

Global Campus Proctoring Center: Online Proctoring Overview

- KERRI HILL:** Proctored exams are an important tool to help ensure the integrity in online courses. Proctoring ensures the validity of student identification and exam scores, and by extension, the validity of the WSU degree.
- WSU has implemented its own online proctoring unit, Global Campus Online Proctoring, which allows for virtual proctoring of online exams for students at a distance. By doing this internally, we are in a better position to control cost and the integrity of the proctoring.
- We just recently finished proctoring a record number of exams during the finals week of our summer semester. We proctored students from all over the world, including students in China, Australia, and locations all over the US. Well, let's go take a look at a proctor session.
- Hi , Derek. My name is Kerri. I'm going to be your proctor today. Are you able to hear me?
- DEREK:** Yes, I can. Can you hear me?
- KERRI HILL:** Yes, I can. That's great. Are you ready to get started with your proctor session today?
- DEREK:** I am.
- KERRI HILL:** Great, let's get started. I'll have you hold your picture ID up to your web camera, please.
- DEREK:** OK.
- KERRI HILL:** Thank you. And now, can you hold it back by your chin?
- DEREK:** Yeah.
- KERRI HILL:** Thank you very much. Now that the proctor has verified the identity of the student, we can move onto the next step. OK, the next thing I'll have you do is a 360 degree tour of your work area, please. Make sure you pan around the room slowly and end by showing me the surface where your computer is sitting, as well as your keyboard and your computer screen.
- DEREK:** OK. Let me know if I go too fast. That's the desk I'm working at. Underneath the desk. And then that's directly behind me. And then that was the other side.
- KERRI HILL:** OK, thank you. And now, your screen and your keyboard, please. This is done to ensure that the testing environment is secure and that there's no one else in the room with him, as well as

to ensure that there are no notes or aids around his area or on his computer.

OK, I see the notes for your exam today indicate that you will be allowed to use a dry erase board. No textbooks or notes are allowed. Will you be using the whiteboard today?

DEREK: Yes, I will.

KERRI HILL: If you would please hold up to the web camera so I can see the front and the back.

DEREK: The front. And here's the back.

KERRI HILL: Please keep in mind, at the end of your exam, we'll need to see your white board again to ensure that it's clean.

DEREK: OK.

KERRI HILL: Great. At this time, I'll have you navigate to your Angel course space. Please remember that all other programs and software should be closed at this time and that you will need to keep the Global Campus page open at all times while you're taking your exam.

DEREK: OK. Should I go ahead and navigate to my exam?

KERRI HILL: Yes, please. OK. Now, Derek is going to his exam course space. And we will be entering the password so that he's able to get into his exam and begin.

Once he has got into his exam space, the proctor then uses the password that we've been given to paste it into the student's desktop. And then they are free to begin.

OK, Derek. You're free to begin now. Please let me know once you've submitted your exam so I can verify it's been submitted, and then we can end our session.

DEREK: OK. Thank you.

KERRI HILL: Now, while Derek's taking his exam, the proctor's able to view his workspace the entire time. We can maintain video camera contact, and we can also see his desktop as he enters the answers.

If anything occurs that is not within the scope of the exam, the proctor's able to make notes and later file an incident report that is used to notify the instructor.

Once he's done with the exam, he notifies the proctor, and then we can verify it's been

submitted and end our session.

DEREK: OK. I think I'm ready to submit my exam.

KERRI HILL: OK. Go ahead. Great. I see your exam has been submitted. Do you have any further questions for me?

DEREK: I do not. Thank you.

KERRI HILL: OK, have a good day.