



THE UNIVERSITY OF SOUTHERN MISSISSIPPI

Office of the Provost and
Senior Vice President for Academic Affairs

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MEMORANDUM

To: School Directors

From: Amy Chasteen Miller *ACM*
Vice Provost for Academic Affairs

CC: Academic Deans

Date: February 20, 2019

Subject: Proctoring Notification for Students

Proctoring of tests in online courses is an increasingly common practice chosen by many faculty, primarily to verify student identity and address issues of academic integrity. This memo highlights some important policies and resources for all faculty and instructors of record who are using or considering use of proctoring.

Per federal regulations, universities are expected to notify students *prior to enrollment* of any anticipated costs associated with a course, including proctoring. **The issue of cost transparency is one of increasing importance, and we need to be certain that we are letting our students know as early as possible when proctoring is required in a class and costs may be incurred.** In 2018, the University of Nevada, Las Vegas did not notify students in advance of course enrollment about proctoring costs, which led to a [complaint and costly resolution](#) for the university. We want to avoid such situations, of course, and we also want our students to be fully aware of the costs and obligations associated with any course they take.

At this time, the Office of the Registrar and iTech are working together to develop a global statement regarding proctoring that we hope to attach to all fully online courses in SOAR for future semesters. This statement will be visible when students search for classes in SOAR and will indicate that the course the student is registering for may require verification of identity and proctoring, which could carry additional costs. We will keep you informed about the timeline for this project and the details about the statement.

In the meanwhile, we request that directors use the “Notes” section in the SOAR “Class Detail” page to add details about summer and fall courses with proctored exams (e.g., “This course requires a proctored exam at an additional cost to students,” or “This course requires multiple proctored exams at additional cost to students.”). Students will be able to see that

information when they search for classes, giving them notification in advance of registration. Please talk with the faculty in your school about the courses they are teaching that will require proctoring then add a note in SOAR for the classes in which they report they will use proctoring.

In addition, please share with faculty the following requirements for those using proctoring in their online courses, and talk about these practices at your school and program meetings:

1. The syllabus distributed at the start of the semester must contain the number of proctored exams and dates and times (in Central Time) on which those exams will be required to be taken. Students will then be well-informed from the start of the term about what is expected from them in the course.
2. Proctoring should be discussed with students at the start of the semester through different instructor-led means – this can be a video, a chat, or a posting after which questions are taken, but an effort should be made at the start of the term to ensure that students understand that proctoring is required and how it will work. Details about in-person proctoring rules as well as Examity should be covered (see below).
3. **Faculty members should send the exams they wish to have proctored to the Office of Online Learning and/or to Examity (see below) no later than the 10th day of the term.**
4. For in-person proctoring, Vanessa McCullum in [Online Learning](#) will work with the proctoring sites in the various places of residence for the enrolled students to ensure valid proctors are used and proper administration is done. Local students have the option of using the Office of Online Learning for proctoring, although space is limited and early appointments are encouraged. A \$10 processing fee is charged. [Details for students](#) are available online. Students in other parts of the country (and world) will work with Vanessa to identify acceptable proctors and complete the process.
5. Faculty members have the option to use Examity, a virtual proctoring service that enables students to take an exam from any location while being monitored via two-way camera. The charge for this service is \$15 for the first hour then \$7 for each subsequent hour. Faculty members wishing to use Examity should contact Susan Rayborn in the [Office of Online Learning](#) each semester to have their courses synced with the proctoring service. Faculty members using Examity should also review the FAQ and details on the Office of Online Learning's site for [faculty](#). If this service is used, faculty members must talk with students about setting up their accounts, uploading their photo IDs, familiarizing themselves with the rules, and scheduling their proctor appointment in advance. A student [quick guide to Examity](#) is available through Online Learning.

If you have any questions about proctoring within your schools, feel free to call on me or anyone in the Office of Online Learning if we can be of assistance.

Thank you for your time and effort on this important issue.