



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 a Distance Learning course is the same student who logs into the course using the secure learning management system (LMS) login assigned by the College and who finishes the course participating in at least one proctored event per course. Any student who does not complete a proctored event will either be withdrawn from the course or fail the course depending on the date of the proctored event.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 of 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, some proctoring 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 when listing pre-approved facilities. CTC may also engage in institutional agreements with non-TCSG institutions to provide proctoring services.

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 and process via the CTC web site, course syllabus, orientations, in SEMN1000 courses, and the LMS.

Proctored Event Scheduling

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 Proctored Event Request for each event being proctored by anyone other than the course instructor. The student is required to submit the form online 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 student who lives within CTC's service delivery area should 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 ensures that the time, setting, and materials used for the proctored event are appropriate and acceptable. No additional approval or notification is required.
2. The student submits a Proctored Event Request to schedule an appointment at a pre-approved proctoring site.
3. If a pre-approved proctoring facility is inaccessible, the student submits a Proctored Event Request to complete the event at an alternate location. The Proctored Event Request, the requested proctor, and the requested site are reviewed by the Director of Distance Learning to verify that the requested proctor is qualified and that the requested location for the proctoring event is appropriate. If not approved, the request is rejected; and the student is notified via email. If approved, the Distance Learning Department sends proctoring instructions to the approved proctor.

Proctor and Site Requirements

Any student choosing to utilize an alternate proctoring solution is responsible for finding a qualified proctor who meets the following criteria:

- teacher,
- professor,
- librarian or full-time library staff member,
- administrator in a nearby public secondary school, college, university, library, or testing center, or
- commissioned officer whose rank is higher than the student's (for students in the military only).

Note: Proctors cannot be family members, friends, or co-workers.

Before submitting a Proctored Event Request 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 files (Some exams may require downloaded components such as the Respondus Lockdown Browser.),
- a printer with the ability to print PDF documents, and
- access to a fax machine or scanner for returning completed documents to CTC.

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 Proctoring Coordinator for a period of one year after course completion for uncontested grade results, or until resolved for contested grade results, whichever is longer. The proctor will return all proctoring materials used during the proctored event to the instructor for grading. The

graded assignments are kept following established record retention procedures.

Missed Proctored Events

A missed proctored event involving extenuating circumstances will be evaluated by the Instructor 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-Technical College System (TCSG) of Georgia 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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Revised: