

HIIM Proctoring Policy

Effective Date: 4/4/2016

Responsible Office: Department of Health Informatics & Information Management

Purpose

The Department of Health Informatics and Information Management's Proctoring Policy is designed to preserve the integrity of the program, as well as to ensure the security of our students, through the prevention of cheating and identity theft, while allowing students to complete their proctored exams in a secure and comfortable environment. A proctored exam is defined as a test which is overseen by an impartial individual, the proctor, who monitors a student when he/she takes the exam.

Applicability/Scope

This policy shall be considered in effect as of April 4, 2016.

The HIIM Proctoring Policy applies to:

- Louisiana Tech University students, enrolled in any of the Department of Health Informatics and Information Management's online programs, who will be taking any examinations which will not be proctored by the instructor(s) who assigns these examinations
- All outside proctors, defined as anyone other than faculty/staff members of Louisiana Tech University who proctors exams for any aforementioned students enrolled HIIM courses

Student Responsibilities

Students will be responsible for the following:

- The student must be aware of all communications with their instructor(s), such as those regarding test dates, times, allowed materials, and any special instructions for their test(s).
 - The student must check their official Louisiana Tech University email (@latech.edu). Email communications coming from the Health Informatics & Information Management Department will go to this address.
- The student must locate their own qualified proctor (See: Proctor Verification section), who is able to proctor exams on a schedule that the student can meet. If, for a given exam, a student and proctor cannot find an available opening in their schedules for a particular test, it will be the responsibility of the student to find a new proctor. **For local students, the Distance Education Coordinator (khardy@latech.edu) is available for proctoring**
- The student must have their chosen proctor complete the Proctor Approval Form and return it to the HIIM office. No exams can be sent to the proctor until this form is turned in and the proctor is verified.
- The student must arrange and take each exam with the proctor, once the proctor has been verified (See: Proctor Verification section). Taking a test within the designated testing window is the student's responsibility.
- When taking a proctored exam, a student must have a valid picture ID available for verification purposes with the proctor.
- The student must pay any fees required by their chosen proctor for proctoring services (See: Fees section).
- The student must not leave the testing area once a test has begun.
- Students must remove all phones, book bags, and purses from the testing area.
- Students are not allowed to take tests outside of the allotted testing window.

Failure on the part of the student to assume these responsibilities will be a matter to resolve with the instructor and could result in a failing grade on the exam in question.

Proctor Responsibilities

Proctors must be responsible for the following:

- All proctors must complete and return a Proctor Approval Form for each student who they will proctor. This form does not have to be turned in for the same student multiple times, such as at the beginning of each new quarter or school year. This form must be completed and the proctor verified before any exams can be sent.
- The first time a proctor administers an exam to a particular student, they must verify the student's identity with a valid government-issued picture ID.
- All proctors must receive and administer exams according to the instructor's guidelines as relayed to them by the Distance Education Coordinator of the HIIM department.
Proctors must have a working email address from which to receive testing materials, and they must have the appropriate software for viewing of .doc (Microsoft Word) and .pdf (Adobe Acrobat) file types, as well as the ability to print them.
- Proctors must confirm for each exam that all necessary technologies are available and working.
- Proctors must monitor students during test taking to insure that each student is not violating the guidelines and instructions given for that particular test.
- Proctors must verify that no phones, book bags, or purses are allowed in the testing area.
- Only the proctor may handle the exams prior to and following their completion, and no copies of the exam(s) other than those used for the test are to be made at any time.
- No person other than the proctor and student may view the exam, and the student's access to the exam must be limited to the test-taking period allowed by the instructor.

- The proctor cannot allow the student to leave the testing area once a test has started.
- Proctors must return completed exams (all answer sheets and/or other test papers, as per instructor's guidelines) in a timely manner, before the end of the testing window. These items can be returned either to the Distance Education Coordinator by email, at khardy@latech.edu, or fax, at (318) 257-4896. Tests may also be returned directly to the instructor.
- Proctors cannot allow a student to take an exam outside of the allowed testing window unless notified of an exception by the instructor directly or the Distance Education Coordinator.
- After successful submission to the HIIM Department, the exam and any accompanying materials are to be destroyed.

While outside proctors carry out an important duty which the HIIM Department greatly values, any dishonest activity facilitated by a proctor will be reported to the proctor's administrator.

HIIM Departmental Responsibilities

All syllabi for HIIM courses which are taught online will contain a link to this policy online and require students to read and be aware of the information contained herein.

Individual instructors will provide all testing information to the Distance Education Coordinator prior to the opening of the testing window. This information includes test dates, testing instructions, and any required passwords and/or copies of the exam.

The Distance Education Coordinator will be responsible for relaying the tests and all related instructions and information to all verified proctors in a timely manner, so that all materials can be received by the start of the testing window. Students are responsible for submitting their proctors for verification (See:

Student Responsibilities section). Proctors must be verified or denied within 1 business day of receiving the Proctor Approval Form (See: Proctor Verification section).

Proctor Verification

Students desiring to use an outside proctor must submit the Proctor Approval Form, found at http://him.latech.edu/documents/Fillable_Proctor_Form.pdf, to the Department of Health Informatics and Information Management office. Forms can be submitted by email to khardy@latech.edu or faxed to (318) 257-4896. Exams will not be distributed to a proctor until this form is on file and the proctor has been verified.

- **Qualified Proctors**

For verification, a proctor must be an impartial individual who will have no conflict of interest in upholding Louisiana Tech University's Academic Honor Code (found online at <http://www.latech.edu/documents/honor-code.pdf>). Relatives, friends, spouses, and neighbors are not acceptable proctors.

Proctors must have a working email address as well as a computer with internet access and the ability to download and open documents in the .doc (Microsoft Word) and .pdf (Adobe Acrobat) formats. They must have the ability to print these documents and either fax or scan completed tests.

Proctor candidates may be from one of the following categories:

- A testing center for an institute of higher learning
- Administrators or professors for an instituted 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
- **Verification Procedure**

The Distance Education Coordinator must use a third party source (a source other than the student or the proctor) to verify the following information about a proctor, within 1 business day of

Proctor Approval Form submission:

- The information on the submitted Proctor Approval Form is correct.
- The proctor is a qualified individual as defined in the previous section.

If a proctor is denied, the student will be notified within 1 business day of Proctor Approval Form submission and will have the responsibility of finding a new proctor.

Fees

Any fees required by proctors for their services must be paid at the time of service by the student. For HIIM students, these fees will be reimbursed to them by the school for courses in the HIIM department. A receipt must be obtained at the time of payment and submitted to the HIIM office before the student can be reimbursed. Proctoring reimbursement is capped at \$150.00 per quarter.