

<b>TITLE:</b> Online Examination Policy	<b>NUMBER:</b> 01-17
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## POLICY

### Statement

Some educational programs/courses at the Learning Institute for Health Care Providers use online examinations to assess learning outcomes. The Learning Institute is committed to ensure the process of online examination delivery upholds the integrity and security of the examination.

## Purpose

The purpose of this policy is to provide consistent guidelines for faculty and learners regarding online examinations. The Learning Institute uses a fully automated proctoring system which integrates a LockDown Browser, and an examination monitoring system called Respondus Monitor®.

## Key Definitions

**Academic Accommodation** - Individualized adaptations, alterations, and/or arrangements that allow a learner with a disability/learning difference a fair opportunity to engage in academic activities and fulfill essential course and program requirements while ensuring they have the same opportunity to succeed as their peers.

**Academic Code** - An academic code describes expectations that promote a high standard of honesty and integrity while participating in an educational program.

**Invigilation Sites** - A designated place where Learning Institute administrative staff, faculty or a Learning Institute designate can invigilate an online examination. Invigilation site availability may vary depending on the program, course or learner location.

**Non-Compliance (with Exam Expectations)** - Failure to follow exam policies or procedures, often due to misunderstanding or negligence rather than intentional violation.

**Online Examination** - An examination that is delivered via an electronic device through the online learning environment (e.g., Brightspace LMS®).

**Respondus LockDown Browser** - A custom web browser that locks down the testing environment during an online exam within the learning management system (Brightspace). The software deters copying, printing, unauthorized navigation and access to other applications during an online exam.

**Respondus Monitor** - A fully automated proctoring solution that uses the Respondus LockDown Browser. It records the learner's webcam, microphone, and screen activity during an online exam. Flagged events are automatically available for instructor review.

## GUIDELINES

- Online examinations require an electronic device with a functioning webcam, microphone, and a stable internet connection. Refer to the [Online Examination Learner Procedure](#) (Note: only available Brightspace LMS).
- All online examinations must be completed within the timeframe specified by faculty.

## LEARNERS' RESPONSIBILITIES

### Before the Online Exam

Learners are responsible for the following:

- 1- Provide written documentation if accommodations are required before the exam.
- 2- Submit examination writing date for approval if required.
- 3- Contact faculty if unable to write during the scheduled time period.
- 4- Review and follow all Brightspace examination instructions and guidelines provided including completing a practice exam before their online examination.
- 5- Contact faculty if unable to access an appropriate device or location to determine an alternative option.

If learners have not completed the practice exam, they will be ineligible to write their scheduled examination.

### During the Exam

Learners are responsible for the following:

- 1- Start and submit their exams on time.
- 2- Notify program faculty immediately if technical difficulties are encountered.
- 3- Remain within video window during an exam. In extenuating circumstances where learners must leave the video window, they are required to clearly state the reason to the camera. Learners must contact faculty immediately following exam writing.

Learners who leave the exam without notifying faculty may be in jeopardy of violating Academic Code.

- 4- Complete examinations in an honest and straightforward manner to uphold academic integrity in accordance with the [Learning Institute's Academic and Professional Code of Conduct Policy](#).

Prohibited items identified by Respondus (e.g., cell phones, tablets, headphones, smartwatches, extra monitors, books, notes, reference aids, or any other unauthorized materials) may result in disciplinary actions.

## PROGRAM FACULTY RESPONSIBILITIES

### Before the Online Exam

Faculty are responsible for the following:

- 1- Follow the Online Examination Faculty procedure.
- 2- Communicate exam details to learners during the course orientation, including exam format, software setup, and academic integrity expectations.
- 3- Direct learners to the Online Examination Policy and Academic & Professional Code of Conduct to ensure all parties understand expectations regarding honesty, unauthorized assistance, and prohibited behaviors.
- 4- Implement required individual learner examination accommodations if approved.
- 5- Direct learners to complete required practice exam.
- 6- Review and provide comprehensive feedback on practice exams.

### Procedure for Online Examination Review

- 1- Review Respondus Video recordings for each learner.
- 2- Release grades, if no code violation is suspected, as per Learning Institute process.

For cases that are suspected of violating Academic Code follow the procedure outlined below. Grades will not be released.

### Addressing Suspected Violating Academic Code and Escalation Procedure

- 1- Faculty must carefully collect and review all pertinent digital evidence, including video recording, screenshots, timestamps, flagged alerts, and screen monitoring logs. Consult lead faculty when violation is suspected to review evidence.
- 2- Consult program manager if further investigation is required.
- 3- Communicate (phone call or teams meeting) with learner within 5 working days of suspected violation providing details of the concern and allowing them to respond. This is to be followed up with an email summary of the conversation and saved to learner file.
- 4- If after the exploratory conversation, evidence exists for violation of Academic Code, program lead sends a referral to Learner Progression and Support Committee.
- 5- For incidence deemed to be non-compliance, faculty will follow up with a written summary of the conversation, including a review of the online examination policy and procedure for future examination compliance and save to learner file.

Any intentional attempt to gain an unfair advantage of unauthorized resources will be considered academic code violation. Examples of violation of Academic Code may include:

- Speaking to someone off-camera.
- Taking screenshots or duplicating exam content.
- Leaving the exam area without notifying faculty.
- Having items other than program allowed material on their workspace
- Trying to bypass Respondus proctoring software.
- Attempting any form of cheating or system tampering.

### PROCESS FOR SUSPECTED VIOLATION OF ACADEMIC CODE

In the case of academic code violation identified through the procedures outlined in this policy, the Learning Institute may impose any of the following penalties, depending on the severity of the violation and recommendations from Learner Progression and Support Committee, Faculty, Program Manager and Director:

1. Coaching/explorative communication
2. Referral to Learner Progression and Support Committee
3. Issue a written warning
4. Write supplemental exam (consideration to using invigilation site)
5. Academic Disqualification (decision by Learning Institute Director)

### RELATED DOCUMENTS

[Learning Institute's Academic and Professional Code of Conduct Policy](#)

[Learning Institute's Online Examination Policy](#)

Learning Institute's Online Examination Procedure- Learner

Learning Institute's Online Examination Procedure- Faculty

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