



RPNOW System Policy for Online Exams

Objective: This policy outlines proctoring and examination security expectations for students when the RPNOW System is used for proctoring of online examinations.

Examinations in this course are **proctored**. You have chosen to use the RPNOW System.

Process: The RPNOW system will be used with online examinations as instructed by faculty.

- Students are required to establish identity following the procedures outlined in the RPNOW instructions.
- Students are responsible for self-testing the functionality of the system well in advance of all Remote Proctored exams in their courses, so that any troubleshooting that is required can be accomplished. Check with The Office of Testing Services and Student Life Research for practice exams (501-569-3198).

Test Environment Requirements: The online testing environment should mimic the 'in class' testing environment, and must conform to the following:

A quiet, secure, fully lighted room for the examination

- No other people in the room.
- No communicating with anyone; with the exception of contact with a faculty member or support in an emergency. This includes the prohibition of cell phone use for any purpose.
- No leaving the room



- Nothing except computer and external cameras on the desktop or tabletop - removal of all books, papers, notebooks, or other materials, unless specifically permitted in written guidelines for a particular examination. Students are not allowed to use the following unless otherwise noted by instructor/exam giver:
 - Excel
 - Word
 - PowerPoint
 - Calculator (online/computer or handheld devices)
 - Textbooks (online/computer or hardcopy books)
 - Notes (online/computer or hardcopy notes)
 - Pen and Paper (for the purpose of taking notes during exam)
 - Other websites
- External cameras, when possible, should be placed on the lid of the laptop or where it will have a constant, uninterrupted view of the test taker.
- No writing visible on desk or on walls
- No music playing
- No other computers running in the exam room
- No headphones or ear buds allowed □

Have the web-cam correctly situated:

- Web-cam must be focused on individual taking exam at all times.
- Nothing covering the lens of the camera at any time during the exam.
- Lighting must be “daylight” quality and overhead is preferred if at all possible. If overhead is not possible, the source should not be behind the student.

RPNOW works with a web-camera and microphone either built-in or attached to the computer. These devices identify the student and capture video and audio throughout the exam and upload it to SSI’s secure servers. This video will be used for the purpose of establishing if any suspicious activity occurred during the test.

Generally, wherever the student chooses to take the exam, everything possible should be done to mimic a traditional proctored exam environment.

All exam videos can/will be reviewed by staff of The Office of Testing Services and Student Life Research and the course faculty. Academic dishonesty is a violation of the code of student



conduct. A student found responsible for cheating or other forms of academic dishonesty may receive a grade penalty and be referred to the Office of the Dean of Students (see Student Handbook)."

In general, students are encouraged to treat their personal exam location as if it was on campus.

Contact information for Product Technical Support: *Note:*

- For support with Blackboard please call the IT Services Assistance Center at 501-9163011 or <http://ualr.edu/itservices/help/>.
- For RPNOW Support - 800-620-8739

Agents within our call center will be available 24/7 to answer calls, but will only field basic questions—such as hitting the “Insert Exam Password” button, and navigating through the Authentication steps. All technical-based questions/issues will be escalated directly to L2 support and responded to from 8AM-6PM ET, Monday-Friday.

- You need help with (or are getting errors when) you attempt Authentication.
- Software cannot connect to camera or other errors occur
- Remember: Click “Insert Exam Password”