Student Online Exam Guidelines

Contents

Before the Exam

One week before the exam:

1. Review College of the North Atlantic's [Academic Integrity Policy (AC-123).](#)

2. Identify a quiet and private location where you won't be disturbed while you are writing your exam.

3. Ensure that you have access to a reliable internet connection (if you are using WIFI you should make sure you are as close to the router as possible). If you are unsure, you can test your internet speed using online tools like [Google's Speedtest](#) or [Speedtest.net.](#)

4. Make sure you note what your instructor's preferred method of communication is during the exam. Some may provide you with a phone number that you can reach them at so that they are more easily reached.

5. If there is a practice exam offered in your course, go back and complete the practice exam to test your setup and internet connection.

6. Review what materials are required and what materials you are allowed to use during the exam (e.g., calculator, pens, pencils, ruler, etc.).

7. Make sure to locate your photo ID (either your student ID or a government-issued ID such as a driver's license or passport). You will need to show these items while writing your exam.

8. Make sure you know your college username and password. You will need this information to log into the exam. If you have any questions about your CNA account, email the Help Desk: SSHelpDesk@cna.nl.ca.

9. If your exam is being proctored, ensure that you have access to a computer with a webcam and microphone.

10. If your exam is being proctored using LockDown Browser, make sure that it is downloaded from your D2L course website.

11. Clear your desk and any other surrounding surfaces of any items that may compromise the exam.

On the day of the exam

1. Sit at your computer at least 20 minutes before your exam, start your computer up, and log into D2L.

   - If you arrive late for your exam regardless of reason, you will be allowed to log into the exam, but you will not be given any additional time to complete the exam.

   - If you arrive more than 30 minutes late for the start of the exam, you will not be allowed to log into the exam. Students who are prevented by illness or bereavement or other acceptable cause may apply for a deferred examination. There is no guarantee that this application will be approved. To apply for a deferred exam, you must complete the Application for Deferred Examinations. This form must be submitted to the Student Services Office within two (2) days after the date on which the regular examination was scheduled.

2. Navigate to the assessment page and wait for the exam to begin.

3. Make sure to save your responses as you through the exam.

4. Do not attempt to exit the exam until you have finished all questions.

Permitted items

You are **allowed** to have the following on your desk:

- Water in a clear, closed container

- A clear bag containing pens, pencils, ruler, etc.

- Approved calculator, according to the exam cover page, that can be checked. Be prepared to show that the calculator has been cleared with the confirmation message like "Mem Cleared" or "RAM Cleared."

- Other materials as indicated on the exam cover page or envelope.

Note: While you are not allowed to have your phone on your desk, you should keep it nearby in case you need to call your instructor. If your exam is being invigilated, make sure that you explain that you are getting your phone and quickly retrieve the phone. Make the call on speakerphone.

Prohibited items

You are **not allowed** to bring the following items into the exam room:

- Any electronic devices, including but not limited to laptops, tablets, smartphones, smartwatches, headphones (wired or wireless).
- Outdoor coats
- Any other bags besides one clear bag. This includes pencil cases, purses, book bags, briefcases, etc.
- Texts, notes, extra paper, devices, etc. that are not listed on the exam cover page or envelope
- Any food or drink besides water in a closed, clear container.

    - Students may be required to write in spaces where drinking is prohibited, such as computer or science labs. In such cases, drinking is not allowed to ensure the safety of the equipment and environment.

Bringing **any** prohibited material into the exam will be considered a possible violation of CNA's Academic Integrity Policy (2024). You are not permitted to use Generative Artificial Intelligence during the exam unless you are authorized by your instructor that it is allowed.

Exemptions

Students may be permitted to bring prohibited items into the exam room for an acceptable reason. Students with a disability or a medical condition requiring testing accommodations should register with Accessibility Services.

During the Exam

If your exam is being proctored using proctoring software like Respondus Monitor, you may be required to do a room scan that is recorded as part of the Start-Up Sequence.

To complete a room scan, you must:

1. Make sure your space is clear of any items that you are not allowed to access during the exam.
2. Make sure that you can move the webcam around to show the proctor your entire room, including under your desk and behind your monitor.
3. Start the start-up sequence.

4. Staying the same place, show your workstation.
5. Slowly move your webcam or laptop around the room to capture a clear 360-degree view.
6. Show the area under the workstation and directly underneath the workstation surface.
7. If you are allowed to use other resources, you must include these items in your scan.
   - Scan each page of blank scrap paper.
     If you are allowed to use a programmable calculator, record that the calculator is cleared by showing "RAM Cleared" on the display.
8. Ensure that your face and eyes are visible on the webcam during the entire exam.

If there are any interruptions, briefly explain what is happening by speaking into your webcam and explaining the situation. For example, you could say:
- Someone has accidentally walked in my room
- I need to call my instructor
- I need to move from my current location (including the reason why)
- I need to take a bathroom break

Once you submit the exam, the webcam will stop recording and you may exit the LockDown Browser.

Upholding Academic Integrity during the Exam

According to CNA's Academic Integrity Policy (2024), students have the responsibility to be honest and ethical when they complete academic work. This includes when you write exams. Whenever you attempt to use deceptive practices to help you get a better grade on an exam, you are being academically dishonest. This includes but is not limited to:

- Using unauthorized materials, devices, sources, or methods to **cheat** on an exam including Generative Artificial Intelligence. For proctored online exams, this includes any attempt to obstruct your camera or turning off or disconnecting your camera during the exam.
- **Collusion**, which is working with another student when you have been told to work individually.
- Having someone else **impersonate** you so they can write your exam.
- **Sabotaging** someone else to prevent them from completing an academic activity,

including destroying their work, not participating in group work, or withholding information. This can include lying to other students about the exam.

If you bring any unauthorized materials into the exam, speak to another person during the exam, or attempt to copy the exam in anyway, you will be investigated for violating the Academic Integrity Policy. If your instructor suspects that you have engaged in academic dishonesty, they will contact you to arrange a time to meet to discuss the suspicions. This will follow the [Procedure for the Academic Integrity Policy (AC-123-PR)](#).

Online Proctoring FAQs

1. What does online proctoring mean?

Instructors use online proctoring tools to invigilate online exams. This process differs from traditional in-person invigilation. It is generally done using specialized software, which can monitor students during the exam, using features like screen recording, webcams, and browser lockdown to prevent cheating. In some cases, instructors or invigilators may watch students in real-time using video conferencing tools to ensure that students follow exam rules.

2. What are LockDown Browser® and Respondus Monitor®?

LockDown Browser is a custom browser that "locks down" a computer or device during an online exam delivered through the D2L learning management system. Students cannot copy, print, access other applications, or visit other websites while completing the exam. Assessments set-up for use with LockDown Browser cannot be accessed with other browsers such as Google Chrome, Microsoft Edge, or Firefox. Lockdown Browser does not require a webcam.

Respondus Monitor is a separate application that builds upon and works with LockDown Browser to deliver an online exam proctoring service where students are supervised during the assessment through their webcam (required). It is **not** a live proctoring service, meaning that a person is not watching you as you write your test or exam. Instead, Respondus Monitor uses analytics to detect suspicious behaviour during an exam. These video segments are flagged for your Instructor to review after the exam.

Your Instructor will let you know if your exam requires LockDown Browser and/or Respondus Monitor. An Instructor may require one or both products. If you are uncertain, reach out to

your Instructor. LockDown Browser and Respondus Monitor are accessed through your D2L course, so creating a separate account is not necessary.

3. **Why is College of the North Atlantic using LockDown Browser and/or Respondus Monitor?**

CNA has made changes to some exam procedures because many courses require supervised exams and also because of the challenges associated with remote or virtual learning. CNA, as well as other external agencies who award certification, have to provide assurance that the individual writing the exam is who they say they are, and that procedures are in place to limit unauthorized communication or use of materials. LockDown Browser and Respondus Monitor were chosen as a solution to support academic integrity for the delivery of online assessments after a careful review of the available software, CNA's policies and procedures, and Newfoundland and Labrador's Access to Information and Protection of Privacy Act, 2015.

4. **What personal information is recorded?**

LockDown Browser **does not** gather or process personal information unless the student uses (1) the help feature to troubleshoot a technical issue, or (2) the early exit feature where the student ends the assessment before it is completed. In these cases, the username and issue or reason for leaving the assessment, as provided by the student, are stored.

Respondus Monitor **processes personal information**. It requires student activity to be recorded through a webcam and microphone. There is a start-up sequence that guides students through the exam requirements, which involves showing a student or government-issued ID and creating a short recording of the room where the exam is taking place. Respondus Monitor can display personal information, such as your name, in real-time during an exam in D2L, but does not process or store this information. Data collected by Respondus Monitor while taking an exam includes: date and time the user starts and completes an exam session; the time each question is answered; how much time is spent on each item; if/when an answer to an exam question is changed; the time and duration of any internet disconnections; mouse, keyboard and screen activity; and the quality of the video and audio recording. CNA receives a summary of this information. Respondus Monitor also tracks applications and processes running on the device during the exam.

Respondus Inc.® collects minimum data and limits its use to (1) services they have been given permission to provide, (2) what is needed to deliver those services, or (3) legal compliance or other lawful purposes. Neither Respondus Inc. nor CNA can access or view files and data stored on your computer. For more information, see the Respondus Privacy Center Overview.

5. How is this information secured?

Respondus Monitor uses SSL (Secure Socket Layer) or TLS (Transport Layer Security) encryption to transfer information. Personal information such as name, grade, course, and video can only be accessed through D2L by those with instructor credentials. Video URLs are one-time use and will not function if copied. For more information, see Respondus' Terms of Use.

6. Who has access to this personal information?

Respondus Inc. provides the technology for storing and analyzing exam data, but CNA controls the actual data use. Within CNA, only users with instructor credentials in your course can access your personal information, such as your name and recording. This includes your Instructor and possibly the Instructional Assistant and D2L administrator(s). If the Instructor suspects cheating has occurred, additional authorized personnel may be required to view the relevant video segments as evidence for the purposes of an investigation. Information will only be referenced as necessary to ensure academic integrity. In line with the *Access to Information and Protection of Privacy Act*, your personal information will be retained by Respondus Inc. and CNA in accordance with approved records retention and disposal schedules.

7. What if I have technical difficulties during the exam?

During the exam set-up, live chat is accessible from several places in the LockDown Browser. Look for the "It's not working" or "Need More Help" links. Support can also be found on the Student Resources page.

To prevent lost work if your computer crashes or you lose your internet connection, make sure you save your answers as you complete each question. If you experience technical difficulties that prevent you from completing or submitting your exam, contact your instructor as soon as possible. If you are uncertain what your instructor's preferred method of communication is during the exam, reach out to them via email.

8. What if I need a special accommodation?

Accommodations may be made for students, as indicated in policy *SS-207 Students with Disabilities*. Documentation is required. If you require an accommodation, please discuss your needs with an Accessibility Services Coordinator. Your Instructor can make some accommodations through the exam set-up, while others may require that the student write the exam on campus. In either case, these need to be approved well in advance of the exam.

9. How do I appeal a decision?

All appeals are handled according to policy *SS-213 Student Appeals – Academic*.

10. Who do I contact if I have questions?

The first point of contact with any questions or concerns should be your Instructor. They will guide you to the appropriate person for help. If you are unable to contact your instructor, please reach out to the Campus Administrator for your program.