

SUBJECT: Proctoring Network

Tactic: Affordability 1.1.2 - Explore additional items for potential sharing to expand the quality of the student online learning experience while reducing costs through efficiency, such as a Proctoring Network, Tutoring Network, and expansion of Florida Orange Grove shared resources.

Background:

Methods to proctor exams in online courses vary by institution. The Infrastructure Workgroup proposes a system framework for proctoring to support academic integrity, while ensuring the efficient use of resources.

Recommendations:

The workgroup recommends establishing the Proctoring Network Committee (PNC) to create and support a statewide proctoring network.

A statewide proctoring network allows for the establishment of a centralized location to provide education, procedural information, and resources on academic integrity. This effort will facilitate the ability to achieve high standards of academic integrity in online courses. This recommendation is broken into two phases and a financial considerations piece below:

1. Initial Phase:
 - a. The Proctoring Network Committee will be appointed by and report to the Steering Committee for the implementation of the Strategic Plan for Online Education. Members of the Committee will be from SUS institutions and participants who are invited from the Florida College System. The Proctoring Network Committee (PNC) will establish its operating procedures.
 - b. The PNC will develop a formal process by which institutions may elect to provide evidence that their internal online proctoring tool is based on a documentable set of standards, is of comparable rigor, and adheres to a similar review process as those outlined by the selected vendor. In so doing, an institution's specific online proctoring tool and process could be approved to also meet the best practices identified by the PNC.
2. Implementation Phase:
 - a. Implement a statewide proctoring website to provide students, faculty and staff information on proctoring services and processes, such as the one used by the [University of North Carolina](#).
 - i. Include proctoring service instructions, guidelines, and procedures.
 - a) Assess the status of current resources across the FCS and

SUS and make recommendations as to which to include on the statewide proctoring website.

- b) Create a proctoring network of qualified proctors that will be responsible for proctoring exams for online courses across the FCS and SUS. Examples of approved proctors could be librarians, K-12 teachers or administrators, employees of a local testing site, etc.
 - ii. Create resources to assist in the development of an academic integrity culture. Examples below:
 - a) [Faculty facing video](#)
 - b) [Student facing video](#)
 - iii. Identify and include best practices on course design and how a variety of assessment modalities can reduce incidents of academic misconduct, and offer students more opportunities to demonstrate content mastery.
 - iv. Develop and provide example statements and policies related to academic misconduct.
 - v. Include “Frequently Asked Questions” with answers.
 - b. The Proctoring Network Committee (PNC) will establish evaluation criteria and complete an RFP to find a vendor that can provide proctoring services at an affordable cost to students and the university and college system. Requirements for selected proctoring provider should include:
 - i. Flexible payment options where students can pay directly for the cost of the exam or an institution can cover the cost of the exam at the course level.
 - ii. The ability to offer a service platform that provides options for institutions to define the proctoring model which impacts overall cost:
 - a) Vendor is responsible for proctoring the exam
 - b) Faculty is responsible for proctoring the exam
 - c) Institution assigns staff to proctor the exam
 - d) Technology platform provides notifications of potential misconduct.
3. Financial Considerations
- a. Funding is needed to support the development of the website and acquisition of additional resources to support this initiative. The Proctoring Network Committee (PNC) will identify resources needed and provide recommendations to the Steering Committee. Funding can be

provided to the FLVC or awarded to an institution that is selected to develop and maintain the website.

Supporting Documentation Included: None

Facilitators/Presenters: Joseph Riquelme