How it WORKS

ProctorU

Test-Taker Experience

figure 1

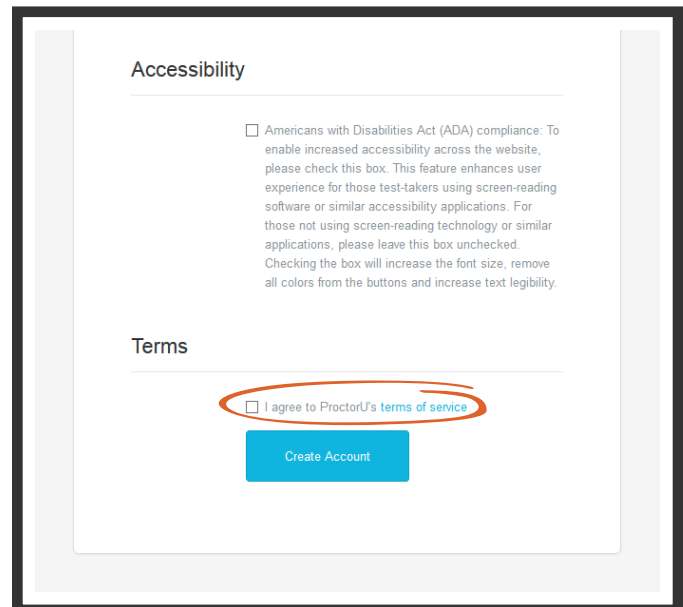- The test-taker navigates to **go.proctoru.com** and clicks **New User? Sign up here** to create an account. The test-taker completes their profile information (**figure 1**).

- This screen includes their basic contact information and the test-taker's institution enrollment. Flag notes and any special conditions for the test-taker are also displayed here for proctor and institution use only.

- At the bottom of the page, **I agree to ProctorU's terms of service** must be checked to complete the profile (**figure 2**). A flagged message will display at the top until the test-taker agrees to the terms of service.

- As part of American with Disabilities Act (ADA) compliance, there is also an option to aid the test-taker if he or she uses screen-reading software or other accessibility applications. The test-taker should leave this box unchecked if this is not applicable.

- Subsequent logins direct test-takers to the **My Exams** page.

figure 2

Setting Exam Preferences

- The initial account creation also asks the user to set exam preferences. The test-taker can change their preferred time window for appointments by clicking **Edit Exam Preferences** in the left menu (**figure 3**).

- A general time frame can be selected via the drop down menus.

- The test-taker may also specify a custom preference by selecting and highlighting days and times.

- Clicking **SAVE & UPDATE** confirms the day and time preferences.

- Time preferences are shown in the left menu bar and may be changed at any time via the **Edit Exam Preferences** link.
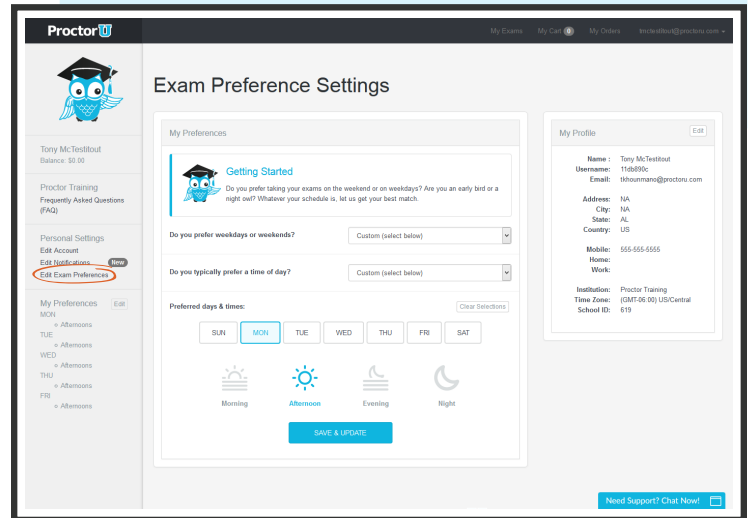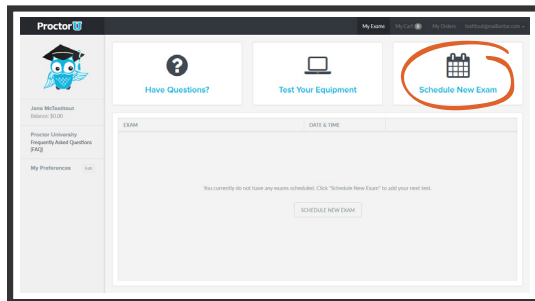

figure 3

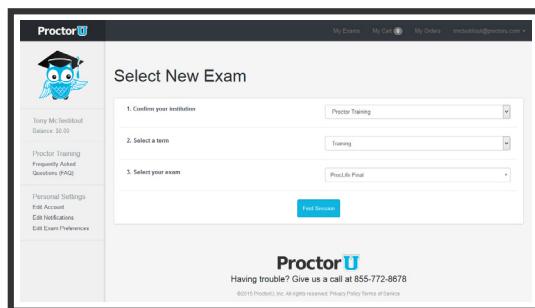# Scheduling Exams

figure 4

figure 5

- The first login page for a completed profile, or for a previous test-taker, defaults to the **My Exams** page (**figure 4**).

- The test-taker may choose from three options:
  - » **Have Questions?** activates the LiveChat.
  - » **Test Your Equipment** takes the test-taker to the equipment check page.
  - » **Schedule New Exam** takes the test-taker through the appointment reservation pages.

- After clicking **Schedule New Exam**, the test-taker confirms his or her institution, selects the exam term and selects his or her exam (**figure 5**).

- The test-taker clicks **Find Session** and proceeds to the scheduling page.

Reservations made less than 72 hours of an exam are subject to a $5 late registration fee.

Test-takers can also schedule an exam on demand less than an hour in advance by using ProctorU's convenient **Take it Now** feature. This premiere feature is designed to give test-takers added convenience and costs an additional $8.75.

Late registrations and **Take it Now** features are subject to availability.
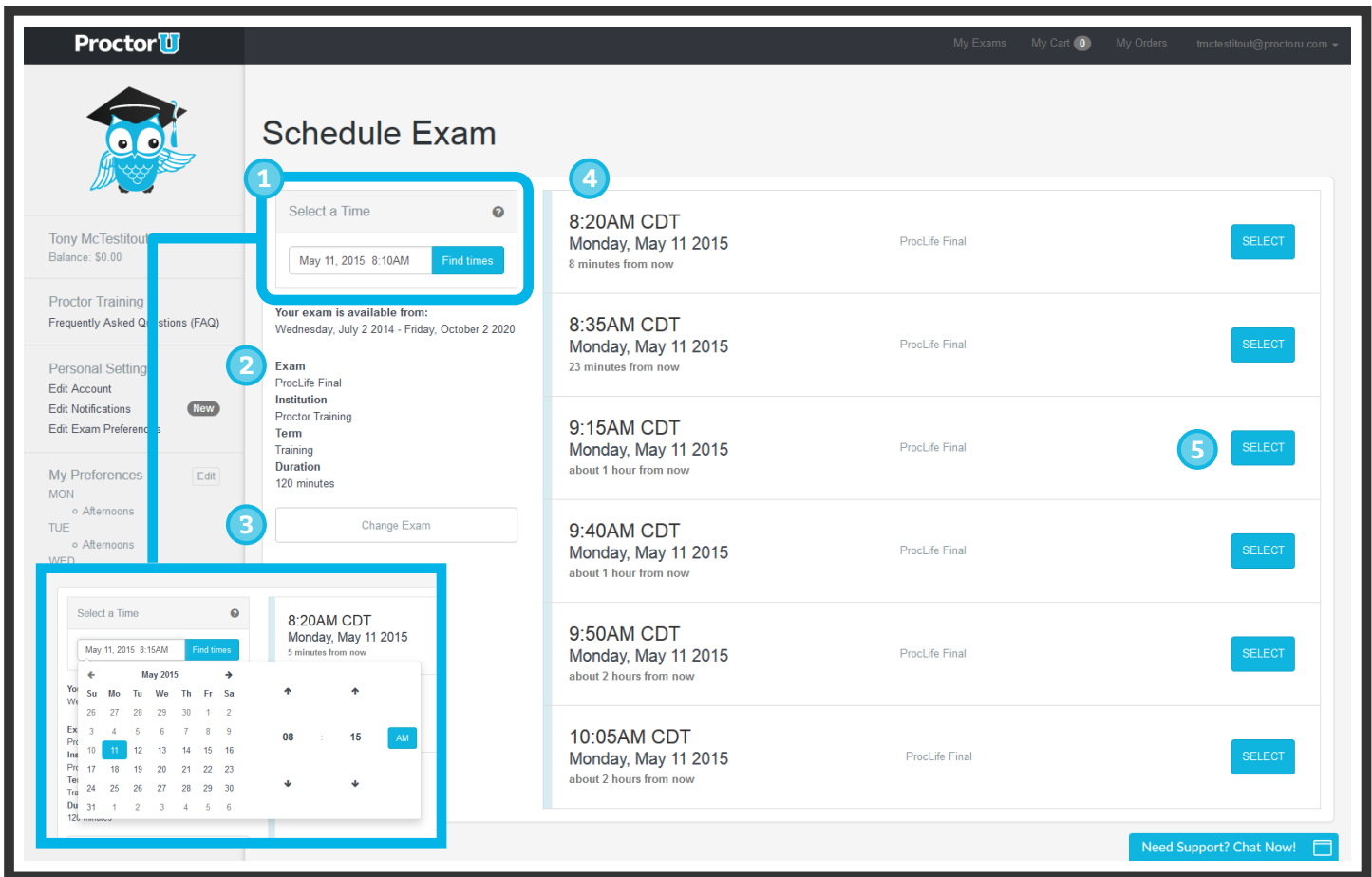
Please refer to figure 6 above for items 1-4.

1 Test-takers can select a desired appointment time with the calendar pop out menu.

2 The test-taker can confirm their exam details, including its availability window below the calendar.

3 If the test-taker needs to change the exam, they may click **Change Exam** below the exam information.

4 The six appointments closest to their chosen time appear on the right.

5 After clicking **SELECT** to choose an appointment, the test-taker confirms the time slot by choosing **BOOK IT** (**figure 7**).

• The exam will be added to the test-taker's cart for payment and checkout (**figure 8 and 9**).

• After completing checkout, the test-taker returns to their **My Exams** page.
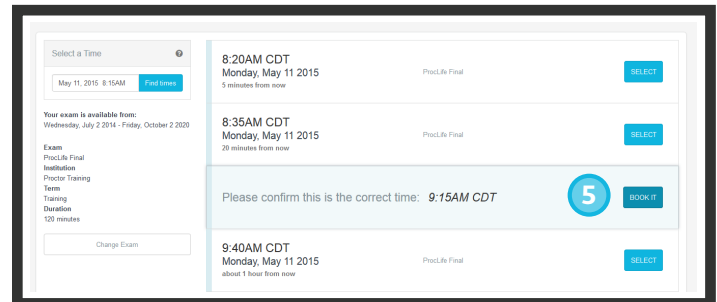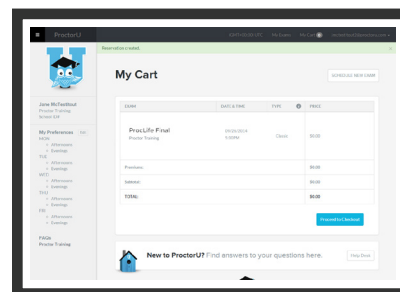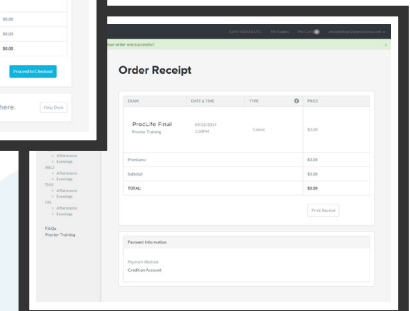

figure 7

figure 8

figure 9

Page 3

Connecting to a Proctor

After scheduling an exam, a countdown to the closest exam time displays on the **My Exams** page (**figure 10**). At the appointment time, a **start** link replaces the countdown. Clicking the link takes the test-taker to the proctoring room. Here, the test-taker is prompted to download and run an applet (**figure 11**).

figure 10

Figure 12 shows the downloaded applet, which connects the test-taker's screen to the proctor. Once the test-taker has connected their screen to the proctor, the proctor connects the two-way video and audio connection.
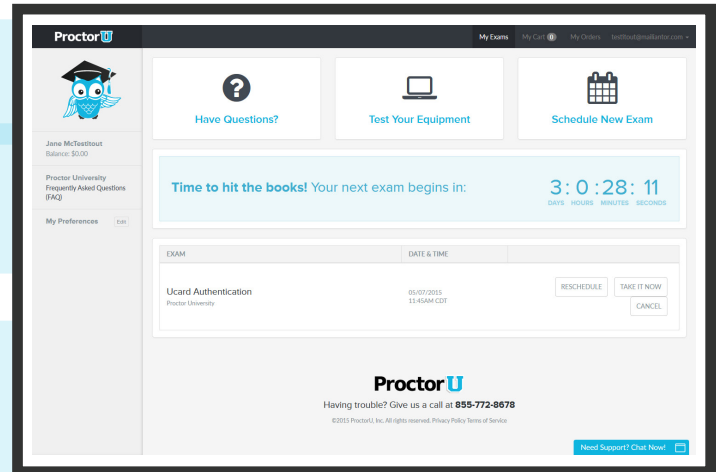
figure 11

When the proctor and test-taker connect in the proctoring room, the test-taker's video is shown in the bottom right corner and the proctor's video is on the left (**Figure 13**).
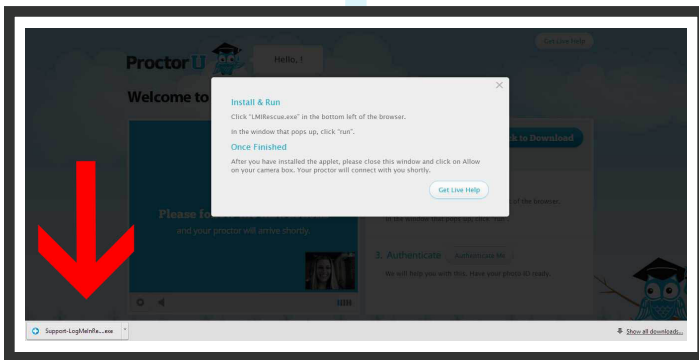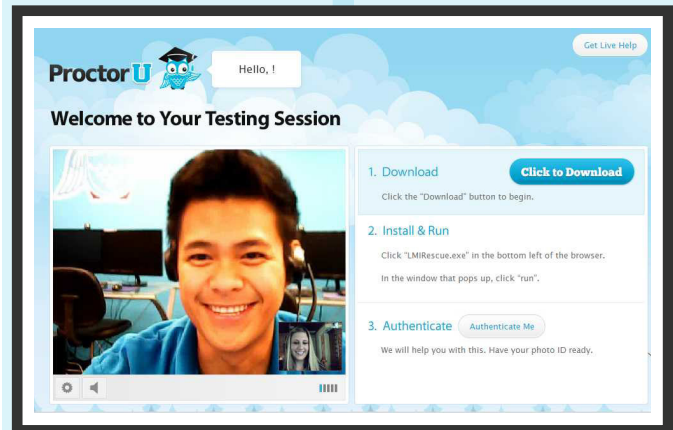
figure 13

figure 12

Authentication and Securing the Area

- After connecting to the proctor via webcam and screen-sharing software, the proctor asks to see the test-taker's ID (**figure 14**).

- The ID information in **figure 14** has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker shows a fully-visible ID so that the name and picture can be clearly seen and read by the proctor. A photograph of the test-taker is taken to help authenticate his or her identity in future testing.

- Test parameters are communicated verbally and in writing to the test-taker, who acknowledges that he or she understands the instructions.

- The test-taker is authenticated with a quiz that uses challenge questions based on publicly available records, as shown in **figure 15**.

- Questions are typically related to previous addresses, phone numbers, roommates and relatives.

figure 14

figure 15

Next, the test-taker is asked to pan their camera and show their complete workspace and testing area so the proctor can secure the test-taker's surroundings, as seen in **figure 16**.

If the camera is internal, the test-taker is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror (**figure 17**). This check ensures there are no unauthorized materials attached to the test-taker's computer monitor.
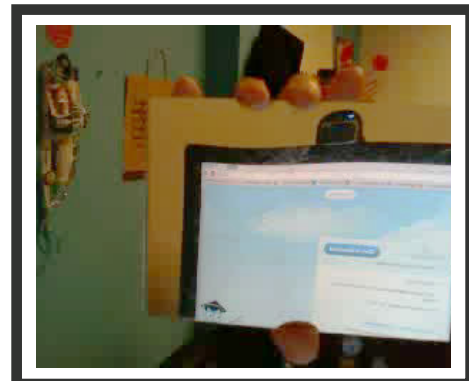

figure 16

figure 17

After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor asks the test-taker to move any cell phones or other electronic devices away from the testing area.

Log in to Learning Management System

Once the test-taker completes authentication, they are observed logging into their Learning Management System (LMS) and the proctor verifies that the authenticated person is logging in to their individual account and taking their assigned exam, as shown in **figure 18** and **figure 19**.

During the exam, test-takers are proctored by monitoring their video feed and testing environment. Screen-sharing technology allows the proctor to see everything that is happening on an test-taker's computer. Proctors also monitor the test-taker audibly, to ensure they are not receiving verbal answers from an outside source.

During the exam, the proctors pause their video and audio so the test-taker is not disturbed, but continue to monitor the test-taker.

figure 18

figure 19
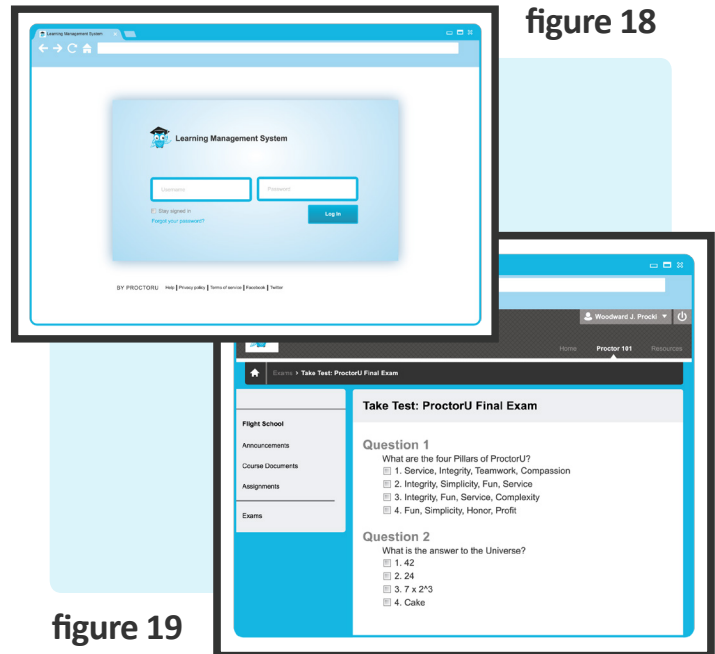
ProctorU engages test-takers in real time to prevent breaches of academic integrity.

Any suspicious activity – including but not limited to using unapproved sources, leaving the computer during the exam or communicating with another person – is documented using photos or video and reported to the institution within two business days.

Once the exam has been completed, the test-taker shows the proctor their submission screen (**figure 20**), and the exam end time is logged.
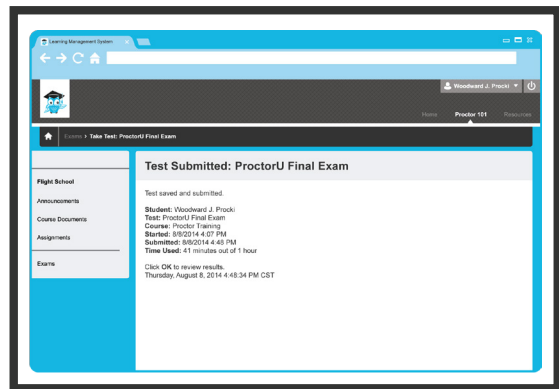
figure 20

ProctorU also offers a LiveChat feature. At any point while signed in to their account, a test-taker may chat with a live representative if they have questions about the process or need general help (**figure 21**).

figure 21
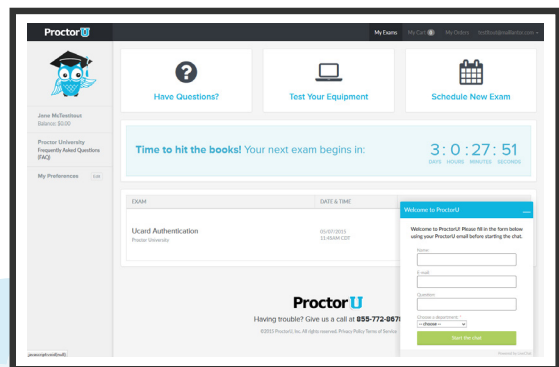
FACULTY EXPERIENCE

- An exam must be added to the ProctorU system before an instructor's test-takers can schedule an exam via ProctorU.

- An administrator or instructor may create an exam using their ProctorU account. Faculty in need of an account may contact a a partnership services representative to set up an account.

- Administrators can create an exam using the following process after logging into their administrative account:

  ◊ On the home page in the top right, there is a blue Add New button (**figure 22**). Clicking on the button will open a drop down menu.

  ◊ Selecting Exam will open a new screen where instructors may detail the exam appointment (**figure 23**).

figure 22

figure 23

- Exam title
- Course number
- Department
- Bluebird/adhoc
- Term
- Instructor
- Duration
- Exam URL (location)
- Exam password
- Permitted resources
- Permitted browsers
- Additional exam notes & accomodations
- Expected no. of test-takers
- Notify on schedule emails
- Point of contact for exam

Instructors may use the provided check boxes to specify allowed resources and browsers, and a dialogue box is provided for any available resources not listed.

Exam availability can also be added on this page. Clicking **Add Window** opens a prompt where instructors can specify an exam time frame and set start and end dates and times. Multiple exam windows may be added for a recurring exam (**figure 24**).
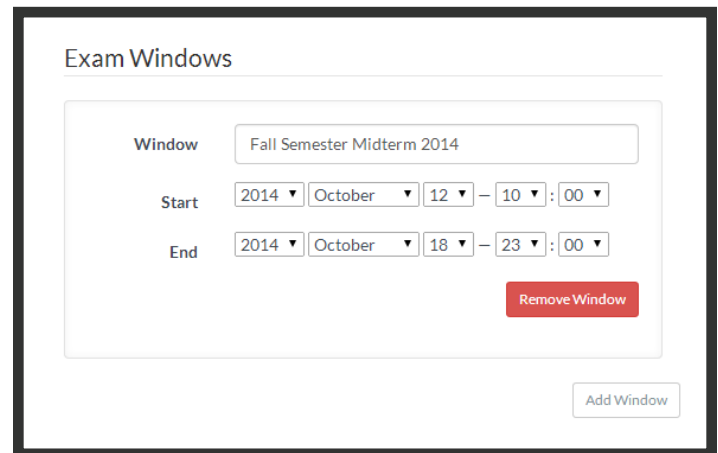

figure 24

After completing the exam form, administrators receive a notification that the exam has been sent for review.

ProctorU's assessment services review the exam information and enter it into the system. Instructors are notified when the exam has been activated.

Exam details and accuracy can be reviewed within the ProctorU administrative account.

Test-takers may begin scheduling appointments. The administrative account also provides access to records of proctored exams.

Activity Reporting

Reservation Data

figure 25

On the left under the **Reports**/**Activity Report** heading, **Session Activity** can be viewed. Administrators can filter reservations by start and end dates (**figure 25**).

This page displays the test-taker's exam, department, instructor, test-taker's name, start time, exam duration. A detailed description of individual appointments is displayed by clicking the **clipboard edit icon** to the right of each appointment.

Cancellations

figure 26

Cancellation activity is also available under the **Reports** menu **(figure 26)**. This report displays exam name, test-taker name, scheduled start and end dates, reason for cancellation, proctor explanation for cancellation, who cancelled the appointment, the date cancelled and any credit given. Reports can be filtered by test-taker name, start and end dates, or by reason.

Suspicious activity is reported to the institution in the form of an **Incident Report**, which documents a potential breach of academic integrity.
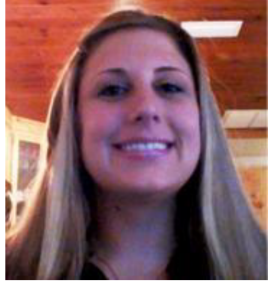A sample incident report can be seen in **figure 27** on the next page.

figure 27

Incident Report

ProctorU

Proctor University
Jane McTestitout

Date: MM - DD - Year
Time: 12:00 PM Pacific Standard Time
Test-Taker: Jane McTestitiout
Institution: Proctor University
Exam Name: Underwater Basket Weaving - Final
Instructor: Woodward J. Procki
Incident #: *mmddyy-pr*
Proctor: ProctorU

Incident Summary: During the course of this exam, the proctor observed the test-taker utilizing Google to search for exam-related content. The test-taker searched for "What is the answer to life, the universe and everything?" The answer, of course, is "42."

Screenshots: Screenshots

Chatlog: Chatlog

Recap: Recap

Carson Richards
Quality Control Coordinator