Remote Proctor Now
Policy for MEM Program Online Students

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

Standards: Examinations are important mechanisms for evaluation of student learning. The Masters of Engineering Management program adheres to both the standards of academic integrity as articulated by Ohio University and the Russ College of Engineering and Technology Honor Code. Cheating on examinations is contrary to both academic integrity and to ethical standards as articulated in the School Conduct Policy.

As such, all examinations in the MEM program will be proctored. Examinations are proctored using the Remote Proctor Now system. Students taking online examinations are required to use this system. Online examinations will not be available to students unless the Remote Proctor Now system is used.

Process: The Remote Proctor Now system will be used with online examinations as instructed by course faculty members. This system is compatible with Windows and Mac computers, as well as with all types of web cameras.

- Students are required to register their devices and establish identity following the procedures outlined in the Remote Proctor Now instructions.
- Students are responsible for self-testing the functionality of their units well in advance of all Remote Proctored exams in their course, so that any troubleshooting that is required can be accomplished. A practice quiz for this purpose will be made available in your first course.

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
  - No communication with others by any means (with the exception of contact with the faculty member in an emergency)
  - No leaving the room
  - Clean desk or table with nothing except computer on the desktop or tabletop, including removal of all books, papers, notebooks or other materials, unless specifically permitted in written guidelines for a particular examination
- No writing visible on desk or on walls
- No music or TV playing
- No use of headphones
- No use of cell phone for any reason other than to contact support or your instructor
- All other computer monitors must be powered off

Generally, wherever the student chooses to take the exam, everything possible should be done to mimic a traditional proctored exam environment.

All exam videos can/will be reviewed by trained proctors, as well as the course faculty and the Program director. If cheating is confirmed, the student will be referred to the Ohio University Judiciaries, as defined in the student handbook.

In general, students are encouraged to treat their personal exam location as if it was on campus.

**Contact information for Product Technical Support:** Technical support is available by phone 24/7 for students from Software Secure at **1-866-811-0719** or by clicking the following link: [http://www.softwaresecure.com/resources/support.aspx](http://www.softwaresecure.com/resources/support.aspx), where students will be able to either (1) search the Knowledge Base (KB) to find the answer to their question; or, (2) open a web-ticket which will be promptly answered by Remote Software Now Technical Support.