

DISTANCE AND ONLINE STUDENT EXAM REQUEST PROCEDURE

This procedure is governed by its parent policy. Questions regarding this procedure are to be directed to the identified Procedure Administrator.

Functional Category:	Academic
Parent Policy:	Program Management and Academic Operations Policy
Approval Date:	November 27, 2013
Effective Date:	September 1, 2013
Procedure Owner:	Vice President, College Services and Chief Financial Officer
Procedure Administrator:	Dean, Student Services and Registrar

Overview:

This procedure informs internal and external stakeholders of actions required to request exams, request exam administrator approval, confirm exam environment requirements, and the exam delivery conditions for distance and online students at NorQuest College (college).

The college is committed to maintaining high standards of academic performance and integrity. In support of this commitment, the college has adopted a number of student focused procedures in order to maintain institutional integrity, and ensure fairness and accuracy of all examinations for students, faculty and the college.

The procedures are intended to direct, regulate and standardize the scheduling of exams for distance and online students in order to uphold the principles stated in the Academic Operations Policy.

Authority to establish this policy is derived from the [NorQuest College Board of Governor's Policy No. 5](#) which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.

Procedures:

This procedure applies only to NorQuest College Distance and Online Students.

Exam Request Procedure

Introduction

- Students must arrange for all examinations by completing and submitting the required information found on the college's [Exam Request & Writing Information web page](#) by the deadline dates specified in this procedure.
- Students who live within 100 kilometers of a College Approved Exam Administration Site must write their exam at that site subject to space availability.
- Students who live more than 100 kilometers from a College Approved Exam Administration Site are required to find a suitable exam administrator to supervise their course exams. Students are required to submit a request to have the college approve their proposed exam administrator using the college's [Exam Request & Writing Information web page](#).
- Students who are required to write at a health care facility may be assigned an exam administrator to supervise their course exams.

Exam Request and Completion Deadlines

All exams must be requested and completed within the specified deadlines below. Exam requests can only be accommodated if space is available. It is recommended that you book a minimum of 10 business days in advance.

Exam Writing Location	Exam Request Must be Received by NorQuest College	Exam Completion Deadline
In Alberta	a minimum of 2 business days prior to the exam write date	Exam Write Date specified by course instructor OR not later than the course end date
Outside of Alberta but in Canada or the United States	a minimum of 5 business days prior to the exam write date	Exam Write Date specified by course instructor OR not later than the course end date
Outside of Canada and the United States	a minimum of 30 business days prior to the exam write date	Exam Write Date specified by course instructor OR not later than the course end date

Students who are writing an exam in rural, remote or international areas should ensure that the college receives their request at least 10 calendar days sooner than the days noted above to help ensure that examinations can be delivered on time to the examination site.

Requesting an Exam

Students may submit a request to write an exam by completing and submitting the required information at the college's [Exam Request & Writing Information web page](#). **Phone calls or in person requests will not be accepted.** Students who are required to write their exams in health care facilities will not need to request an exam from the college but will communicate with their tutor/proctor to request an exam.

Students with Accommodations

Students who have approved accommodations through Student Learning and Wellness are reminded to check the "I have been approved for exam accommodations" box at the college's [Exam Request & Writing Information web page](#).

College Approved Exam Administration Sites

The following is a list of College Approved Exam Administration Sites:

- NorQuest College Edmonton Main (Downtown campus)
- NorQuest College Wetaskiwin campus
- NorQuest College Drayton Valley campus
- NorQuest College Stony Plain campus
- NorQuest College Whitecourt campus
- NorQuest College Westlock campus
- Health care facilities that have a current affiliation agreement with NorQuest College.

Request for Exam Administrator Approval

- Students who live more than 100 kilometers from a College Approved Exam Administration Site are required to find a suitable exam administrator to supervise their course exams.
- Students are required to submit a request to have the college approve their proposed exam administrator using the college's [Exam Request & Writing Information web page](#).
- Students who are putting forward a request for an individual or an organization that is not an established College Approved Exam Administration Site should do so at least **30 days** prior to their anticipated exam write date. This will ensure that the exam administrator information is available to authorized NorQuest personnel when an exam request is made and that approval can be obtained well in advance of the exam write date.

Students who do not follow this procedure may experience delays in the processing of their exam request. This may result in the student not writing the exam on the requested date or prior to their course end date.

Exam Environment at Exam Site used by Exam Administrator

Students are responsible for ensuring the exam administrator they have requested will provide an exam environment as specified in the following paragraph and has the necessary computer hardware and software, including any course-specific software required for the student to take the exam. The college is not responsible for providing equipment or software. Exam administrators will not be approved unless they can meet the exam administration environment criteria listed below.

In order to be approved, the Exam Administrator will be required to confirm that they will be able to provide the following:

- A safe and quiet exam writing environment that is free from distraction and disruption.
- A secure method of holding an exam prior to a student's scheduled exam write date and time.
- A secure method of holding a completed exam prior to its return to the college.
- The ability to ensure that an exam is administered in accordance with the college's Exam Procedures.
- The ability to observe and monitor the student throughout the duration of the exam.
- The ability to ensure that a student does not have access to the exam outside of the scheduled write date and time.
- The ability to ensure that the student writes the exam within the allotted time to do so.
- If administering an online exam, the ability to provide a desktop or laptop computer that is compatible with the technology that is required to host the online exam and is located in an environment that is suitable to the writing of an exam.
- The ability to properly and securely dispose of any exam materials remaining (scrap paper, physical or e-copies of the exam) once the completed student exam has been returned to the College.

Exam Supervision

Students must write exams under the supervision of an exam administrator approved by the college or at a College Approved Exam

Administration Site.

Exam Administrator Criteria

An exam administrator must be fluent in written and verbal English, have a valid, working email address and telephone number, and fall into one of the following categories:

- A professor or instructor at a recognized post secondary institution.
- An administrative or professional employee of a recognized public or private post secondary institution.
- An administrative or professional staff member of a public library or a library in a public school.
- An administrative or faculty staff member of a public or private elementary or secondary school.
- A Human Resources professional who works in a dedicated human resources department.
- A commissioned officer in the Canadian Forces.
- An official at an Embassy or Consulate office.
- An administrative or professional employee of a public or private health care institution.
- A licensed health professional or clinical nurse educator.

Exam Administrator Relationship to Student

An exam administrator **cannot** be any of the following:

- Friend
- Neighbor
- Spouse
- Co-worker
- Family member or relative
- Another NorQuest student
- An individual who resides at the same address as the student

Exam Administrator Approval

Students may submit a request for exam administrator review and approval by providing and submitting the required information at college's [Exam Request & Writing Information web page](#). Phone calls or in person requests will not be accepted.

An authorized college representative will review the request and will determine if the exam administrator meets the required criteria. If the exam administrator is approved, an authorized college representative will contact the exam administrator to make the necessary arrangements for the student to write the requested exam. The student will then receive confirmation that the exam administrator has been approved and that the necessary arrangements have been made.

Students who are required to write at a health care facility may be assigned an exam administrator.

Right to Refuse an Exam Administrator

- The college has the right to:
 - refuse a requested exam administrator and
 - require the student submit an alternative exam administrator, or
 - require that students write their examination with a College Approved Exam Administrator or at an approved exam

administration site.

- The college has the right to discontinue the use of a College Approved Exam Administrator or College Approved Exam Administration Site at any time.

Exam Administrator Duties and Obligations

All College Approved Exam Administrators will be required to abide by the Exam Procedures.

College Approved Exam Administrator's Fees

Students are responsible for any fees charged by the College Approved Exam Administrator for exam supervision.

Confirmation of Exam Writing with Exam Administrators

Students are responsible for confirming with the College Approved Exam Administrator, at least 48 hours prior to writing the exam, that the exam has been received. If the exam has not been received, the College Approved Exam Administrator must contact Assessment Services at the College by calling (780) 644-6055.

Exam Shipment and Delivery

Exam Shipment – Paper Exams

- Paper exams are shipped by email, fax, letter mail or interoffice mail to the College Approved Exam Administrator or College Approved Exam Administration Site.
- Students must take postal delivery times into consideration when making their exam request. Students who are writing an exam in rural, remote or international areas should add additional time to their request.
- The college cannot guarantee a desired delivery date. Exam administrators should receive paper exams no less than 5 business days in advanced of the exam write date. If the exam has not been received, the College Approved Exam Administrator must contact Assessment Services by calling (780) 644-6055. Delivery standards may vary for rural, remote, and international communities.

Exam Delivery – Online Exam

- The College Approved Exam Administrator will be provided with instructions, a secure password, and a hyperlink to access an online exam in advance of a student's scheduled exam write date via email.
- Only the exam administrator may log in to access the exam.
- Secure passwords must never be given to a student.
- If the exam information has not been received, the exam administrator must contact Assessment Services by calling (780) 644-6055.

Definitions:

College Approved Exam Administrator: A NorQuest College instructor or an individual who has been authorized by a NorQuest College representative to supervise an exam.

College Approved Exam Administration Sites: An institution that has been authorized by a NorQuest College representative to supervise a course exam. The following are College Approved Exam Administration Sites:

- NorQuest Edmonton Main Campus

- NorQuest Drayton Valley Campus
- NorQuest Stony Plain Campus
- NorQuest Westlock Campus
- NorQuest Wetaskiwin Campus
- NorQuest Whitecourt Campus
- Health care facilities that have a current affiliation agreement with NorQuest College.

Course End Date: The last day for students to complete their course.

Exam Write Date: The date the student has scheduled with a College Approved Exam Administrator or College Approved Exam Administration Site to complete an exam.

Online Exam: A timed exam completed using a computer with an Internet connection.

Paper Exam: A timed hard copy exam completed without using a computer or electronic device.

Student: any individual registered in a course or program who has paid the tuition fee in full or verified payment arrangements, and for whom the college maintains an affiliation as a learner in good standing.

Related Information:

- [Academic Calendar](#)
- [Code of Student Conduct: Academic Integrity and Non-Academic Misconduct Procedure](#)
- Exam FAQ's Students (in development)
- Exam FAQ's Faculty (in development)
- [Program Management and Academic Operations Policy](#)
- [Student Exam Procedure](#)

Related Documentation:

- [Exam Request & Writing Information web page](#)

Next Review Date:

October 2019

Revision History:

November 2013: New
 November 2014: update for document links
 July 2015: update for document standards, procedure owner and next review date