



Examination Procedures Manual for Academic Proctors

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Introduction

The assessment of students and the integrity of our examination process are of paramount importance to the University. The Academic Proctors play a central role in ensuring that security is maintained and examinations are conducted in a fair and appropriate manner and that all students are able to write their examinations in a suitable environment.

With this in mind, Academic Proctors should not cause any unnecessary disturbance in the examination hall. Soft-soled shoes should be worn and any discussions between Academic Proctors and others should be conducted in a whisper and only if necessary. Socializing should be avoided. Academic Proctors should not engage in activities which may distract them from carrying out their duties or disturb students.

Academic Proctors should bear in mind that examinations can be very stressful for students and can occasionally provoke unreasonable or extreme behaviour. Situations should be dealt with in a sympathetic and supportive manner which minimizes any adverse effect on other students and maintains security of the examination.

Mandatory Procedures of Academic Proctors

Before Exam Starts:

- Assist your instructor or instructor-assigned designate with the distribution of exam papers.
- At the direction of the Presiding Officer, monitor entrances and remain at all doors until all students are seated to ensure that exam papers are not removed from the room.
- Make sure students place their belongings under their tables; only allow pens, pencils, erasers and any special materials listed on the front of their exam.
- Report any matters of concern to the Presiding Officer or exam instructor.

During Exam:

- Use discretion and diplomacy when dealing with students writing exams.
- If candidate cards or other forms of sign-in are being used, check WatCard ID to confirm the correct student is writing the exam. If they do not have their WatCard, ask for another form of ID and have them fill out and sign the Interim Identification Form.
- Patrol and observe your assigned area(s) of the examination room.
- Escort students to washroom (one student at a time). It is suggested that you take them to washrooms that are not in your immediate area to deter students from cheating.
- If a student is sick, inform the Presiding Officers (in the PAC) or instructor/designate (in other exam locations).

After Exam:

- Gather unused exam materials (booklets, candidate cards, etc.).
 - In the PAC, return to the Presiding Officer.
 - In other exam rooms, return them to instructor or instructor-assigned designate.
- Pick up both written/unwritten exams and give them to the instructor or instructor-assigned designate.

Unsuitable Conduct of Academic Proctors

An Academic Proctor's role is to maintain exam integrity and to answer any questions students may have. Socializing with other Proctors, staff, faculty or students must be avoided. If it is necessary to approach a student for any reason, communication should be calm, quiet and supportive.

DO NOT:

- Move student belongings to an inaccessible area. They must stay under the students' examination table/desk.
- Do anything other than duties assigned; this includes reading, working on laptops, wearing ear buds, talking/texting on cell phones, etc. Academic Proctors must be alert and aware at all times during their shift.
- Touch a student even if you suspect them of cheating (except in the case of a medical emergency).
- Leave your designated area; this includes gathering at the front of the PAC or exam room and socializing with others.

Examination Procedures

Preparation of the Gym

Central Stores staff arrange the tables and chairs in the gym prior to the start of the first exam period and Custodial staff clean the gym and straighten tables and chairs at the end of each day. However, it is the Academic Proctor's responsibility to ensure that tables and chairs are reasonably straightened between exam periods. All unused examination booklets and candidate cards must be gathered after each examination period. If you are in the PAC, unused examination materials are returned to the Presiding Officer and exams are returned to the instructor or designate.

Students must be cleared from the gymnasium after each examination session.

Before the Exam Period Begins

Reporting for Exam Duty

Academic Proctors must report to their instructor or instructor assigned designate at least 30-40 minutes before the start of the examination period.

Starting the Examination

Admitting the Students

Once students have been admitted into the examination room, they are not allowed to leave (even for a washroom break) until the exam has started when they can be escorted by an Academic Proctor.

In the PAC:

Ten minutes before the start of the exam period, using the P.A. System, the Presiding Officer will ask Academic Proctors to report to each entrance. Once all the doors are manned, the Presiding Officer will authorize the admittance of the students into the gym. Academic Proctors must remain at the doors until all students are seated to ensure that no exams are removed from the room.

Other Exam Locations:

Ten minutes before the start of the exam period, instructors or instructor-assigned designates will ask the Academic Proctors to report to all doors located in the exam room. Once all the doors are manned, the instructor or designate will authorize the admittance of the students into the room. Academic Proctors are to remain at the doors until all students are seated to ensure that no exams are removed from the room.

During the Examination

Students Who Arrive Late

After the examination has begun, students must remain for the first hour. Students who arrive more than one hour late may be barred from writing the examination if students have already completed the examination and have left the examination room. The decision to allow a late candidate to write the examination is at the discretion of the instructor. If the candidate is allowed to write the exam, the Academic Proctor should mark the time of entry clearly on all of the student's answer booklets. **There shall be no extension of time for candidates who arrive late. (Note: The decision to extend the writing time for an entire exam due to extenuating circumstances rests with the Presiding Officer in the PAC or instructor in the other locations on duty. Such an extension will not exceed 20 minutes and will be announced. If a professor allows a time extension, he/she must remove the student(s) from the examinations area and have them finish elsewhere. This is to ensure exam integrity for the next exam period.)**

WatCards

If a misplaced WatCard is found in the PAC, give it to the Presiding Officer. The PO will lock the cards in the green filing cabinet in case the student returns to the PAC to retrieve their card.

If a WatCard is found in another location, give it to the instructor or instructor-assigned designate so that s/he can take it to the UW Police.

Student Illness

If you are in the PAC, inform the Presiding Officer.

In all other exam locations:

If a student is ill and it is **a serious medical emergency that requires an ambulance** call 911 to report the emergency and also the University Police at **ext. 22222**. The University Police will meet the ambulance at the university entrance and direct them to your location.

If a student has a non-critical illness or injury **during regular business hours (8:30am to 4:30pm Monday to Friday)**: Students should go to the **University of Waterloo Clinic (Health Services)**. If a student requires transportation to Health Services, please call the UW Police at **ext. 22222**.

Outside of regular business hours (4:30pm-10:15pm Monday to Friday and 8:30am-10:15am Saturday): Call the **Campus Response Team (CRT)**. This team provides after-hours care for anyone who is ill or injured during the final exam period. To contact the CRT for non-critical, medical assistance call **ext. 31000 or (226) 789-1379**.

Fire Alarms

Follow instructions provided by the Presiding Officer or instructor. Evacuation procedures on page 6.

Bomb Threat

A bomb threat notification comes from the University Police or the Region of Waterloo Police and will be handled by Registrar personnel. Immediate evacuation is not necessarily required. Officials will advise.

Cheating

Cheating includes, but is not limited to, use of unauthorized aids, copying from another student's work or allowing another student to copy from them, submitting another person's work as their own, and/or fabrication of data.

If an Academic Proctor **in the PAC** has reasonable grounds to believe that a violation of academic regulations has occurred, they must immediately collect all evidence and give it to the Presiding Officer and explain to the alleged offender that the status of his/her exam paper is in question. The Presiding Officer will record the details of the incident, making note of the time and details (e.g., refusal to cooperate) and inform the course instructor of the circumstances and turn over all of the available evidence to him/her. This report will be forwarded to the Associate Dean.

If an Academic Proctor **in another exam location** has reasonable grounds to believe that a violation of academic regulations has occurred, that person must immediately collect all evidence and give it to the Course Instructor/Designate and explain to the alleged offender that the status of his/her exam paper is in question. The Course Instructor/Designate will record the details of the incident in a report that will be forwarded to the Associate Dean.

The following points pertain to any situation associated with the collection of evidence in a suspected cheating incident, regardless of the exam location:

- Evidence of cheating may include the collection of answer booklets, but in this event, the student must be provided with new booklets and allowed to continue writing.
- Look into knapsacks, bags, pencil cases, etc. to remove any "evidence" (in the presence of the student and another proctor or instructor). Return knapsacks, bags, pencil cases, etc. to the student to be put under their desk.
- If an electronic device such as a cell phone or tablet is confiscated, please note the information on the screen display, providing as much detail as possible for the report. It may be useful to photograph the screen as evidence.
- If you suspect a student is cheating, you may discreetly move a student to another area where they can be more easily monitored or request they move their answer sheets to the other side of their desk.
- Ask the student suspected of cheating to hand over any evidence that might be hidden on their person. However under no circumstances should the student be touched, even if they refuse to hand over evidence.
- If the student requests a copy of the evidence, ask the Presiding Officer or Course Instructor/Designate to photocopy it and retain original materials.
- For the benefit of other students writing the exam, please minimize disruption to the exam to whatever extent possible.

Student Misconduct

If a student has violated examination protocol (i.e. cheating, having unauthorized materials, etc.) refer to Appendix 1.

Washroom Arrangements

Senate Regulations stipulate that 1 proctor is required for every 50 students however; the minimum number of proctors required is 2 people – that being 1 man and 1 female identified proctor. Should the need for a washroom break or emergency occur during the exam period the student may choose the proctor of gender preference.

When accompany a student to the washroom, ensure that they have turned over their examination paper.

Smoking, Eating, and Drinking

Smoking is not permitted in University of Waterloo buildings.

Students are prohibited from consuming food and drinks (with the exception of water in a clear bottle with no label) during their final examinations. Students can however make arrangements for a short nutrition break with an Academic Proctor outside of the exam venue during the final exam. If a student requests a nutrition break, treat the request like a washroom break, allowing the student access to his/her bag to get the snack/drink and accompany the student into the hallway for a brief break (about the same amount of time taken for a washroom break). Food/drinks must be unwrapped and consumed outside the exam venue and must not disturb the students who are writing the exam in any way. You may deny repeated requests for nutrition breaks from any one student. Gum may be chewed if the student already has it in their mouths or they take a piece out right before the start of the exam. Cough drops are permitted, as long as the student asks permission to retrieve them from their bags.

Note: students who are medically required to consume food/drinks regularly during a final exam may write through AccessAbility Services but he/she must provide AAS with appropriate documentation from a recognized professional at least three weeks prior to the start of the final examinations period.

The consumption of food is also prohibited for those administering final examinations (including Presiding Officers). However, drinks are permitted (coffee, juice, pop, water, etc.). Proctors are not permitted to walk around with their drinks however and must leave them at the front of the room.

Ending the Examination

The Presiding Officer (PAC) or instructor/designate (other locations) will announce the time when there are ten minutes remaining in the examination. The examination must end at the specified time unless extra time has been added due to exceptional circumstances in the PAC as determined by the Presiding Officer, in consultation with the Director of Examinations. Instruct students to remain seated and quiet until the end of the exam period.

Report any indiscretion such as misconduct or cheating observed during the examination period so that the Presiding Officer or instructor/designate can include the information in their report.

Question and Answers:

1. What is expected of the Academic Proctor with regard to escorting students to the washroom?

When escorting students, Academic Proctors should be of the same gender in case it becomes necessary to enter the washroom. It is best to take them to washrooms that are not located near the area they are writing. Wait in the hallway at the entrance of the washroom. If the student takes longer than necessary, go in and investigate. If a student takes multiple breaks, inform the Presiding Officer or instructor/designate.

2. What if a student tries to leave the exam area prior to the start of the exam session?

Prevent the student from leaving by stepping between him/her and the exit. Inquire why s/he wants to leave. If s/he says s/he needs a washroom, tell them that s/he must remain seated until the exam has started and be escorted by an Academic Proctor to the washroom. If you are in the PAC and s/he explains that they are in the wrong area, verify their location before allowing them to leave.

If you have a 'runner' – a student who leaves without permission – do not chase after them. Simply note when they left, their appearance (approximate age, gender, height, etc.) and from which door they exited. Provide these details to the Presiding Officer or instructor/designate.

3. What if the fire alarm sounds?

Follow the instructions of the Presiding Officer (if in PAC) or the instructor/designate (other locations). Procedures differ depending on the exam location.

PAC:

If the students have not entered the examination areas but have gathered in or around the building when the fire alarm sounds:

- The Presiding Officers will send an Academic Proctor to each examination area entrance (upper blue entrance included) to instruct the students to move to the **courtyard between the PAC and the Ring Road** to wait for instructions. They will ensure that everyone exits the building as quickly as possible.
- Once the Presiding Officers have determined that everyone has left the gym, they will exit the building via the doors nearest the annunciator panel (located at the top of the stairs by the South doors) to wait for UW Police and fire officials.
- When it has been determined that the students may or may not safely re-enter the building, the Presiding Officers will proceed to the **PAC courtyard** to make the appropriate announcements.

If the students have entered the examination areas when the fire alarm sounds:

- Using the PA system, a Presiding Officer will **instruct the students to:**
 - **Leave their exam paper on their desk, face up with their name and ID# visible.**
 - **Quickly collect their belongings and leave the building through the nearest exit, then gather in the courtyard between the PAC and Ring Road to wait for instructions.**
- One of the Presiding Officers will exit the building via the doors nearest the annunciator panel (located at the top of the stairs by the South doors) to wait for UW Police and fire officials to receive instructions.
- Once a decision is made, the Presiding Officers will go to the PAC courtyard to make an appropriate announcement to students. Presiding Officers should then ensure that any students not present in the PAC courtyard, who may have gathered outside the PAC entrances, are aware of the decisions made.

Other Exam Locations (RCH, MC, DC, STC, M3):

If the students have not entered the examination rooms but have gathered in or around the building:

- **In MC, STC, DC and M3:** Students and Academic Proctors will be instructed to move to the Great Hall in the Student Life Centre to wait for instructions.
- **In RCH:** Students and Academic Proctors will be instructed to move to the Davis Centre to wait for instructions.
- An Academic Proctor will then be asked to go to the location of the fire alarm annunciator panel to wait instructions from the UW Police and/or Fire Department.
 - If the alarm is false and that students can re-enter the building,
 - If the alarm is genuine and that exams must be cancelled and alternative arrangements made.

If the students have entered the examination rooms:

- Students will be instructed to stop writing and hand in their questions/answer sheets to an Academic Proctor on the way out of the room.
- Students should leave the building by the nearest exit and go to the Great Hall in the Student Life Centre to wait for further instructions.
- An Academic Proctor will then be asked to go to the location of the fire alarm annunciator panel to wait for instructions from the UW Police and/or Fire Department.
 - If the alarm is false and that students can re-enter the building,
 - If the alarm is genuine and that exams must be cancelled and alternative arrangements made.

Note: A delay of more than thirty minutes will automatically require a re-scheduling of the examinations. In this case, an announcement will be made that the students should contact their instructors or departments regarding alternative arrangements. Students may then leave.

Appendix 1

Student Misconduct

Where there are reasonable grounds for believing a violation of examination protocol has occurred, the Presiding Officer, Proctor or Instructor has the authority to:

- remove anything on the desk not authorized for use in the examination and keep it until the student has completed the exam and handed in the booklet, etc., as required.
- look into knapsacks, bags, purses, pencil cases, etc; removed any “evidence” (this is to be done in the presence of the student and another proctor); and return the knapsack, bag, purse, pencil case, etc., to be put under the student’s desk. Remove answer book(s) and replace them with new ones; in all cases, student(s) are to be allowed to finish writing their exam.
- require the student to move to a seat where the Presiding Officer, Proctor or Instructor can more easily monitor the student.
- ask a student to provide “evidence” where the Presiding Officer, Proctor or Instructor believes that the student has hidden it on their person.

Note: if the student requires a copy of the evidence, a copy is provided with the original to be retained by the Presiding Officer, Proctor or Instructor.

Disciplinary Process during an Examination

If a student is in violation of the examination policies or disruptive during proceedings, the Presiding Officer, Proctor or Instructor should proceed as follows:

1. Verbally request that the student comply with the prescribed examination behaviour, clearly state the policy/regulation being violated.
2. If the student refuses to comply after the verbal request, the students must be given a YELLOW card with the following verbiage:

“You have chosen to continue in violation of policy intended to ensure the integrity of the examination. If you do not immediately comply with the request, your uncooperative behaviour will be reported to the Associate Dean and an appropriate penalty will be determined based on the severity of the offence. This may include a written warning, a partial or full grade deduction on the examination, or possible suspension.”

3. If a student continues to exhibit persistent disruptive or uncooperative behaviour, then a RED card must be given with the following verbiage:

“You have disregarded two requests to comply with examination policies. A report of this incident will be forwarded to your Associate Dean immediately following this exam. Your Associate Dean will determine the appropriate disciplinary action based on the severity of the offense.”

Immediately following the conclusion of the examination, the Presiding Officer, Proctor or Instructor must: make note of the time and details (e.g., refusal to cooperate); identify the paper and set it aside when the exam is completed; inform the course instructor of the circumstances and turn over all evidence available to the faculty’s Associate Dean.

Note: if the student refuses to comply, under no circumstances should the alleged offender be touched.