

THE UNIVERSITY OF NORTH CAROLINA SYSTEM

PROCTOR LICENSING AGREEMENT

BACKGROUND AND SCOPE

The UNC System is a public university comprised of seventeen (17) constituent institutions and other educational, research, and public service organizations, all dedicated to the service of North Carolina's people and to the enhancement of the future economic, societal, cultural, and personal well-being of the people of North Carolina. The System Office houses the administrative staff for the UNC System.

The UNC System Division of Digital Learning ("DDL") is an administrative unit of the UNC System Office providing online education services through UNC Online ("UNCO"). As part of those services, the DDL provides enhancements to academic integrity in online learning by providing online exam proctoring services to the participating UNC system universities for web-based, asynchronous courses.

TERM OF AGREEMENT

The initial term of this Agreement shall be for a period of two (2) years commencing on the date when the proctor applicant is approved by UNC Online, unless earlier terminated in accordance with the provisions contained in this Agreement. After the expiration of the initial term this Agreement may be renewed bi-annually.

PURPOSE: ENSURING ACADEMIC INTEGRITY AND GOOD CONDUCT, EFFICIENCY OF OPERATIONS, AND A LOW COST FOR ONLINE EDUCATION

All parties to this Agreement are subject to the rules contained within. This Agreement shall set forth the respective duties and obligations of the UNC System Office and the approved proctors.

This Agreement is focused on enhancing the academic integrity of online courses offered by the constituent institutions of the UNC System by providing an easily accessible pool of qualified, low cost proctors for online examinations. All students, instructors, and proctors utilizing online education through the UNC System are expected to maintain high standards of academic honesty and integrity and to conduct themselves in a professional manner.

Proctors are responsible for understanding and agreeing to follow the exam proctoring guidelines, contained within this document, prior to submitting their proctor license application in UNC Online. If the proctor license application is approved then the proctor is responsible for following these guidelines throughout each student's exam proctoring process.

PROCTORING FOR UNC ONLINE – A STEP-BY-STEP GUIDE

PROCTOR CRITERIA

Members of the University of North Carolina Online Proctoring Network must meet a set of qualifications and follow specified guidelines to be an approved participant in the network of proctors.

UNC Online is committed to ensuring that the administration and implementation of this agreement/application process is fair and equitable without unlawful discrimination, harassment or retaliation on the basis of race, religion, color, national origin, sex (including pregnancy), age (40 or older), political affiliation, genetic information, or disability, except where age, sex, or physical requirements constitute bona fide occupational qualifications.

UNC Online strongly encourages proctors to proctor for more than one student. UNC Online reserve the right to deactivate a license in cases where the proctor is only proctoring one student once a year, for example.

UNC Online reviews the location of a proctor's application to determine if additional proctors are needed in a given area.

The UNC Online proctor selection process includes an intentional bias based on cost of proctoring; free and low cost proctors are given preference..

Proctoring Address/Location Requirements. Proctors are responsible for understanding that the proctoring site cannot be a private residence. The proctor's exam proctoring license will be summarily revoked if UNC Online determines that a proctor is using a private residence or any location other than the one listed on their application as the "official place of business." Some examples of acceptable proctoring locations are: testing centers, proctoring centers, libraries, university offices. NOTE: Faith based organizations are not considered public locations. Coffee shops/restaurants/eating establishments of any type are not considered acceptable locations to proctor.

If the proctoring location is the proctor's work office then the proctor is required to include a memo with the proctor application from the applicant's senior manager/school principal/department head signifying that the applicant's office may be used to proctor exams for UNC Online students. If the location is not the applicant's work office (e.g., a public library) then the proctor applicant is required to include a memo with the proctor application from the manager of the location (on official letterhead) signifying that the proctor applicant is allowed to use the location to proctor exams for UNC Online students. NOTE: Some libraries do not allow independent proctors to utilize their space, especially if the library is already a proctoring site for UNC Online students. This is because students can become confused as to whether the library staff is proctoring their exam or an independent proctor.

Proctoring Equipment and Space. Proctors are responsible for understanding requirements as they related to equipment used to proctor exams. For example, students may take an exam on a

personal laptop if close and constant supervision is provided by the proctor and if the test instructions specifically allow for such. In the absence of specific permission to use a personal laptop, the proctor cannot allow its use.

Proctoring space may be utilized by multiple examinees, either simultaneously or at different times, as desired by the proctor, provided that exam requirements meet basic standards for its use and the proctor complies with given instructions.

Proctoring Security. Proctors are responsible for maintaining security at the proctoring site. The student should feel safe in the proctoring site at all times. If, at any time, security becomes an issue the proctor should immediately dial 911.

The proctoring location must be one that allows for all testing materials to be kept secure and confidential at all times. Exam passwords must be stored in a location inaccessible to examinees (e.g., in a locked cabinet or password protected email account).

Proctor Qualifications

- Official testing centers at an accredited college/university or military post
- Librarians at a public library or at an accredited college/university
- College/professional testing center staff or administrators (NOTE: UNC System employees/instructors cannot charge a fee for proctoring.)
- Professional learning/tutoring center
- K-12 counselors/testing coordinators (must be primarily responsible for testing administration at the applicant's school/school system)
- U.S. embassy education officer or military base/station education officer (Cannot charge a proctoring fee)
- U.S. military non-commissioned officer in charge or officer in charge of student's military unit (Cannot charge a proctoring fee)
- Professor:
 - Cannot charge a proctoring fee for students enrolled in your courses
 - Cannot charge a fee if they are an instructor at a UNC System university
 - Professors must conform to their campus' conflict of interest policies with regards to using university space and resources
 - Must be additionally approved by the designated UNC Online campus contact

The Following Disqualify a Candidate from Being a Proctor

- UNC System student
- Relative, spouse, or partner of the UNC System student or of the UNC System student's family
- Co-worker, supervisor, or business associate of the UNC System student or of the UNC System student's family
- Friend, roommate, or peer of the UNC System student or of the UNC System student's family
- Current or previous athletic coach/trainer/administrator or any member of an athletic staff or personnel who support student athletes (Includes K-12, recreational and/or organized leagues, community college, and college/university athletics)

- UNC System advisors cannot proctor their assigned advisees
- K-12 employees who are not counselors/testing coordinators whose primary responsibility is testing administration at the school/school system
- Anyone who cannot provide a verifiable, professional email address (NOTE: gmail, hotmail, yahoo, etc. are not acceptable)
- Anyone who cannot provide a computer with high speed internet access for up to three (3) hours

NOTE: This list is not intended to be exhaustive and is subject to change with or without notice. UNC Online reserves the right to deny any proctor license application.

In order to validate the proctor applicant's information verification of job responsibilities is required. As part of the application process, proctor applicants are required to include a memo to UNC Online from their senior manager/school principal/department head (on official letterhead). The memo should detail the following:

- The memo should address the proctor applicant's job responsibilities, as they relate to UNC Online proctoring qualifications. Specifically, the memo should address the proctor applicant's role and should verify that this role is the proctor applicant's primary responsibility (e.g., A K-12 testing coordinator must be primarily responsible for testing administration at the school/school system).
- The memo should state how long the proctor applicant has been in this role.
- The memo should verify that proctoring exams for UNC System students does not present a conflict of interest for the proctor applicant's job, for the location where the proctor applicant works as well as the location where the proctor applicant will proctor.
- The memo should include contact information for the proctor applicant's senior manager/school principal/department head.
- The memo should be signed by the proctor applicant's senior manager/school principal/department head.

PROCTOR APPLICATION/RENEWAL PROCESS

UNC Online is responsible for reviewing proctor applications and renewals. All proctor applicants/renewals are subject to approval.

The initial term of this Agreement shall be for a period of two (2) years commencing on the date when the proctor applicant was approved by UNC Online, unless earlier terminated in accordance with the provisions contained in this Agreement. After the expiration of the initial term this Agreement may be renewed bi-annually.

Current licenses do not automatically renew. UNC Online sends out renewal notices via email (to the email address on file) ninety (90) days prior to the license deactivation.

Proctors are responsible for informing UNC Online if their contact details need to be edited. Contact details include: name, email, phone number, address.

Proctor applications/renewals should allow at least thirty (30) days for UNC Online to review and process proctoring applications. The review process may take longer if the proctor does not respond to follow up questions or is located outside the U.S.

Background Check. Proctor applicants and licensed proctors may be required to undergo a background check. Licensed proctors are subject to background check upon renewal of their proctoring license, at the discretion of UNC Online.

Conflict of Interest. Proctors are responsible for understanding that they cannot proctor students if a conflict of interest exists. Examples include but are not limited to: relative, spouse, or partner of the UNC System student or of the UNC System student’s family; co-worker, supervisor, or business associate of the UNC System student or of the UNC System student’s family; friend, roommate, or peer of the UNC System student or of the UNC System student’s family; current or previous athletic coach/trainer/administrator or any member of an athletic staff or personnel who support student athletes (Includes K-12, recreational and/or organized leagues, community college, and college/university athletics); etc.

NOTE: UNC System students may not be UNC Online proctors as this creates a conflict of interest.

In addition, instructors must conform to their campus’ conflict of interest policies with regards to using university space and resources. UNC System employees/instructors cannot charge a fee for proctoring.

Proctoring Fees. Proctors are responsible for understanding UNC Online’s requirements regarding proctoring fees and for keeping proctoring fees as low cost as possible. Free proctoring is strongly encouraged. When evaluating new applications or renewal applications, UNC Online take fees into consideration.

Proctors may charge a proctoring fee and proctors are responsible for the collection of these fees. Fees are a transaction between the proctor and student. UNC Online does not play a role in disputes with regard to fees.

NOTE: UNC System employees/instructors cannot charge a fee for proctoring.

UNC Online does not charge proctors a fee to be a member of the UNC Online Proctoring Network.

Proctor Fee Chart – Face-to-Face Proctors

Maximum Proctoring Fee Per Hour	\$15
Maximum Flat Proctoring Fee	\$45

Disability Support Services Fee Policy. Proctors are prohibited from charging additional fees to students who are allowed extended time to take their exam or for other requirements related to the student's disability, as determined by the instructor and the university's Disability Support Services in compliance with federal regulations. Proctors are able to view which of their scheduled students receive extended time in the UNC Online system.

Fee Changes. In order to protect students from fee changes during the term, fee changes may only occur twice a year. Fifteen (15) days prior to the beginning of the fall term and spring term, proctors are able to edit their fees in UNC Online. UNC Online will inform all proctors via email when the fee change period is in effect.

UNC Online evaluates these edits and either approves or denies the fee changes. NOTE: Proctors are responsible for understanding UNC Online's requirements regarding proctoring fees and for keeping proctoring fees as low cost as possible. Free proctoring is strongly encouraged.

When evaluating fee changes, UNC Online takes fees into consideration and reserves the right to deny a fee change or deactivate a license as a result of a fee change.

If the fee change is approved then the fee change will be published five (5) days before the beginning of fall term and five (5) days before the beginning of the spring term. Proctors are strictly prohibited from changing their fees at any other time of the year. NOTE: Proctors are prohibited from charging the new fee to students who have already scheduled their exam appointments with the proctor, because those students scheduled prior to the published fee change.

If UNC Online determines proctors are charging fees different than those listed in the UNC Online System then the proctor's license may be deactivated.

Types of Licenses. There are two (2) types of license available with UNC Online: individual and organizational.

- Individual licenses are reserved for those who provide exam proctoring solely as an individual.
- Organizational licenses are reserved for registering an entire organization (e.g., a testing center, library, or business) that provides exam proctoring. An organizational license has one person designated as the primary licensee. If more than one person will be proctoring exams then the license must list those persons as helpers on that license. The organization's name and its main contact information, not its individual proctor's information, will be visible in search results.

Proctor Primary Licensee. The primary licensee is the person who completed the UNC Online proctor application either on behalf of an organizational proctoring license or as an individual proctor license. The primary licensee is the main point of contact for the proctoring license.

Proctor Helper. A proctor helper is someone, by permission of the primary licensee, who has access to student exam appointments, has access to exam materials/passwords, and can

schedule/reschedule/cancel/finalize exam appointments. NOTE: Organizational licenses are strongly encouraged to have at least one (1) proctor helper on the license.

Proctoring Privacy Options. There are two (2) proctoring privacy options: listed and unlisted.

- Listed. A listed proctoring license means the proctor is available through the proctor search function in UNC Online. This type of proctor is available for UNC System students. Only when UNC Online students are logged into UNC Online will they be able to see listed proctors.
- Unlisted. An unlisted proctoring license is hidden from the proctor search function when the student is logged into UNC Online. This type of proctor is available only to students that have the proctor's email address. Proctors are only able to be unlisted under special circumstances such as military facilities and university disability support offices.

ACADEMIC INTEGRITY AND PROFESSIONAL CONDUCT

UNC Online proctors provide a vital service to the students of the UNC System. As such, proctors are expected to follow the below list of responsibilities.

Academic Integrity and Conduct. Proctors are responsible for holding UNC Online students accountable to the same academic integrity and conduct standards as those students taking face-to-face campus courses.

If a proctor suspects a student of cheating then the following steps should be taken:

- Academic integrity issues are time sensitive. If an issue of academic integrity is suspected, proctors are required to notify the instructor by creating an irregularity report in the UNC Online system immediately after the exam appointment.
- To avoid conflict when an issue of academic integrity is suspected, proctors should let the student complete the exam and only address the issue with the instructor.
- If possible, the proctor should ask a co-worker to observe the suspected cheating incident and let the instructor know that more than one individual observed the issue.
- If there are materials (e.g., footage of the appointment, scratch paper, computer history, etc.) that will help the instructor make an informed decision about the incident, the proctor should email the materials to the instructor immediately after the exam appointment.

Regarding issues of conduct/behavior, students are expected to conduct themselves in a professional, civil manner. Proctors should never have to feel unsafe as they interact with students, nor should the student's actions/reactions be disruptive in any way.

If a proctor feels unsafe for any reason or feels the student is being disruptive the following steps should be taken:

- Ask the student/person to leave premises; and, if possible, have a witness with you.
- Alert the authorities, if warranted, using your best judgement.
- Cancel the appointment/proposed appointment in UNC Online.
- Contact the instructor and UNC Online immediately using the following protocol:

- If there was an appointment/proposed appointment in UNC Online then complete an irregularity report via UNC Online.
- If no appointment exists in UNC Online then contact UNC Online via the ticketing system (<http://online.northcarolina.edu>). This course of action should be taken in situations where the student calls the proctor or is at the proctoring location and speaks to them unprofessionally or otherwise acts in an unprofessional manner.

Confidentiality. Proctors are responsible for maintaining confidentiality regarding information about students, exam appointments, exam materials, and any completed exams. Throughout the exam proctoring process, the proctor should only speak to the student, instructor, or UNC Online staff regarding any of this information. Conversations with any other person regarding the student should be avoided (i.e., Avoid conversations with a parent/friend/spouse/partner regarding the student or the student’s exam information.).

PROCTOR’S APPOINTMENT CALENDAR/SCHEDULING MODE

Proctors are responsible for keeping their availability current and entering/editing that information in UNC Online.

Proctors can select from two (2) exam calendar/scheduling modes: Online-Manual and Online-Automatic.

- Online – Manual: Proctors enter their availability and capacity. Students propose exam appointments based on the proctor’s availability/capacity. Proctors are notified of proposed exam appointments. Proctors login to UNC Online and approve or reject the proposed appointments.
- Online – Automatic: Proctors enter their availability and capacity, which allows students to schedule appointments automatically according to the proctor’s availability and capacity.

Dual/Parallel Exam Scheduling Systems. Proctors who use a dual/parallel exam scheduling system are responsible for maintaining their availability in both UNC Online’s system as well as their own scheduling system.

All proctoring appointments must be scheduled in UNC Online. Students initiate the exam scheduling process.

BEFORE THE EXAM APPOINTMENT

Accessing Exam Materials/Exam Information. Proctors are required to access exam materials/passwords through UNC Online two-four (2-4) days prior to the student’s exam appointment and store the exam materials in a secure location. NOTE: Proctors are responsible for keeping the exam secure and confidential at all times.

Exam materials/passwords are *not* provided via phone or email to proctors.

As long as the instructor has provided the exam materials/password, then four (4) days prior to the opening of the exam window, exam materials and exam passwords automatically appear for download in the proctor's appointment schedule (and immediately if a student schedules their exam appointment within an active exam window).

Downloading the exam materials in advance ensures the following:

- If a download error occurs or questions arise, there will be time for the proctor to reach out to the instructor so the issue can be corrected and/or the proctor's questions can be answered.
- If UNC Online is unavailable (i.e., system goes down) students will still be able to take their exams because the proctor already has the exam materials available. NOTE: Downtime for UNC Online does not impact the university's learning management system such as Blackboard, Moodle, Canvas, etc.
- **Proctors and instructors should never share exam passwords with students.** Proctors must require the student to turn away from the computer screen when the proctor enters the exam password.

Prior to the exam appointment, proctors should perform a check of proctoring facilities and equipment for operating condition and security; check rest rooms for security, if feasible; ensure that all necessary equipment is in proper working order; communicate necessary information to students, including instructor requirements to the student; collect payment if a fee is charged for proctoring services; and inform students to be prepared to leave unnecessary personal items (including cell phones) in their car, home, or in a bag that can be placed in a secure location while the exam is in progress.

ADMINISTERING THE PROCTORED EXAM

Proctors are responsible for administering the proctored exam as indicated by the guidelines in this document and in conjunction with the instructor's specific exam instructions.

Exam materials/passwords are **not** provided via phone or email to proctors. Proctors are required to access exam materials/passwords through UNC Online.

Proctors and instructors should never share exam passwords with students.

Proctors should ensure a secure, quiet environment for the student to take the exam. Proctors must maintain proximity with and monitor the student during the exam to ensure the student does not use any unauthorized aids. If a proctor offers close and constant exam supervision then the proctor must monitor the student's exam appointment from beginning to end, at the exclusion of any other activity. NOTE: As a matter of policy, UNC Online does not allow libraries to offer close and constant exam supervision. This policy is in place because a library's main responsibility is to its patrons. Therefore, library staff are not able to absolutely monitor a student's exam from beginning to end.

Proctors should not participate in any activity that would be distracting to the student taking the exam.

Proctors must not use phones/mobile devices during the exam administration. If a proctor has a mobile device, it must be set to silent so it will not cause a disturbance or be a distraction. Phones/mobile devices should only be used in the case of an emergency.

Proctors are responsible for understanding that the location, space, and layout of the proctoring location are vital to the accomplishment of its mission. At the proctoring location, the proctor should:

- In case of technical difficulties reach out the instructor or other emergency contact (found in UNC Online) to determine appropriate steps.
- Have backup plans in case of emergency or problem, if possible.
- Anticipate outside factors that could divert the attention of student and take action to avoid them.
- Consider room temperature and attempt to correct as needed.
- Ensure adequate lighting (using guidelines established by location).
- Provide adequate test room(s)/space for given number of students.
- Provide seating/writing surfaces appropriate for number of students, test materials, ADA and other special requirements, if applicable.
- Examinees should be seated in order to prevent/limit their view of others' work.
- Check facility to ensure readiness for testing.
- Ensure adequate parking is available and ADA requirements are met, if applicable.

AFTER THE EXAM APPOINTMENT

After the exam is complete the proctor should: finalize the exam appointment, complete forms and send completed exam materials according to given instructor's requirements, and follow up on payments from students, if necessary.

Finalizing Exam Appointment. Proctors are responsible for finalizing exam appointments as soon as the exam appointments are complete and on the same day that the exam appointments occur. There are four (4) ways to finalize an exam appointment:

- Student completed exam without issues, which should be used to indicate the student successfully completes their exam without any issues.
- Student showed up but there were issues, which should be used to indicate issues such as: the computer froze, the student was accidentally logged off, the student cheated, etc. As part of this type of finalization, proctors should include details regarding the specific issue/s. These details create an "irregularity report" for the instructor to review and take action, if necessary. Proctors should follow up with the instructor directly if additional information needs to be provided.
- No show, which should be used to indicate the student missed the exam appointment without informing the proctor.
- Cancelled, which should be used to indicate the appointment was cancelled.

Unfinalized Exam Appointments. Proctors are responsible for finalizing exam appointments immediately following the exam appointment and on the same day that the exam appointment is scheduled. Failure to finalize exam appointments may result in deactivation of the proctor's exam proctoring license, at the discretion of UNC Online.

NOTE: If the exam window is open and the student either no shows, cancels, or requests an emergency cancellation then the student is prevented from rescheduling their exam appointment until the proctor finalizes the missed exam appointment as either "no show" or "cancelled." It is imperative that proctors adhere to this finalization process for no shows or cancellations, as the rescheduling process ensures the exam window is still active and creates an accurate electronic paper trail for the exam appointment.

Since many of the cancellation requests are time sensitive, the proctor is responsible for finalizing these type request as soon as they are requested.

Exam Irregularity. Proctors are responsible for alerting instructors if there are issues, known as an exam irregularities, with an exam appointment. If one of the below issues occurs during an exam appointment then the proctor should finalize the exam appointment "with issues" and detail the issue. Some examples of exam irregularities are:

- Proctor successfully logs student into exam but the computer shuts down unexpectedly/power is lost/site logs a student off.
- Proctor successfully logs student into exam and there was noise/distractions during the exam appointment that the student complained about.
- Proctor successfully logs student into exam and observes the student appearing to be cheating.

DISABILITY SUPPORT SERVICES

Disability Support Services. Proctors are responsible for following the disability support service guidelines of the qualified student's university of record.

Proctors cannot charge an additional fee for students who are allowed extra time or for other requirements related to the student's disability.

If a proctor has a question about a given student's accommodations then they should contact the instructor directly.

PROCTOR ADMINISTRATIVE PROCESSES AND CAPABILITIES

Close and Constant Exam Supervision. Close and constant exam supervision is a type of exam proctoring whereby the proctor monitors a student's exam appointment from beginning to end, at the exclusion of any other activity. NOTE: As a matter of policy, UNC Online does not allow libraries to offer close and constant exam supervision. This policy is in place because a library's main responsibility is to its patrons. Therefore, library staff are not able to absolutely monitor a student's exam from beginning to end.

Proctor Scheduling Capacity. Proctor scheduling capacity is the number of students the proctor can accommodate for computer-based exam and/or paper-based exams.

Proctor Scheduling Lead Time. Proctor scheduling lead time is the number of days in advance that are required by the proctor before a student can schedule/propose an exam appointment. Sometimes a proctor will need to override their exam scheduling lead time in order for a student to schedule an exam appointment with them.

Proctor Scheduling Calendar Exceptions. Proctor scheduling calendar exceptions are certain dates or days of the week when a proctor is not available to proctor (e.g., holidays, vacation, and lunch breaks).

DEFINITIONS

1. **Academic Integrity and Conduct.** The same academic integrity and conduct standards apply to web-based, asynchronous courses and proctored exams as face-to-face campus courses.
2. **Disability Support Services.** Each university follows policies regarding disability support services. UNC Online is designed to support many disability support services. Proctors are responsible for following the disability support service guidelines of the student's university of record.
3. **Dual/Parallel Exam Scheduling Systems.** Dual/Parallel Exam Scheduling Systems are proctoring locations that use their own exam appointment scheduling system as well as UNC Online for exam appointment scheduling.
4. **Exam Appointment.** An exam appointment is a period of time allocated by the student exam scheduling process that allows a student to take a given exam.
5. **Exam Appointment Scheduling, Canceling, Rescheduling.** Exam appointment scheduling, canceling, and rescheduling are terms used to describe when a student creates an exam appointment with a proctor for a given online exam, when a student cancels an exam appointment with a proctor for a given online exam, and when a student reschedules an exam appointment with a proctor for a given exam.
6. **Exam Duration.** Exam duration is the number of hours and/or minutes that the instructor has determined it should take the student to complete the exam.
7. **Exam Password.** For online exams, the exam password in UNC Online is used to access the exam in the institution's LMS.
8. **Exam Proctoring Network.** The Exam Proctoring Network is a group of UNC Online approved proctors, who are able to provide exam proctoring services for UNC Online students, who are enrolled in UNC Online courses.
9. **Exam Types.** Three (3) exam types are available in UNC Online: online, online+paper, and paper.
10. **Exam Window.** The exam window are the days when the exam is open for students to take the exam.
11. **Instructor.** The instructor is the person designated as the instructor of record for a given UNC Online course as determined by the instructor's university registrar's office.

12. Invite a Proctor. Invite a proctor is the process whereby a student enters a proposed proctor applicant's name and email into UNC Online and the system generates an invite to this person, asking them to complete a proctor license application.
13. Online Course. Online courses are those courses that are delivered via UNC Online, by an instructor of the university of record, and using the university of record's course management system. Only courses coded as web-based, asynchronous by the university of record's university registrar may utilize exam proctoring services.
14. Participating Campuses. Participating campuses are those UNC system universities that participate in UNC Online.
15. Proctor. Proctors are those who schedule/approve/reschedule/cancel student exam appointments, check I.D.s, follow exam instructions, keep exam passwords secure and monitor students while they take an exam to ensure exam is taken according to instructor's exam instructions and university academic integrity and conduct policies. Proctor also finalizes each student exam appointment to indicate the exam appointment has been closed.
16. Proctored Exam. Some online courses require students to take exams in a supervised environment. This helps instructors verify online students' identities and ensures academic integrity.
17. Proctor Finalizing Exam Appointments. Finalizing an exam appointment in UNC Online is the proctor's action of closing the exam appointment that shares the result of the exam appointment with the instructor and UNC Online.
18. Proctor Qualifications/Disqualifications. Proctor qualifications are a set of requirements that an individual/organization must meet in order to be considered for a proctoring license. Proctor disqualifications are conditions that exclude an individual/organization from becoming a proctor with UNC Online. The proctor qualifications and disqualifications are not intended to be exhaustive and are subject to change with or without notice. UNC Online reserves the right to deny any proctor license application.
19. Proctor Scheduling Availability/Hours of Operation. Proctor scheduling availability/hours of operation are the days and times when a proctor is available to proctor exams.
20. Proctor Search. A proctor search is the ability of a student to type a proctor's name/email/address into a search box, click a search button, and yield available UNC Online proctors.
21. Proctored Exam. Some online courses require students to take exams in a supervised environment. This helps instructors verify online students' identities and ensures academic integrity.
22. Proctoring Address/Location. The proctoring address/location is the business address, as indicated in the proctor application, where all proctoring appointments will be held. The proctoring site cannot be a private residence.
23. Proctoring Fees. When students register for UNC Online courses, an alert about the possibility of proctoring fees being associated with this course is posted by the constituent university.
24. Proctoring License Status: Approved, Approved Pending Review, In Draft, Pending, Suspicious, Unlicensed. There are six (6) types of proctoring license status:
 - Approved. The license application is approved and the proctor can proctor exams for the UNC Online Exam Proctoring Network.
 - Approved Pending Review. The license is Approved Pending Review when the previously approved licensee submits their license for renewal. UNC Online

reviews the license to ensure compliance with UNC Online Exam Proctoring Guidelines. Pending review, the license will either be approved or unlicensed. During this time, the license remains active and the licensee may proctor exams for the UNC Online Exam Proctoring Network, as determined by UNC Online.

- In Draft. A license application is In Draft when the applicant has begun a license application but has not submitted it.
 - Pending. A license application is Pending when the applicant has submitted the license application for review by UNC Online.
 - Suspicious. A license/license application is Suspicious if the UNC Online proprietary software has determined that activity has occurred between the proctor/proctor applicant and a UNC Online student that bears further investigation by UNC Online.
 - Unlicensed. A license is Unlicensed when the proctor license/license application has been denied/deactivated, which means the proctor is not licensed to proctor exams for UNC Online.
25. Proctoring License Renewal Period. The license renewal period is the 30 day period when the proctor either applies to renew their proctoring license or indicates they wish to discontinue proctoring (otherwise known as to Opt-Out). The proctor's license remains active during this period at the discretion of UNC Online.
26. Student. Student is a UNC Online student taking a web-based, asynchronous course through UNC Online and with one of the 16 UNC System universities.
27. Student Conduct. Student conduct refers to the expectation that students taking UNC Online courses should conduct themselves in a professional, civil manner while taking courses and proctored exams through UNC Online.
28. Student I.D. Verification. Student I.D. verification is the process by which a proctor verifies that the student taking a proctored exam is the same student who is enrolled in a UNC Online course.
29. Syllabus Language. Instructor syllabus language outlines the academic integrity and student conduct responsibilities, proctored exam appointment process, student responsibilities regarding proctoring fees, and other information regarding exam proctoring.
30. UNC Online/UNC Online Exam Proctoring. UNC Online/UNC Online Exam Proctoring is a division of the UNC System responsible for managing UNC Online Education to include course registration, exam proctoring and proctor licensing.
31. Use of Proctoring Resources. Proctoring is a resource that students, enrolled in web-based, asynchronous courses, may use as long as their instructors have set up their exams for proctoring. If a student or instructor misuses or abuses this resource then they may be denied usage of proctoring as determined by the DDL.