



LONG BEACH
CITY COLLEGE

Disabled Student Programs & Services Virtual Exam Proctoring Guidelines for Faculty



Requests for Virtual Exam Proctoring

Due to the COVID-19 pandemic and the temporary move to remote instruction, our office has received requests for assistance with proctoring exams virtually. In light of these circumstances, if a student in your 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. Their contact information is found below:

For general inquiries:

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

Sandra Cleveland, Student Support Services Aide/DSP&S Test Proctor

- Email: scleveland@lbcc.edu

Sara Castro, Student Support Services Aide/DSP&S Test Proctor

- Email: scaastro@lbcc.edu

Maureen Lem, Student Support Services Aide/DSP&S Test Proctor

- Email: mlem@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-6PM and Friday 8AM-12PM. Given that DSP&S will not be able to proctor after 6PM 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.