



# Proctoring Techniques

## Before Authentication

1. Inform Test taker to close all the unwanted tabs and windows in browsers and applications on Taskbar/Dock.
2. Proctors must make sure student has to take the exam in a brightly lit room. So, you can see face, eyes and surroundings Clearly.
3. Test takers wearing headphones. Check the reason for wearing headphones and try to continue authentication without headphones if possible.

## During Authentication

### Room Pan

#### Environment related issues

##### *Closed Environment*

1. Proctor should ensure that student must take the exam in a private place (Closed Environment).
2. All the doors must be locked/closed. If Someone tries to access test area, we can easily hear the background noise.
3. Proctors must ensure there is no person in the room apart from Test taker.
4. Dual monitors
  - Proctors must ensure there is no Second screen connected to the Test taker's computer if they have one inform them to unplug it.
  - No televisions are turned on in the testing area, ensure any TVs in the room are off.
  - If test taker is testing in conference rooms proctors must check for the Monitors, projectors and whiteboards in the room.
    - Any white boards must be wiped clean.
    - Any additional monitors must be unplugged or switched off.
5. Testing area walls
  - If proctor finds any printed or hand-written materials on the walls then confirm they are not related to the exam.
  - If test taker is testing in conference rooms/training rooms proctors must check for Boards and the Glass Walls in the area.

### *Public Environment*

1. Test taker is not allowed to take the exam in a public space. But in unavoidable circumstance we can allow.
2. Proctors must be extra vigilant on this exam.
3. Proctors must always wear headphones to hear background noises.
4. Proctors must closely observe student's behaviour during test, if test taker is not focused or not interested in exam and looking somewhere else other than screen then proctor must closely monitor these exams.
5. Proctors must ensure that test taker sits in the corner and faces the wall, and no one is looking in to the screen.
6. Proctors must ensure monitors beside the test taker must be turned off.

## **Desk Pan**

### **Proctors must look out for**

1. Books and papers on the Desk. (Books and Paper materials must be removed).
2. Electronic devices like Printers, Scanners, Land line Phones and Cell phones.
  - Printers must be off and papers in the printing tray must be removed.
  - Scanners must be turned off.
  - Landline phone can be allowed must not answer the calls during the test.
  - Cell phone must be kept away from the desk.
3. Scrap papers and Handheld Calculators not mentioned in the instructions must be removed.
4. Wallets must be removed.
5. If test taker wears Smart watches then ensure that it is removed.

## **During Exam**

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1. Test takers must remove the headphones during exam if they were wearing one during authentication.
2. Proctors must not move their cursor on the test taker screen.
3. Test taker should not mute themselves on Hardware or Software.

## **Listening Audio**

### **Proctors must always wear headphones to hear background noises or any audio disconnection issues.**

#### *Background Noises Like*

- People Speaking
- Music or TV Sound
- Phone ringing
- Someone interacting with test taker. (General/Exam related).
- Test taker taking screenshots.
- Test taker reading questions loud.
- Paper Rustling

## **Monitoring Webcam**

### **Proctors must continuously observe test takers webcam for below listed scenarios and for webcam disconnection.**

#### *Monitoring for instances like*

- Webcam issues
- Suspicious eye movements
- Suspicious behaviour
- Test taker leaving seat
- Responding to take taker

## Monitoring Screenshare

**Proctors must continuously monitor test takers screen for below listed scenarios and for Screen share issues.**

*Monitoring screen for instances like*

- Screen Frozen/Screen delay
- Test taker highlighting the text on screen
- Opening new tabs or browser to perform internet search
- LMS issues

**Listening, Monitoring Screen and Webcam** will help the proctor to catch the cheater if test taker Shares his screen with someone and they take the test using remote access. Proctors must check Task Manager/Force Quit application on Test takers computer and they can also check display settings.