

Standard Operating Procedure (SOP)

Online Assessment and Proctoring Guidelines

This SOP provides comprehensive **online assessment and proctoring guidelines**, detailing procedures for secure exam administration, candidate identity verification, use of proctoring software, behavioral monitoring during exams, and protocols for handling technical issues and academic misconduct. The objective is to maintain assessment integrity, ensure fairness, and support a seamless testing experience for all candidates and educators involved.

1. Purpose

To define standardized procedures for conducting secure and fair online assessments using proctoring solutions.

2. Scope

This SOP applies to all candidates, educators, and exam administrators involved in online assessments.

3. Definitions

Term	Definition
Online Assessment	Any test, quiz, or examination administered electronically via a learning management system or assessment platform.
Proctoring Software	Software solutions used to monitor and supervise candidates during online assessments.
Academic Misconduct	Any deliberate violation of academic trust, including cheating, plagiarism, or unauthorized collaboration.

4. Responsibilities

- **Exam Administrators:** Set up assessments, communicate procedures, and resolve incidents.
- **Candidates:** Follow all exam instructions, maintain integrity, and report technical issues promptly.
- **Proctors:** Monitor exams, verify candidates, and report suspected misconduct.

5. Procedure

1. Exam Preparation

- Ensure exam content is securely uploaded to the assessment platform.
- Disseminate detailed exam instructions and guidelines to candidates in advance.
- Inform candidates of system requirements and provide guidance for technical readiness checks.

2. Candidate Identity Verification

- Require candidates to display a valid photo ID at the exam start via webcam.
- Verify candidate identity using both live-video observation and proctoring software checks.

3. Use of Proctoring Software

- Activate video and audio monitoring features throughout the assessment session.
- Implement browser lockdown tools to prevent unauthorized access to other applications or web content.
- Communicate privacy policies and obtain consent from candidates ahead of the assessment.

4. Behavioral Monitoring

- Monitor candidate behavior for irregular activities, such as persistent looking away, talking, or unauthorized presence in the room.
- Document and report suspected incidents via the proctoring platform for further investigation.

5. Technical Issues

- Provide candidates with emergency contact details for technical support during the exam.
- If a technical issue occurs, instruct candidates to document the problem (e.g., screenshots, error logs) and contact support immediately.
- Allow for exam resumption or rescheduling in case of verified technical failures, as per institutional policy.

6. Handling Academic Misconduct

- Investigate reports of suspicious activity based on software flags and proctor observations.
- Follow institutional procedures for evaluating evidence and determining penalties if misconduct is

confirmed.

- Maintain a record of all incidents and resolutions for auditing purposes.

6. Data Privacy and Security

- Ensure all candidate data (including video recordings and ID scans) are securely stored and accessed only by authorized personnel.
- Comply with applicable data protection laws (e.g., GDPR, FERPA).

7. Review and Revision

This SOP should be reviewed annually and amended as needed to reflect technological advancements, policy changes, or feedback from stakeholders.

Document History:

Version 1.0 | Effective Date: [Insert Date] | Approved by: [Approver Name/Title]