

What to Expect During a Live Proctoring Zoom Session

Preparing for your Zoom Test Session

- Do your best to choose a space free of distractions – preferably without other people present, as no communication with others is permitted during your test session.
- Use the restroom prior to the start of the exam.
- Be sure the computer you plan to use has audio and video capability and internet access. You will need to have Zoom installed.
- All software/applications should be closed except for Blackboard and Zoom. Students with accommodations may use approved software.
- Secondary monitors should be disconnected.

Note: It is possible to use the video feed from a smartphone if your device does not have a webcam. You will need to have the Zoom App on your phone and log in to the meeting via computer, for screen share and test taking, and phone for video feed.

Starting the Zoom Live Proctoring Session

- Your proctor will confirm your name and the test you are taking.
- Your proctor will begin recording your session.
- Your proctor will ask you to hold up a valid photo ID to confirm your identity.
- Your proctor will ask you to use the webcam to show the room in which you will be taking your test and your workspace to verify you do not have any unpermitted items. They will ask to see both sides of any scratch paper you may be using.
- Your phone should be turned off and out of reach – unless it is being used for the video feed. Phones being used for video feed should be positioned so that the proctor can see your workspace and the computer you are using to take the test.
- **You will be asked to screen share the complete screen throughout the remainder of your session. Your video and audio feeds must remain on throughout your session as well.**

REMOTE CONTROL: You will be required to permit proctor remote control of your device, so that they may enter proctor passwords or credentials. Once entered, control will be surrendered.

During Testing

- Your proctor will discontinue their own video and audio feeds, so that you are not distracted by their movement or environment. Though you will not see them, they will be monitoring you throughout the test and available if you need to speak to them.

- **If you experience technical difficulties during the exam and are disconnected and unable to reconnect please contact the IT helpdesk at 215 641 6495 or helpdesk@mc3.edu and email Testing@mc3.edu immediately.**

Note: Proctors are only there to monitor your test process. They cannot answer questions about the test content. You can request that your proctor make note of content you would like to bring to your faculty's attention but they cannot make any decisions or answer any questions about content.

Once Your Test Is Complete

- You will confirm submission of test.
- You will be asked to shred/rip any scratch paper.
- Review your score report – when applicable (Biology Placement Exams for example)
- Your proctor will discontinue recording and end the meeting.

Additional Information

- Technical difficulties that cannot be resolved in a reasonable amount of time, will result in requiring rescheduling your proctor session. Should you need to reschedule for technical reasons, the Testing Center Staff will do their best to accommodate quickly and notify your instructor.
- If a proctor is unable to monitor your entire session, they may request another proctor take over. The incoming proctor would come in with video and audio disabled, to minimize distraction during your test; however, you may notice a new name and black box belonging to the new proctor when they enter. Proctors will tell you that they will be handing off your session to another proctor if they know in advance.
- **Proctors in Training:** In order to facilitate the demand, MCCC is training additional staff to provide proctoring services. A proctor in training may silently observe your test session. They will adhere to the same policy of discontinuing feeds to avoid distraction and all questions they may have will be handled in an external chat service.

We are not here to invade your home.

We will do our best to maintain test integrity while respecting your space.