



Virtually Proctoring Online Exams

Purchasing Codes

You may order *Foundations* online exam codes through <http://textbooks.restaurant.org> or through your regular channels. For questions, contact your *Foundations of Restaurant Management and Culinary Arts 2/e* rep or email textbooks@restaurant.org.

Exchanging Print Exam Materials for Digital Exam Codes

- ☐ Reach out to your *Foundations* sales representative or contact textbooks@restaurant.org.
- ☐ Teachers are able to exchange paper answer sheets or paper online vouchers for digital exam codes on a 1:1 basis.
- ☐ A teacher/proctor/admin must fill out an exam exchange form, and return it to their representative, to receive their digital exam codes.
- ☐ Teachers/proctor/admin must mail their paper answer sheets, or paper online vouchers, back to their representative when they return to school in order to avoid being invoiced for the digital exam codes.

To Schedule Your Online Exam

- ☐ AT LEAST ONE WEEK PRIOR TO THE EXAM, you must register as a Proctor in order to schedule and proctor any exams. To register as a proctor or confirm status go to: <https://chooserestaurants.org/PS/services/proctor/default.aspx>.
- ☐ Go to ChooseRestaurants.org, under “**Programs and Scholarships**”, select “Educator Services,” and then select “Schedule Exams.”
- ☐ Enter your user ID and password.
- ☐ Select “Schedule Exam.” Read the Proctor Agreement Form. Select “I accept.”
- ☐ Select the “Online” format.
- ☐ Complete all fields under the “Online Exam Schedule Form.” Click “Save.”
Note: If you need to change your school, contact your State Coordinator, who must then send an email to ServiceCenter@restaurant.org.
- ☐ You will receive an Exam Session Number and a Proctor Access Code. Please print this screen or copy these numbers for future reference. **Each exam session will only stay open for 24 hours. Please have one exam session set up for each day you will be proctoring the exam.**
- ☐ You will receive your Exam Session Number along with your Proctor Access Code, via email if a valid email address is on file. Once you have this information, you may begin conducting your exam at any time.

Web/Video Conference Scheduling Requirements

- ❑ To conduct the online exam you will need to use your school sanctioned web/video conferencing software. Please ensure all students that will be taking the exam have downloaded the necessary web/video conferencing software before their scheduled exam date.
- ❑ Schedule exam sessions for no more than three (3) students at a time and in time slots of at least 1 ½ hours per session. While the exam itself does not typically take more than an hour to complete, you will need a little extra time to check in the examinees and make sure they have the right exam environment. Try to give yourself some time in between exam sessions so you can be fully focused on proctoring during each session.
- ❑ **First customize and then email the *Examinee Letter* (which you can customize) individually to each of your students.** Once you have added details for your school, this letter will give your examinees the information about the exam location requirements, their unique online exam access code, and explains the supplies and process for the exam session. **Remember to include one (1) new online voucher code per student, as each code is valid for one-time use only.**
- ❑ To prepare for exam day and avoid last minute account issues, encourage your students to locate their account and user ID and password at least two days ahead of the exam on Chooserestaurants.org. If they do not already have an account they can create one here.

Exam Location Requirements

- ❑ Ensure a computer with Internet access, mouse, and keyboard is available to each examinee and for each proctor.
- ❑ If the web/video conferencing software does not include a “share screen” option, each examinee should also have a mirror that is big enough to allow viewing of their lap top screen available.
- ❑ Each examinee should have a location away from distractions (no other people in the room with them while they are testing), with nothing other than the web conferencing and exam tabs open on their computer screen. There should be nothing on the surface where their computer is or in the room surrounding them that can be a source for exam answers. There should be no talking during the exam after the examinee check in and set up process has been completed.

Administer an Online Exam

- ❑ The Proctor and no more than three (3) examinees should log into the video/web conferencing software at the scheduled exam session time.
- ❑ Begin by welcoming the examinees and explain that you must make sure their exam location meets the requirements. Have examinees take out their calculators and dictionaries (if English is a second language) at this time. Have examinee clear their desks/work areas of all other belongings. Scratch paper is not allowed.

- ☐ Verify exam location requirements with one examinee at a time. Have the examinee show you:
 - the location is conducive to exam testing with no distractions, including additional people within the space
 - all 4 walls of their testing room
 - a view of the surface their computer is on as well as all round and under the surface their computer is on. They can select “share screen” or use a mirror that allows you to see if that they have more tabs open on their computer desk top than they should. This is the only time you should need to see their desktop. You should be looking at the student during testing.
 - a full view of your examinee and then a close up of their ID to confirm identity
 - the computer screen so the examinee is not using another web browser or web application during the exam
 - that audio is enabled to ensure there are no 3rd parties in the room or inappropriate distractions during the examination

You are looking at these things to confirm that nothing in the room will allow for cheating on the exam, or would make it difficult for the examinees to concentrate on testing. If there are any exam location concerns, address those prior to beginning exam administration.

☐ Direct examinees to ChooseRestaurants.org. If examinees do not have a user ID and password, they may create one by selecting “Register” on the top, right corner of the home page.

☐ Under the “Programs and Scholarships” tab, examinees select “Exams” from the “For Students” column and then “Take Exam.”

☐ Examinees enter their user ID and password or create one at this time.

☐ Examinees select an exam Title from the drop-down menu.

☐ Instruct examinees to read the Examinee Test Use Agreement and select “I Accept.”

☐ Have examinees complete Steps 1–3; then enter their Exam Access Code, and then select “Continue.”

☐ Examinees then verify or update the Personal Information section of the Exam Registration Form.

After all Personal Information has been entered by all examinees, the proctor tells examinees to please raise their hand during the exam if they have questions or to let you know when they have completed their exam.

The educator/proctor then tells the examinees to enter the Proctor Access Code, which will allow the examinee’s access to the exam. You received the Proctor access code when you scheduled the exam.

During the Exam

- ☐ The exam should take about an hour to complete. However, examinees should be given as much time as needed to complete their exam.
- ☐ No talking is allowed during the exam. Examinees with questions should raise their hands for assistance.
- ☐ Continuously monitor examinees during the exam. Do not leave examinees unattended. Ensure that students are successfully following directions and are able to have inquiries answered. If you believe that an examinee is cheating, inform them that they need to close out of the exam and that the exam session has ended for them. Send an Irregularity Report about the incident.
- ☐ Only one examinee at a time may go to the restroom during the exam. Examinees should close the browser before leaving the room. Upon return, log them back into the exam using the procedure followed in the beginning. Anything answered previously has been recorded; examinees can proceed to the question where they stopped.

To Complete an Online Exam

- ☐ When each examinee indicates they have completed the exam, let them know they can select the option for “Question/Answer Review” to ensure they did not miss answering any questions. This will show a list of all questions and indicate whether they have been answered. It will also indicate any questions that have been “Marked for Review.” To select a question that has been “Marked for Review” or indicates “No” for being answered, the examinee will select the text under the question section. This will bring them back to that specific question. Ensure that all questions have been answered before entering the Proctor Access Code and selecting “Finish”.
- ☐ Once all questions have been answered, the educator/proctor tells the examinee what the Proctor Access Code is, the examinee enters the code and then selects “Finish.” Pass/fail results are given immediately. Once an examinee has completed the exam and received their pass/fail results, they will log off the web conference to not be a distraction while other examinees are testing.
- ☐ Upon completion of the exam, examinees will be able to view their scores and print their certificates. An automated email will go to the examinee informing him or her that the score is now available.
- ☐ If any irregularities occurred during the exam, the educator should email these to ServiceCenter@restaurant.org after all of the examinees have completed their exam.
- ☐ Educators/Proctors are encouraged to manually close the exam session once all examinees have completed the process to expedite processing and exam records; however, the online class will automatically close 24 hours after the class has been opened.