



**MINNESOTA STATE**

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**DATE:** September 7, 2022

**TO:** Senior Academic Officers (SAOs), Senior Student Affairs Officers (SAOs), College and University Deans, Chief Information Officers (CIOs)

**FROM:** Scott Wojtanowski, Minnesota State Academic and Student Affairs

**SUBJECT:** Remote Proctoring Guidance

Awareness of remote proctoring was heightened during the pandemic. The Higher Learning Commission provides some direction to the colleges and universities regarding remote proctoring via [Institutional Practices for Verification of Student Identity and Protection of Student Privacy](#), however, Minnesota State does not yet have guidance to institutions formalized in an operating instruction of the Board of Trustees Policies and Procedures.

During the 2022-2023 academic year, Minnesota State system office will work within the existing governance structure to develop a remote proctoring operating instruction. In the meantime, please utilize the following guidance.

## What is Remote Proctoring?

Although there are several ways to assess student learning when enrolled in an online course, there are situations where an institution has concluded that conducting a traditional assessment may be the most effective or efficient measure. When students are not available to complete that assessment on campus or at an additional location of the institution, a college or university may elect to use or authorize academic programs and faculty members to use remote proctoring software to perform these direct assessments of learning.

To maintain the integrity of these assessments, remote proctoring software aims to confirm a student's identity and monitor for behaviors that may be considered academic misconduct. The monitoring may be done remotely by a human proctor or via a combination of algorithms, machine learning, and/or artificial intelligence all aimed to identify behaviors considered inconsistent with patterns typical of completing an assessment.

To use these remote proctoring services, students may need to have a camera on a compatible device and/or may be required to install additional software that “locks down” a device, limiting other functions while an assessment is in progress.

## **What should colleges and universities consider before using Remote Proctoring?**

### **Student Privacy**

Some remote proctoring services require students to perform an “environmental scan” or “room scan” to attempt an assessment. In August 2022, a federal court in Ohio found that a state university’s requirement that a student perform a “room scan” before taking a remote proctored assessment was an unconstitutional search and seizure. An institution which uses remote proctoring should have procedures for opt-out options.

Although those remote proctoring services approved to use by the colleges and universities of Minnesota State are contractually obligated to comply with Family Educational Rights and Privacy Act (FERPA) and the Minnesota Government Data Practices Act (MGDPA), students may have other privacy concerns about third-party recorded remote proctoring, especially those that captures students’ living spaces.

### **Student Performance**

Students may report that performance anxiety can be greater than in-person proctored assessments, impacting student performance.

### **Efficacy**

Remote proctoring software may generate many “false positive” flags that must be reviewed by an instructor after the assessment.

### **Digital Equity**

Students may have poorly performing devices or connections to the Internet, hampering their ability to successfully complete a proctored assessment online. Access to an alternate device or taking the assessment at an alternate location may be necessary for some students.

# What is required in the notice to students for a college or university that uses Remote Proctoring services?

In a manner consistent with campus processes (e.g. institutional policies and procedures, program handbooks, syllabi, etc.), institutions should provide the following information to students when remote proctoring is used for a course or program.

## Technical Requirements

Provide clear directions that address the technical requirements for the remote proctoring service. Not all students will have access to the technology required to use some remote proctoring software. For instance, some remote proctoring products may not be available for specific devices to which students have access (e.g. Android/iOS devices, Chromebooks, etc.). This will vary by college and university, but some institutions have accommodated students by providing loaner devices and/or Internet hotspots

Assistive technologies (e.g. screen reading software, screen magnifiers, etc.) used by students may not function or may introduce “false flags” suggesting academic misconduct. In these cases, institutions would be advised to exempt those students from using remote proctoring software and provide a reasonable accommodation.

## Student charges

As required by the [Higher Learning Commission](#) and Board of Trustees [Procedure 5.11.1 Tuition and Fees](#), institutions must notify students at the time of registration or enrollment of any projected additional student charges associated with the verification of student identity such as separate fees charged by proctoring services, etc.

## Expected student behavior

Before a student enrolls in a course that includes remote proctoring, institutions should provide expectations for student behavior that will comply with academic misconduct outlined in your college or university [student conduct policy](#); and/or academic misconduct policy, including how allegations of academic dishonesty may be resolved at your college or university.

## Directions needed to complete an assessment

Students may have questions about rules or expectations for an assessment, provide them with directions on who, when, and how to ask these questions.

Specific directions (e.g. materials allowed) that students should follow when taking a remote proctored assessment should be clearly communicated along with any general directions that students need to complete and submit an assessment successfully.

Institutions should communicate options available to students if they run into unanticipated scenarios (e.g. technical issue, emergency, etc.) that result in losing time available or the inability to complete an assessment in the allotted time. Communicate when, how, and to whom students should communicate if these situations arise.

Within reason, institutions are encouraged to be flexible with student technical problems.

## Provide practice opportunities

A practice assessment provides students with a low-stakes opportunity to test their equipment, gain confidence, and decide whether to seek a remote proctoring alternative.

Institutions should provide opportunities that allow students to practice using the remote proctoring service so that students are aware of and able to resolve any potential issues that may arise before taking a required assessment with the remote proctoring service. These non-graded practice assessments should be offered before the end of the add/drop date for a course.

Because remote proctoring software can interact in unexpected ways with students' various operating systems, ad-blockers, and malware detection software, consider leaving the assessment available for the duration of the course, with unlimited attempts, so students can access it again if they use a different device or connection to the Internet.

## Opt-Out Procedures

Except for students enrolled in select programs where program accreditation bodies mandate remote proctoring, institutions must provide options for acceptable alternative remote proctoring arrangements for the small number of students who are unable to or do not wish to use remote proctoring. Examples include, but are not limited to

- » Providing an in-person proctoring session at a designated location.
- » Live (non-recorded) remote proctoring option via an available video conferencing tool (e.g. Zoom, Teams).
- » Alternate assessments that still allow you to assess student learning including papers, video or oral presentations, or oral assessments via Zoom or Teams.

## Available Remote Proctoring services

We recognize that some students may be concerned about their privacy with remote proctoring. A list of remote proctoring software that has been reviewed by system legal counsel (Minnesota State Office of General Counsel or State of Minnesota Office of the Attorney General) to contractually comply with Family Educational Rights and Privacy Act (FERPA) and other contractual requirements of Minnesota State. Visit this [product page](#) to review these products so your institution can evaluate which proctoring service best fits the needs (cost, support provided/required, methods available for proctoring) of your college or university

If there are additional questions regarding these contracts or your institution is interested in using a software or service not currently listed, please contact Michael Olesen, Interim System Director for Student Success Technologies, [michael.olesen@minnstate.edu](mailto:michael.olesen@minnstate.edu).

The remainder of this page is blank. The following page includes a sample notice that institutions can use to adapt to communicate with students.

# Sample Remote Proctoring Notice to Students

This page includes a sample notice that institutions can use to adapt to communicate with students.

Thank you for enrolling in (COURSE DEPARTMENT CODE) (COURSE NUMBER) (COURSE SECTION) – (COURSE TITLE).

To maintain the integrity of the assessments necessary for this course section, the instructor has determined a remote proctoring tool will be required to complete specific assessments. The remote proctoring tool that will be used for this course section is (ENTER PRODUCT NAME).

The cost for this remote proctoring software is included in the cost of your tuition when you registered for the course, there will be no additional charge. The following information is provided to you, so you know what to expect.

## Technology Requirements

To take an assessment remotely, you will be directed to where and how to download and install the software on the device you plan to take your assessment. Your instructor will provide you with an opportunity to complete a practice assessment so that you can confirm the device (hardware), software (e.g., web browser, ad-blockers, malware detection), and Internet connection requirements will not limit your ability to take a required assessment.

Your device must meet these minimum system requirements:

### Device Requirements

One of the following devices with an integrated or externally connect camera and microphone

- Windows Operating System 9 or higher
- Mac OS (Operating System) 10.1 or higher
- iOS device (iPhone/iPad) running iOS 9 or later
- Android device running X or later
- Web browsers (List)

### Internet Connectivity

An Internet connection with at least 20 Mbps download speeds and 5 Mbps upload speeds. Please consult with the cellular or Internet Service Provider, if you are unfamiliar with the speed (e.g. bandwidth) you have.

[REMOVE IF NOT APPLICABLE] When the software is used to take an assessment specific functions (e.g. switching applications, etc.) of your device will be “locked down” and unavailable.

[REMOVE IF NOT APPLICABLE] The camera on, or connected to, your device will be used to monitor and flag any actions or sounds that would be considered inconsistent with taking an assessment.

## Accommodations

If your device or Internet connection will prevent you from successfully completing a remote proctored assessment online, our campus has the following accommodations available:

- [REPLACE IF NOT APPLICABLE] Visit our computer lab at the following location and hours.
- [REPLACE IF NOT APPLICABLE] You may rent/check-out a device or an Internet hotspot at no cost from [LOCATION].

If you use assistive technology (e.g. screen reading software, screen magnifiers, etc.) or have an approved accommodation, work with the accommodation coordinator at your school before the drop/add deadline so they can help personalize a plan to ensure an equitable learning experience.

## Student expectations for taking an assessment using remote proctoring

The remote proctoring software uses a combination of algorithms, machine learning, and artificial intelligence all aimed to identify behaviors considered inconsistent with patterns typical of completing an assessment. When these behaviors or patterns are detected, your assessment attempt will be “flagged” and reviewed by the remote proctoring service and/or your instructor. To help reduce the likelihood of your assessment being flagged, we have provided you with the following suggestions.

- Select a location where you are least likely to be interrupted. Sounds and movement in the space where you are completing an assessment may trigger flags by the software that will be reviewed.
- Clear your area of any prohibited external materials — books, papers, other computers, or devices.

- Turn off any mobile devices, phones, etc. that are not required to complete an assessment and do not have them within your reach.
- Remain in the same location for the duration of the assessment.
- [REMOVE IF NOT APPLICABLE] Be sure where you place the device does not move when taking an assessment. For example, place your device on a firm surface like a desk or table.
- [REMOVE IF NOT APPLICABLE] If the camera you use is built into your device, avoid adjusting your device after the assessment starts. A common mistake is to push the screen back, resulting in only the top portion of the face being recorded.
- [REMOVE IF NOT APPLICABLE] For your face to show clearly on a webcam check the software may require you to be in a well-lighted space with high background contrast.
- [REMOVE IF NOT APPLICABLE] The remote proctoring software will prevent you from accessing other websites or applications; you will be unable to exit the assessment until all questions are completed and submitted.

## Identification

On the day of your assessment, you will need to have an approved identification available. Those forms of identification include:

- Valid driver's license or State issued ID
- Current passport
- [OTHERS AS SPECIFIED]

As a reminder, by enrolling in this course, you are agreeing to our Student Code of Conduct [PROVIDE LINK], which specifies that cheating in any form is considered academic misconduct. Review the student code of conduct policy and procedure so you know the process by which academic misconduct may be handled and associated consequences.



## What information will be provided by your instructor?

Your instructor will communicate when your assessment is available to be taken and how much time is provided to complete your assessment. Before starting the assessment be sure you have allotted enough time to complete it.

Your instructor may also provide you with additional directions (e.g. materials allowed when taking an assessment) specific to the assessment you are taking.

Your faculty member will communicate when, how, and to whom you should communicate if unanticipated scenario (e.g. technical issue, emergency, etc.) arises that result in you losing time available or the inability to complete an assessment in the allotted time.

## Remote Proctoring Alternatives or Opt-out Options

We consider remote proctoring as a convenient alternative to requiring students to travel to a specific location on campus and a specific time; however, if you prefer to opt-out of remote proctoring or wish to take your assessment through alternate means you must communicate this to your instructor via email before the drop/add date for the term.

Our campus has the following options available in lieu of remote proctoring:

- The following campus locations are available to conduct in-person proctoring. Schedule an appointment using [MICROSOFT BOOKINGS LINK]

Your instructor may also offer, but is not expected to, create an alternate assessment that assesses student learning in a separate way including papers, video or oral presentations, or oral assessments via Zoom or Teams.

## Privacy and Security

By using the remote proctoring tool, you are agreeing to the software's Terms and Conditions here [INSERT THE LINK THAT THEY HAVE TO AGREE TO].

If you have specific privacy concerns or questions please contact: NAME, EMAIL, PHONE

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