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December 20, 2024

MEMORANDUM

TO: Council of Chief Academic Officers
Council of Senior Student Affairs Officers

FROM: Debora Halbert
Vice President for Academic Strategy

SUBJECT: Proctoring Services Guidelines

This issue of proctored exams within the distance education (DE) environment has led to numerous innovative pedagogical practices. However, some instructors have sought to retain access to proctored exams even as they moved to teaching online. UH campus testing centers are intended to serve students requiring special accommodations and do not have the capacity to support large numbers of entire DE classes whose instructors desire proctoring assistance.

Although instructors sometimes wish to administer proctored exams for their DE courses, UH has an obligation to notify students of anticipated costs associated with any specific proctoring requirement and to protect students from unnecessary harm, such as privacy concerns raised by hiring third-party vendors. Therefore, as agreed upon by the Council of Chief Academic Officers (CCAO) and the Council of Senior Student Affairs Officers (CSSAO) at their September 2024 joint meeting, the following directives apply:

- Instructors shall not require students to pay a third-party vendor directly for any proctoring services, regardless of class modality.
- Any costs (to students) associated with proctoring services need to be declared up front, preferably at the time of registration, so that the student is aware of their financial obligations as early as possible.
- Decisions on whether to require proctoring services for individual DE courses shall be determined at the program level and not by individual instructors. When a program requires fee-based proctoring services, it must either allocate funding

to cover those expenses or submit a proposal through the campus fee assessment process and obtain Board of Regents approval.

- When programs provide cost-free proctoring options outside of UH, students shall retain the right to choose a paid proctoring service for their convenience.
- Proctoring services for DE classes must include an online option. Instructors shall not require students enrolled in a DE class to procure in-person proctoring services, nor shall instructors delegate this obligation to their campus testing center.
- Asynchronous DE classes shall not require students to complete in-person examinations. An in-person examination would require that the course modality become “hybrid.”

Thank you in advance for your adherence to these guidelines. Please be sure to disseminate this message widely to campus faculty, lecturers, and staff members.

c: Chancellors/Provost