

Doctor of Pharmacy Exam Policy

Student Responsibilities for Computer-Based Exams

1. Software Requirement: Students must install and maintain a current, college-approved version of ExamSoft's Exemplify software on their portable electronic device that will be used during a proctored exam.

2. Portable Electronic Devices: Beginning with the Class of 2024, students are required to possess a portable electronic device which meets the technological requirements listed in the PharmD Educational Technology Policy which can be found on the [college web site](#). Students in previous classes are required to notify their education coordinator if they are unable to install ExamSoft's Exemplify software on their portable electronic device that will be used during a proctored exam.

Prior to downloading and taking an exam, students are expected to:

- (A) Be familiar with the use and operation of their device, software, and instructions.
- (B) Maintain a device that is free of viruses and malware
- (C) Have a fully charged device (up to 4 hours). It is highly recommended to carry a backup battery with a full charge and the AC power cord to charge in charging stations for afternoon exams.
- (D) Ensure that the internal clock is set to the correct date and time (EST)
- (E) Disable sleep/hibernate mode, real-time virus scanning, and personal firewalls as recommended by ExamSoft.

3. Exam Download: Students must download the secure encrypted exam file during the scheduled download window. Students who do not download the exam by the deadline may receive a 15% score reduction. The penalty will not apply for students who have approved excused absences or accommodations (refer to #6 and 8 for more information).

4. Emergent Technology Issues: Students who were successful in downloading the exam file(s), but experience technology issues outside of normal business hours that would prevent the use of their device during an exam should report the issue (including relevant details) **immediately** to the Course Director(s) by email AND [university IT Service Desk](#) by email or phone. Alternative arrangement will be made for students to complete their exams. Students who purchased their device from the university's [Tech Hub](#) should contact them for support/repairs.

5. Exam Upload: Students are required to upload completed exams immediately after finishing the exam or at the request of the exam proctor. Students who experience issues with an exam submission should consult with a proctor immediately. A student who fails to upload an examination will receive a zero for the exam.

6. Remotely proctored exams: Course instructors who choose to remotely proctor exams may use ExamSoft's remote proctoring capability, called ExamMonitor and ExamID, which are both built into Examplify; students will be required to use this software when requested. Students whose devices are not compatible with this software will be required to participate in an alternative remote proctoring arrangement. This alternative arrangement will require two separate devices, one for Examplify, and one for Zoom. The requirements for this alternative arrangement are below.

Student Responsibilities for Alternative Remotely Proctored Environment

- (A) **Software Requirements:** Students will need to download the Zoom application to a second device such as a Smartphone or Tablet.
- (B) **Set up of Second Device for Remote Proctoring:**
- (C) Have a fully charged device (up to 2 hours). It is highly recommended to plug in this second proctoring device as Zoom requires significant battery life
- (D) Open Zoom application and enter the Domain name of OSU to then be prompted to sign in using your name.#
- (E) Students will be admitted individually to the Zoom room by the proctor. They will be required to show the proctor identification (either BuckID or government-issued ID) as well as any scrap paper or other permitted materials.
- (F) Be sure the proctoring device Zoom application has your correct First and Last name visible
- (G) Turn on video but mute your device
- (H) Accept the Video Recording of the session when prompted to do so via Zoom
- (I) Set up the device to one side of your test taking area. Be sure part of you, your keyboard and part of your exam device is visible to the recording
- (J) At the end of the exam, student will be required to show proctor the green submission verification screen on ExamSoft
- (K) **Emergent Technology Issues with Remote Proctoring:**
 - i. Once you have started your Zoom recording, just set it to one side per above. If during the exam there are issues with the Zoom recording, note the time you realized the issue, but continue taking the exam via ExamSoft. Do not spend time trying to reset the Zoom recording.
 - ii. When you have finished submitting your recording, email your Course Director to provide them your name and time you noticed the Zoom recording issue.
 - iii. If you have a second occurrence of Zoom recording issues during exams, you may be required to take subsequent exams in an alternative way.

Student Responsibilities for All Exams

6. Attendance: Students are responsible for attending exams at the date and time scheduled unless they have an approved excused absence which should be requested via the [PharmD Excused Absence Request form](#). The penalty for missing an exam without an excused absence varies by course sequence therefore students should refer to their course syllabi for more information.

7. Cancellation: Students must assume that an exam will proceed as scheduled unless:

- (A) They receive communication from the course director(s) that it has been cancelled

(B) An official announcement of campus emergency or closure is posted via the [Department of Public Safety website](#)

(C) There are any college or university-related technical issues

(D) There are interruptions such as unplanned fire alarms.

8. Accommodations: Students must register through the [Student Life Office of Disability Services \(SLDS\)](#) by completing the standard registration process or contacting the SLDS office directly for temporary injuries in order to receive appropriate accommodations.

9. Arrival for Exam: Students should arrive at least 15 minutes before the scheduled start time of an exam, planning their travel in anticipation of traffic or other delays. Students are expected to be in their seats by the scheduled start time of an exam and any tardy students will not be permitted to enter the room. For remotely proctored exams, students should be seated at their devices, ready to take the exam, 15 minutes before the scheduled start time of the exam. Any extenuating circumstances which will make a student late will need to be communicated to the Course Director IMMEDIATELY who will make the decision for next steps. Students should refer to the course syllabus for the preferred method of contact.

10. Timing: After completing the exam, students must show their device screen to the proctor to confirm it has been successfully submitted. No additional exam time will be granted to students for late arrival. The room clock or proctor's watch (for SLDS and make-up exams) is the official exam timer. Students may use the Exemplify timer for computer-based exams, but are subject to the official exam time.

(A) Technical issues during the exam must be immediately reported to the proctor who will help facilitate an alternative delivery either at the time or at a later time.

11. Seating: When space allows, students must stagger their seats so they are not sitting directly next to another student.

12. Personal Belongings: With the exception of the student's charged electronic device, calculator, and/or writing implement(s), all personal items must be put away and stowed while taking an exam. All mobile devices must also be turned off. With the exception of religious observances or SLDS accommodations, students may not wear any type of head or face coverings/devices (e.g., headphones).

13. Calculators: Students may use calculators including the Exemplify calculator or graphing calculators only when permitted by the Course Director/instructor.

14. Rest Breaks: Students must seek proctor permission to leave the exam room and no more than one student may leave at the same time. When permission to leave the room is granted, students must leave all personal items in the exam room, cover exam materials, and/or enable ExamSoft's "Hide Exam" function to prevent viewing by classmates.

15. Questions during Exam: If there is a need to communicate with a proctor, the student should raise their hand (students should raise hands digitally in remotely proctored environments). Students should not leave their seats until their exam is completed unless granted permission to leave the exam room or

requested by the proctor. Student inquiries related to interpretation or context of exam questions will NOT be answered by the proctors. Concerns with the question may be noted using the Question Feedback feature in ExamSoft or, in the case of paper examinations, by notifying the proctor when turning in the examination.

16. Return of Materials: All materials distributed during an examination must be returned to the proctor upon submission of the exam during the scheduled examination. Failure to return any materials is considered a violation of the college's Honor System for PharmD Students found on the [college web site](#).

17. Academic Integrity and Cheating: Per the Honor System for PharmD Students, students are expected to uphold the highest standards of personal integrity and should be aware of behaviors that raise the suspicion of academic dishonesty. This includes any attempt to disable or tamper with Examplify's security features or other prohibited activities such as sharing exam password(s), recording exam questions by any means, and reverse engineering exam encryption or attempting to do so.

Students are required to report suspected cheating by submitting the Report of Suspected Honor System Infraction Form found on the [college web site](#). Still image, video, voice recording, exam logs and analytics, and other surveillance methods may be used by the college to monitor exams without notice. Any information collected may be used in cases of academic dishonesty.

Course Director Responsibilities: All Exams

1. Syllabus Policies: Include the following language into course syllabi under the heading "Assessments and Grading": The Doctor of Pharmacy Exam Policy for all paper and computer-based examinations can be reviewed on the [college web site](#).

2. Honor System for PharmD Students: All examinations regardless of format should include the following Honor System statement on the front page (paper-based) or in the exam template (computer-based): This exam must only be in the possession of a student during the examination period, must not be taken from the exam room, and must be returned to the proctor at the end of the exam. Possessing, copying, photographing, distributing, reading or other use outside of the designated exam period is a violation of the Honor System for PharmD Students. Course Director may approve exceptions to this rule only for the purpose of holding debriefing sessions or allowing supervised review of the exam in their office."

3. Exam Scheduling: Course directors are responsible for establishing and communicating the exam schedule to students.

4. Proctor Scheduling: Course directors are ultimately responsible for the proper proctoring of their exams in accordance with the Proctor Responsibilities below.

5. Proctor Training: Confirm all proctors (including Education Coordinators, Course Assistants, and Residents) are familiar with this policy and have received Examplify training, if appropriate.

6. Proctor Communication During Exams: Make sure proctors can contact Course Directors by phone in case of an emergency. A trained substitute should be identified in the event that a scheduled proctor is unable to fulfill their proctoring assignment and cannot find a willing substitute.

7. Exam Materials and Security: Verify the accuracy and completeness of examinations regardless of format: sufficient quantity of exams and test sheets (i.e. scantrons) are available for the scheduled exam time. In the case of Exemplify administered exams, at least 10 exams and test sheets must be provided to proctors.

Course Directors assume primary responsibility for retaining and securing exam materials to ensure that no other students have an opportunity to discover personally identifying information (including grade or performance data). Making identifiable educational information (such as graded exams) publicly available is a violation of the [Family Educational Rights and Privacy Act \(FERPA\)](#).

8. Identifying Academic Dishonesty: If proctors report any improprieties during exams, Course Directors must evaluate the severity of the alleged behavior and use their best judgement to decide if the activity requires a [Report of Suspected Honor System Infraction Form](#) to be completed and submitted.

9. Release of Scores: Exam scores should be provided to students as quickly as possible. When exams are not returned, students must be granted the opportunity to view individually graded exams and test sheets (if applicable) for up to 5 business days after exam scores are posted.

Course Director Responsibilities: Computer-Based Exams

10. Exam Creation: For more information, the [ExamSoft Instructor Guides](#) should be carefully reviewed. Questions may be directed to the COP Instructional Designers or examsoft@osu.edu.

11. Penalty for Non-Download: Students who fail to download exams on time will receive a reduction on the final exam score per the course syllabus as a result of completing a paper version of the scheduled examination.

12. Penalty for Non-Submission: Students are required to upload completed exams immediately after finishing or at the request of the exam proctor. Students who experience technical issues with an exam submission should consult with a proctor immediately. Any student who fails to submit an examination without communicating to the proctor will receive a zero for the exam.