

Ivy Tech Community College of Indiana

POLICY TITLE

Testing Services

POLICY NUMBER

ASOM 4.7

PRIMARY RESPONSIBILITY

Testing Centers

CREATION/REVISION/EFFECTIVE DATES

Created January 2016/effective immediately; revised Summer 2017/effective immediately; revised May 2018/effective immediately

PURPOSE

The purpose of this policy is to define parameters for testing services.

ORGANIZATIONAL SCOPE OR AUDIENCE

Students, Testing Centers, Student Affairs, Academic Affairs, Workforce Alignment

DEFINITIONS

- Cheating: Unauthorized use of any prohibited items, or any attempt to give or obtain assistance in a formal academic exercise such as testing.
- Incident: Any event that detracts from a standard exam administration.
- Proctoring: The monitoring of test candidates to limit the theft of testing material and to prevent cheating.
- Test monitoring software: Program used to monitor academic exam sessions.
- Testing center: Dedicated out-of-classroom testing environments at Ivy Tech Campuses or Sites, which are supervised by Ivy Tech staff or Testing Specialists.
- Testing Specialist: Exam administrator working within a Testing Center.

POLICY

This policy covers:

- Time Limits on Proctored Exams
- Electronic Book Usage in Testing Centers
- Incident Handling
- Student Identification
- Make-Up Testing
- Distance Education Testing
- Testing Center Manager Responsibilities to Service-Area Sites

Time Limits on Proctored Exams

Tests submitted to Testing Center for proctoring should include a Proctor Form that identifies a specific time frame within which the test must be completed. It is incumbent upon the faculty member to establish a reasonable amount of time for the student to complete the exam. Faculty members are asked to provide the same amount of time to complete the exam as they would allow if the exam was taken in the classroom. The length of time to complete the exam should not be longer than the duration of the class meeting session. Students who have approved ADA accommodations for extended testing time may be exempt from this stipulation.

Electronic Book Usage in the Testing Centers

Faculty may allow students an open book option for academic proctored exams either as a hard-bound copy or an e-book version through the College's LMS or other publisher website. Since the e-book is accessed online, Testing Specialists will follow the procedures outlined below to minimize student access to other online sites that are not allowed. Personal electronic devices are not allowed in the Testing Centers. Third-party certification exams must follow vendor guidelines in regards to e-books.

Incident Handling

All incidents (cheating, student walking out, noise etc.) will be reported as defined in processes below. Suspected cheating behavior on exams should be verified by at least two center staff persons whenever possible before action is taken.

Student Identification

A valid government-issued photo ID is required in order to be admitted to test. This includes all academic and certification testing. For third-party vendor exams, the ID policy set forth in the vendor requirements will be followed. For College placement testing (i.e. ACCUPLACER) only, an Ivy Tech student ID or High School ID is acceptable.

Examples of acceptable government-issued photo IDs include:

- Driver's license
- Military ID
- U.S. or Foreign Passport
- State-Issued ID card

ID presented must bear a PHOTO and the candidate's name.

ID must be current and is only valid through the expiration date printed on it.

Make-Up Testing

Campus Academic Officers, or their designee, are responsible for determining if make-up exams will be taken either in class or in the testing centers, so long as standardization of administration and quality control are maintained by the campus.

Make-up exams administered in the Testing Centers should be limited to 4 exams per student per class per semester.

Distance Testing

Courses at a distance should utilize a variety of assessment techniques to determine a student's mastery of course learning objectives described on the Course Outline of Record. Due to the nature of distance education courses, special consideration may need to be made for the delivery of exams at a distance – often through the use of exam proctors.

Each Campus will provide proctoring for all distance education students – where possible this service should be provided at all campuses. All online courses are limited to no more than two proctored exams for program level courses and no more than four proctored exams for academic skills advancement courses. These limits are per course. Faculty members who are utilizing proctored exams will submit exam information on the College's currently approved proctoring form to their home campus Testing Center. Faculty will work with testing centers to approve non-Ivy Tech site locations.

Distance Education exams should be made by appointment. Same day appointments (i.e. walk-ins) can be allowed if space and the Testing Center can accommodate.

Testing Center Manager Responsibilities to Service Area Sites

Some proctored testing activity may occur at a service area site or LRC and may not always be in a dedicated Testing Center overseen by Testing Center staff. In these instances, the Campus Testing Center Manager is responsible for training the administrators to make sure exam delivery is carried out in accordance with established procedure. The Manager is responsible for keeping the Site staff up to date on changes or related information as needed to ensure successful exam administration. If needed, the Testing Center Manager will escalate issues to their Campus Vice Chancellor of Academic Affairs.

PROCEDURE

Electronic Book Usage in the Testing Centers

Proctoring requirements and permitted testing materials will be identified by the faculty member on the statewide Proctor Form. If the faculty member identifies a textbook as an approved test material, and the student has an electronic copy, the student will be allowed the use of the e-book through the College's LMS or publisher website. The faculty member should identify the title of the textbook(s) allowed on the Proctor Form.

Before allowing the student to the computer, the Testing Specialist will review with the student the process by which s/he will access the book. Personal electronic devices will not be allowed for student use and should be left at home, in vehicle or placed in a locker.

The use of approved test-monitoring software and walk through methods are required. Walk through parameters are defined in the Testing Services Procedure Manual.

Incident Handling

All incidents (cheating, walk-outs, noise, etc.) will be responded to in the following manner. If cheating is suspected, a second Testing Center staff person should be asked to co-witness the alleged misconduct whenever possible.

Situation	Ivy Tech student taking academic exam for Ivy Tech or taking academic exam from other academic institution	Ivy Tech student taking third-party vendor exam	Non-Ivy Tech candidates taking third-party vendor exam	Non-Ivy Tech student taking academic exam from other academic institution
Action	Allow student to complete exam but thoroughly document what occurred or what was witnessed. After exam completion, inform student that an incident regarding suspected cheating behavior will be reported. If behavior involved accessing an unauthorized website, staff should capture a screen shot through the approved test monitoring software and then close the additional window or browser.	Follow vendor protocol for responding to incidents, including suspected cheating. Inform student that the incident will be reported.	Follow vendor protocol for responding to incidents, including suspected cheating.	Contact institution for information on handling and reporting incidents.

<p>Incident Report</p>	<p>Report incident via Incident Report Form on Infonet. When filling out form, mark the box to send a copy of the message to the testing center via email. Forward this message to the instructor and the appropriate dean immediately. Other types of incidents, such as disruptions to the testing session, etc. also need to be reported via the Incident Report form.</p> <p>If exam is for another academic institution, report using the method supplied by that institution.</p>	<p>Document all irregularities per vendor requirements. Vendor may request audio or video documentation. Report incident via Incident Report Form on Infonet. When filling out form, mark the box to send a copy of the message to the testing center via email. Forward this message to the instructor and the appropriate dean immediately. Other types of incidents, such as ID issues, disruptions to the testing session, etc. also need to be reported via the Incident Report form.</p>	<p>Document all irregularities per vendor requirements. Vendor may request audio or video documentation.</p>	
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Make-Up Testing

If determined that make-up testing will be administered in the testing center, the testing center will publish and/or otherwise provide the times during which make-up exams will be administered.

Distance Testing

Proctoring Requirements for Students

- a. The student is responsible for reviewing the syllabus and determining how they will comply with the proctoring requirements of the course including identifying a test center location and ensuring that location has any software or special tools required for successfully completing the exam.

- b. The student is responsible for arranging for the services of the qualified Testing Specialist provided by the campus/site or to location an approved proctor if not using an Ivy Tech location.
- c. The student is responsible for providing ID in accordance with the ID verification policy
- d. The student is responsible for scheduling an appointment and for allowing enough time to ensure that they can complete the test during the hours of operation of the testing center.

Proctoring Requirements for Faculty

- a. Proctoring requirements should be clearly stated to students in the appropriate area or areas of the Course Syllabus. It is the faculty member's responsibility to communicate the software and special tools required by the assessment to the students via the Course Syllabus as well as to the Testing Centers via the currently approved Proctor Form.
- b. Proctoring requirements for Distance Education exams should be clearly stated to Testing Centers via College's currently approved Proctor Form. Faculty are encouraged to send the Proctor Form to the home Campus Testing Center during the first two weeks of class. When possible, proctoring forms should be received by the campus a minimum of seven days prior to the start of the exam window. **Students cannot schedule their exam until the Proctor Form has been received at the Testing Center so faculty should send Proctor Forms before advising students to schedule their exam appointment. For on-campus face-to-face classes exams must be submitted along with the Statewide Proctor Form.**
- c. Faculty must provide proctoring information directly to the testing center – this information will not be accepted by the Testing Center if being carried by students.
- d. Testing Specialists cannot grade exams or be responsible to distribute homework or handouts not directly related to the exam.
- e. The faculty member must inform the Testing Center of special student accommodations. Accommodations communicated via the College's approved Disability Support Services procedure may not be altered in any way by the faculty member or student. Any student who desires, and requests ahead of time, use of a screen reader or speech to text software will be accommodated where such software is available to the testing center.
- f. When cheating is suspected, the incident will be handled as noted above. Faculty should make students aware of academic integrity expectations specific to the course in their syllabus.
- g. Exams will be returned to the instructor by predetermined means: pickup, interoffice mail or email.

Proctoring Requirements for Testing Centers

Each Campus is required to comply with the following operational considerations for proctoring:

- a. Each campus should post information about its facilities, hours, on the Ivy Tech web site and in the facility. Campus Testing Center publications (print and electronic) will also contain information on available equipment and software where applicable.
- b. Testing centers will not accept information about proctoring requirements that are provided by a student.

- c. Testing Centers will follow the Candidate ID policy.
- d. Confidentiality of student information must be maintained.
- e. Hard-copy exams should be accompanied by the statewide Proctoring Form; however, students should not be penalized when the proper form is not used. If the Proctor Form has not been provided, but the Testing Center has all the information needed to launch the exam, the student should be allowed to test.
- f. Exams must be returned to the faculty member within 48 hours of completion.
- g.
Accommodations communicated via the College's approved Disability Support Services procedure may not be altered in any way by the faculty member or student.
- h. Testing Centers will follow the Incident Handling policy to address suspected cheating or other disruptions to test administration.

- i. All proctored, completed tests must be archived at the testing center prior to emailing the completed test. Any physical copies should be shredded no sooner than 30 days after the end of the semester.
- j. For proctoring that occurs at a non-Ivy Tech testing site, qualified proctor sites should be approved by the testing center.
- K. Testing Centers will administer exams according to the Testing Services Procedure Manual.
- L. Testing Centers will utilize the College's exam scheduling platform to record all in-center testing activity
- M. Testing Centers will utilize the exam scheduling platform's Self-Schedule system for Distance Ed students.

Utilization of ProctorU for External Proctoring

Ivy Tech has contracted with a third-party proctoring provider, ProctorU, to provide proctoring services to students at a distance via online technologies. ProctorU is considered a pre-approved proctor for students and a faculty member must allow the student to utilize ProctorU for online exams if the student wishes. Students must inform faculty about their desire to utilize this service. Faculty member must coordinate all proctoring details with ProctorU directly. Testing centers should have a general knowledge of the ProctorU process to discuss with students and/or faculty.

All fees for the use of ProctorU are the responsibility of the student.

References:

ASOM 1.5.1 – ACCUPLACER Course Placement
ASOM 1.5.2 – WebCAPE Course Placement
ASOM 1.7 – Credit for Prior Learning
ASOM4.13 – Workforce Certification in Curriculum

ASOM 4.22 – Technical/Program Outcomes Assessment
ASOM4.23 – General Education Outcomes Assessment
ASOM 5.3 – Accommodation for Admitted Students