Exam in Progress

Candidate Violation	1st Violation	2nd Violation	3rd Violation	Suspicious behavior description	Proctor Action 1st Violation	Proctor Action 2nd Violation	Procation Action 3rd Violation
Candidate head and torso are no longer clearly visible on Web cam	Ask			The Proctor cannot clearly see the Candidate because light has changed or camera has slipped. Proctor should ask for an explaination.	Next steps depend on Candidate response.		
If cell phone rings while exam is in progress	Ask			The proctor can hear the candidate's cellphone ringing. Ask candidate to ignore the call or exam will have to be terminated.	Next steps depend on Candidate response.		
Proctor uses own discretion and inquires regarding any suspicious behavior.	Ask			The Proctor must use his or her best judgment regarding suspicioius behavior on the part of the Candidate.	Next steps depend on Candidate response.		
Candidate is taking the Exam from a public space, such as coffee shop, library, bus, etc.	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that Candidate's testing area is in public space (other people present, background noise heard, etc.)	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate to relocate to non-public space.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate to relocate to non-public space.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is chewing gum	Pause/Warn	Pause/Warn	Terminate	The Proctor can see or hear that the Candidate appears to be chewing gum.	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate to dispose of gum.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate to dispose of gum.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is eating or drinking	Pause/Warn	Pause/Warn	Terminate	The Proctor can see or hear that the Candidate appears to be eating or drinking. The Candidate's hands are moving food or beverage to mouth.	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate to stop eating and drinking. (Remind them that they can request a break to drink/eat if necessary)	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate to stop eating and drinking.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate reads questions out loud	Pause/Warn	Pause/Warn	Terminate	The Proctor can see or hear that the Candidate appears to be speaking or mouthing the words in the exam questions.	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate not to speak out loud during the exam.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate not to speak out loud during the exam.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate removes something from a bookshelf, backpack, bag, or other surface or container.	Pause/Warn	Pause/Warn	Terminate	The Proctor can see or hear that the Candidate's hands are moving away from the keyboard to retrieve materials.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.

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Candidate pulls out papers in the middle of testing.	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that he Candidatehas pulled out paper/pens.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate looks away from the screen for extended periods of time	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that the Candidate's eyes are looking away from the computer screen.	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate to keep eyes on the exam screen.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate to keep eyes on the exam screen.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is causing noise on excessive basis that is unrelated to typing on keyboard (e.g. tapping feet or fingers)	Pause/Warn	Pause/Warn	Terminate	The Proctor can hear the noise and sees evidence of candidate causing the noise	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate to discontinue creating the noise.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate to discontinue creating the noise.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Someone other than the Candidate steps in view of camera	Pause/Warn	Pause/Warn	Terminate	The Proctor can see someone other than the Candidate on the Web camera.	Pause the exam. Read the 1st Violation script to the Candidate. Warn Candidate that no one other than the Candidate can be present in the room.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn Candidate that no one other than the Candidate can be present in the room.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate speaks to someone in the room or nearby	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that the Candidate appears to be speaking with someone.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate not to communicate with anyone other than the Proctor during the exam and that no one other than the Candidate can be present in the room.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate not to communicate with anyone other than the Proctor during the exam that no one other than the Candidate can be present in the room.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate uses any device or materials other than computer on which the exam is taken	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that the Candidate is using papers, books, notebooks, cell phone, digital recording device, second computer or laptop, etc.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.

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Video camera shows devices or materials in view of Candidate	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that the Candidate has papers, books, notebooks, cell phone, digital recording device, second computer or laptop, etc. in the testing area.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate use of device or material other than computer on which the exam is taken is not allowed, and to remove devices or materials from testing area.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is looking at writing on hand or elsewhere	Pause/Warn	Pause/Warn	Terminate	The Proctor can see that the Candidate is looking at writing on their hand or writing attached to something else.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate not to look at or refer to any resource for help with the exam.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate not to look at or refer to any resource for help with the exam.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is writing on paper	Pause/Warn	Pause/Warn	Terminate	The Proctor can see the Candidate appears to be writing or transcribing exam content or notes.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate not to write down or transcribe notes regarding the exam conent.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate not to write down or transcribe notes regarding the exam conent.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is wearing headphones/earbuds.	Pause/Warn	Pause/Warn	Terminate	The Proctor can see the Candidate is wearing headphones or earbuds which are not required for the exam.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate not to wear headphones or earbuds during the exam.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate not to wear headphones or earbuds during the exam.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate is wearing electronic device (smart glasses, smartwatch, bluetooth headset) on their face/body that is not a medical requirement.	Pause/Warn	Pause/Warn	Terminate	The Proctor can see the Candidate is wearing an electronic device.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate not to wear electronic devices unless medically necessary. (If smart glasses are worn, allow Candidate to swap out for regular non-electronic glasses.)	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate not to wear electronic devices unless medically necessary.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.

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Candidate uses a text-based web browser from within the Exam terminal	Ask			The Proctor can see Candidate is using text-based web browser from within Exam terminal.	Ask Candidate why they are using text-based web browser. - If the answer is to check their work (typically will be related to how a web server or firewall was set up; the proctor can see what question they have up on screen to get some idea), the Candidate may be allowed to proceed. Proctor should remind Candidate that those tools cannot be used for research or getting help, only for independent work. - If the answer is not to check work, refer to "Candidate uses text-based web browser and it is NOT to check work" rule		
Candidate naviagates away from exam delivery window.	Pause/Warn	Pause/Warn	Terminate	The Proctor sees the Candidate navigate away from the exam to look at email or Facebook, or to conduct a Web search	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate not to navigate away from the exam.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate not to navigate away from the exam.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Someone inadvertently tries to use workstation while Candidate is testing.	Pause/Warn	Pause/Warn	Terminate	Proctor sees that someone has accidentally come into the testing area without knowing an exam is underway.	Pause the exam. Read the 1st Violation script to the Candidate. Warn the Candidate to confirm that the room is now cleared of extra people.	Pause the exam. Read the 2nd Violation script to the Candidate. Warn the Candidate to confirm that the room is now cleared of extra people.	Terminate the exam. Read the 3rd Violation script to the Candidate. Log the incident.
Candidate takes photo or video of screen	Pause/Terminate			The Proctor can see/hear the Candidate is taking a picture or video of exam content.	Pause exam and have Candidate delete files. Once files deleted, Terminate the exam. Read the Immediate Termination without Warning script to the Candidate. Log the incident.		
Candidate leaves testing area/station for extended period of time without permission	Terminate			Proctor sees that Candidate has left the testing area	Terminate the exam. Read the Immediate Termination without Warning script to the Candidate. Log the incident.		
Different person sits down at computer to complete exam	Terminate			Proctor can see that someone is trying to impersonate the Candidate.	Terminate the exam. Read the Immediate Termination without Warning script to the Candidate. Log the incident.		

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Candidate screen activity does not match keyboard activity seen by the Web camera	Terminate			The Proctor can see that the Candidate's screen activity does not match keyboard input which could indicate "ghosting" where someone other than the Candidate is controlling the computer.	Terminate the exam. Read the Immediate Termination without Warning script to the Candidate. Log the incident.		
Candidate refuses to comply with a proctor request.	Terminate			The Proctor requests are refused, for example, if the Proctor requests "please pan you camera around the room so I can see around you" and examnee refuses. Or "please hold you hands up away from the keyboard so I can see if the screen activity continues" and the Candidate refuses.	Terminate the exam. Read the Immediate Termination without Warning script to the Candidate. Log the incident.		
Candidate uses software to record screen, capture keystrokes, or otherwise record exam content.	Pause/Terminate			The Proctor can see/hear screen capture software indicators such as a highlighted line around the exam content screen which would indicate outside software was being used.	Pause exam and have Candidate delete files. Once files deleted, Terminate the exam. Read the Immediate Termination without Warning script to the Candidate. Log the incident.		
Candidate closes/leaves Exam session without using End Exam button or without Proctor prompting them that their time is up	Ask				Proctor should attempt to contact Candidate (e.g. via email) and should wait 15 minutes for a response. - If no response, mark Exam as "Completed" and include a note. - If Candidate responds and/or re-establishes connections within 15 minutes, Proctor must use discretion as to whether to allow Candidate to continue or to mark Exam as "Monitor Terminated" or "Completed". Please include a note for further clarification.		