



HESI<sup>®</sup>

# Live Proctoring Best Practices Guide





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# Secure Proctoring and Testing Policies



## Secure Proctoring

Secure exam proctoring is essential to maintaining HESI exam security. This includes live and in-person proctoring by a trained faculty member, live and in-person proctoring at an approved professional testing center, and live remote proctoring by an Elsevier-approved vendor. This allows a high level of control over the testing environment, allowing the proctor to adequately uphold testing policies to ensure test validity.

## Exam and Proctoring Policies

Testing policies are key to achieving and upholding academic integrity and need to be reinforced every semester. Create and uphold exam and proctoring policies that are clear, concise, and outline specific consequences to support student success. These policies should be approved by your school's legal counsel and supported by school administrators to uphold and enforce them effectively. Strong alignment and support is critical to fostering a testing environment that promotes academic integrity, ensures faculty's ability to maintain secure testing standards, and supports student success.

### Common Example Exam Policies

- Clearly defined irregular test behaviors and aberrant results.
- Disciplinary actions included as a part of test fraud policies.
- Exam scores integrated in a way that does not incentivize cheating.

### Common Example Proctoring Policies

- Ensuring test-taker eligibility by implementing secure check-in processes and test-taker verification
- Monitoring test-taker behavior and exam progress.
- Establishing and maintaining processes for reporting incidents or violations during test sessions.
  - + Your policy should include direction about when the proctor should stop testing, if they are permitted to do so.

For more guidance and examples on testing policy, review our **HESI Implementation Guide**.



# Test Day Preparation



## Review Policies and Complete Prep Work

- Know your policies about test administration and [complete training](#) on administering exams.
- Schedule your exams in advance and plan proctor setup and testing sessions accordingly. If two testing sessions are required for an exam, you can order two different versions of the exam and refrain from revealing the versions to students.
- Know the length of the exam and the approximate time the exam will take.

## Communicate Expectations with Test-Takers

After establishing your testing policies, set expectations with your learners by having a plan in place to communicate testing policies to them on, and before, test day.

Take the time to review:

- The purpose of the exam, academic honesty policies, what constitutes unacceptable behavior, and consequences of cheating.
- Identification requirements, available accommodations, supplies allowed, and overall exam process (ex: check-in, time allotted, starting time, late policy).
- Defined lists of items not allowed in the testing environment (ex: non-ethnic or religious hoods, hats, or scarves, large jewelry, personal technology).

Require your learners to sign an acknowledgement of these expectations before testing.



# Test Day Preparation



## Learn the Exam Administration Process

Ensure you are feeling comfortable and confident with not only your testing policies, but also the exam administration process. To fully understand the exam process and facilitate administration as a proctor, you should know the following:

- How to admit test-takers to the exam room.
  - [HESI Classic](#)
  - [HESI NG](#)
- Where to locate the access codes and how you will distribute them, ensuring they are kept safe and delivered securely.
  - It is often best to admit all test-takers at once so you can use 1 code for the entire group, versus providing different codes to each student. If you have one student, you can write it on a whiteboard in the room or bring them a post-it note with the code.
  - [HESI Classic](#)
  - [HESI NG](#)
- How to use the Activity Feed to monitor alerts and make any necessary documentation.
  - [HESI NG](#)
- How to readmit test-takers and allow them to resume their exam.
  - [HESI Classic](#)
  - [HESI NG](#)
- Know what the exam process looks like for test-takers.

# Test Day Preparation



## Complete a Technical Review

Complete all relevant technical reviews and system checks at least two weeks prior to exams to ensure you have all the necessary exam details and all devices are working properly prior to testing.

### Check Devices and Systems

- Ensure all devices meet all technical requirements prior to test day.
- If you are using a new testing vendor, instruct students to take the compatibility check and mock exam on the testing devices.
- Perform a system check on all machines students will use for testing and ensure they are up to date.
- Check the lab's phone or your mobile service level in the lab.
- Verify the IP address range (*HESI Classic users only*)
- Reach out for technical support before the exam, if needed, and know who to contact if you need technical support during the exam (HESI Emergency Line: 1 844-960-4374).

### Elsevier Secure Browser

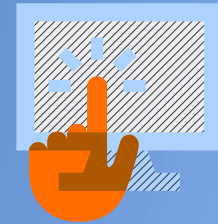
HESI NG Exams use the new Elsevier Secure Browser, which has been updated with new security enhancements. Ensure the secure browser is installed before testing time.

- If your students will be using [computer labs or institution-owned devices](#), ensure the Elsevier Secure Browser is installed before test day.
- If your students will be using their [personal devices](#), it is highly recommended they complete the installation and compatibility check before test day.

For more information and detailed installation instructions, review our Elsevier Secure Browser readiness guides. You can share the student guide with your test-takers as soon as possible ahead of their exams to ensure adequate time for preparation.

- [Elsevier Secure Browser Faculty Readiness Guide](#)
- [Elsevier Secure Browser Student Readiness Guide](#)

# Test Day Preparation



## Check-In Process

Have an established check-in process and complete the following:

1. Verify the student's identity using a valid photo ID.
2. Restrict testing to students only listed on the roster.
  - If a student who is not on the roster shows up to test, they should not be allowed to test. Take their information from their valid and current photo ID and share this with the instructor.
3. Ensure students bring only the essentials into the testing room.
4. Ensure students turn off their cell phones and that there is a place for them to house their personal technology in full view of proctors and test-takers during the exam.
5. Direct students to their seats.

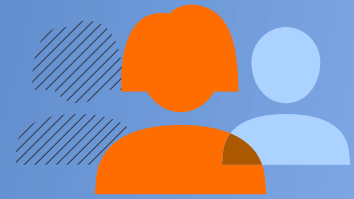
## Pre-Exam Review

Conduct a pre-exam review with your co-proctors and test-takers before every exam to ensure you are all familiar with what to expect before testing. Include the following:

1. Academic integrity and testing policies.
2. Testing requirements.
3. Basic logistics and exam process.
4. Non-permitted items.
5. Available tools and accommodations.



# Test Day Exam Proctoring



Actively and diligently proctor to maintain a secure testing environment during the entire exam. There are **three keys** to a successful live proctoring session: controlling the room, controlling the machines, and closing the loop.

## 1. Control the Room

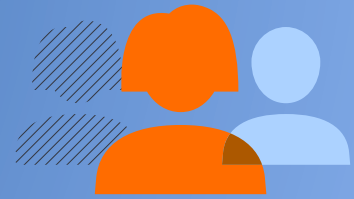
Have an established check-in process and complete the following:

- Have at least one pair of eyes and ears on the students at all times. It is recommended to have two proctors present, with one watching the proctoring dashboard and the other walking the room. If you have multiple groups testing on one day or a large accommodations group, it is best practice to have at least two faculty present.
- Actively proctor students during the entire exam. Walk around the room in unpredictable patterns. Monitor the room for students who are trying to communicate with or distract one another, particularly with non-verbal cues.
- Investigate and document any unusual or concerning behavior
- Ensure no information or documents related to the exam is shared with students or leaves the room. Avoid answering questions about the test or any exam-specific details. Retrieve all scratch paper from students if it is permitted.
- Ensure students are directed to their assigned seats and allow only one student to leave the room at a time.

**Remember:** Anytime a student is taking an exam or reviewing rationales a proctor must be present. Test-takers should be proctored whenever they are logged in.



# Test Day Exam Proctoring



## 2. Control the Machines

- Ensure any computers not in use have their screens turned off. If there are others in the exam room, ensure all testers are in their own sections and other computer screens are not visible.
- Confirm all desktops, areas around the desks, and areas visible to test-takers are clear and ensure they remain clear through the exam.
- Once you have given the access code, have the proctor at the main desk check to ensure all students go from “Logged In” to “In Progress” and stay there.
- Look at what is present on the screens and taskbars. Consistently track student progress and be sure to document test-takers who are moving very quickly or slowly.
- Familiarize yourself with how to troubleshoot and document common problems, reconnect disconnected students, and handle multiple disconnections. Be mindful of force completing or ending an exam, and only do so in accordance with your policy.

**Remember:** Have the appropriate contacts available for your school and HESI Technical Support, should any technical issues arise. For test day emergencies, be sure to call the HESI Emergency Testing Line (1 844-960-4374), rather than the regular Support contact.

## 3. Close the Loop

- Close exams as soon as the last test-taker has completed their exam.
- Take action if you suspect an invalid test session.
  - + Your policies should include what proctors should do if they witness suspicious behavior and corrective procedures corresponding to inappropriate behaviors.



# Test Day Proctoring Dos and Don'ts



## Top 5 Live Proctoring Dos and Don'ts



### Top 5 Dos

1. DO ensure the exam version is shared only with proctors or educators who need to know.
2. DO review the school's academic honesty and testing policies before testing.
3. DO have two attentive proctors during an in-person testing event who constantly monitor student progress and document any alerts.
4. DO use an approved remote vendor with a live professional proctor and be sure to review reports and take action on incidents from live remote proctored sessions.
5. DO have an exam score be worth a meaningful portion of a class grade and monitor low exam exit scores (to point students to the most helpful remediation).

### Top 5 Don'ts

1. DON'T share the exam version with students or any questions about the test.
2. DON'T make a student suspected of cheating retake an exam or take a different version without a policy.
3. DON'T use only one in-person proctor, who is staring at a mobile device.
4. DON'T use a non-Elsevier approved vendor or fail to review incidents from live remote proctored sessions.
5. DON'T endorse high-stakes testing practices.



Faculty and administrators can also always view top proctoring best practices at a glance by visiting the [HESI Proctoring Best Practices faculty training page](#).



# General Troubleshooting and Support Resources



## General Troubleshooting

If you or test-takers encounter common technical issues before or during the exam, try the following general troubleshooting steps:

- Clear browser cache and all cookies.
- Switch to a different browser (e.g. from Google Chrome to Firefox).
- Try a private or incognito browser.
- Ensure pop-up blockers are enabled for your web browser.
- Update your operating system and/or browser to the latest version(s).
- Restart the computer.

## Training and Support Resources

### Faculty Training and Implementation

- [Elsevier Secure Browser Faculty Readiness Guide](#)
- HESI Best Practices
  - [Case Studies](#)
  - [Exit Exams](#)
  - [Specialty Exams](#)
- [HESI Data Guide](#)
- [HESI Implementation Guide](#)
- [HESI Proctoring Best Practices](#)
- [HESI Testing Asynchronous Self-Paced Training](#)
- [HESI Testing On-Demand Training Center](#)

### Student Training

- [Elsevier Secure Browser Student Readiness Guide](#)
- [HESI Testing On-Demand Training Center](#)
- [HESI Testing Self-Paced Training](#)

### Support

- HESI Testing Faculty Emergency Support Line: 1 844-960-4374
- [HESI Support Center](#)
- Support General Contact [Chat](#), [email](#), or [phone](#)  
*Mon – Fri: 6a – 9p CT*  
*Sat – Sun: 9a – 9p CT*