

## Academic Senate Recommendation

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**Title: Online Proctoring Recommendations**  
**Author/Committee: Distance Education Committee**  
**Distance Education Committee Vote: unanimous/8 March 2022**  
**Senate Executive Endorsement Date (1<sup>st</sup> Read): 22 March 2022**  
**Senate Endorsement Date (1<sup>st</sup> Read): 29 March 2022**  
**Senate Executive Endorsement Date (2<sup>nd</sup> Read): 5 April 2022**  
**Senate Endorsement Date (2<sup>nd</sup> Read): 19 April 2022**

### A. CONTEXT

[A detailed history of SMC's use of Proctorio](#) was shared at the June Board meeting and gives the background to this recommendation. <sup>1</sup>

In Fall 2021, Senate leadership asked the Distance Education Committee to make recommendations about Proctorio. To that end, we heard from a range of stakeholders, including students, faculty, administrators, and vendors of other online proctoring services.

We understand that our recommendations may disappoint those who would prefer that we do away with online proctoring services altogether. We want those who advocated for the removal of Proctorio to know that the committee carefully considered their input. Students were unintentionally harmed when the shift to remote learning in 2020 expanded the use of Proctorio without an opportunity for appropriate training

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<sup>1</sup> Please also see the Spring 2021 SMC Academic Senate Resolution regarding online proctoring services: <https://www.smc.edu/administration/governance/academic-senate/documents/2020-21/senate-resolutions/asr-0608-21-smc-proctoring.pdf>

and support. Harm to even a few students is unacceptable to our committee, and it is doubly disappointing because SMC provided Proctorio with the intention of helping students access distance education while maintaining the high academic integrity and quality of SMC classes. In response to issues that arose, the District and faculty worked with students to create more robust training and support for Proctorio users.

We are hopeful that the District will invest in the proctoring services, professional development and training, and support that makes the use online proctoring services equitable and effective. We call upon the SMC community to use Proctorio as skillfully and as thoughtfully as possible.

## **B. RECOMMENDATIONS**

- 1. The SMC District should continue to fund Proctorio for at least 3 more years; meanwhile, relevant committees and departments continue to seek emerging technologies that may provide more equitable proctoring services.**
- 2. The SMC District should re-establish a central, permanent professional development center/program not reliant on grant funds to tie together professional development offerings and create innovative options to help educate and support faculty to continue to develop effective, equitable teaching, learning, and assessment practices.**
- 3. The SMC District should fund the ongoing improvement of training and support materials and ongoing training for instructors who use online proctoring.**
- 4. Faculty should consider assessments that do not require proctoring whenever feasible within disciplinary demands and signature pedagogies.**
- 5. Sections of online classes using Proctorio should continue to be identified in the course catalog, and hybrid and/or on-campus sections of that same class that do not use online proctoring should also be available.**

6. The SMC District should fund human proctoring alternatives for all students enrolled in distance education classes, including on-site, online, and off-site options (locally, nationally, and internationally), so that alternatives are available if a student would like to opt-out of online proctoring.
  
7. The SMC District and faculty should offer students orientation/training opportunities and clear information about alternative sections, rationale for online proctoring settings, how to get help during an assessment, and steps for resolving problems or concerns.

### C. REASONING

- Online proctoring protects the academic integrity of SMC's classes for all students and maintains SMC's reputation for excellence with transfer institutions.
  
- Online proctoring is required to offer a wide range distance learning opportunities and allows for equitable access to classes and complete programs of study, including those with professional certification.
  
- With training and support in place, misuse of proctoring software is unlikely; with the current training, complaints have been minimal to non-existent.
  
- None of the proctoring services we explored were clearly superior, equitable, useful alternatives to Proctorio. All had similar issues to those raised about Proctorio.
  
- Training and support resources have been created for Proctorio at SMC; a new service would result in more time, training, and resources required to get us to our current level of competency with Proctorio.