SoD Testing & Electronic Media Guidelines:

Absences

Unexcused absences or tardiness on the day of an examination may include sanctions up to an including a grade of "0" on the examination missed.

Students approved for travel to meetings or absent due to illness, death in family, etc. on the day of an examination, may be given a different exam at the discretion of the course director.

Room Guidelines

Each exam will require that the Course Director and at least one other proctor be present the entire time. Proctors must remain attentive during the exam. The key duty of proctors is to maintain the academic integrity of the test, so they make certain no one cheats. Proctors observing cheating must notify the course director in the room immediately.

Students in the classroom or lab should be seated in alphabetical order for ease in determining absences/identifying students. Seating charts will be utilized. All students taking paper exams must be separated by one or more seats, depending on the size of the classroom. Two rooms or exams after 5 PM may be necessary. Several versions of an exam will be provided by scrambling the order of the questions.

Students must place all book bags/cell phones/coats etc. in their lockers prior to the start of an exam. Cell phones and smart watches are not permitted in the classroom or laboratory during testing of any kind. Only dress code attire and implements needed to take the exam are permitted. *Students may not bring backpacks, briefcases, luggage, reference materials (books, notes, and papers), mobile telephones, personal digital assistants, paging devices, radios, calculators, recording/filming devices, and/or watches with alarms, computer, or memory capability into the testing room.*

Questions During Exam and Exam Review

Scratch paper will not be allowed into nor distributed for the exam.

Course directors are under no obligation to return exams. They are, however, expected to review concepts missed with the class following an exam and meet with a student on an individual basis if the student wishes to review the test items he/she missed. Exam questions

will not be projected during a review.

Academic Dishonesty

Academic dishonesty is a violation of the SoD Student Code of Academic and Professional Performance. Students found cheating will be subject to academic sanctions up to and including dismissal from the School of Dentistry. (See Academic and Professional Standards document for Postdoctoral/DDS and Academic Integrity Policy for Dental Hygiene.)

Electronic Exams

Prior to Exam

You will access SOLE with your Login credentials. You should check your credentials at least 24 hours prior to the exam. For any issues please visit https://login.wvu.edu or contact WVU ITS Help Desk at 304-293-4444. Login credentials may not be able to be reset at the time of the exam.

Please complete a spyware check on your computer prior to the exam and turn off all pop-up blockers before entering the classroom.

Please ensure you have the most recent version of the SOLE LockDown Browser. Students can test and download the browser in the HSC Computer Program Course (Sample LockDown Exam).

In-Person Exams

Exams will be taken on the student's own laptop. Students should arrive early, set up their laptop, and be ready to start the exam by the start of class.

All students must be promptly seated, logged into SOLE using Duo display token, with *no paper or additional electronic devices* in the seating area by the start of class on the examination day.

All students must have their WVU student ID displayed at their seat during the exam.

Students are expected to sign-in when they enter the exam room. Students will sign-out, or show submitted exam if electronic, if they leave the exam to use the restroom and following completion/submission of the exam.

All students *must* either turn off wireless access on their laptop during the examinations and use an Ethernet network cable connected to the desktop network port in the classroom while taking the exam or connect using wireless. A wired connection with an Ethernet cable is always recommended.

All students must bring the following items to the classroom on exam days: a functional laptop, a working power cable, Ethernet adapter, and a working Ethernet cable. If the exam is the first

item of the day, students should also have a fully charged set of batteries (to protect the exam in the event of a power interruption). If students have concerns about the functionality of any of these items, that concern should be resolved prior to exam day.

If students fail to bring the above required equipment with you to the exam, they may borrow Ethernet cables or Laptops (if it is available) from HSC ITS Help Desk personnel (Room 2240 Health Science South) in order to complete the examination. Students are required to show their student ID in order to borrow any equipment. Borrowed equipment will be checked out under the student's name and they will be responsible for returning any borrowed items to the ITS Help Desk in undamaged condition at the completion of the exam. If any item is not returned the day of the exam, or is returned in damaged condition, it will be billed to their Student Services Account for payment.

If students experience problems with their laptop or are not logged into SOLE at the start of class, they will be asked to move to the back row of the classroom or to the teacher's station in the lab to allow others to start the exam promptly.

Representatives from the Information Technology Services Help Desk will be in the examination room 15 minutes prior to the start of class (if the classroom is not occupied by another class) to resolve any problems that may arise with logging into the network or the exam. They will not be available for quizzes.

The Help Desk can also be reached by email at HSC_HELPDESK@hsc.wvu.edu or by phone at 304-293-3631; Option 1.

The following links to the Help Desk's website:
 http://www.hsc.wvu.edu/its/HelpDesk/

Students who show a trend (three [3] or more occasions) of failing to bring any required equipment to the exam will be reported to the Office of Academic Affairs by the course director. If your exam start time is delayed due to missing equipment, there is no guarantee that you will receive additional time to complete the exam. A student who experiences a delay or interruption in the exam due to technical problems that could not be mitigated with proper preparation will be given additional time to complete the exam commensurate with the normal time allotted for all.

Laptops are to be utilized for the sole purpose of instruction in the classroom, laboratory or clinical setting. Cell phone use is not permitted during laboratory or clinical sessions, but may be required in class for audience response activities (TurningPoint). Cell phones must be silenced and stowed when in any of the aforementioned settings. If a cell phone goes off in one of these academic settings or a student is found using any electronic device for purposes other than instruction, the student is subject to removal from class, lab or clinic and those

consequences associated with missing the session. Please also see ***Guidelines for AppropriateUse of Internet, Electronic Networking, and Social Media and HSC Student Computer Program Policies and Procedures***.

School of Dentistry Standard Operating Procedures for Examinations has been formally adopted by the Curriculum Management Committee. Students who fail to adhere to these standard exam procedures will be excused from the testing room and will require permission from the Associate Dean for Academic Affairs to re-enter and resume the exam.

- All examinees must arrive on time for the examination. Admission to the exam for late arrivals will be determined by the course director's syllabus directive.
- Students must have their Duo display token and WVU ID displayed on the desktop during the examination.
- SOLE LockDown Browser and SOLE Exam for delivery of the majority of courses in the dental curriculum.
- Students will complete exams on their own laptop using Login credentials/ Duo display.
- Students must place all book bags/cell phones/coats etc. in their lockers prior to the start of an exam. Cell phones and smart watches are not permitted in the classroom or laboratory during testing of any kind. Only dress code attire and implements needed to take the exam are permitted. *Students may not bring backpacks, briefcases, luggage, reference materials (books, notes, and papers), mobile telephones, personal digital assistants, paging devices, radios, calculators, recording/filming devices, and/or watches with alarms, computer, or memory capability into the testing room.*
- No food is permitted in the classroom during an exam.
- Students may wear a single layer of outerwear, consisting of a sweatshirt or sweater. If the article of clothing has a hood, the hood must not be worn during the exam. Hats may not be worn.
- No scratch paper will be allowed into nor distributed for the exam. "Allow shared notes" in SOLE may be utilized for providing feedback to faculty regarding questions on the exam.
- If earplugs are worn they may only be foam and may not be connected to any electronic device.
- Exceptions to the four bullets above may be granted in limited circumstances and must be approved by the Office of Academic Affairs.
- Students will be expected to sign-in when entering the exam room. You will sign-out if you leave the exam to use the restroom and following completion/submission of the exam.
- Examinees may not copy or make copies of test questions.
- All examinees are expected to abide by the SoD Student Code of Academic and

Professional Performance. (See Academic and Professional Standards document.) Students found cheating will be subject to academic sanctions up to and including dismissal from the School of Dentistry.

- All examinees are expected to be familiar with the course specific testing policy in the course syllabus.
- All examinees are expected to respectfully follow the instructions of the Proctors and Course Directors.
- Personal items left in the examination room after the conclusion of the exam will be taken to HSC Security on the first floor. (304-293-4332)
- At the conclusion of the exam, you may be asked by your instructor to display the screen indicating your exam has been submitted.

Zoom Exams

- Prior to exam, [Download Zoom](#) locally and install. **You will not be able to use the web client of Zoom.**
- Run a [Speed Test](#).
- Make sure your computer is in working order and that you have a fast, reliable internet connection.
- Verify your webcam, microphone and speakers are installed and working correctly.
- You are not allowed to wear headphones, earbuds, mobile devices, iWatch or additional electronic devices.
- Keep your hands within camera range and keep your eyes on the monitor.
- Dress appropriately as if you were coming on-campus. You will be recorded during the entire exam.
- Choose an area you know will be quiet and free from distractions. A bedroom or secured study room with a locking door is best because no else should be present while you take your exam. If you have pets at home keep them secured in another room or in a kennel if needed. If you have children, make sure they are with a sitter in separate room.
- Students cannot leave the room once the exam has starts.
- Remove books, papers, notes, pens, phone and other items from your immediate testing area.
- Test LockDown Browser provided either by your course administrator or visit the HSC Computer Program course if you are a Laptop Program Student.

Launching Zoom and Your Exam

- Receive your Exam meeting invite.
- Close all running applications.

- **You must be using the Zoom client software and not using the Zoom web version when taking an online exam. If you have connected via Zoom web, please disconnect and reconnect using the Zoom client software.**
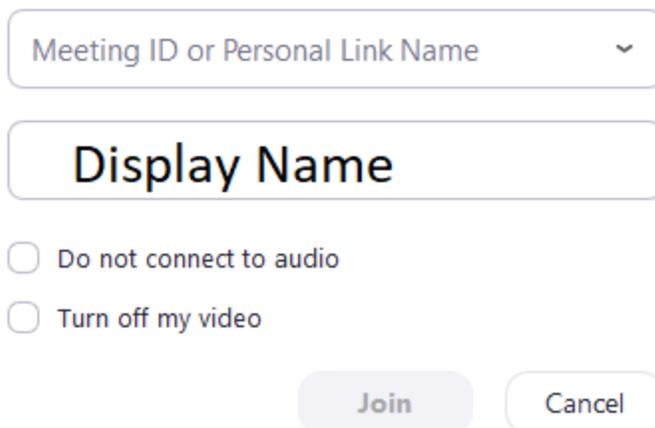
Launching Zoom

1. Open the Zoom desktop client.
2. Enter the room by clicking **Join a Meeting.**
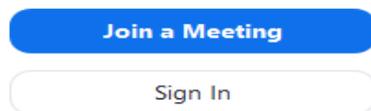
3. Enter the **meeting ID number** and your display name. Display name should be entered as your full first and last name matching your WVU Photo ID.

4. Click **Join.**
5. Next select **Join by Computer Audio**.
6. Make sure you can see yourself in the preview window and continue on into the meeting.

If you need assistance please e-mail hsc_helpdesk@hsc.wvu.edu or call 304-293-3631 option 1 for remote assistant. A technician from the HSC Help Desk will assist.

Zoom Room and Exam Procedure

- At entry to Zoom you may be muted by the proctor.
- You must always share video and audio.
- Your proctor will walk you through the authentication process.
- Your proctor will provide the password via chat.
- You will agree to an Academic Integrity Statement either before the exam and/or as part of the exam.
- Once you launch the exam you will be prompted as usual to take the exam with the LockDown Browser.
- You will no longer see the Zoom room while in the examination but you will have audio. You can reduce the volume of your speakers but your microphone must always be enabled.

Room Considerations

- Be in a private, well-lit room and check lighting with your camera. Room lighting must be day-light quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure your light source is not directly behind you because it will make it difficult for your proctor to see you .
- Clear your work space.
- Have your university photo I.D. ready. Driver's License is not permitted.
- Have a reflective surface handy. A mirror may be required by the course director to provide better visualization of your workspace.
- Close all third-party programs.
- No duplicate computer monitors.
- You must always be on Camera and centered.
- You must always have your video and audio shared.
- No mobile devices, headphones, earbuds, iWatch or additional electronic devices.
- No hats, hoods or non-religious head covering
- Once you have reviewed all questions you can submit your exam by clicking the green **Finish** button at the bottom right side of your screen.
    - After you click **Finish** a screen will pop up alerting you to how many questions you have answered out of the total number available. It will also tell you how many questions were flagged, the number of questions unanswered, and the number of questions unsaved. Based on availability, you have the option of hitting the red *Go Back* button to return to the exam and finish any unanswered questions or reviewed flagged questions before submitting the exam.
    - If you do not need to review any further and are ready to submit the exam click the green *Submit Exam* button.

- o You may be required to send a private message through chat to your instructor indicating you have completed and submitted the exam.
- Exit the examination.

Initiated Guidelines on August 2017
Modified October 2017 - Cell phone additions
Modified August 2018 – Token addition
Modified August 2019 – No scratch paper
Modified August 2020 – COVID–related changes