

Exam Room Protocols

Proctoring/Examinee Protocols
for Testing Situations

While in the Exam Setting (which includes setup, administration, and breakdown of the exams), all Chief Proctors report to the Executive Chief Proctor.

Each location is assigned a Chief Proctor, which is responsible for the exam administration for that room, and reports directly to the Executive Chief Proctor.

Room Proctors are responsible for their assigned stations and report to the Chief Proctor in their room location.

All Proctor Authority/Responsibility

- Chief Proctor must be aware of the entire room
- Room Proctor will be assigned to a section of room containing up to 25 Examinees to monitor
- All Proctors must continuously observe assigned examinee group
 - Ensure no communication is occurring between Examinees in any way
 - Ensure that no written notes are brought in/removed from the room
 - Ensure that Examinees do not have any of the following items at their exam workstations:

iPods (iPad if NBME exam)	Reference Materials (books, notes, papers)
Cell phones	Watches with alarms, computer or memory capability
Paging devices	Backpacks, briefcases, laptop cases, or luggage
Radios	Sunglasses, coats, outer jackets, scarves, or headwear*
Calculators	Hats, gloves, or hooded sweatshirts/sweaters (hoodies)
Recording/filming devices	Beverages** or food of any type

**headwear for religious observances is permitted*

***Water in clear, closable containers (labels removed) will be allowed at exam stations.*

No other containers will be allowed. *If container is not able to be sealed, it will not be allowed at the exam station due to potential spillage.*

- Ask Examinee to remove any **unauthorized testing item** and secure it in Upstate-provided locker
- Request labels be removed from water bottles
- Ask Examinee to throw away food/beverage items not meeting authorized criteria
- Perform secure sweep of restrooms at beginning, middle and end of exam

Breaks during the Exam for Examinees

- Exams do not contain break periods for Examinees (CBSE is the exception)
- Emergency Restroom use requires the following protocols:
 - Examinee must: (ExamSoft) Hide the computer (Ctrl + H on PC/ Command + H on Mac) or (NBME) click pause at the bottom of the screen
 - This will hide the exam from others
 - Exam time will continue to progress
 - Bathroom Proctors will escort Examinees to and from restroom and record time out/in
- If Examinee needs to leave due to illness/medical reason, Chief Proctor must be informed

Chief Proctor and Executive Chief Proctor should be informed of the following:

- Examinee illness, unusual behavior or concerns
- Behavior that is disruptive to other Examinees
- Copying or permitting copying of answers by or between anyone (Examinees/Faculty/Staff)
- Providing or receiving unauthorized information about the content of the examination
- Chief Proctor should log the date/time/exam/Examinee(s) involved and Proctor who noted the concern on the Exam Tracking Sheet.
- Chief Proctor will contact Executive Chief Proctor of any items that need immediate attention

Other Proctor Instructions

- At least one Proctor must be in the exam room at all times. (Proctor Ratio: 1:25)
- Talking in the room should be limited to exam issues only and should be done at a whisper.
- Proctors are allowed to have a quiet beverage in the room.
- Proctors may not eat in exam room.
- Proctors scheduled for more than 2.5 hours will be given a 15 minute break for food and restroom.
- Proctors are allowed to work/type quietly on a computer, tablet, or cell phone in the room while proctoring and also must keep attention on the room.
 - If the Chief Proctor notes that a Proctor is not paying attention to their assigned section or students' concerns in their assigned section are being answered by other Proctors, that Proctor may be asked to refrain from doing other work while proctoring.
 - If Examinee reports that Proctor's work (typing, paper shuffling, etc.) is distracting, Proctor may be asked to stop work.
- Cell phones must be on silent mode (not vibrate) when entering the exam room.
- If an Examinee has an issue during an exam, the Proctor should notify the Chief Proctor immediately.
 - If an issue arises in an Accommodations Room, the Proctor should email or text the Executive Chief Proctor for direction.
- If Room Proctor needs to step out of the exam for any reason, the Chief Proctor/Executive Chief Proctor should be notified first
 - If Proctor is the only Proctor in the room, Proctor must call for a relief Proctor prior to stepping out of the room

Proctoring in Accommodations Rooms

- Proctors must place themselves at the teaching station or at a location that will minimize distraction to the Examinee(s)
- Proctors must adhere to all instructions above
- The Accommodations room is to provide minimum distractions for Examinees
 - If multiple Examinees are in the room
 - they should be seated at least 3-4 seats apart from each other
 - every attempt should be made to minimize view of each other
 - Food and medication are allowed in the room
 - Must be declared to Proctor prior to exam start
 - Must be left at Proctor station during exam (except inhaler or diabetic supplies attached to body)
 - Examinee must take unscheduled break to consume food/medications away from testing station
- There are to be no other items allowed in the room
 - Unauthorized items are to be returned to Examinee lockers prior to the exam

Examinee Responsibilities

- Arrive to the exam location 10-15 minutes prior to exam start
- Do not bring unauthorized items into exam room
 - See list above under **“Room and Examinee Awareness”** for unauthorized items
 - Unauthorized items must be placed in Upstate-provided lockers
 - Items in all other areas will be considered an exam security risk
- Bring a test taking device that meets the minimum standard requirements of the University
- Adhere to the Upstate Medical University’s Student Code of Conduct
- Alert the Proctor(s) to any issues during the exam including but not limited to:
 - Environmental issues
 - Exam Item issues
 - Items that violate an ADA letter of accommodation
- Note that any issues reported after the exam will not be considered for a grade appeal

Questions or concerns about these protocols should be directed to the Executive Chief Proctor, Assistant Dean for Foundational Sciences, Associate Dean for Undergraduate Medical Education, or Dean of Student Affairs.

Proctoring Protocols have been reviewed and approved by the COM Testing Coordinator, Associate Dean for UME, Coordinator of Disability Support Services, and Dean of Student Affairs

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