

NYU SCHOOL OF LAW
GRADUATE TAX PROGRAM
REMOTE PROCTOR EXAM INFORMATION

There are several ways to examine. Most tax classes feature “in-class” exams. These exams can be taken in three ways:

- 1). “On campus” = Students can travel to our campus in NYC and examine on the day of the exam at the listed time using exam4 software.
- 2). “In absentia” = On campus at another ABA accredited law school or at some law schools outside the U.S. Students again use the exam4 software and examine at the date and time listed. Students in other time zones can request an adjusted exam time.
- 3). “Remote proctor” = Students can purchase a remote proctor device, install secureexam software, and examine in their home or office. This requires a stable internet connection (wireless internet is not ideal) and a quiet location which is free from interruption. Students take the exam at the listed date and time, but can request an adjusted start time if they are in another time zone. This guide relates to the remote proctor option, and materials for the other exam types can be found on NYU Law’s academic services website.

[There are a few classes which require a take home exam. Using our take home exam system (THES), the exam questions can be downloaded onto your computer. Students then upload their answer by the deadline.]

I. What is remote proctor?

The remote proctor device is a fingerprint scanner, 360 degree camera, and microphone that you may purchase. It plugs into a USB port of your computer in order to take an exam which is proctored remotely. The device works with software to limit access to all materials on your hard drive other than a simple word processing feature in which your exam is embedded. You will not be able to print out your exam, use a calculator on your computer, nor access the internet or your email while this software is active. If you prefer to have a hard copy of the exam questions, you may want to consider examining on campus or in absentia at the nearest ABA accredited law school (If practical). Any excess sound or motion is recorded and reviewed, so please limit all unnecessary movements or sounds.

In this guide, we will cover what you need to do:

- During the semester
- Shortly before the exam
- During the exam
- After the exam
- If you live in a time zone other than Eastern (U.S.)

However, we first want to give you some info for use in technical or health emergencies:

TECHNICAL DIFFICULTIES:

If you experience technical difficulties, please contact the ITS Office at (212-992-8183) and email exams@exchange.law.nyu.edu in order to also inform the academic services dept. For all phone calls and emails please detail the time frame in which you experienced the problem, the specific error message received and nature of your problem. REMEMBER that **exams are graded anonymously**. It is imperative that you do not compromise anonymity by disclosing these issues in your exam answer. If you have a non-technical problem, communicate with the Office of Academic Services via email (exams@exchange.law.nyu.edu) or [phone \(212-998-6020\)](tel:212-998-6020); again-- **do not discuss the problem with your professor before, during, or after the exam**. Academic Services will have someone available to answer your questions from 9:00 a.m. until 5:00 p.m. Eastern Time, Monday through Friday.

ILLNESS:

PRIOR TO THE EXAM, a student who is ill and feels that he or she will not be able to complete the examination **should not begin the examination** and should immediately (**i.e., within 1 hour of the exam start time**) report such illness to the Office of Academic Services at exams@exchange.law.nyu.edu or call 212-998-6020.

A student who becomes ill **DURING** the examination should immediately contact the Office of Academic Services at exams@exchange.law.nyu.edu or call 212-998-6020 for further instructions. Include your name, exam title, exam number and illness issue. (The student may have to wait until the next time the examination for that course is offered to take the examination).

REMOTE PROCTOR PROCEDURES:

During the semester:

- Follow instructions sent by the IT dept. to purchase a remote proctor device.
- Request a time variance in exam reporter if needed and you are in another time zone. (See note on “EXAM TIMING AND TIME ZONES”, infra.)
- After receiving the device, assemble the device, log in, and take a qualification exam.

Assembly and placement:

- When first assembling the unit, **make sure that the clear neck of the device is firmly seated in the base of the device**. There is a horizontal line on the neck of the device which should disappear when properly joined to the base of the unit.
- Arrange the device within arms reached at all times during an exam and place it on the opposite side of the computer as your mouse (if you use a mouse).
- Download the exam software and take the qualification exam in order to insure that your computer will function properly during the exam.
- **DO NOT DOWNLOAD ANY ADDITIONAL SOFTWARE AND AVOID SYSTEM UPDATES AFTER YOU HAVE TAKEN THE QUALIFICATION EXAM.** Doing so may cause performance issues with the Secureexam software. If you must install a software update, try to take the Qualification Exam again after the update installation. If you have problems gaining access to the Qualification Exam again, please contact ITS at 212.992.8183 or by email at laptops@exchange.law.nyu.edu.
- Be careful not to install the incorrect software. We use secureexam software for exams taken with the remote proctor device. We use a different piece of software (exam4) for on-campus exams and exams given at another law school (“in absentia”). You may receive emails from our IT dept. about exam4, which you can disregard if you are not examining on campus here or at another law school (in absentia).
- Students log in to exams using their individual netID@nyu.edu email address and then use their last 6 digits of their University student ID number. Once inside the exam, the examID will display in the exam header. Students can obtain their University Student ID Number by logging into home.nyu.edu From the top right section of the page select "Preferences". The University ID number will appear on the left.
- REMEMBER the date, time of your exams and clear your calendar!

One to two days before the exam:

- You can obtain your Law School four-digit exam number for the current semester, from ABRA (<https://abra.law.nyu.edu/abra>). Please note each semester you are assigned a different 4 digit exam number; do not use your exam number from a prior semester. Your remote proctor exam will automatically show your exam number once you log in. However, you are required to write your exam number on your scrap paper.
- You will also need a password to access the exam. Your exam password will be emailed to your NYU email account approx. 48 hours prior to the exam. The password will also be posted to the blackboard site for your class. Please contact us at exams@exchange.law.nyu.edu if you do not receive this email or do not see your password posted to blackboard.
- Have a phone nearby in case you need to call us regarding exam problems. **REMEMBER:** The phone is for reporting exam problems **ONLY**. Do not use the clock on your mobile phone to keep time. **DO NOT** use any mobile phones or email/text devices during your exam. These items should be turned off unless you need to call us in an emergency.
- Write down the phone numbers for ITS and Academic Services and keep these numbers close to a phone that can be used in case you experience problems with Remote Proctor. **The number for Academic Services is 212-998-6020 and the number for ITS is 212-992-8183.**
- Please check your NYU e-mail regularly before the exam. Any important messages before and after your exam from the Offices of Academic Services, Records and Registration, and ITS will be distributed via e-mail.

The day of the exam:

Room preparation:

- Have lights on in the room—do not rely solely on the computer screen for light. This enables the camera in the remote proctor to take adequate video.
- Post a sign or otherwise prevent people from entering the area to the extent possible.
- **Turn off your mobile phone, blackberry, etc. and put it away and out of sight. Also mute the ringer on your phone or fax if possible.**
- Keep a wall clock or a watch nearby to track the time—**do not rely on your cell phone.**

At the beginning of the exam:

- Provide the camera with a good view of your entire face.
- Show any allowed, printed materials to the camera (the title page of the book), and leave them on the desktop within view of the camera.
- Before you begin an exam please verify how long your exam is scheduled to last. The exam duration will be listed in the first template for your exam (i.e. the “cover sheet”). You must adhere to this time limit.

During the Exam

The most commonly asked question about remote proctor exams is whether students are allowed to leave the room during the exam. Yes, though there are a few restrictions:



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Yes, except in the last ten minutes.

- Do not leave the room during the last ten minutes of the exam. You do not need permission to leave the room during the rest of the exam, but **you will not receive additional time.** Lengthy absences may trigger an exam improprieties review, so you should make note the purpose of a long absence but do not include this in your exam answer.

- If you do call technical or exam support during the exam, keep a record of the time and duration of your call on a separate sheet of paper (do not include this info in your exam answer).

- While the system should prompt you to exit the exam before your time is up, if for any reason the system does not provide a five minute warning, you will still be expected to exit the exam after the allotted time. **Please note that we will be monitoring the time that you enter and exit your exam.** Faculty will be apprised of any irregularities and the penalty for going over time will be within their discretion.

- Students who miss an exam MAY NOT be allowed to examine. **Again, while the system may not prevent you from accessing the exam, we will be monitoring when you enter and exit your exam.**

Admonitions:

- Do not take any calls, emails, or text communications. The video camera will capture these activities and it will trigger an exam improprieties investigation. Thus if someone calls and you inadvertently answer, you should write down the name of the person(s), the time, and the subject of the call on a separate sheet of paper (do not include this in your exam answer).

- Do not play music or have a fan on in the room while you examine.

- Do not place the device on the floor while you examine.

- Do not communicate with others during the exam, except for university personnel.

- Do not communicate with others about the content of the exam after the exam.

- Do not communicate with the professor about the exam until after you have received your grade.

- Again, please don't leave the exam room in the last ten minutes of the exam.

- **You may not distribute exam materials in any way.**

After the exam:

-Do not contact the professor about the exam until after your grade has been released, and do not speak to other students about the exam, as occasionally a student takes an exam later. (For instance, if they have two exams on the same day or are ill.)

SCRAP PAPER

- Within 24 hours of your exam, please send any scrap paper to the Office of Academic Services via **FAX** to 212-995-4535 or **PDF** to the exams account exams@exchange.law.nyu.edu. Scrap paper should only have your four digit exam number, the exam title, course number and section and the Professor's name on the top right hand corner of each page. Do not include your name.

Scrap paper will be turned in to your faculty member. Please do not copy or otherwise reproduce the scrap paper. You may not retain anything for your records. Once Academic Services has confirmed receipt of your pdf via email, you must destroy your original scrap paper and email the following certification to the exams account:

"I, Exam # _____, have submitted a complete copy of my scrap paper for [Exam Title], [Course Number and Section] with *Professor(s)* [Professor's Name(s)]. I have destroyed and/or deleted my original scrap paper for this exam."

If you do not use scrap paper, please email the exams account with a note indicating the title of your exam, the course number and section, the faculty member's name and your exam number. You should state that you did not use scrap paper. Please keep in mind that where there are significant computations required, faculty may expect scrap paper and may adjust your grade accordingly.

EXAM TIMING AND TIME ZONES

The general rule is that all students should be taking their exam at the same time on the same day—e.g, an exam scheduled for 1 pm eastern standard time would be taken at 10 am pacific time in California on that same day and at 6 pm Greenwich Mean Time in the UK. However, for students in another time zone, we realize that it may be necessary to request a different start time in order to avoid taking the exam extremely late at night or early in the morning or to start the exam while our tech support staff is on hand in New York to assist with any questions.

Thus, we expect that all students who are using the remote proctor device in the Eastern Standard Time Zone will take their exam at the same time that the exam is scheduled to be taken on campus. If you are taking the exam in a different time zone and wish to request a different start time, you must do so in advance by filling out an exam postponement request at <http://examreporter.law.nyu.edu/> and indicating that you are taking an exam via remote proctor and are located in another time zone. If your request is made after the deadline, you should also contact the exam administrators at exams@exchange.law.nyu.edu

Again, your request for a variance must still fall on the same date and we may deny the request if, for instance, it falls outside of our operating hours.

Again, please note that technical support is not available from our New York City campus 24 hours a day. During the exam period technical support for your exam will be available from 9:00 a.m. until 6:00 p.m. Eastern Time, Monday through Thursday and 9:00 a.m. until 5:00 p.m. on Friday. When evening exams are given, they will stay until a half hour after the exam ends, so on many evenings, technical support will be available until approx. 9:30 pm.