



## College of Business Testing Center Policies & Procedures

### Important Message from the College of Business Dean

Welcome to your online College of Business course! You may have already noticed that this course will use ProctorU—an industry leading remote proctoring service, and you may have a few questions about this. ProctorU is being required in this course in response to new federal guidelines that require institutions to make an effort to verify that the student who enrolls in a course is the same student who completes the coursework. These federal guidelines are now incorporated into policy by the Higher Learning Commission (HLC)—the regional accrediting agency that accredits all University of Central Oklahoma programs. A failure to comply with this policy would mean that eventually UCO students may not be able to receive federal financial aid to enroll in UCO courses.

To meet these new regulatory expectations, the University of Central Oklahoma is partnering with the industry leading firm ProctorU to provide this exam proctoring service. ProctorU has worked with hundreds of other institutions offering online courses. While we are still in the early stages of implementing this effort at UCO, by Spring 2017 all College of Business online courses will require the use of ProctorU.

It is perfectly understandable that some individuals might be uncomfortable using this new technology to monitor students taking exams. For this reason, the university is allowing students enrolled in online courses to choose to take their exams College of Business Testing Center or the UCO Testing Center, where the student activity can be monitored by an on-campus proctor. Your professor can explain the testing center alternatives to ProctorU, but seating is limited and offered on a first come-first served basis. Of course, students are always welcome to enroll in one of our many face-to-face courses too.

I hope this brief note has answered all the questions you have on this topic. Additional information on ProctorU, including their security protocols and instructions on how to use the service, is available on the ProctorU website ([www.proctoru.com](http://www.proctoru.com)). If you would like to discuss this further, please feel free to email me ([mlam11@uco.edu](mailto:mlam11@uco.edu)), call my office at 405-974-2810, or stop by my office (BUS 100B) to schedule an appointment with me. Thank you and good luck in your courses this semester!

A handwritten signature in blue ink that reads 'Monica Lam'.

**Monica Lam, Ph.D., MDiv, AAT**  
*Dean, College of Business*



## OVERVIEW OF POLICIES & PROCEDURES

The UCO College of Business Testing Center offers appointments for UCO College of Business online exams on a first-come, first-served basis. All exams must be scheduled at least 12-hours in advance. It is the student's responsibility to know the date(s)/time(s) by which their exam must be completed per the course requirement. Exam schedules are determined by the instructor of record for each course. The UCO College of Business Testing Center is not responsible for exams scheduled outside of the permissible date/time period, unavailable appointments, missed exams, or cancellations.

\*\*\*If the exam does not show available times, that means the College of Business Testing Center is booked and students will need to utilize [ProctorU](#) for their exam.\*\*\*

The following policies and procedures apply to every person testing at the College of Business Testing Center.

- Examinees must make appointments at least 12-hours prior to the test date. Examinees are urged to schedule tests at least one week in advance, or at the start of the semester.
- Examinees must notify their instructors that they have made their appointments.
- Examinees must check-in with the proctor prior to testing and check-out with the proctor at the completion of their test, in addition to logging out of their computer station.
- Students must know their course and exam information to schedule their exam.
- Examinees are **not** allowed to bring unauthorized items into the testing area. Examinees who choose to bring unauthorized items into the College of Business Testing Center will be asked to leave them in the back of the room. The test taker will assume personal responsibility for their items. The College of Business is not responsible for any lost or stolen items. While not an exhaustive list, the following items are **not** permitted in the College of Business Testing Center at testing stations or while testing:

Backpacks or purses	Heavy coats	Papers of any kind*
Calculators*	Keys	Pens
Cell phones/pagers/beepers	Ear buds	Sunglasses
Chapstick/lip balm	Pencils*	Personal tissues
Food or drink	Notes or books*	Cameras or recording devices
Hats/caps/headgear#	Rulers	Wallets
Watches/wrist bands/sport bands	Wireless communication of any kind	Listening devices (radios, headphones, recorders)

#Allowed only for religious reasons

\*Allowed only with permission of instructor. The Proctor will examine the object before use.

- Examinees will raise slacks/pants legs/long skirts above their ankles and pull sleeves up (if long sleeves are worn) prior to every entry into the testing room.



- Examinees will empty and turn out all pockets (pants, shirts, jackets, sweaters, and hoodies) and show that there is nothing in their ears prior to every entry into the testing room to confirm that they have no prohibited items.
- Examinees are not permitted to leave the testing room once testing has begun until the test is finished. No breaks are permitted (emergencies excluded).
- Examinees can bring nothing out of the College of Business Testing Center that was used for their exams or take any notes of missed questions, concepts they had trouble with, etc., while in the College of Business Testing Center (i.e., scratch paper, notes, etc.).
- Exams are not to be scheduled during times that the student has a regularly scheduled class. Taking an exam during class time is not an excuse for missing class.
- Examinees **must** bring a valid, UCO or government-issued photo ID. Students **will not** be permitted to take their exam without a valid photo ID. The approved forms of identification include the following:
  - UCO Student ID card \*\*\*Preferred form of ID\*\*\*
  - Driver's license or state ID with name, photograph and signature (unexpired)
  - Military ID with name, photograph and signature (unexpired)
  - International travel passport with name, photograph and signature (unexpired)  
*If your passport is not written in English-language, letters, you **must** present one of the other approved forms of ID listed.*
- Examinees should ask any questions they have *before* beginning a test.
- Students are responsible for supplying any materials specified by the instructor (e.g., calculators, notes, etc.) as required for the test. The College of Business Testing Center is not responsible for or required to provide any additional materials.
- Examinees will be monitored by camera while in the testing room. Any appearance of cheating will be investigated and reported to the Director of Student Success & Retention, the Assistant Dean for Student Success, the Professor, and the Office of Student Conduct.
- Examinees must be considerate of other examinees by being as quiet as possible while in the College of Business Testing Center, and especially while entering, in, and exiting the testing rooms. Talking is prohibited in the testing rooms.
- Food or drink are NEVER allowed in the testing rooms.
- If an examinee is late for a testing appointment, he or she may be asked either to sign a waiver of time or to reschedule the test for another date in addition to being charged a \$10.00 no show / late fee.
- All tests must be completed by the College of Business Testing Center closing time.
- Students are expected to be fully clothed while in the College of Business Testing Center.
- Examinees who wish to lodge a complaint about a test administration, must report it immediately after the test to a proctor or other College of Business Testing Center staff. Irregularities will be investigated and reported.
- In the event that one of our College of Business Testing Center staff members are asked to schedule appointments for a student via email, phone, or in person, we proceed with the assumption that the exam acknowledgements have been read and agreed to at the point of scheduling. The student is responsible for having read and agreed to the policies and procedures ahead of the scheduling.



## NO SHOW / LATE POLICY

Thank you for choosing the College of Business Testing Center for your proctoring needs for online business courses at the University of Central Oklahoma. When you schedule an appointment with the College of Business Testing Center, we designate proctors to be available to assist you by providing proctoring for your exam free of charge to you as a student taking an online business course, including self-paced online courses (SPOC). Should you need to cancel or reschedule, please contact the College of Business Testing Center via phone (405) 974-2695 (messages are acceptable) or email [cbtesting@uco.edu](mailto:cbtesting@uco.edu) as soon as possible, and ideally no later than 12 hours prior to your scheduled appointment. This gives us time to schedule exams for other students who may be waiting for an appointment. Please see our No Show /Late Policy below:

- **Effective August 20, 2018**, any student who does not arrive **within 2 hours** of the scheduled appointment time in the College of Business Testing Center will be classified as a No Show / Late and charged a **\$10.00 fee**. This includes students who arrive **more than 2 hours** late to the scheduled appointment time and those who fail to cancel or reschedule **within 2 hours** of the scheduled appointment time.
- The **\$10.00 fee** will be charged to the student's Bursar account and subject to the Bursar's policies and payment schedules.
- As a courtesy, within minutes of scheduling, the appointment scheduling system sends students a confirmation email to the email address they used to schedule their appointment. Students are also sent a reminder email 2 days prior to their exam.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact Niccole Miller, Director of Student Success & Retention in the College of Business, who may be able to waive the No Show / Late fee. She can be reached via phone at (405) 974-2325 or email at [nmiller18@uco.edu](mailto:nmiller18@uco.edu).

When registering for your exam, this No Show / Late Policy statement will be in the Exam Guideline Acknowledgement. By checking the box, "I agree to follow the above guidelines," I certify that I have read and understand the College of Business Testing Center No Show / Late Policy and agree to its terms. Any questions concerning these policies have been discussed prior to my exam registration.



## CALCULATOR POLICY

Depending on your approved exam materials as listed by your professor, please use this list for the approved calculators based on their type. It is the student's responsibility to know if they are permitted to use a calculator on the exam, what type(s) of calculator(s) are permitted by their professor for the exam, to ensure the calculator works properly, to bring a back-up calculator in the event theirs malfunctions, and to bring an acceptable calculator based on the list below. The Proctors are responsible for confirming that the calculator is approved for use on the exam prior to the start of testing.

### Approved Calculators

- Basic/Standard Calculators
  - Casio: DJ-120D, DM-1200BM, DV-220, HS-4G, HS-8VA, JF-100BM, JF-100MS, JV-220, MS-6CO, MS-10VC, MS-80B, SL-100L, SL-200 TE, SL-300SV, SL-300VC, SL-450S, WM-320MT
  - Texas Instruments: TI-10, TI-15 Explorer, TI-108, TI-503 SV, TI-1706 SV, TI-1795 SV, Little Professor Solar
  - Cannon: LS-82Z
  - Datexx: DD-740, DD-760, DD-770, DD-2362
  - Victor: 1180-3A, 1190, 1200-4, 2140
- Scientific Calculators
  - Casio: FX-55 Plus, FX-115ES Plus, FX-115MS Plus, FX-155ES Plus, FX-260 Solar II, FX-300, FX-300ES Plus, FX-991 EX
  - Texas Instruments: TI-30XIIS, TI-30Xa, TI-30XS, TI-34 MultiView, TI-34 Plus, TI-36X Pro
  - Hewlett Packard: HP 9s, HP 10s, HP 15c, HP 20s, HP 30 s, HP 32sII, HP 33s, HP 35s, HP 300s+Scientific Calculator
- Financial Calculators
  - Texas Instruments: BA II Plus Professional, BA II Plus
  - Hewlett Packard: HP 10bII+Financial Calculator, HP 12c, HP 12c Platinum, HP 17bII+Financial Calculator

*\*Check with the proctor ([cbtesting@uco.edu](mailto:cbtesting@uco.edu)) if you have a calculator version outside of this list to see if it is approved prior to testing.*



### **Prohibited Calculators**

- Programmable calculators
- Graphing calculators
- Cell phone calculators
- Computer or tablet calculators
- Calculators that use electrical outlets
- Calculators with QWERTY keypads
- Paper-tape calculators
- Calculators with a pen-input device or stylus

### **Leave these Devices at Home**

- Anything that can connect to the Internet
- Anything that makes noise or "talks"
- Tablets or cell phones
- Laptops or handheld computers

### **Calculator Tips**

- Bring your own calculator. You cannot share calculators.
- You cannot use multiple calculators simultaneously on the exam unless your professor or the particular exam makes allowance for it based on their exam submission.
- Do not bring a brand-new calculator you have never used before. Bring one you know how to use.
- Practice for the test using the same calculator you plan to use on test day.
- Bring a back-up calculator in the event yours malfunctions.



## EXAM ACCOMMODATIONS (DSS)

ADA Statement regarding special accommodations: "The University of Central Oklahoma complies with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Students with disabilities who need special accommodations must make their requests by contacting Disability Support Services, at (405) 974-2516. The DSS Office is located in the Nigh University Center, Room 309. Students should also notify the instructor of special accommodation needs by the end of the first week of class." (Reference: [UCO Syllabus Attachment](#))

Per DSS, once an accommodation letter is issued to a student, their action items are as follows (as it relates to 100% online courses):

- Deliver (hard copy or email) your accommodation letter to each of your instructors.
- Schedule a time to meet with your instructor(s) to discuss your accommodation(s).
- During your meeting, discuss ways that you and your instructor can work together to ensure accommodations are met.
- Specifically address the accommodation(s) as it relates to any modifications needed in each course.
- Revisit with DSS for any disability related issues and/or additional accommodation(s) during the semester as needed.
- REMEMBER, YOU MUST REGISTER WITH DSS EVERY SEMESTER (SPRING, SUMMER, AND FALL) -- SO WHEN YOUR SCHEDULE IS COMPLETE FOR THE NEXT SEMESTER, CONTACT DSS!

Once a student provides the instructor(s) with their accommodation letter and discusses the accommodations with the instructor, the instructor will provide the letter to the College of Business Testing Center, *at the request of the student, if the student wants to test in the College of Business Testing Center*. Once the College of Business Testing Center confirms they can provide the necessary accommodations to the student, they will inform the instructor and the student via UCO email, and the student can call Niccole Miller (405) 974-2325, Director of Student Success & Retention, to set-up all of their exams, availability permitting. All DSS accommodation exams **must** be scheduled via phone through Niccole Miller in order to ensure that the student receives all of the necessary accommodations.

Due to the nature of the testing environment in the College of Business Testing Center, if we are unable to appropriately accommodate the student such that it is not in the student's best interest to test in the College of Business Testing Center, we will notify the student's instructor and the instructor will work with the student to provide the necessary accommodations. Students also have the ability to utilize [ProctorU](#) for testing.



## ACADEMIC INTEGRITY & DISHONESTY

The College of Business promotes a culture of academic integrity through a learning environment based on truthfulness and honesty that reflects respect for all students and faculty. The College of Business will enforce the [UCO Code of Student Conduct](#), which contains a more detailed version of the following policy statements.

***Academic Integrity Statement:*** *Each student is expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain complete honesty and integrity in the academic experiences both in and out of the classroom.*

***Academic Dishonesty Policy:*** *Academic dishonesty, as specified in the [UCO Code of Student Conduct](#), may result in penalties up to and/or including expulsion from the University. Academic dishonesty includes, but is not limited to: plagiarizing; cheating; turning in counterfeit or unoriginal work; stealing academic material; knowingly falsifying academic documents; accessing confidential academic records without authorization; disclosing confidential academic information without authorization; and turning in the same work to more than one class without the expressed permission of the instructors involved.*

Students who are suspected of cheating while in the College of Business Testing Center will be asked to stop their exam immediately, and leave the College of Business Testing Center. Students who are disruptive in the College of Business Testing Center will be asked to leave the College of Business Testing Center. Should issues arise while asking the student to leave, the Proctor will call University Police. The student will no longer be permitted to test in the College of Business Testing Center for future online exams. Evidence of Academic Misconduct, Academic Dishonesty, and/or a violation of Academic Integrity will result in a call to the Office of Student Conduct, and a report to the student's instructor of record.