



Online Exam and Proctoring Guidelines – COVID19 Crisis Spring 2021

Lebanese American University

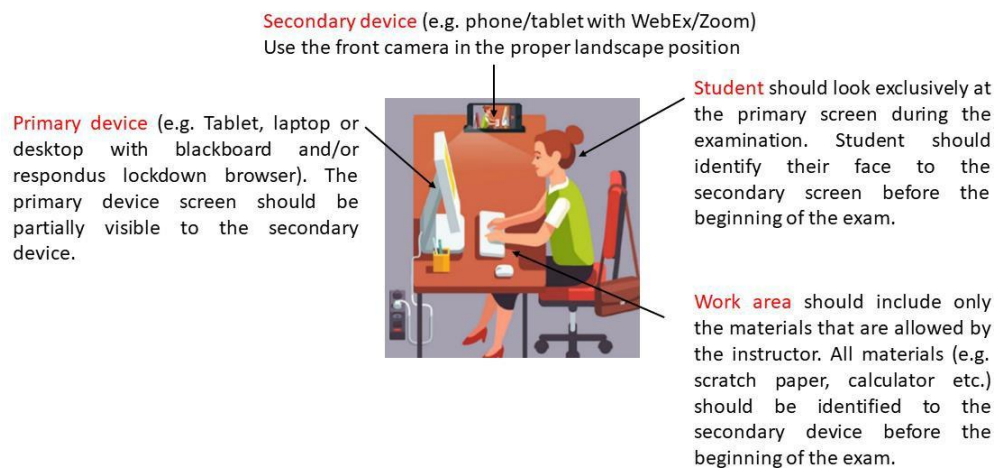
The COVID-19 pandemic will continue to disrupt the Spring 2021 semester and forces LAU to offer the majority of its courses online. Due to imposed lockdowns, it is becoming evident that members of the LAU community may not be able to come back to campus on a regular basis, and remote assessment remains a particularly challenging component of online education. Therefore, in light of these challenges, the guidelines for online exams and proctoring were revised and supersede previous recommendations.

Kindly note that the best proven means to avoid plagiarism and other ethical exam issues is to use distributed assessment methods, i.e. to have numerous assessment stations with small percentages that add up to the full grade. Assessment methods may include: projects, essays, research reports, various homework assignments, in-live session quizzes, in-recorded session quizzes, class attendance and participation, discussion forums, oral exams, along with the regular formal exam.

The below guidelines are meant for faculty members teaching courses that **necessitate** a formal exam. These guidelines consider a student having internet connection problems, minimize students copying from each other, and avert external help or others taking the exam on the student's behalf.

1. It is always important to keep in mind that many of our students have internet connection problems. Also, electrical outages are not uncommon in Lebanon while computer failures are highly possible. Therefore:
 - a. While running a synchronous online exam, make sure you are **available before, during, and shortly after the exam** to handle all issues that may arise. Your availability will allow you to act fast in situations of power outages or when students leave and come back to an exam.
 - b. Before the exam, **set clear rules for your students to follow in case of any failure** (if it can go wrong it will go wrong). For example, you may ask your students to take a screenshot or a photo from their mobile cameras of any incidence and ask them to email it as soon as possible. Make the instructions available to the students before the official exam time so they have time to go over it thoroughly.
 - c. Coordinated multi-section courses **must follow the same rules and proctoring** for online exams across all sections and campuses.
 - d. Schedule your **exam time outside the electrical outages expected time** (mostly 10am, 2pm, and 6pm).
2. There are several effective means to protect the integrity of the exam process. It is recommended to:
 - a. Set a start and end time for your exam that is **just what is needed**.

- b. Use **Respondus** Lockdown browser (where applicable) to minimize access to external material on the web and minimize the possibility of remote access to students' devices.
- c. Open a live WebEx/Zoom/Collaborate session with all your students to monitor. If necessary, record your screen using any available screen recording software (e.g. windows 10 built-in screen recorder, etc.). Be sure to inform students that the session is being recorded
- d. According to both NECHE and NYSED online education requirements, we must monitor and verify our students during a formal remote exam. Therefore, ask your students to identify their faces (to be verified using starfish or any other available database) along with LAU ID (or another official ID if the LAU ID is not yet issued).
- e. You may use multiple screen or ask for help to proctor using multiple devices a large number of students in a given online exam.
- f. Ask students to use a secondary device so that you simultaneously see the student's profile, work area and the primary screen (see cartoon below). Ask students to have the primary and secondary devices on charger (or fully pre-charged and/or on UPS) during the exam.



- g. Randomly ask some students to bring the camera closer to their monitors. Some students are giving their credentials to other persons to take their exams on their behalf, while they act as if they are completing the exam on camera.
- h. Post the exam on Blackboard/Respondus Lockdown browser just before the exam time. It is recommended to protect the exam using a password from Respondus Lockdown browser settings.
- i. If applicable, ask your students to submit handwritten exams, by scanning or taking a photo of the exam once completed. You will need to have a sample of your student's handwriting prior to the exam. For example, immediately after the exam is done (give a 5-10 minutes timeframe), ask students to take a picture and upload in a single file all the scratch papers on which they have solved the questions of the exam along with the written answer (e.g. A, B, C, D, etc.) to blackboard. Ask students to practice the concept (e.g. use an available Scanning application) before the exam by creating a mock exam and a trial assignment upload.

- j. Try to give a **different set of questions** for each student. This is possible through building a pool of questions on Blackboard specifying the topic and difficulty level. Blackboard may randomly select for each student a set of problems insuring covering the material and generating exams with the same level of difficulty. Alternatively, you may create a specific block of questions per topic from which blackboard selects to ensure that the exam covers the same topics for all students. More information of testing on Blackboard can be found [here](#) or in this [webinar](#) (also include information on integrating questions from other publishers). **Randomize the order of problems and answers** on Blackboard.
 - k. Prohibit backtracking (students cannot review previous questions) and display the questions of the exam one at a time [**this recommendation is optional**].
 - l. If applicable use **more analytical and essay type questions** that can be checked on Turnitin.
3. In case you did your best following the above guidelines or even came out with more effective ones and still believe that there was a violation of the integrity of the exam (higher than expected grades, insider information, etc.), it is highly recommended that you perform a live oral exam (using Webex/Collaborate/Zoom) or an oral Q/A to validate any suspicious exam grade.