



Operating Instruction 3.36.1.3 Remote Proctoring of Course Assessments

Part 1. Purpose

To provide an outline that colleges and universities must consider before using Remote Proctoring.

Part 2. Background

Although there are several ways to assess student learning when enrolled in an online course, there are situations where an institution concludes that conducting a traditional assessment may be the most effective or efficient measure.

When students are not available to complete that assessment on campus or at an additional location of the institution, a college or university may elect to use or authorize academic programs and faculty members to use remote proctoring software to perform these direct assessments of learning.

Part 3. Remote Proctoring Software

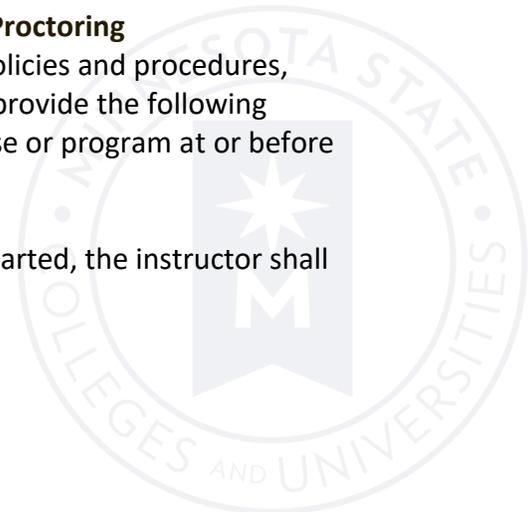
To maintain the integrity of these assessments, remote proctoring software aims to confirm a student's identity and monitor for behaviors that may be considered academic misconduct. The monitoring may be done remotely by a human proctor or via a combination of algorithms, machine learning, and/or artificial intelligence all aimed to identify behaviors considered inconsistent with patterns typical of completing an assessment.

To use remote proctoring services, students may need to have a camera on a compatible device and/or may be required to install additional software that “locks down” a device, limiting other functions while an assessment is in progress.

Part 4. Requirements for Colleges and Universities using Remote Proctoring

In a manner consistent with campus processes (e.g., institutional policies and procedures, program handbooks, syllabi, etc.), colleges and universities should provide the following information to students when remote proctoring is used for a course or program at or before the time of registration.

When the faculty assignment occurs after course registration has started, the instructor shall inform students of remote proctoring via the course syllabus.



Technical Requirements

Institutions should provide students with clear directions that address the technical requirements for the remote proctoring service. Not all students will have access to the technology required to use some remote proctoring software. For example, some remote proctoring products may not be available for specific devices to which students have access (e.g. Android/iOS devices, Chromebooks, etc.). If a student determines that the remote proctoring service is not compatible with the technology to which they have access, an institution must provide options on where students can access compatible technology. This will vary by college and university, but some institutions have accommodated students by providing loaner devices and/or Internet hotspots.

Assistive Technologies

Assistive technologies (e.g., screen reading software, screen magnifiers, etc.) used by students may not function or may introduce “false flags” suggesting academic misconduct. In these cases, institutions would be advised to exempt those students from using remote proctoring software and provide a reasonable accommodation.

Student Charges

As required by the Higher Learning Commission and System Procedure 5.11.1 Tuition and Fees, institutions must notify students at the time of registration or enrollment of any projected additional student charges associated with the verification of student identity such as separate fees charged by proctoring services, etc.

Expected Student Behavior

Before a student enrolls in a course that includes remote proctoring, institutions should provide expectations for student behavior that will comply with academic misconduct outlined in your college or university student code of conduct; and/or academic misconduct policy, including how allegations of academic dishonesty may be resolved at your college or university.

Directions Needed to Complete an Assessment

Students may have questions about rules or expectations for an assessment; provide them with directions on who, when, and how to ask these questions.

Specific directions (e.g., materials allowed) that students should follow when taking a remote proctored assessment should be clearly communicated along with any general directions that students need to complete and submit an assessment successfully.

Institutions should communicate options available to students if they run into unanticipated scenarios (e.g., technical issue, emergency, etc.) that result:

- in losing time available, or
- the inability to complete an assessment in the allotted time.

Communicate when, how, and to whom students should communicate if these situations arise.

Within reason, institutions are encouraged to be flexible with student technical problems.

Provide Practice Opportunities

- A practice assessment provides students with a low-stakes opportunity to test their equipment, gain confidence, and decide whether to seek a remote proctoring alternative.
- Institutions should provide opportunities that allow students to practice using the remote proctoring service so that students are aware of and able to resolve any potential issues that may arise before taking a required assessment with the remote proctoring service. These non-graded practice assessments should be offered before the end of the add/drop date for a course.
- Because remote proctoring software can interact in unexpected ways with students' various operating systems, ad-blockers, and malware detection software, consider leaving the assessment available for the duration of the course, with unlimited attempts, so students can access it again if they use a different device or connection to the Internet.

Opt-Out Procedures

Except for students enrolled in select programs where program accreditation bodies mandate remote proctoring, institutions must provide options for acceptable alternative remote proctoring arrangements for students who are unable to or do not want to use remote proctoring. Examples include, but are not limited to:

- Providing an in-person proctoring session at a designated location,
- Live (non-recorded) remote proctoring option via an available video conferencing tool (e.g., Zoom, Teams), and
- Alternate assessments that assess student learning including papers, video or oral presentations, or oral assessments via Zoom or Teams.

Part 5. Considerations for colleges and universities using Remote Proctoring

Student Privacy

Some remote proctoring services require students to perform an "environmental scan" or "room scan" to attempt an assessment. In August 2022, a federal court in Ohio found that a state university's requirement that a student perform a "room scan" before taking a remote proctored assessment was an unconstitutional search and seizure. An institution which uses remote proctoring that performs an "environmental scan" or "room scan" must have procedures for opt-out options.

Remote proctoring services approved for use by Minnesota State colleges and universities are contractually obligated to comply with Family Educational Rights and Privacy Act (FERPA) and the Minnesota Government Data Practices Act (MGDPA). However, students may have other privacy concerns about third-party recorded remote proctoring, especially those proctoring services that capture students' living spaces.

Student Performance

Students may report that performance anxiety can be greater than in-person proctored assessments, impacting student performance.

Efficacy

Remote proctoring software may generate many “false positive” flags that must be reviewed by an instructor after the assessment.

Digital Equity

Students may have poorly performing devices or connections to the Internet, hampering their ability to successfully complete a proctored assessment online. Access to an alternate device or taking the assessment at an alternate location may be necessary for some students.

Part 6. Available Remote Proctoring services

Colleges and universities may only use remote proctoring software and services that have been reviewed by system legal counsel (Minnesota State Office of General Counsel or State of Minnesota Office of the Attorney General) to contractually comply with Family Educational Rights and Privacy Act (FERPA) and other contractual requirements of Minnesota State, including accessibility. Institutions may contact system office procurement to evaluate which proctoring service best fits their needs (cost, support provided/required, methods available for proctoring, etc.).

Part 7. Sample Proctoring Notice

Colleges and universities may provide a proctoring notice to students. Institutions may use and adapt this *sample notice* to communicate with students.

SAMPLE NOTICE

The course you enrolled in will use a remote proctoring service.
Thank you for enrolling in (COURSE DEPARTMENT CODE) (COURSE NUMBER) (COURSE SECTION) – (COURSE TITLE).

To maintain the integrity of the assessments necessary for this course section, the instructor has determined a remote proctoring tool will be required to complete specific assessments. The remote proctoring tool that will be used for this course section is (ENTER PRODUCT NAME).

The cost for this remote proctoring software is included in the cost of your tuition when you register for the course, there is no additional charge. The following information is provided to you, so you know what to expect.

Technology Requirements

To take an assessment remotely, you will be directed to where and how to download and install the software on the device that will be used to take the assessment. Your instructor

will provide you with an opportunity to complete a practice assessment so that you can confirm the device (hardware), software (e.g., web browser, ad-blockers, malware detection), and Internet connection requirements will not limit your ability to take a required assessment.

Your device must meet these minimum system requirements:

Device Requirements

- One of the following devices with an integrated or externally connected camera and microphone,
- Windows Operating System 9 or higher,
- Mac OS (Operating System) 10.1 or higher,
- iOS device (iPhone/iPad) running iOS 9 or later,
- Android device running X or later,
- Web browsers (List),
- Internet Connectivity, and
- An Internet connection with at least 20 Mbps download speeds and 5 Mbps upload speeds. Please consult with the cellular or Internet Service Provider you have, if you are unfamiliar with the speed (e.g., bandwidth).

[REMOVE IF NOT APPLICABLE] When the software is used to take an assessment, specific functions (e.g., switching applications, etc.) on your device will be “locked down” and unavailable.

[REMOVE IF NOT APPLICABLE] The camera on or connected to your device will be used to monitor and flag any actions or sounds that would be considered inconsistent with taking an assessment.

Accommodations

If your device or Internet connection will prevent you from successfully completing a remote proctored assessment online, our campus has the following accommodations available:

[REPLACE IF NOT APPLICABLE] Visit our computer lab at the following location and hours.
[REPLACE IF NOT APPLICABLE] You may rent/check-out a device or an Internet hotspot at no cost from [LOCATION].

If you use assistive technology (e.g., screen reading software, screen magnifiers, etc.) or have an approved accommodation, work with the accommodation coordinator at your institution before the drop/add deadline so they can help personalize a plan to ensure an equitable learning experience.

Student Expectations for Taking an Assessment Using Remote Proctoring

The remote proctoring software uses a combination of algorithms, machine learning, and artificial intelligence to identify behaviors considered inconsistent with patterns typical of completing an assessment. When these behaviors or patterns are detected, your assessment attempt will be “flagged” and reviewed by the remote proctoring service and/or your instructor. To help reduce the likelihood of your assessment being flagged, the following suggestions are provided to you.

- Select a location where you are least likely to be interrupted. Sounds and movement in the space where you are completing an assessment may trigger flags by the software that will be reviewed.
- Clear your area of any prohibited external materials — books, papers, other computers, or devices.
- Turn off any mobile devices, phones, etc., that are not required to complete an assessment and do not have them within your reach.
- Remain in the same location for the duration of the assessment.
- [REMOVE IF NOT APPLICABLE] Place the device in a space so it does not move when taking an assessment. For example, place your device on a firm surface like a desk or table.
- [REMOVE IF NOT APPLICABLE] If the camera you use is built into your device, avoid adjusting your device after the assessment starts. A common mistake is to push the screen back, resulting in only the top portion of the face being recorded.
- [REMOVE IF NOT APPLICABLE] For your face to show clearly on a webcam, the software may require you to be in a well-lighted space with high background contrast.
- [REMOVE IF NOT APPLICABLE] The remote proctoring software will prevent you from accessing other websites or applications; you will be unable to exit the assessment until all questions are completed and submitted.

Identification

On the day of your assessment, you must have an approved identification available.

Approved forms of identification include:

- Valid driver’s license or State issued ID
- Current passport
- [OTHERS AS SPECIFIED]

Academic Honesty

As a reminder, by enrolling in this course, you are agreeing to our Student Code of Conduct [PROVIDE LINK], which specifies that cheating in any form is considered academic

misconduct. Review the student code of conduct so you know the process by which academic misconduct may be handled and the associated consequences.

What information will be provided by your instructor?

- Your instructor will communicate when your assessment is available to be taken and how much time is provided to complete your assessment. Before starting the assessment be sure you have allotted enough time to complete it.
- Your instructor may also provide you with additional directions (e.g., materials allowed when taking an assessment) specific to the assessment you are taking.
- Your instructor will communicate when, how, and to whom you should communicate if an unanticipated scenario (e.g., technical issue, emergency, etc.) arises that result in you losing time available or the inability to complete an assessment in the allotted time.

Remote Proctoring Alternatives or Opt-out Options

Remote proctoring is considered a convenient alternative to requiring students to travel to a specific location on campus at a specific time; however, if you prefer to opt-out of remote proctoring or want to take your assessment through alternate means you must communicate this to your instructor via email before the drop/add date for the term.

Our campus has the following options available in lieu of remote proctoring:

The following campus locations are available to conduct in-person proctoring. Schedule an appointment using [MICROSOFT BOOKINGS LINK]

Your instructor may also offer, but is not expected to, create an alternate assessment that assesses student learning in a separate way including papers, video or oral presentations, or oral assessments via Zoom or Teams.

Privacy and Security

By using the remote proctoring tool, you are agreeing to the software's Terms and Conditions here [INSERT THE LINK THAT THEY HAVE TO AGREE TO].

If you have specific privacy concerns or questions please contact: NAME, EMAIL, PHONE

*Sample Remote Proctoring Notice to Student © 2022 by Minnesota State is licensed under
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END OF SAMPLE NOTICE

Related Documents

- [Board Policy 3.3](#) Assessment for Course Placement
 - [System Procedure 3.3.1](#) Assessment for Course Placement
 - [System Procedure 5.11.1](#) Tuition and Fees
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Operating Instruction History

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