



RULES AND REGULATIONS RELATING TO DISTANCE EXAMINATION PROCTORS

Requirements for Selecting an "Approved Proctor"

An approved proctor shall be one of the following:

1. An educator, counselor or administrator in a primary, secondary or collegiate educational system (students living in the vicinity of Creighton University may make arrangements with their instructor in the School of Pharmacy and Health Professions to take exams on campus with the on-campus students when possible or set up at Omaha West Campus).
2. A person authorized to administer tests working in a testing center in a community college, college, university, or military base.
3. A county extension agent.
4. An administrator of a hospital (other than pharmacy or any department in which the student works).
5. A librarian or library testing center.
6. A member of the clergy.
7. Other individuals approved by the course instructor of record or Distance Pathway Office.

(**Note:** Proctor cannot be a relative, close personal friend of the student or his/her spouse/significant other, employee, employer, supervisor, or subordinate of the student. Students married to other students in the program must use a different proctor than used by their spouse unless proctoring is at an authorized testing center. The Instructor of Record, Pathway Director, and/or their designees must approve the proctor and may require a new proctor at any time and for any reason.)

Student Responsibilities Relative to the Proctor

The student shall:

1. Identify a suitable proctor.
2. Initially request the cooperation of the proctor.
3. Complete and submit proctor information on the form provided on the http://spahp.creighton.edu/spahp/student_affairs/forms/Proctor%20Request%20Form.htm website.
4. Complete and submit the form requesting access to test via a proctor to the Distance Pharmacy Pathway Office at least 3 weeks prior to taking an examination.
5. Arrange directly with the "approved proctor" the date and time of the examination,

- within the limits allowed by the class instructor.
6. Be responsible for notifying the proctor if he/she will not be able to make the arranged examination time. If this happens, the student must get approval from the instructor to take the exam at a different time. A valid excuse, as defined by the instructor, must be given. If no valid excuse is determined, the student may not be allowed to take the exam.
 7. Realize that the proctor will only wait 10 minutes past the designated time, unless contacted previously to wait. Faculty approval is needed to reschedule the exam.
 8. Be aware that the proctor has been instructed to keep unused paper examinations for no more than 5 days, after which they must be returned to the Distance Pharmacy Pathway Office.
 9. Be responsible for providing his or her own materials that will allow him or her to complete the examination (references, calculators, etc.), but limited to those items identified as being allowed in the examination packet or directions.
 10. Not use any dishonest or extraordinary means to complete the examination.
 11. Not request any help from the proctor in completing the contents of the examination.
 12. Not use the computer or other methods (e.g., cell phone, Pocket PC) to communicate with others during exams, unless specifically allowed in the exam directions.
 13. Assure that the computer is setup to work with exams (see instructions on Table 1 for how to verify computer function) prior to the time for the exam. Make sure there is enough time to do this and resolve any problems prior to the exam start time.
 14. Reimburse the proctor for the expense of a photocopy of printed exam answers that must be retained by the proctor for two weeks, if appropriate.
 15. Provide official picture ID (preferably Creighton ID, but may be official government-issued identification with picture) to the proctor to serve as identification.
 16. Identify clearly, during the test, any questions that seem unclear and the reason for the conclusion. The proctor is not to address those questions, but is to forward them to the instructor for later resolution.

Proctor Responsibilities Relative to the Student

The proctor shall:

For all exams...

1. Administer the test in an area that is conducive to test-taking and has the appropriate facilities.
2. Return the testing packet to the Distance Pharmacy Pathway Office within 5 days of the arranged time of the examination, unless the instructor of record for the exam sets another time period, if the student does not meet the proctor at the appointed time and date.
3. Not wait longer than 10 minutes past the arranged time and date of the examination, unless called by the student to extend the time by a short time (no more than 1 hour, unless otherwise specified – faculty approval is needed for rescheduling, including weather related issues).
4. Not allow the student to use any references (including computerized or Internet references), notes, reference sheets, computer programs or electronic equipment

(including Pocket PCs and cell phones) unless specifically allowed as outlined in the examination packet provided to the proctor. Please note that calculating programs on hand-held devices are not acceptable substitutes for traditional calculators, unless authorized by the instructor.

5. Not required to provide any supportive materials to the student relative to the examination. The student is responsible for providing materials that will allow him/her to complete the examination, but limited to those items identified in the examination packet as permissible.
6. Not provide any help in completing the contents of the examination.
7. Report any indiscretions of the student relative to the examination to the Distance Pharmacy Pathway office (800-325-2830 or 402-280-1282). This includes time periods when the exam was disrupted because of such things as fire alarms and other times when the student might not have had adequate proctoring (e.g., student or proctor went to restroom).
8. Not allow the student to consult with any individual during the course of the examination.
9. Not allow the student to reproduce in any manner, the test, the answer sheet or the student's answers.
10. Terminate the exam when the time allotted expires.
11. Collect any scratch paper used during the exam and return it to the School of Pharmacy and Health Professions.
12. Call the faculty member at (800)325-2830 Option 2, then Option 1 or (402)280-1282, during normal business hours, if questions arise about the exam questions. If the faculty member is not available, the concern regarding the question must be recorded and sent to the faculty member by the proctor via e-mail or on the hard copy. The student may not retain a copy of the test question.
13. Contact the faculty member or the Office of Academic and Student Affairs at the School of Pharmacy and Health Professions at (800)325-2830 Option 3 or (402)280-1147 or (402)280-1282 immediately, if cheating or other forms of misconduct are discovered (see <http://spahp2.creighton.edu/oasa/share/sharedfiles/UserFiles/File/Policies%20&%20Procedures/Misconduct.pdf>).
14. Follow other specific directions relayed by the instructor of the course pertinent to exam policies.
15. Forward any questions the student might have indicated about exam questions/problems to the instructor.

For paper-based exams:

16. Fax a completed copy immediately to Creighton University 866-300-9365.
17. Mail the completed examination within 24 hours of completion, using the postage paid, self-addressed envelope provided for this purpose (if applicable).
18. Keep a photocopy of the completed exam answers in a secure place until the end of the semester, after which the copy must be destroyed (shredded or otherwise rendered unreadable), returned to the Creighton University School of Pharmacy and Health Professions or to the IOR if the mailed copy is lost.

For computer-based exams (note that computer use during exams must be closely monitored to prevent use of unacceptable resources):

19. Allow the student to have use of a computer with Internet access (computer hardware and software specifications are presented on a separate sheet) and, if required, use of the secure web browser program. This could and probably should be the student's own Creighton issued computer.
20. Not allow printing during the exam (unless all paper is sent back to the Distance Pharmacy Pathway Office or destroyed).
21. Not allow e-mail during the exam (receive or send), instant messaging, or other electronic means of communication.
22. Call the Office of eLearning and Academic Technologies (Monday-Thursday 8:00-6:00 PM CT /Friday 8:00-4:30 CT) at (800)325-2830 Option 4 or (402)280-3037 for assistance.

Faculty Responsibilities

The faculty member shall:

For all exams...

1. Retain the authority to disqualify a proctor.
2. Set dates/times for examinations.
3. Prepare exam and make sure it is on exam website (preferable) or provided through the Distance Pharmacy Pathway Office three weeks prior to the exam date to ensure that the students can have access to the exam on the required dates/times (dates will be determined on time necessary for staff work and postal lag times).
4. Establish specific directions for examinations, including naming any materials or resources that may be used by students in the completion of exams (e.g., calculators, books, notes, Internet) by completing the examination specification form.
5. Provide directions to OLAT and/or the Distance Pharmacy Pathway office about what to do if documented technical problems are preventing a student from taking the exam at the required time (e.g., reschedule exam vs. provide paper copy vs. something else).
6. Determine whether a student's excuse for missing an exam time is valid and the exam can be rescheduled.
7. Notify student of grade within established or stated timeframes.
8. Request printed copy of hard-copy exams from proctor within two weeks after an exam is taken, if not received.

Distance Pharmacy Pathway Office Responsibilities

The office shall:

For all exams...

1. Oversee identification and approval of proctors.
2. Assign testing sites to all incoming students.
3. Provide communications with proctors.
4. Send written materials to proctors
5. Get written materials from proctors and promptly disseminate them to appropriate

faculty.

6. Mail graded exams back to the students in a timely manner.
7. Provide exam schedules to students at the beginning of each semester.

Proctor Verification Form:

1. The senior administrative assistant to share/discuss with the Director/Pharmacy Distance Education Advisory committee any concerns regarding the process or help that is needed to accomplish this task.
2. The senior administrative assistant to share with the Pharmacy Distance Education Advisory committee all new procedures regarding the approval of proctors that are not part of the current verification form so that the steering committee can make decisions on whether to include them on the form or to establish, in coordination with the senior administrative assistant, an acceptable working procedure for the different situations that may arise.

Table 1 - Minimum Specifications for Exams Taken Using QuestionMark

This section last updated 8/8/2008

Non Secure Exams:

Operating System

Minimum: Windows 2000

Preferred: Windows XP

DO NOT USE: Macintosh, Windows other than 2000, or XP, UNIX/LINUX

Browser

Minimum: Internet Explorer version 5.0 or later.

Preferred: Internet Explorer 5.5 (or most current released version)

DO NOT USE: ANY alternative browsers, including AOL, Opera, Amaya, Netscape Navigator version 4.7 or later etc.

DO NOT USE: Beta / pre-release versions of any browser

Note: Certain exams may require that Java / Javascript must be enabled for "hotspot" image questions (see separate sheet for directions).

Secure Exams:

Operating System

Required: Windows 2000 or Windows XP

DO NOT USE: Macintosh, Windows 3.1, 95, 98, Millennium Edition, NT 4.0 or UNIX/LINUX

Browser (note: Secure browser is available on CD ROM and on OLAT website, the secure browser may be run from the CD ROM or installed on the computer to be used for the exam) http://olat.creighton.edu/Download_zone.aspx

Minimum: Internet Explorer version 5.0 or later.

DO NOT USE: ANY alternative browsers, including AOL, Netscape, Opera, Amaya, Netscape Navigator version 4.7 or later, etc.

DO NOT USE: Beta / pre-release versions of any browser

Note: Certain exams may require that Java / Javascript must be enabled for "hotspot" image questions (see separate sheet for directions).

It is highly recommended a user with administrative rights on the computer be able to log on to the computer prior to starting Secure Browser.

It is recommended the student be able to take exams on the same computer or an identically configured computer.

Internet Connection – Secure and Non Secure Exams

Minimum: 28.8Kbps dialup connection

Preferred: Cable, DSL, T1, or another "always-on" connection.
DO NOT USE: AOL, or another non-standards-based Internet service provider.
DO NOT USE: Any service provider known to routinely disconnect users or who commonly have busy signals for dialup connection.

Multimedia

Minimum: as needed to experience exam content

Note: None of the current exams are using audio or video, but this may change in the future.

General instructions:

Instructions for logging into exams will be provided online at <http://qm.creighton.edu> – Help and in the exam instructions. A "Demo" exam to verify the browser on the computer to be used for the exam is capable of displaying all currently used question types, and the student is able to follow directions and respond appropriately to all question types is available. Information for using the Demo exam will be included in the instructions for each exam. The two most significant fixable problems that the browser check will identify are not having java enabled for hotspot questions, and students not recognizing that some questions may allow more than one answer to be selected from a list. It is imperative prior to exams that the student and proctor test the ability of the computer to be used for exams for the following:

- Connect to the exam
- Display the exam question types correctly
- Ability of the student to respond to each question type.