containing specific instructions for the exam and the exam itself will be e-mailed to the proctor.
Internet “Moodle” exams are generally sent without a coversheet. Passwords, exam dates, allowed materials, and other information will be in the e-mail message body.

After the student completes the exam, the proctor can either fax or e-mail the cover sheet, answer sheets, or completed exam to the LaTech Department of Testing & Disability Services 318-257-2969/Testinglab@latech.edu. The Testing Lab does not need copies of the full exam returned if an answer sheet recording all the students’ work was provided.

Once the proctor has confirmed the test has been received they should destroy any exam materials i.e. the password, answer sheet, and paper exam.

It is very important that the student does not have access to the exam prior to or after testing or be provided with the password for Moodle exams. If the exam and/or password are compromised the proctor should contact the course instructor immediately.

If there is a technical issue with Internet “Moodle” exams and/or passwords or if a student needs to test outside of the allowed testing window, the course instructor will need to be contacted. The Department of Testing & Disability Services does not have the authority to access the Moodle exam or approve any exam extensions.

Proctoring Protocol:

- Only the proctor may handle the actual exam prior to and following its completion.
- No copies of the exam other than the copy used for test taking are to be made.
- No person other than the proctor and student may view the exam (the student may have access to the exam only during the testing appointment).
- The proctor must follow the exam instructions for administering the exam. These may include a time limit, authorized materials such as a calculator, notes, textbook, etc. Exam instructions will be e-mailed to the proctor from the Department of Testing & Disability Services prior to each exam date window, along with the exam cover sheet and the exam itself.
- Students are not permitted to leave the testing area once the test has begun.
- No phones, book bags, or unauthorized materials are allowed in the testing area.
- Students must follow the proctored testing site’s guidelines for scheduling exams and exam administration.
- The proctor must return testing material with the provided cover sheet via fax or email immediately after the student completes the exam.

The Louisiana Tech Department of Testing & Disability Services is committed to helping our students succeed. The Testing Center greatly appreciates your assistance as proctors. Please call with concerns or questions you may have regarding testing.

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