TESTING SERVICES 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 Advisory Committee Policy
Approval Date:	February 2, 2022
Effective Date:	February 2, 2022
Procedure Owner:	Vice President, Learner Experience
Procedure Administrator:	Manager, Testing Services and Learning Support

Overview:	Testing Services manages the administration and proctoring of select exams that occur **outside** the classroom setting. This includes academic assessment and placement exams used for admissions and placement purposes; course exams for students with exam accommodations from Accessibility Services; deferred course exams; and challenge exams. Testing Services also centrally manages the college's enterprise eProctoring services. eProctoring services are third-party services contracted by the college to provide online proctoring for select academic and placement assessments, and select course exams. The decision to use eProctoring services for course exams is made within the Academic portfolio. Students with exam accommodations are given priority access to Testing Services to ensure NorQuest fulfills its ethical and legal requirements under the *Alberta Human Rights Act* - as outlined in the college's Duty to Accommodate Students with Disabilities Policy. Testing Services guidelines and procedures are developed in consultation with the Testing Services Faculty Advisory Group, chaired by the Manager, Testing Services & Learning Support. Authority to establish this policy is derived from the NorQuest College Board of Governors Policy No. 5, which delegates authority to the President and CEO to establish policies and procedures for the college's management and operation.
Procedures:	**Academic Assessments and Placement Exams** **Roles and Responsibilities** The applicant or student will: • As guided by admissions processes, book their exam(s) with Testing Services; follow all exam booking guidelines. • Complete their exam(s) in a timely manner so as to allow time for admissions and enrolment processes for their chosen intake. • Have the needed technology (desktop or laptop computer, webcam, microphone, and stable internet connection) to write an online

exam or use eProctoring services; and communicate any technology barriers to Testing Services at the time of booking so that alternate arrangements can be considered.

- If accommodation is needed, register with Accessibility Services as per the process outlined in the Duty to Accommodate Students with Disabilities Policy; be able to use any assistive technology independently during the exam.

The college will:
- Provide required exam materials for applicants and students to Testing Services.
- Refer applicant or student to Testing Services to complete specified exam(s).

Testing Services will:
- Help applicant or student to book their exam(s).
- Administer the exam through eProctoring services, or other online or in-person services depending on student need and/or barriers to accessing technology.
- Work with Accessibility Services to provide exam accommodations, where needed, in adherence to the Duty to Accommodate Students with Disabilities Policy.
- Notify the relevant college area of exam completion.
- Provide written documentation (including any supporting evidence) to the college of any exam incidents. This includes, but is not limited to, cases of suspected academic misconduct, and cases of significant exam disruption.

Workplace Academic Assessments

Roles and Responsibilities

The applicant will:
- Book their exam(s) with their workplace program or proctor.
- Complete their exam(s) in a timely manner so as to allow time for admissions and enrolment processes for their chosen intake.
- In advance of their exam, register with Accessibility Services as per the process outlined in the Duty to Accommodate Students with Disabilities Policy; be able to use any assistive technology independently during the exam.

The college will:
- Provide required exam materials for applicants to Testing Services.

The workplace program will:
- Select or recruit workplace proctors.
- Provide approved worksite proctor lists to Testing Services.
- Provide oversite for workplace proctors.
- Notify relevant college area of exam completion.

Testing Services will:
- Provide worksite proctors with access to the exam materials.
- Provide access to training materials on proctoring standards.

Course Exams for Students with Exam Accommodations from Accessibility Services

The student will:
- Book their exam(s) with Testing Services by following the guidelines provided in the Student Guide to Accommodated Exams.
- Complete their exam(s) within the exam writing window (specified dates/times) set by their instructor.
- In advance of their exam, register with Accessibility Services as per the process outlined in the Duty to Accommodate Students with Disabilities Policy.
- Use assistive technology independently during their exam.
- Have the needed technology (desktop or laptop computer, webcam, microphone, and stable internet connection) to write an online exam (if relevant), and to tell their instructor about any technology concerns in advance of the exam.

The instructor will:
- Be aware of any students in their class who have exam accommodations and follow all guidelines and processes in Testing Service's Instructor Guide to Exams.
- Provide written information within course materials or syllabi that informs students with exam accommodations where to book their exam and provide access to Testing Service's Student Guide to Accommodated Exams.
- Provide written information within course materials or syllabi that informs students with exam accommodations what their exam writing window (specified dates and times) is for each exam.
- Provide students with advance notice of exams, according to timelines provided in the Instructor Guide to Exams, so that students with exam accommodations have reasonable time to book with Testing Services.
- Provide Testing Services with accessible student exam materials by the deadline posted in the Instructor Guide to Exams.
- Determine resolution in cases where student has technology barriers that preclude them from writing their exams in the instructor's chosen online format, where relevant.
- Arrange for regularly scheduled paper exam pick-up through their program area, as needed.

Testing Services will:
- Provide support to students who need help booking their exams and understanding the guidelines in the Accommodated Exams Guide.
- Administer and/or proctor exams, as scheduled, according to proctoring protocols.

- Prepare instructor-provided exam materials in advance of the exam.
- Work with Accessibility Services, as needed, to ensure exam accommodations are in place.
- Provide written documentation (including any supporting evidence) to instructors of any exam incidents. This includes, but is not limited to, cases of suspected academic misconduct, and cases of significant exam disruption.
- Provide assistance to instructors in resolution of student technology issues, such as providing alternate proctoring services.
- Develop, maintain, and provide access to student and instructor guides to exams.

eProctor Services for Course Exams

The student will:
- Book their exam(s) with the eProctoring service provider by following the guidelines provided in the Student Guide – ProctorU.
- Complete their exam(s) within the exam writing window (specified dates/times) set by their instructor.
- Test their technology (desktop or laptop computer, webcam, microphone, and other eProctoring technology requirements) at the beginning of term; tell their instructor in advance of the exam of any challenges in meeting eProctoring technology requirements.

Instructors will:
- Follow all guidelines and processes in Testing Service's Instructor Guide – ProctorU.
- Submit the eProctor Instructor Submission Form for their participating course exam(s) by the deadline each term.
- Configure their exam parameters within the Learning Management System, as outlined in the eProctor Instructor Guide.
- Ensure students are prepared to use eProctoring services at the beginning of term by posting Testing Service's Student Guide – ProctorU in their Learning Management System course page.
- Determine resolution in cases where student has technology or other challenges or concerns that may prevent them from using eProctoring services.

Testing Services will:
- Configure exams within the eProctoring service platform, as per instructor specifications.
- Provide notice to instructors when the exam is ready and provide student access to exam booking site.
- Develop, maintain, and provide access to student and instructor guides on how to use eProctoring services.
- Provide support to students who need help setting up their eProctoring account, and/or with any other steps in Testing Service's Student Guide – ProctorU.

- Provide support to instructors who need help with processes outlined in Testing Service's Guide for Instructors – ProctorU
- Provide assistance to instructors in resolution of student technology issues, such as providing alternate proctoring services.
- Conduct pre-review of incident reports provided by eProctoring service vendor to validate potential misconduct or other incidents.
- Provide instructors with access to all supporting materials in cases of validated incidents of potential misconduct or other incidents.
- Act as contract holder and sole liaison between the college and the eProctoring service vendor.

Senior Leaders in Academics will:
- Work with Testing Services to effectively manage eProctoring service budget for each fiscal year.
- Determine participating courses and course exams for each academic term.
- Provide participating course list to Testing Services by agreed upon deadlines in advance of each term, to ensure the college meets its contractual obligations with service vendor.

Deferral Exams

The student will:
- Complete their approved exam deferral with Testing Services at the time and date provided by their instructor or program area.
- Follow Testing Services guidelines, as provided at the time of their appointment (or the Student Guide –ProctorU; or the Student Guide to Accommodated Exams, as relevant).
- Have the needed technology (desktop or laptop computer, webcam, microphone, and stable internet connection) to write an online exam or use eProctoring services, if relevant.
- Inform their instructor or program area of any scheduling conflicts; only the instructor or program area can schedule or re-schedule deferral exams with Testing Services.

The instructor will:
- Follow the process in Testing Service's Instructor Guide to Exams to request an exam deferral booking.
- Provide Testing Services with accessible student exam materials by the deadline posted in the Instructor Guide to Exams.
- Determine resolution in cases where student has technology barriers that preclude them from writing their exams in the instructor's chosen online format, where relevant.
- Arrange for paper exam pick-up through their program area, as needed.

Testing Services will:
- Administer and/or proctor exams, as scheduled, according to proctoring protocols.

- Prepare instructor-provided exam materials in advance of the exam.
- Provide written documentation (including any supporting evidence) to instructors of any exam incidents. This includes, but is not limited to, cases of suspected academic misconduct, and cases of significant exam disruption.
- Provide assistance to instructors in resolution of student technology issues, such as providing alternate proctoring services.
- Develop, maintain, and provide access to general student exam writing guidelines and instructor guides to exams.

Challenge Exams

In cases where a Challenge Assessment is a written exam, students will use eProctoring services. If students have barriers to accessing technology or have approved exam accommodations from Accessibility Services, alternate online or in-person service options will be provided.

External Proctoring

In rare and extenuating circumstances only, a student or applicant may write an exam at a verifiable educational institution's testing centre within their community. Testing Services and the program area will collaborate to approve and set-up community-based proctoring. Any cost incurred by using a community testing centre is the responsibility of the student or applicant.

Definitions:

Applicant: an individual who has submitted an application for admission to a NorQuest College program.

Accommodation(s) for Students with Experience of Disabilities: accommodations are intended to remove barriers related to the functional impacts of a student. Administering accommodations is a shared responsibility between the student and the institution and arriving at an accommodation(s) is a consultative process. Accommodations may include (but are not limited to): exam writing accommodations; some form of assistive technology; permission to record lectures; advanced copies of course material; academic coaching; sign language interpreter; instructional assistant working with student 1-on-1 in the classroom. Accommodation(s) for students with experience of disability has three limitations: academic integrity; reasonable and justified; undue hardship.

Assessment Exam: an exam that can be used by applicants as a way to meet Admission or Entrance Requirements for a program.

Admission Requirements or Entrance Requirements: a set of criteria stipulating education, training, or experience needed eligibility to enter an educational program or occupation. May include minimum marks, levels of achievement, exam scores, and/or documentation such as criminal records check and immunization records. Also known as entrance requirements.

Challenge Assessment: a test, exam, or assignment (written or oral) that is designed to validate the knowledge of a NorQuest College student as it relates to course requirements. The challenge assessment is directly related to the learning outcomes of the course.

Duty to Accommodate: refers to the requirement under Section 5 of the Canadian Human Rights Act and Section 4 of the Alberta Human Rights Act that prohibits discrimination regarding goods, services, accommodation, and facilities. As a result, educational institutions are required to make arrangements, adjustments, and alterations in the educational environment to ensure that it does not have a discriminatory effect on a student because of student's disability. The duty to accommodate students with disabilities is part of the college's larger duty not to discriminate.

eProctoring: online, third-party exam proctoring services contracted by the college

Exam (for the purposes of this procedure)**:** any timed, individually completed, written assessment that may be either proctored or not proctored. Includes, but is not limited to, tests, quizzes, midterm exams, and final exams (note that some academic assessments are still considered exams but are not timed).

Significant Exam Disruption: is when a student is unable to complete an exam due to an unforeseen, uncontrollable event such as fire, an evacuation, technological failure, or other such event.

Exam Incident: an incident during an exam that may indicate academic misconduct, such as cheating or identify fraud. Exam incidents and any supporting evidence is provided by Testing Services to instructors for investigation.

Placement Exam: an assessment required for some applicants to ensure they are placed in the appropriate course level. The assessment may include a standardized reading test, essay, and/or mathematics test. The exam must be completed prior to course enrollment.

Proctoring: oversight of the examination process by an authorized individual (proctor). The proctor helps maintain exam security and validity of the exam results, by confirming the identity of the exam writer and monitoring the exam-writing environment.

Student (for the purposes of this procedure)**:** any individual who is or has been registered in any program or enrolled in any course(s) within the past twelve months or for any future terms whether credit or non-credit at NorQuest College. Another term for student is Learner.

	Workplace Academic Assessments: an assessment exam for admissions purposes that is conducted in the workplace via a college workplace program.
Related NorQuest College Information:	- Academic Misconduct Procedure - Academic Placement Assessments - Admissions Policy - Assessments – Instructor Guide – ProctorU - Assessments – Instructor Guide to Exams - Duty to Accommodate Students with Disabilities Policy - eProctor Testing Services - Student Guide – ProctorU - Student Guide to Accommodated Exams - Student Judicial Affairs Policy
Related External Information:	*Alberta Human Rights Act/Canadian Human Rights Act*
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