 Virtually Proctoring an Online Exam - FLORIDA

To Receive Free Online Exam Access Codes for Students

* If the school has previously purchased *Hospitality and Tourism Management Program* print exam answer sheets, instructors may exchange them 1:1 for online exam codes by emailing the AHLEI Academic Sales team at [academics@ahlei.org](mailto:academics@ahlei.org) and requesting an exchange form. Please return your print answer sheets to us by September 1, 2020 or your return to school date to avoid being invoiced for the exam access codes.

Proctor Exam Registration

* Register your exam with AHLEI by sending the following to [academics@ahlei.org](mailto:academics@ahlei.org):
  + - * Name of exam
      * Number of students to be tested
      * Instructor’s name and email
      * Proctor’s name and email
      * School name
      * City, state

This will allow us to send a unique group code to each proctor to identify students that belong to a particular school and instructor.

Create a Group

* Create a group for completing the exam online. See the Group Code details PowerPoint and Final Instructions video for directions on how to get the online exam set up for your group.
  + Each instructor must create a unique GROUP code for each exam. For example, an instructor teaching both HTMP Year 1 and HTMP Year 2 must have two separate exam group codes, one for Year 1 and one for Year 2.
  + Exam scores will show in the instructor’s account who assigned the group code.

Web/Video Conference Scheduling Requirements

* To conduct the online exam you will need to use your school sanctioned web/video conferencing software. Please ensure all students that will be taking the exam have downloaded the necessary web/video conferencing software before their scheduled exam date.
* Schedule exam sessions for no more than three (3) students at a time and in time slots of at least 1 ½ hours per session. While the exam itself does not typically take more than an hour to complete, you will need a little extra time to check in the examinees and make sure they have the right exam environment. Try to give yourself some time in between exam sessions so you can be fully focused on monitoring the examinees during each exam session.

Exam Room Requirements

* Ensure a computer with Internet access, mouse, and keyboard is available to each examinee and for each proctor.
* If the web/video conferencing software does not include a “share screen” option, each examinee should also have a mirror that is big enough to allow viewing of their lap top screen available.
* Each examinee should have a location away from distractions (no other people in the room with them while they are testing), with nothing other than the web conferencing and exam tabs open on their computer screen. There should be nothing on the surface where their computer is or in the room surrounding them that can be a source for exam answers. There should be no talking during the exam after the examinees are checked in and the exam set up process has been completed.

Administer an Online Exam

* Before the exam (Recommended): If possible, advise students create their account before the exam session begins. They should save their username and password so they may easily log in on the day of the exam.
* The Proctor and no more than three (3) examinees should log into the video/web conferencing software at the scheduled exam session time.
* Begin by welcoming the examinees and explain that you must make sure that each of their exam locations meets the requirements. Have examinees clear their desks/work areas of all other belongings. Scratch paper is not allowed.
* Verify exam location requirements with one examinee at a time. Have the examinee show you:
* the location is conducive to exam testing with no distractions, including additional people within the space
* all 4 walls of their testing room
* a view of the surface their computer is on as well as all round and under the surface their computer is on. They can select “share screen” or use a mirror that allows you to see if that they have more tabs open on their computer desk top than they should. This is the only time you should need to see their desktop. You should be looking at the student during testing.
* a full view of your examinee and then a close up of their student ID or other photo ID to confirm identity
* the computer screen so the examinee is not using another web browser or web application during the exam
* that audio is enabled to ensure there are no 3rd parties in the room or inappropriate distractions during the examination

You are looking at these things to confirm there is nothing in the room that will allow cheating on the exam, or would make it difficult for the examinees to concentrate on testing. If there are any exam location concerns, address those prior to beginning exam administration.

Next, instruct the students to log in to their account on Learn. If they have not already created their account, instructions are available in in the Florida Online Exam Instructions document.

Provide each student with their unique INDIVIDUAL KEY CODE. (Recommend you use private chat via your video conference software.)

Have them follow Step 2 in the Florida Online Instructions document to enter their exam key code so that they may begin the exam.

Tell them to raise their hand after they complete Step 2 and before they start the exam. After everyone is ready to begin the exam, let them know there is to be no talking during the exam unless they have a question. They should raise their hand during the exam if they have questions or to let you know when they have completed their exam. Once everyone is ready, tell them to begin the exam.

During the Exam

* The HTMP exams have 50 questions each and should take around an hour to complete. Please note, once the exam has been launched, students will have NO MORE THAN 90 MINUTES to complete and submit the exam. After 90 minutes is up, the exam will automatically be submitted and graded as is. *Exams may not be extended or re-opened after time has expired.*
* Continuously monitor examinees during the exam. Do not leave examinees unattended. Ensure that students are successfully following directions and are able to have inquiries answered. If you believe that an examinee is cheating, inform them that they need to close out of the exam and that the exam session has ended for them. Exam proctoring is required in Florida in order for program certificates to be recognized as valid.

To Complete an Online Exam

* When each examinee raises their hand to indicate they have completed the exam, tell them their **Group Access Code** and make sure they complete Step 3 & 4 on the *Florida Online Exam Instructions* document. This step is necessary or the instructor will not be able to see student scores.
* Once students have entered their correct group code, instruct them to close out of the web/video conference.
* Upon completion of the exam, examinees will be able to view their scores and print their certificates.