



LONG BEACH
CITY COLLEGE

Disabled Student Programs & Services Exam Proctoring Guidelines for Faculty



Requests for On-Campus Proctoring

It is the students' responsibility to book their on-campus testing appointment with the DSP&S office 5 business days in advance. Students can book appointments online, by phone, or in person. If a student approaches faculty with questions about in-person exams they can be directed to our office.

Once a student has made an appointment for testing, faculty will receive an email from DSP&S requesting all testing materials and parameters. It is the instructors' responsibility to send the exam and parameters 48 hours before the exam – DSP&S is not able to pick up exams from classrooms or faculty offices.

How to Send Exams to DSP&S

Instructors can:

- E-mail exams to DSPSTEST@lbcc.edu
- Upload exams to ClockWork using the following link:
<https://clockwork.lbcc.edu/clockwork/user/instructor/default.aspx>
- Deliver exams in person to the DSP&S office- LAC A-1134, PCC GG-107
- You may use inter-office campus mail, but please keep in mind this option can take up to 4-5 business days. ***DSPS is not responsible for the safety of the exam until it arrives in our office.*

Please include the following exam parameters:

- Student name
- Date and time of test
- Length of exam for the entire class
- Special instructions (Calculator, notes allowed, open notes etc.)
- How you would like the completed exam returned to you
 - Scanned and emailed (email sent same day as exam)
 - Pick up from our office- Our office hours are 8am-5pm Mon-Thurs and 8am-12pm on Fridays
 - Delivered to your campus mailbox or office- **Please note we cannot guarantee same day delivery. It typically takes 3-5 business days. If you need an exam returned sooner we can scan and email the exam and deliver the hard copy as soon as possible, or you can pick it up from our office. We appreciate your patience and understanding.**

Please note students are to test at the same time and day as the class with the following exceptions:

- If the student is in a night course outside of our business hours, DSP&S will coordinate with the student and instructor.
- An excused absence (as validated by the instructor) or a disability related absence (as validated by both the instructor and DSP&S).
- If the student's extended time will impact attendance in another course.
 - In the event of either of the aforementioned, the test proctor will assist in administering the make-up exam. The date and time of the make-up exam will be determined by the instructor.

Accommodating our students, while preserving the integrity of your exam, is a top priority for our office. If you have questions or concerns, please do not hesitate to reach out to our office.

Requests for Virtual Exam Proctoring

Even though we are slowly returning to campus we understand there is still a need for virtual exam proctoring. If a student in your online course is approved for extended time as a testing accommodation and you require assistance with proctoring the exam virtually, please complete and submit the following form: <http://bit.ly/DSPSProctoring>. The form will ask you to provide the following information:

- Course and section number
- Student(s) and ID Number(s)
- Date of exam
- Frequency of exam(s)
- Length of time provided to complete exam(s)
- Testing parameters
- Did you provide extended time via a universal design?
- If you are proctoring via Zoom, will you be recording the testing session?
- Will students have access to the instructor via chat or microphone?
- Zoom link for exam(s)

Please submit the form at least **5 business days prior to the date of your exam. If an instructor request does not meet the 5 business day deadline, please note there is no guarantee the instructor's request will be accommodated.*

Once your request is received, you will receive an email from one of the DSP&S test proctors. The DSP&S test proctor(s) will contact you with any follow-up questions as well as to collaborate on the method of providing virtual proctoring assistance. The DSP&S test proctor(s) will serve as your point of contact until the request for assistance with virtual proctoring has been

completed. For any changes, questions, or concerns, related to the request, please contact the DSP&S test proctor until the request is completed.

For inquiries, please contact:

- Phone: 562-938-4831
- Email: dsptest@lbcc.edu

Methods of Virtually Proctoring Exams

Typically, our office will provide assistance with virtual proctoring in one of two ways:

1. Instructors can share the Zoom link for the exam and one of our test proctors will join the link 5-10 minutes before the exam will be ending for the rest of the course. For this option, the test proctor will need to be made co-host. This ensures the test proctor can continue to proctor the exam with the student(s) approved for extended time once the remaining students and instructor leave the link.

- If this method is utilized, please keep the following in mind:
 1. In order to avoid violating FERPA rights, it is critical to avoid identifying students as registered with DSP&S.
 1. In line with the above, the recommendation would be for instructors to ask all students (including DSP&S students) to leave the Zoom link you have created at the end of the testing period.
 2. Instruct the DSP&S students to wait 5 minutes before logging back into the Zoom link previously created/used to host the entire class.
 3. Keep the DSP&S test proctor in a lobby/waiting room until all DSP&S students have re-entered the Zoom link.

2. The instructor may decide to utilize other proctoring platforms, such as Proctorio. Should a proctoring platform other than Zoom be utilized, DSP&S will need to review the platform prior to student utilization. As part of the review process, DSP&S hopes to establish and maintain increased, effective communication with faculty. This will ensure our staff is familiar with its capabilities and functioning.

DSP&S Assistance with Virtual Exam Proctoring

The information from your initial request form will be directed to a DSP&S test proctor. The DSP&S test proctor will coordinate testing efforts amongst and between the instructor and student(s). A DSP&S test proctor will assist with administering the exam(s). Please note, more than one test proctor may be present in the administration of virtual proctoring of an exam.

Please note, DSP&S will only be able to provide assistance with virtual proctoring for the duration of the student's approved extended time. Our office will not be able to provide additional assistance during the portion of the exam where the instructor will be proctoring. Additionally, DSP&S will not be able to accommodate requests that occur outside of office hours. DSP&S' office hours are: Monday-Thursday 8AM-5PM and Friday 8AM-12PM. Given that DSP&S will not be able to proctor after 5PM Monday-Thursday, there may be a need

to determine alternatives for testing. This may include having the student(s) test earlier in the day or administer testing over the course of multiple days.

The exception would be if the following were to occur:

- An excused absence (as validated by the instructor) or a disability related absence (as validated by both the instructor and DSP&S).
- If the student's extended time will impact attendance in another course.
 - In the event of the either of the aforementioned, the assigned test proctor will assist in administering the make-up exam. The date and time of the make-up exam will be determined by the instructor.
- Please be sure to communicate with the assigned test proctor regarding any changes to exam dates or times.

DSP&S Recommendations

- If an instructor will be providing universal extended time to all students as an accommodation, please consider the following:
 - Inform students of the actual time the test is written to be completed in and the notion that due to current circumstances (e.g. COVID, remote setting, or other reason) a universal extended time will be provided to all students.
 - Specify the specific amount of extra time that will be afforded to all students.
 - Provide this as a verbal and/or written statement. Written is highly suggested.
- It is recommended you reach out to the student(s) approved for extended testing time privately prior to the exam to provide information on the structure of the exam.

Additional Information

If you are giving an exam using Canvas please make sure to adjust the length of time for students with testing accommodations. If you are not sure how to adjust the test length for just one student please do not hesitate to let us know and we can send you a helpful guide.