Jackson State University RPNow
Policy for Online Exams

Objective: This policy outlines proctoring and examination security expectations for test takers (students) when online examinations are given in a course.

Standards: Examinations are important mechanisms for evaluation of student learning. All Jackson State University (JSU) courses (online, hybrid/blended, and traditional) adhere to standards of academic integrity as articulated by JSU and as described in the Student Handbook. Cheating on examinations is contrary to both academic integrity standards and to ethical standards as articulated in the School Conduct Policy.

Examinations given in the courses may be proctored using the Remote Proctor Now System. Students taking online examinations are not required to use this system. Online examinations may be given by an approved proctor or proctoring agency.

Process: The Remote Proctor Now system will be used with online examinations as instructed by faculty.

- Test takers (students) are required to establish identity following the procedures outlined in the Remote Proctor Now instructions.

- Test takers (students) are responsible for self-testing the functionality of the equipment and system well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished prior to beginning the exam. The test taker should contact his/her Exam Sponsor/Faculty member for available Practice Exams.

Test Environment Requirements: The online testing environment should mimic the 'in class' testing environment, and must conform to the following:

- A quiet, secure, fully lighted room for the examination
  - No other people in the room.
  - Sit at a clean desk or clean table (not in a bed or sofa).
  - No talking out loud or communicating with others by any means (with the exception of contact with the faculty member in an emergency).
  - No leaving the room—this includes taking the computer to another location. The exam should be taken in the same room that the “Exam Environment View” is completed in.
  - Nothing except computer and external cameras on the desktop or tabletop—remove all books, papers, notebooks, or other materials,
unless specifically permitted in written guidelines for a particular examination.

Test takers (students) are **not** allowed to use the following unless otherwise instructed by instructor/exam giver:

- Excel
- Word
- PowerPoint
- Calculator (online/computer or handheld devices)
- Textbooks (online/computer or hardcopy books)
- Notes (online/computer or hardcopy notes)
- Pen and Paper (for the purpose of taking notes during exam or calculations)
- Other websites

  - External cameras, when possible, should be placed on the lid of the laptop or where it will have a constant, uninterrupted view of the test taker (student).
  - No writing or documents visible on desk or on walls.
  - No music playing.
  - No other computers running in the exam room.
  - No headphones or ear buds allowed.

- Have the web-cam correctly situated:
  - Web-cam must be focused on the individual taking exam at all times
  - Nothing covering the lens of the camera at any time during the exam
  - Lighting must be “daylight” quality and overhead lighting is preferred if at all possible. If overhead lighting is not possible, the light source should not be behind the test taker (student).

Remote Proctor Now works with a web-camera and microphone either built-in or attached to the computer. These devices identify the test taker (student) and capture video and audio throughout the exam and upload it to SSI’s secure servers. This video will be used for the purpose of establishing if any suspicious activity occurred during the test.

All exam videos can/will be reviewed by the course faculty and the Program director. If cheating is confirmed, the test taker (student) will be referred to the Policy on Academic Dishonesty in the JSU Student Handbook.

In general, test takers (students) are encouraged to treat their personal exam location as if it was on campus.
Policy Violation Consequences:

- If the test taker (student) is flagged for cheating, he/she will be contacted directly by Jackson State University and subject to penalties as articulated in the School Conduct Policy.
- For all other violations the test taker will be notified by Software Secure on behalf of Jackson State University. This notification will be delivered by email after reviews are complete.
- The intent of these warnings is to allow the test taker (student) the chance to modify his/her behavior to comply with this policy before punitive action is required. As outlined in Jackson State University’s policy, repeat offences will be subject to review and may result in a failing grade or expulsion.

Getting Support: Please review the following to be sure the right path is chosen for support.

Call the Center for Distance Learning and Instructional Technology Helpdesk at 601-979-0779 when:
1. The test taker (student) cannot login to Blackboard.
2. The test taker (student) does not know where the exam is, or the exam is no longer available.
3. The test taker (student) is getting an "incorrect password" error while trying to get into the exam.

Contact Software Secure support when:
1. The test taker (student) needs help with navigating through the Remote Proctor website.
2. The test taker (student) needs help with (or are getting errors when) he/she attempts Authentication.

If the test taker needs to contact Software Secure support, please use one of the following methods:

Call the number provided by JSU or click here to find the right number to call for JSU.

Please note that Software Secure Technical support is available by phone 24/7 at the numbers listed here for test takers. The support line (what we call “Level-one”) is open 24/7 and will answer basic questions, such as navigating the website, installation, and other how-tos, along with some technical issues. Other technical issues, however, may require escalation. Escalations are monitored from 8AM-10PM ET, M-F, and 10AM-4PM.
ET on weekends, by in-house Level-two staff. Level-two is closed on all major USA holidays.

Minors *must* have a signed parental agreement on file with Software Secure to use the software. Please ensure these are completed.