

Invigilation and Testing Guide

Invigilation and Testing Guide

A Resource for Faculty and Students

FANSHAWE TEST CENTER

MATT PLUMB AND JENNIFER AYERS

FANSHAWE COLLEGE PRESSBOOKS
LONDON, ON CA



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About this Guide

Fanshawe College Invigilation Guide

This guide is a test and invigilation (proctoring) resource for Fanshawe College students, staff, faculty, and administrators. It includes contact and location information, forms, and process walkthroughs for various testing scenarios.

Acknowledgments

Information in this guide has been authored and compiled collaboratively by faculty, administrative, and support staff within Fanshawe's Test Centre, Library Learning Commons, and the OER Design Studio in conjunction with existing information published by Fanshawe College. We thank all members of the Fanshawe community for contributing information to this resource.

This guide is a work in progress and will be updated routinely to reflect new and changed processes within the Fanshawe College community. Readers are encouraged to check back regularly for updates. Updates will be logged on the [version history](#) page.

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AA. In addition, it follows all guidelines in [Appendix A: Checklist for Accessibility](#) of the [Accessibility Toolkit – 2nd Edition](#).

In addition to the web version, additional files are available in a number of file formats, including PDF, EPUB (for eReaders), and MOBI (for Kindles).

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- The computer, software, browser, and any assistive technology you are using that can help us diagnose and solve your issue (e.g., Windows 10, Google Chrome (Version 65.0.3325.181), NVDA screen reader)

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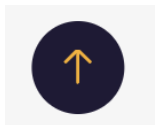
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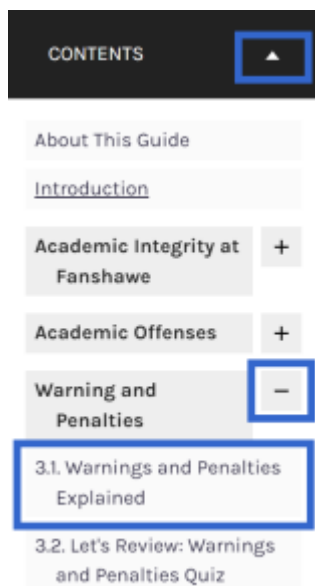
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To jump to a specific section or sub-section, click on “Contents” in the top left section of the page. Use the plus sign (+) to expand and the minus sign (-) to collapse the content sections. *(Note: On smaller screens, the “Contents” button is at the top of the page.)*



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Frequently Asked Questions

Quick Start

Welcome to Fanshawe's Invigilation and Testing guide! Below, you'll find answers to some of the most common questions about taking tests and exams at the London Campus Test Centre, as well as questions about where to locate additional services and supports at the College.

General Questions

- [What is invigilation?](#)
- [Why is invigilation necessary?](#)
- [What types of evaluation methods are invigilated?](#)

FAQ for Students

The London Campus Test Centre

- [What is the London Campus Test Centre?](#)
- [What services does the Test Centre provide?](#)
- [What software is available at the Test Centre?](#)
- [Do other Fanshawe College campuses have a Test Centre?](#)
- [Can I write my test or exam at a campus different from where my classes are held?](#)
- [How do I write a test or exam in my classroom?](#) *(IT, Building Technology, and Applied Science only)*
- [How do I write an online test or exam remotely?](#)
- [What do I do if I've missed my test or exam?](#)
- [What do I do if I am suspected of committing an academic offence during my test or exam?](#)

Booking your Test or Exam

- [I am a student with accommodations; how do I book my test with the Test Centre?](#)
- [I am a student who missed a test or an exam; how do I book my test with the Test Centre?](#)

Writing a Test or Exam

- [What are the College's Test Centre's rules?](#)

- [What do I need to bring when I write my test at the Test Centre?](#)
- [What can I expect when taking an in-person exam scheduled during exam week?](#)

Student Resources

- [Accessibility Services](#)
- [Counselling Services](#)
- [Policy A131 Evaluation of Student Learning](#)
- [Test Centre Software Availability List](#)
- [Inclusive Technology Centre](#)

Academic Integrity

- [Academic Integrity at Fanshawe](#)

FAQ for Faculty

The London Campus Test Centre

- [What is the London Campus Test Centre?](#)
- [Where are the other Fanshawe Test Centres located?](#)
- [What software is available to students at the Test Centre?](#)
- [What should I know when booking tests or exams at the Test Centre?](#)
- [What should I know when booking tests at the Test Centre for students with accommodations?](#)
- [What types of tests and exams students can write at the Test Centre?](#)

Invigilating

- [What is the exam protocol for faculty and students?](#)
- [What is expected of me as an Invigilator?](#)
- [What are the emergency procedures?](#)
- [How should I prepare for invigilating a colleague's test or exam?](#)
- [What are some best practices for in-person tests and exams?](#)
- [What are some best practices for online testing and virtual invigilation?](#)
- [What software tools do I use for online \(remote\) tests and exams?](#)

Faculty Forms

- [Test Centre Coversheet for Faculty](#)
- [Classroom Invigilation Request Form](#)
- [Students Without Identification Request Form](#)

- [Evaluation Error Report Form](#)
- [Evaluation Attendance Form](#)

Faculty Resources

- [Policy A131 Evaluation of Student Learning](#)
- [Policy A136 Academic Integrity](#)
- [Accessibility Services](#)
- [Counselling Services](#)
- [Inclusive Technology Centre](#)
- [Academic Integrity: Faculty](#)

Information for External Clients

- [Does Fanshawe College provide invigilation and Test Centre services for external clients](#)
- Who do I contact to book an external test at the Test Centre?
 - For inquiries into writing an external test at the London Test Centre, please contact **Lorrie Rutter-Aulis at 519-452-4430 (x14947)** or email using the following address: **lrutter-aulis@fanshawec.ca**
- I have additional questions about external testing. Who can I contact?
 - For inquiries about external testing at the Test Centre, please contact **Lorrie Rutter-Aulis at 519-452-4430 (x14947)** or email using the following email address: **lrutter-aulis@fanshawec.ca**

TESTING AND INVIGILATION AT FANSHAWE

In this Guide

This guide contains the following sections:

- [What is Invigilation, and Why is it Necessary?](#)
- [Invigilation Supports at Fanshawe](#)
- [Testing Location Information](#)
- [Test Centre Information for Students and Faculty \(FAQs\)](#)
- [Accommodated Student Testing](#)
- [Classroom and Online \(Remote\) Invigilation](#)
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- [QRG: Online Testing and Virtual Proctoring Tips for Faculty](#)
- [QRG: Best Practices for Test and Exam Invigilation](#)
- [Test Centre Software Availability](#)
- [Inclusive Technology Centre](#)
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1.1 What is Invigilation, and Why is it Necessary?

What is Invigilation?

As defined in Fanshawe College Policy [A131: Evaluation of Student Learning](#), invigilation, also known as proctoring, is the process of securing and supervising an examination to ensure it is conducted fairly and according to the rules.

Invigilators, also known as proctors, are responsible for:

- Monitoring students during an exam
- Ensuring the exam environment remains quiet and orderly
- Assisting students with issues such as clarifying instructions or addressing technical problems

Students choose Fanshawe College to receive a quality education. Invigilation ensures students are evaluated under the same conditions, helping to maintain the validity of the exam results and that the results accurately reflect each student's knowledge and abilities. As a result, Fanshawe's invigilation procedures benefit everyone involved.



Why is Invigilation Necessary?

Benefits for Students

- **Ensures fairness** between students during an evaluation. Cheating or dishonest practice during a test is prohibited, and hard work and preparation are rewarded.
- **Maintains a controlled environment** that limits distractions so students feel comfortable and can focus on completing their test(s).
- **Provides student assistance** with issues arising during an exam, such as clarifying instructions, addressing technical problems, or responding to health concerns.

Benefits for Faculty

- **Prevents cheating** by closely observing students during the test, which makes it difficult for anyone to

engage in dishonest behaviour.

- **Enforces exam rules** through clear communication of expectations and prevention of the use of unauthorized materials.
- **Detects and addresses irregularities** during an exam by actively monitoring test candidates and providing incident documentation to faculty.
- **Sets an ethical tone** by evaluating students under the same conditions and ensuring that the test results accurately reflect each student's knowledge and abilities.

Benefits for Fanshawe College

Promotes and maintains trust and integrity, which are essential for the College, Fanshawe alums and community partners. Effective invigilation ensures fair and transparent processes and reinforces Fanshawe's credibility as a top-tier post-secondary institution.

1.2 Invigilation Supports at Fanshawe

What is the London Campus Test Centre?

The **Test Centre**, located in **F3005**, provides testing support for students who require accommodations, have missed or need to reschedule a test, or have connectivity issues.

- **Phone:** 519-452-4430 x14166
- **Email:** testcentre@fanshawec.ca
- **Address:** F3005, 1001 Fanshawe College Blvd., London, ON
- **Hours:** 8 A.M. to 8 P.M., Mon – Fri

[The Test Centre Quick Reference Guide](#) (PDF 315 KB)

What Types of Evaluation Methods are Invigilated?

The Test Centre supports tens of thousands of students every year on their educational journey. With so many program options, course choices, and career paths, it is no surprise that testing needs are as diverse as our student population.

Accommodated Student Testing

Fanshawe College provides equitable treatment of students with disabilities. Students who have accommodations through Counselling Services benefit from testing supports, including:

- Test Centre or Testing Site used for in-class exams
- Adaptive technology and alternate format support
- Reading/Scribing options
- Additional time



Missed/Rescheduled Evaluation Testing

Fanshawe students who need to complete a test outside of scheduled class time can do so at the Test Centre with faculty approval. Students should contact their faculty member to arrange an agreed-upon date and time to write. All testing in the Test Centre is by appointment only and must be scheduled a minimum of 2 business days in advance of the write date.

External Client Invigilation

Fanshawe College offers invigilation services to external clients who need to complete course evaluations from an external college or university and those writing certification or accreditation exams.

For inquiries into writing an external test at the London Test Centre, please contact Lorrie Rutter-Aulis at **519-452-4430 (x14947)** or email using the following address: **lrutter-aulis@fanshawec.ca**.

Note: The extent of the services available will depend on the campus location, so prospective clients are advised to [contact the testing site location directly](#).



1.3 Testing Location Information

Fanshawe Sites

London Campus Test Centre

Phone: 519-452-4430 x14166

Email: testcentre@fanshawec.ca

Address: F3005, 1001 Fanshawe College Blvd., London, ON

Hours: 8 A.M. to 8 P.M., Mon – Fri
(exceptions on a case-by-case basis)



St. Thomas Campus Testing Site

Contact name: Debbie Moniz

Phone: 519-633-2030 x30032

Email: dmoniz@fanshawec.ca

Address: Room 160, 120 Bill Martyn Parkway, St. Thomas, ON

Hours: Contact the campus directly



Woodstock Campus Testing Site

Contact name: Angela Guernsey

Phone: 519-537-3540 x41023

Email: aguernsey@fanshawec.ca

Address: 45 Metcalfe St, Woodstock, ON

Hours: Mon-Thur: 9 A.M. to 3 P.M.; Fri: 9 A.M. to 1 P.M.



Simcoe/Norfolk Campus Testing Site

Contact name: Tania Keirsebilck-Martin

Phone: 519-426-8260 x35045

Email: tkeirsebilck-martin@fanshawec.ca

Address: 634 Ireland Road, Simcoe, ON

Hours: Contact the campus directly for specific days and times



External Client Services

Contact name: Lorrie Rutter-Aulis

Phone: 519-452-4430 x14947

Email: lrutter-aulis@fanshawec.ca

1.4 Test Centre Information for Faculty and Students

Test Information for Students

What are the Test Centre's Rules?

- **Food and Drink Policy:** Students can have a lidded beverage and a quiet snack while writing their tests. Students writing at a desk with a computer will be asked to keep their beverage on the floor to prevent liquid damage to keyboards/computers.
- **Bathroom Breaks:** Students can attend the bathroom during their test time.*
- **Headwear:** Students are allowed to wear any form of headwear during testing.*
- **Internet-Enabled Devices:** Students will be asked to keep all internet-enabled devices in a Test Centre locker.

**restrictions may apply to external client assessments*



Student Frequently Asked Questions (FAQs)

Below are some common questions about testing and invigilation services at Fanshawe College.

Where are the Test Centre and regional campus Test Sites located, and how do I contact them?

Fanshawe offers invigilation across our campuses. [Contact the location](#) nearest you.

What is an accommodation, and how do students get an accommodation to write a test in the Test Centre or at a Testing Site?

Academic accommodations are available for students with disabilities, and Counselling and Accessibility Services support them. Testing accommodations may include:

- Writing class tests in the Test Centre
- Extra time for tests

- Adaptive technology supports

Students benefitting from academic accommodations should contact Counselling and Accessibility Services to initiate the [EarlyID Form](#) process.

Can students without academic accommodations write a test in the Test Centre or at a Testing Site?

London Campus students who have missed a test or need to write on an alternate date for other reasons can do so in the Test Centre with faculty approval. Processes may vary by campus location. [Contact your campus' Testing Site](#) for confirmation.

How do I book a missed or rescheduled test?

There will be circumstances where students cannot complete an exam at the scheduled in-class time. Fanshawe College offers dedicated testing sites that support faculty and students looking to have evaluations completed outside of the scheduled in-class period. To reschedule a test or a missed test:

1. **The student must contact their professor** to arrange a date and time to write in the Test Centre.
2. **The faculty member must complete a Test Centre coversheet and submit it**, along with missed/rescheduled test material, to the Test Centre by email or in person at their campus's Test Centre or Testing Site.
3. **The Test Centre staff will send a scheduling confirmation email** to the student and faculty member to verify the successful booking.

I need better internet connectivity. Where can I write a test?

Fanshawe College offers internet access across our campuses. Additionally, computer access is available 24/7 in the [College's computer labs](#).

Suppose you are required to write a test in a private environment and experience internet issues that prevent you from taking tests from home. In that case, you must contact your professor to make arrangements as they would for a [missed or rescheduled test](#) (myFanshawe portal link – requires login).

What type of ID is required to write a test? What else should I bring?

Students must confirm their identity by presenting their [FANCard](#) or any government-issued photo ID (driver's license, passport, age of majority card, etc.). Students should also bring any additional materials as required and/or permitted by the instructor as part of the test.

[FANCard information and FAQs](#) (myFanshawe portal link – requires login).



Sample FANCard

What do I do if I am suspected of committing an academic offence during my test or exam?

Familiarize yourself with the [Academic Integrity Guide](#) – it has helpful information about academic offences, including descriptions of penalties and appeal steps.

Can I write my test or exam at a campus different from where my classes are held?

Students are encouraged to write their exams at the campus location where the course is offered.

Information for Faculty

Lead Times: All testing is by appointment only. No drop-in testing is available.

Accommodated/Missed Tests: 48 hours minimum from booking to test taking (not including weekends), depending on availability of space and receiving materials.

Remote Testing: Five days is preferred, especially for students who require a reader and/or scribe; shorter turnaround time may be accommodated on a case-by-case basis.

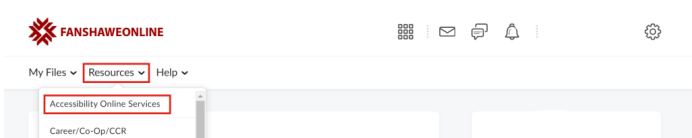
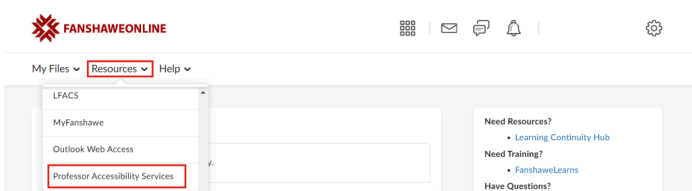
1.5 Accommodated Student Testing

Students with accommodations at Fanshawe can write their tests and exams at a testing site. They are encouraged to schedule their exams by using the test booking feature found within their FanshaweOnline (FOL) student portal.

Once an appointment is scheduled, faculty are notified and can review and update the booking parameters, input test guideline information, and upload any necessary testing materials. All of these can be done within the faculty members' FOL portal.

The Test Centre is responsible for facilitating accommodated tests overall, which includes setting up exam spaces, printing testing materials, conducting comprehensive invigilation, and returning completed tests to faculty.

FOL Process for Students, Faculty and Test Centre

| Student | |
|--|---|
| Schedules tests through FanshaweOnline. | |
|  | |
| Faculty | |
| Review/edit test parameters and upload materials through FOL. | |
|  | <i>*Test coversheets are not required for scheduled accommodated tests. The Clockwork scheduling system generates these.</i> |
| Test Centre | |
| <ul style="list-style-type: none">• Prepare exam materials following faculty instructions.• Facilitate invigilation (pre/during/post).• Return completed student exam via email and/or pickup availability at the Test Centre Office (Room F3005). | |

1.6 Classroom and Online (Remote) Invigilation Services

Please note: Classroom invigilation services are offered at the London Campus of Fanshawe College for the following schools:

- School of Information Technology
- School of Building Technology
- School of Applied Science

Classroom Invigilation

Invigilation staff at Fanshawe are available case-by-case to support faculty in the classroom (*IT, Building Technology, and Applied Science only*) with proctoring. The faculty of record for the course must get their Associate Dean's approval before requesting invigilation assistance. Once granted, the faculty member will fill out the [Invigilator Request Form](#) and await communication from the Test Centre.

Five business days are required to process requests during the academic term. **Ten business days** are required to process requests for final exams.

Typically, classroom invigilation is for sessions that involve many students writing the same exam and may include multiple room locations simultaneously.

Before the exam, faculty communicate with invigilators through the Test Centre about the exam(s) in advance about specifics, such as attendance recording, permitted materials, location details and incident reporting protocols.

Faculty should prepare and provide invigilation staff with exam booklets, instructions, formula sheets, and other test materials.



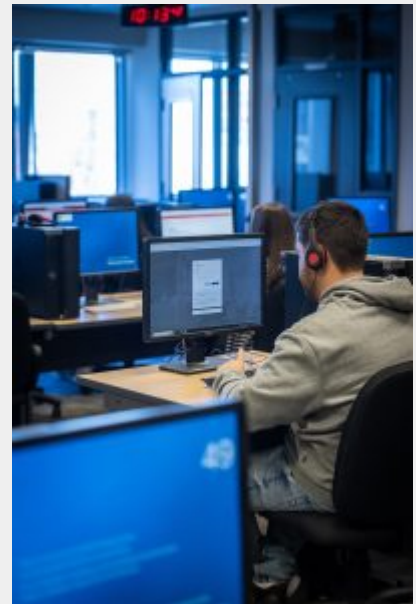
Online (Remote) Invigilation

Respondus Monitor is an automated proctoring service that can be used with Respondus LockDown Browser. Both are available to all faculty in FanshaweOnline (FOL). For help using Respondus Monitor, refer to the [Help Guide](#) within FOL or contact your educational support technologist at your school/faculty.

In some circumstances, remote live invigilation is also available for students at Fanshawe. The following options are currently available:

- *SmarterProctoring* online proctoring solution (only for exams worth at least 30 – 40 percent of a student's final grade and only with the Associate Dean's approval)
- One-on-one Zoom remote invigilation (under special circumstances through Counselling Services). Faculty should contact the Test Center to inquire about Zoom proctoring service availability.

Refer to the [QRG: Online Testing and Virtual Proctoring](#) section for additional help with online proctoring.



Test Formats and Software

The Test Centre offers assessment services for both online (FOL) and paper-based tests. Faculty requiring specific software for course assessments and students wishing to use the facility are encouraged to contact the Test Centre to ensure installation and computer availability. See the [Test Centre Software Availability](#) section for a list of software available at the Test Centre.

1.7 Evaluation Protocol for Students, Faculty, and Invigilators

Instructions for Students

1. Sign the attendance sheet before leaving the evaluation.
2. Submit all evaluation materials (i.e. exam questions, exam booklets, answer sheets, bubble answer sheets (e.g., Akindi) upon completion.
3. For online evaluations (i.e., SecureExam), when requested, submit hard and electronic copies upon completion of the evaluation.
4. Follow any additional instructions provided by the invigilation team or proctor.



For in-person examinations administered by faculty and/or appointed invigilators for an academic school, a paper-based attendance sheet should be created and distributed to students. The London Campus Test Centre does not use sign-in sheets for their proctored tests.

Faculty and Student Protocol During Examinations

According to [Policy A131: Evaluation of Student Learning](#) (effective 2022-05-01), the protocol for students during evaluations is as follows:

- **Students will not be admitted 30 minutes after the start of the evaluation nor permitted to leave during the first 30 minutes.** Where appropriate, an invigilator may restrict access to the evaluation setting.
- **No verbal communication regarding evaluation content should occur between invigilators and students once the evaluation has begun.** Invigilators should advise students who raise questions about evaluation content to read the questions carefully.
- **Errors in the evaluation questions discovered prior to the commencement of the evaluation may be corrected in writing** either by distributing a written correction to all students or writing the correction on a board.
- **Where students may be sitting the same evaluation in different locations, every effort will be made to ensure that such a correction is provided to all students at approximately the same time.**
- **During final evaluations, errors discovered after the commencement of an evaluation should not be corrected.** Students who perceive there to be an error with regard to the evaluation questions will be provided a mechanism to document their perception in writing and to provide this document to the invigilator. The invigilator will deliver any such documents to the course instructor, who should make allowances in the marking scheme if there was an error. Students should attempt to answer, in the best possible way, the question which they perceive to contain an error.
- **The invigilator will indicate the half-time point of the evaluation and the beginning of the last ten minutes for**

- a one-hour evaluation or the last fifteen minutes for an evaluation of longer duration.
- **Students will not be permitted to bring any aids other than those specified in writing on the evaluation paper to the evaluation table.**
- **In order to ensure the integrity of the evaluation, the use of all electronic devices (i.e. cell phones, laptops, translators, iPods, voice recorders, etc.) is restricted.**
- **All materials should be left in an appropriate location** (such as along the walls of the evaluation room or beneath the desk). In light of the increased potential for theft, students should be discouraged from bringing unnecessary items of value to the evaluation room.
- **All students must provide a Student ID, or government-issued photo identification**, which they leave on their desks. Some part-time students may not have a student card with photo identification.
- **At the end of the exam, students should be instructed to leave their evaluation with the invigilator and depart quietly.**

Students Without Identification

When a student fails to present the required identification, the invigilator may permit the student to write the evaluation, but must:

- Have the student complete the form “Student Without Identification.”
- Attach the “Student Without Identification” form to the student’s completed evaluation form.

Forms

- [Students Without Identification Form](#) (PDF, 100 KB)
- [Evaluation Error Report Form](#) (PDF, 83.3 KB)
- [Evaluation Attendance Form](#) (PDF, 101 KB)

1.8 Expectations for Invigilators Administering Evaluations

At Fanshawe, the invigilation process is divided into three phases: pre-, during, and post-examination.

Note: This process is recommended for anyone invigilating an evaluation, including faculty who are invigilating tests and exams for their colleagues. **Where possible, speak to your colleague before the testing day** to ensure you have all of the necessary information for the invigilation of their test/exam.

Pre-examination

The pre-examination phase focuses on everything an invigilator needs to do before students begin an evaluation:

- Prepares the exam space by properly spacing seats, removing any materials not needed for the evaluation, and ensuring backup materials, such as scratch paper or pencils, are available.
- Reviews the exam rules and regulations, such as time limits, permitted materials, and special instructions.
- Verifies student ID to ensure correct students are taking the exam.
- Student sign-in may be required.
- Secures personal belongings, such as backpacks and cell phones, away from examinees to one side of the room or in lockers if available.
- Distributes exam papers and any other permitted materials.
- Clarifies the exam instructions and answer any questions.

During-examination

The during-examination phase includes everything an invigilator does while students are writing their evaluation:

- Actively monitors the room by walking around and observing students, looking for suspicious behaviour or signs of cheating.
- Minimizes distractions by keeping the testing environment quiet and free from interruptions.
- Assists if students have questions or need clarification while being mindful not to give away answers or hints.

- Discreetly addresses suspected cheating and makes note of any incidents.
- Keeps track of time and updates students on how much remains.

Post-examination

The post-examination phase includes the invigilator's responsibilities once an examination has ended:

- Collects all exam materials, including any scratch paper that was distributed.
- Calmly dismisses students and ensures that they exit the room quietly.
- Obtains student signatures if student sign-out is required.
- Secures the completed evaluations.
- Logs student end-times and any 'no-shows.'
- Reports any irregularities to the faculty member, such as technical disruptions or incidents of cheating.

Supporting Students with Accommodations

Each student with accommodations has unique needs that invigilators should be familiar with. Invigilators should also understand the variety of services and technology available to students. This understanding will help ensure students with accommodations have a smooth testing experience.

Invigilating Outside of the Test Centre or Testing Sites

While Fanshawe College does have various dedicated testing sites throughout its London and regional campuses, there are many times when invigilation will take place in a multipurpose classroom, computer lab, or even a gymnasium. The above procedural phases would still apply in such cases.

Cultural/Religious Clothing and Invigilation

An invigilator's role in monitoring clothing or religious items during an exam is to balance security and exam integrity with respect for students' cultural, religious, and personal rights; an invigilator will not ask students to move or remove their clothing or religious items, as it is most important to avoid assumptions and promote a comfortable testing environment.

Coping with Negative Reactions

It is essential for invigilators to be able to cope with negative responses from students. Negative responses often stem from student stress or rule misunderstandings. Invigilators should respond with patience and professionalism.

Staying Calm, offering brief explanations of procedures, and applying rules consistently can alleviate frustration and reassure students of fairness. When necessary, invigilators can calmly remind students to respect the testing environment and involve a supervisor in escalated situations. By remaining composed, invigilators help create a focused and supportive setting for all test-takers.

Intake Space

Creating a dedicated space where invigilators individually verify student identification, fill out attendance sheets, check permitted materials, and give general information about exam distribution and seating is ideal for instilling a sense of professionalism and accountability. The invigilator can achieve this by simply setting up a desk and chair at the front of the classroom or outside near the room entrance.

General Supplies

An invigilator needs to assume that extra supplies might be needed during an examination, so consider having some of these on hand:

- Scratch paper
- Pens, pencils
- Pencil sharpener
- A few calculators
- Facial tissues and hand sanitizer
- “Quiet – Testing” signage to be posted near the exam space

Privacy

Sensitive student, faculty, or test information is managed in accordance with Fanshawe privacy standards. All documentation is filed securely and, when needed, confidentially destroyed.

1.9 Emergency Procedures

What to Do in an Emergency



Emergency awareness and preparedness are everyone's responsibility, and it must be clearly understood that you are responsible for your safety. You must react to the incident and summon additional resources when safe. Faculty, staff, and students should consult the [Environment, Health, Safety & Emergency Services section](#) on the myFanshawe portal (*requires login credentials*) for information on what to do in the event of a campus emergency, including [fire and life safety](#) protocols.

Note: Consult the *Emergency Guidelines* PDFs in the [Emergency Preparedness section](#) that pertain to each Fanshawe campus.

Please familiarize yourself with the above protocols before the exam.

- **Students:** If a fire alarm rings in the building or if there is a medical emergency, consult the exam invigilator to determine the correct course of action.
- **Faculty/invigilator(s):** It is your responsibility to make sure students stay together and remain silent. The invigilator will decide whether to resume or halt the exam.
 - **In a medical emergency, call 911.**
 - In a medical non-emergency, call the Fanshawe Control Centre in room D1027 (London Campus) by calling **519-452-4242**.
 - If you ever feel threatened, call [Fanshawe Campus Security](#) at **519-452-4242** or **dial 4242 from any campus phone** (London Campus).
- First aid kits and emergency phone boxes are located throughout the College.
- If there is a fire alarm, please note the time the alarm starts.

Interrupted Evaluations

As per [Policy A131: Evaluation of Student Learning](#), the following applies to interrupted examinations:

- **In-Person Evaluations**
 - If there is an interruption when half of the evaluation time has elapsed, the evaluation will be marked and pro-rated. If less than half of the evaluation time has elapsed, the evaluation will be rescheduled.
- **Online Evaluations**
 - Professors will provide instructions to students before the evaluation regarding procedures in the event of an interruption, including the professor's available response times.
 - Students are expected to follow the evaluation instructions as provided and must communicate with the professor as soon as possible about the nature of the interruption.
 - Professors will investigate the interruption as soon as possible to determine whether the severity of the problem necessitates a rescheduling of the evaluation.

1.10 Academic Integrity

Academic Integrity at Fanshawe College

Fanshawe College's [Academic Integrity Policy \(A136\)](#) defines an academic offence as follows:

“Obtaining or attempting to obtain an unfair advantage or credit for academic work for oneself or others by dishonest means” (Policy A136, Fanshawe College, 2021).

This means that successfully cheating – or even trying to cheat – is considered an offence.

See the [Academic Integrity Guide](#) for more information on academic offences, penalties, appeals and more.

Tips to Avoid Academic Offences – Evaluations

Taking Quizzes, Tests, and Exams

- Quizzes, tests, and exams are to be completed individually so that you can demonstrate your understanding of the course content. Quizzes, tests, and exams are not group work.
- Plan ahead so that you are aware of when your quizzes, tests, and exams are scheduled. You will need to give yourself enough time to prepare for quizzes, tests, and exams.
- Read your quiz, test, and exam instructions carefully and ask your Course Instructor if you have any questions or concerns.
- If you have any questions or concerns about a quiz, test, or exam while it's in progress, avoid consulting with other students or people. Direct your questions and concerns to your Course Instructor or the proctor – they will be available to you during in-person quizzes, tests, and exams, and they have to let you know how to reach them during online quizzes, tests, and exams.
- Talking to, communicating with, and collaborating with other students or anyone is not permitted while a quiz, test, or exam is in session. If you have questions about the quiz, test, or exam, raise your hand (in person) or email (online) and the Course Instructor/Proctor will attend to you.
- Avoid directing your questions and concerns to other students because the information that they provide you with could be inaccurate and talking to, communicating with, and collaborating with other students while a quiz, test, or exam is in progress would result in those quizzes, test, or exams being considered compromised and ineligible for marks. It would also result in Academic Offences.
- Make sure that the quiz, test, or exam has ended and closed (for the whole class) before discussing the quiz, test, or exam with other students.
- Understand which materials, resources, technologies, and tools are permitted in a quiz, test, or exam and bring or have only them with you. You will not be permitted to talk to, communicate with, or collaborate with another student to use their materials, resources, technologies, or tools.
- Understand which materials, resources, technologies, and tools are not permitted in a quiz, test, or exam and do not bring them to or have them with you in a quiz, test, or exam.
- The use of cell phones and other electronic devices (tablets, watches, earbuds, headphones, etc.) is not

permitted in a quiz, test, or exam.

- The only device that you should be using during a quiz, test, or exam is the device on which you're writing the quiz, test, or exam. Make sure that your phone and any other devices are out of reach and not in use so that you're not tempted to check text messages or social media platforms. Also, make sure that any messaging apps or websites that are on your computer are turned off while your quiz, test, or exam is in progress.
- If you're permitted to use a calculator during a quiz, test, or exam, make sure you're using an actual calculator and not a calculator app on your phone.
- Make sure that your workspace is clear of any material, resources, technologies, or tools that are not permitted from use during the quiz, test, or exam. Being in possession of these things (even if you don't use them) can result in an Academic Offence.
- Avoid taking pictures of quiz, test, or exam questions and answers and sharing them via text messages and social media platforms. Also, avoid writing quiz, test, or exam questions and answers in text messages and social media posts.
- If you're writing a quiz, test, or exam in-person, try to protect your work and avoid looking over at anyone else's work.
- If you are unsure of what 'open book' means or whether a quiz, test, or exam is or isn't 'open book', ask your Course Instructor/Proctor.
- If your quiz, test, or exam is 'open book', this may mean that you're permitted to use your textbook, lesson slides, or your own notes. 'Open book' does not mean that students can conduct Google searches or refer to websites to find answers to questions. It also doesn't mean that students can talk to, communicate, or collaborate with other students while the quiz, test, or exam is in progress.
- Regardless of whether LockDown Browser or Respondus Monitor are in use or not, students are always expected to complete their quizzes, tests, and exams honestly and with integrity.
- If you have Accessibility accommodations for quizzes, tests, or exams, discuss them with your Course Instructor ahead of time and they will help you make the appropriate arrangements.
- If you know that you will need additional time to prepare for a quiz, test, or exam, or to complete an assignment, have a discussion with your Course Instructor so that they can help you make appropriate arrangements.
- If an emergency occurs that prevents you from writing a quiz, test, or exam on the scheduled date or it prevents you from completing your assignment on time, make sure that you provide your Course Instructor with legitimate documentation so that they can help you to make appropriate arrangements for a rescheduled quiz, test, or exam, or a deadline extension.
- Make an online or in person appointment to get assistance from the staff in the [Library Learning Commons](#).
- Use your quizzes, tests, and exams as opportunities to demonstrate how well you understand the course content and how well you studied and prepared for the quiz, test, or exam.
- Students are always expected to write their own quizzes, tests, and exams and to do so honestly, ethically, and with integrity.

Resources as Supports



Consult the following for more information about academic integrity at Fanshawe:

- [Academic Integrity Guide](#)
- [Academic Integrity at Fanshawe College: A Guide for Fanshawe College Students](#) (eBook)

APPENDIX

In this Section

- [QRG: Online Testing and Virtual Proctoring Tips for Faculty](#)
- [QRG: Best Practices for Test and Exam Invigilation](#)
- [Test Centre Software Availability](#)
- [Inclusive Technology Centre](#)
- [Forms and Additional Resources](#)



Quick Reference Guide

What is Virtual Proctoring?



Virtual proctoring involves the use of external software tools to help maintain the academic integrity of tests, exams, or other high-stakes assessments in an online learning environment. The college has one virtual proctoring option available for use: [Respondus Monitor](#), which is a fully automated technology option for online tests.

What is Respondus Monitor?

Respondus Monitor is an automated, non-live software tool already integrated into FanshaweOnline to ensure academic integrity. It uses both *Respondus LockDown Browser*, which prevents students from navigating outside of FOL AND a student's webcam, along with video analytics, to deter cheating during non-proctored exams. Students access tests and exams within FOL as they usually would. Instructors also do everything within the LMS, including the post-exam review of proctoring results. *Respondus Monitor* auto-launches from the students' browsers, and they are guided through a pre-exam sequence, including a webcam check. Exams can be taken with Respondus Monitor without advanced scheduling and without additional registration by the student.

What if I Need Technical Help?

For technical help with *Respondus Monitor*, please contact your school's Educational Support Technologist (EST). You can also review available OD&L training sessions via [Fanshawelearns](#).

Additional Resources



- [Authentic Assessment: Evaluating “Real-life” Applications of Knowledge in Higher Education](#), Center for Teaching and Learning, Western University.
- [Encouraging Academic Integrity Through Intentional Assessment Design](#) by Jessica Kalra, Langara College.
- [Authentic Assessments](#), Center for Innovative Teaching and Learning, Indiana University.
- [Rethinking Assessment Strategies for Online Learning: A short course for post-secondary educators](#) by Seneca College, Durham College, Algonquin College, and the University of Ottawa.
- [Respondus Monitor instructor resources](#) and [FOL help pages](#).



Quick Reference Guide



KEY CONCEPT

What is an Invigilator?

An exam invigilator (or exam proctor in Canadian English) is someone appointed by an educational institution or examination board to oversee the conduct of an exam. Often, an invigilator is the professor of record for the course in which the evaluation takes place.

However, at Fanshawe, invigilators can be support or administrative staff in the test center or other faculty colleagues appointed by your academic school to assist in the administration of your examination(s). Each academic school may have their own internal processes for administering and selecting invigilators, especially for final exams. Nevertheless, an invigilator's main responsibilities include the following:

- Ensuring the exam starts on time and that all students have the necessary materials.
- Monitoring the exam room to prevent cheating and ensure that exam regulations are followed.
- Assisting students with any issues that arise during the exam, such as technical problems or clarifying instructions.
- Collecting and securing exam papers at the end of the exam.
- Maintaining a fair and orderly environment during exams.

Types of Tests and Evaluation Scenarios

- Paper-based tests and exams that are written in person.
- Online tests and exams completed in person on personal devices through FanshaweOnline or another approved platform.
- Online tests and exams completed in person in a College computer lab on campus using Respondus Lockdown browser.
- Practicum/demonstrative/oral evaluations conducted in person.

Introduction

In-class proctored tests and exams provide a way to assess student learning in real time, under supervision. However, these assessments can create uncertainty when addressing suspected cheating on the spot. In-class proctoring can present several challenges, including:

- **Maintaining Academic Integrity:** Ensuring that students do not cheat during exams can be difficult, especially in large classes.

- **Monitoring Multiple Students:** Keeping an eye on all students simultaneously to prevent dishonest behaviour can be overwhelming.
- **Addressing Suspected Cheating:** Deciding how to handle suspected cheating in real time can be stressful and may disrupt the exam environment.
- **Technical Issues:** If the exam involves technology, any technical glitches can cause delays and confusion.
- **Student Anxiety:** The presence of a proctor can increase student anxiety, potentially affecting their performance.
- **Fairness and Bias:** Ensuring that all students are treated fairly and that proctoring practices do not inadvertently disadvantage any group.

The following are some best practices for in-class proctoring and additional strategies to ensure the integrity and validity of the assessment process.

Strategies to Overcome Common Challenges for In-person Evaluations

- **Clear Communication:** Clearly explain the rules and expectations to students before the exam begins. This can help reduce misunderstandings and set the tone for maintaining integrity.
- **Seating Arrangements:** Arrange seating to minimize opportunities for cheating. For example, space students apart or use alternate seating patterns.
- **Multiple Proctors:** If possible, have more than one proctor in the room, especially for large classes. This helps ensure better coverage and monitoring.
- **Randomized Questions:** For exams that use multiple-choice or short-answer questions, consider randomizing the order of questions or using different versions of the exam to reduce the chances of cheating.
- **Create a Calm Environment:** Try to create a calm and supportive environment to reduce student anxiety. This can include allowing short breaks or providing water.
- **Prompt Action on Suspected Cheating:** Have a clear plan in place for how to address suspected cheating. This might include discreetly noting the behaviour and following up after the exam to avoid disrupting other students.
- **Feedback and Reflection:** After the exam, gather feedback from students and proctors to identify any issues and improve future proctoring practices.

Promoting Academic Integrity

1. Prepare Students in Advance

- Ensure students are informed about what is expected ahead of the exam.
- Post the rules on FOL and review exam procedures in class.
- No cell phones are allowed on desks; students should bring a watch instead.
- Remind students to bring their ID.
- Only approved additional aids are permitted.
- Students should know their section number and professor.
- Remind students to bring pens and pencils.

2. Tell Them in Advance Not to Bring Valuables.

- Encourage them to store bags in the front of the room, where possible.

- No unauthorized devices on desks (no smartphones, tablets, smartwatches, laptops, etc.).

3. Take Ownership of the Testing Environment

- Arrive early to the testing space.
- Consider pre-assigned seating OR choose their seats as they enter.
- Ask students to wait outside; bring them in a few at a time.
- Ensure empty desk space in between students (where possible).
- Administer different versions of tests.

4. Examine the Testing Area in Advance

- During long exams, inspect the washrooms in advance and check for notes tucked behind pipes, tanks, or behind panels.
- If students ask to use the bathroom, they must be accompanied to the pre-inspected facility.
- Use floaters or additional invigilators where possible.

5. Prepare Exam Booklets or Bubble Answer Sheets (e.g., Akindi)

- Number, sign or mark their exam booklets or bubble answer sheets in advance.
- Mark them somehow so students cannot replace them with a pre-prepared version.

6. Actively Invigilate During the Exam

- Walk up and down, looking out for cheat sheets.
- Stand at the back where possible.

7. Take Control of the Exit from the Exam

Suggestions:

- Ensure the collection of examination booklets or bubble answer sheets is in order at the end of the exam.
- Have students hand their exams to you, and you put them in the pile, checking for the number or mark you put on the paper.
- Have students sign and witness you signing the receipt for the exam.

During the Exam



Have your attendance sheets ready and quietly circulate them to each student so they can print their first and last name and provide their signature. Check their IDs and look for unfamiliar faces. Inspect anything on the desk – water bottles, spectacles, clocks, calculator cases, etc.

Keep track of time. Display a clock on the screen, note major time chunks remaining on the board, and provide a warning 10 minutes before time is up.

It's important to be assertive and confident when setting and reinforcing expectations with students. By clearly and consistently communicating these expectations, you help maintain integrity and foster student success in the testing environment. This approach not only ensures fairness but also creates a structured and supportive atmosphere where students can feel more confident during evaluations.

**Portions of this guide have been adapted from material originally created by the Lawrence Kinlin School of Business at Fanshawe College.*

Microsoft CoPilot. Accessed 2024-09-07. Prompt: 'Provide some strategies to overcome challenges for in-person evaluations.' Generated using <https://copilot.microsoft.com/>.

Test Centre Software Availability

Software Installed in Test Centre (London Campus, F3005)

The following is a list of software installed at the London Campus Test Centre. For software available at [other testing locations](#), please contact the center directly:

- Firefox
- Edge
- Chrome
- VLCPlayer
- Adobe Creative Cloud 2023
 - Adobe Reader, Photoshop, Dreamweaver, Illustrator, InDesign, Lightroom Classic
- MS Office 365 – no login required
 - Project, Publisher, Word, Excel, PowerPoint, OneNote, Outlook, Visio
- NotePad++
- Respondus Lockdown Browser
- Sage 50 2023
- Start/Stop Universal Transcription
- AutoDesk 2023
 - AutoCad 2023, Revit 2023, Vehicle Tracking, ReCap Pro 2, NavisWorks, Mudbox, Motion Builder, Maya, Inventor Pro, Civil 3D, Raster, Mechanical, Map 3D, Electrical, Architecture, Alias, Advanced Steel, 3DSMan
- Profile Tax
- DoProcess
- Yardstick
- Liberty Software (licensed on select computers)
- Gerber Accumark (licensed on select computers)
- PrimeFact (select computers)
- Guardian Lockdown (select computers)
- myApps / AppsAnywhere
- Inspiration
- Kurzweil 15 (non-web accounts)
- Zoomtext
- NVDA
- WordQ (not licensed)
- Read&Write
- Dragon (select computers)
- JAWS (select computers)

Inclusive Technology Centre

What is the Inclusive Technology Centre?

The Library Learning Commons, located in **F1066**, is home to the [Inclusive Technology Centre \(ITC\)](#) and is the place to visit for assistive technology support. We offer in-person, hands-on training and consulting to all students and staff for assistive and adaptive technology. This includes training on reading and writing software, as well as support for specialized computer hardware such as mice and keyboards.

Equipment in the Centre

- CCTV
- Yellow keyboards
- Ergo mice and keyboards
- Adjustable desktops
- Laptop stations (bring your own device)

Software in the Centre

- Kurzweil 3000
- Dragon
- Inspiration
- JAWS
- ZoomText
- NVDA

Equipment loan services

We provide a loan service if you require equipment for the use of Assistive Technology for those registered with Accessibility Services.

**Note: equipment is provided based on availability and on your specific needs as determined in your accommodation plan.*



For more information or to email an adaptive technologist, please visit the [Inclusive Technology Centre \(ITC\)](#)

Faculty Forms and Additional Resources

Faculty Forms

- [Test Centre Coversheet for Faculty](#) (PDF, Fillable Form, 2.21 MB)
When to Use: Complete this coversheet and submit it via email to the Test Centre (2 business days minimum) when a student has missed or needs to reschedule a test outside of the regular class time.
- [Classroom Invigilation Request Form](#)
When to Use: Complete this e-form to request assistance for in-class invigilation. Limited to Schools of IT, Building Tech., and Applied Science. Follow the link for request specifics.
- [Students Without Identification Form](#) (PDF, 100 KB)
When to Use: This form is used at the discretion of the faculty member. Test-takers who do not have proper ID complete this attestation and submit it to the invigilator to be passed along to faculty.
- [Evaluation Error Report Form](#) (PDF, 83.3 KB)
When to Use: This form is used at the discretion of the faculty member. A test-taker may use this to communicate perceived errors on an examination to the faculty.
- [Evaluation Attendance Form](#) (PDF, 101 KB)
When to Use: This form is used at the discretion of the faculty member. Used to track attendance and seating location in the event of academic integrity issues.

Additional Resources for Students and Faculty

- [Accessibility Services](#)
- [Counselling Services](#)
- Refer to [Policy A131 Evaluation of Student Learning](#)
- Refer to [Policy A136 Academic Integrity](#)
- [Test Centre Software Availability List](#)
- [Test Centre Inclusive Technology Center](#)

Quick Reference Guide (QRGs)

- [The Test Center Quick Reference Guide](#) (PDF 315 KB)
- [What is an Invigilator?](#)

Version History

This page provides a record of edits and changes made to this book since its initial publication. Whenever edits or updates are made in the text, we provide a record and description of those changes here. If the change is minor, the version number increases by 0.1. If the edits involve a number of changes, the version number increases to the next full number.

The files posted alongside this book always reflect the most recent version.

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