

SOP: Scheduling and Proctoring Online Examinations

Purpose

This SOP details the process for **scheduling and proctoring online examinations**, including setting examination dates and times, coordinating with students and instructors, ensuring secure and fair testing environments, administering exams through authorized online platforms, monitoring student activities during exams to prevent misconduct, managing technical support and troubleshooting, and reporting examination outcomes. The objective is to maintain integrity and smooth operation of online assessments while providing a consistent and equitable testing experience for all participants.

Scope

This SOP applies to all online examinations conducted by the institution, including mid-term, final, and certification assessments for all courses, programs, and departments.

Responsibilities

Role	Responsibility
Examination Coordinator	Oversee scheduling and communication; verify exam logistics
Instructor	Provide exam materials; clarify assessment details
Proctor	Monitor exams; ensure exam integrity
IT Support	Resolve technical issues; support platform operation
Students	Follow instructions; maintain exam integrity

Procedure

- Scheduling the Exam**
 - Confirm exam requirements and duration with the instructor.
 - Identify available dates and times, ensuring adherence to institutional policies.
 - Reserve slots in the approved online examination platform.
 - Notify students and instructors at least two weeks in advance.
- Participant Preparation**
 - Provide students with exam guidelines and platform instructions.
 - Confirm device and internet requirements; schedule platform orientation if needed.
 - Ensure students complete the required identity verification process.
- Technical Setup**
 - Upload assessment materials to the secure online platform.
 - Test platform functionality, including proctoring features (e.g., browser lockdown, webcam monitoring).
 - Coordinate with IT to resolve any technical issues in advance.
- Administering the Exam**
 - Open exam access at the scheduled time.
 - Proctors verify each participant's identity before the exam begins.
 - Monitor students via the platform's proctoring tools; intervene in case of suspicious activity.
 - Provide real-time technical and procedural support.
- Post-Examination**
 - Close exam access and ensure all responses are submitted.
 - Export results securely and forward to instructors/authorized personnel.
 - Document and investigate any reported misconduct or incidents.
 - Collect feedback from participants for continuous improvement.

Documentation

- Exam schedule and notification records
- Attendance and identity verification logs
- Incident and technical support reports
- Exam outcome and feedback summaries

References

- Institutional Online Examination Policy
- Data Privacy and Security Guidelines
- Academic Integrity Code of Conduct

Revision History

Date	Version	Description	Author
2024-06-12	1.0	Initial SOP template created	SOP Committee