



# Proctored Exam Procedures



Students will have the following choices for taking the classroom Proctored course final exam:

### **OFF-CAMPUS IN-PERSON EXAM PROCTORING**

Students may take the course final exam in-person at a school-approved location with a school-approved proctor with paper and pencil or on a computer while being monitored by the in-person school-approved proctor.

In-person proctoring fees, if any, are the responsibility of the student.

### **ON-CAMPUS IN-PERSON PROCTORED COURSE FINAL EXAM**

Students will make an appointment for an in-person course final exam at one of the school locations. An in-person proctor will administer the exam (either with paper and pencil or on a computer) while proctoring live or on camera during the examination. Eagles will grade the exam and notify students within one to two business days.

### **OFF-SITE THIRD PARTY IN-PERSON PROCTORED COURSE FINAL EXAM RULES**

The proctor must be a neutral third party, not related by blood or marriage to the test taker. We allow professionals such as attorneys, insurance agents, or a librarian at your local library to proctor. There are also college campus test proctoring centers that may proctor the exam for a fee.

The session must occur in a business setting, not a residential setting. The proctor must agree to abide by our proctoring rules and will need to sign an agreement acknowledging such. We do not allow real estate Brokers or salespersons to proctor the exam. The student will provide Eagles Academy of Real Estate, LLC (EARE) with the proctor's information: name, address, phone number and email address. Eagles will contact the proctor to verify proctor's ability to adhere to the rules. Eagles will mail the exam to the proctor by U.S. Mail. Once received, the proctor will arrange a date and time within 7 business days for the student to take the exam.

- The exam cannot be reproduced in any way for any reason.
- The student may not leave with the exam.
- The exam must be completed within 2.5 hours.
- If, for any reason, the student cannot complete the exam, the proctor is to return the exam to Eagles as the exam must be completed in one sitting.
- The proctor will provide a room with no distractions for the student.
- Only #2 pencils, standard calculator and scratch paper are allowed with the student while taking the exam.

The following **WILL NOT** be allowed in the testing area:

- Guests and/or relatives
- Textbooks
- Note paper (scratch paper will be provided by the school and will be retrieved at the end of the exam)
- Cell phones
- "Smart" watches
- Picture-taking devices
- Bags and/or purses
- Food

The proctor will put the date that the exam was administered on the student's answer sheet and then return the exam booklet, answer sheet and scratch paper in the enclosed self-addressed postage-paid envelope to Eagles. Completed exams must be returned to Eagles within three business days from date of completion.

Eagles will grade the exam and notify students.



## **REMOTE ONLINE EXAM PROCTORING**

Remote online exam proctoring is available. The student will need to contact the school for the process and must agree to the terms and process of the remote online exam proctoring service.

Every student is required to have a computer with a standard camera, microphone, and an internet connection (no phones or tablets). An active broadband internet connection is assumed since the examinations are done online. Hotspots and tethering are not supported at this time.

<b>Operating System</b>	Windows 7, 8, 10 or MacOS 10.11 + (El Capitan)
<b>Hardware Requirements</b>	1 GB available disk space 2GB RAM Intel Quad-core 1.8GHz CPU or AMD Quad-core 2.0GHz CPU
<b>Web Browser</b>	Chrome, Firefox, Safari, Edge
<b>Internet Speed**</b>	Upload: 1 Mbps ↑ Download: 2 Mbps ↓ Tethering and HotSpots are not supported.
<b>Web Camera</b>	We suggest students use the embedded web camera in their laptop or any standard web cam purchased and manufactured within the last 5 years.  3D Webcams are not supported at this time.  At this time we do not officially support computers with more than (1) integrated camera. Please review our Dual-Camera Device support article and contact our support team for assistance.  Any web camera that ONLY has drivers for Windows Vista or below will not work.

*\*\* An active broadband internet connection is assumed since the examinations are done online.*

Using a camera, the system authenticates the student using facial recognition and maintains continuous identity verification throughout the exam.

Throughout the exam, the system monitors for a variety of events, behaviors, and patterns typically associated with cheating. We call those anomalies.

A standard calculator may be used and shown to the camera.

Here are anomaly categories:

- Second person detected
- Multiple voices detected
- Test Taker engagement changes
- Test Taker leaves camera view
- Screenshot taken
- Clipboard use detected (CTRL + C)
- Electronic device detected
- External resource detected
- Operating system interaction
- Additional application or browser tab/window opened

## **AFTER THE EXAM**

Once the exam is complete, a detailed and optimized report of the proctor session is provided to the test administrator (i.e. faculty, administration, etc.) for review. Instructors and administrators can log into the system and review the dashboard to easily sort and view results.

If a student has a **PASSING SCORE** but issues or anomalies are found in the review, the scores may be invalidated, and it will count as one of the course final exam testing opportunities.

**EAGLES HAS THE FINAL DETERMINATION IF A SCORE IS VALID OR INVALID.**

## **END-OF-COURSE EXAM APPOINTMENT RESCHEDULING FEES**

If a student schedules an exam and then needs to reschedule **FOR ANY REASON**, the student will pay a \$50 rescheduling fee in addition to proctoring fees, if any.

The exam's date and time will be scheduled based on the availability of the school and the proctor.

The \$50 fee is non-transferable, non-refundable, and cannot be shared with another student who also needs a rescheduled exam appointment. However, **ALL** end-of-course exams and any completion requirements must be completed within 120 days following the ending date of the course.



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