



**How it
WORKS**



Proctor **U**



www.ProctorU.com
855 - 772 - 8678
contact@proctoru.com

Test-Taker Experience

Test-takers log on to go.proctoru.com and create an account (Figure 1). When the test-taker logs in for the first time, they are prompted to complete their profile information (Figure 2).

This screen includes their basic information such as name, address, and contact phone numbers, as well as the test-taker's institution enrollment. Specific flag notes for the test-taker and any special conditions are also displayed here for proctor and institution use only.

At the bottom of the page above the **Complete my Profile!** button, the terms and conditions of use must be checked to complete the profile (Figure 3). A flagged message will display at the top until the test-taker agrees to the terms and conditions.

Subsequent logins will direct test-takers to the [My Exams](#) page.

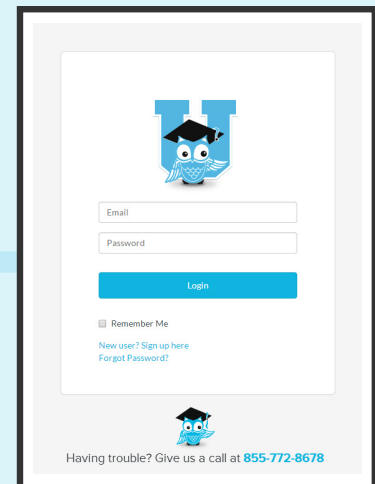


Figure 1

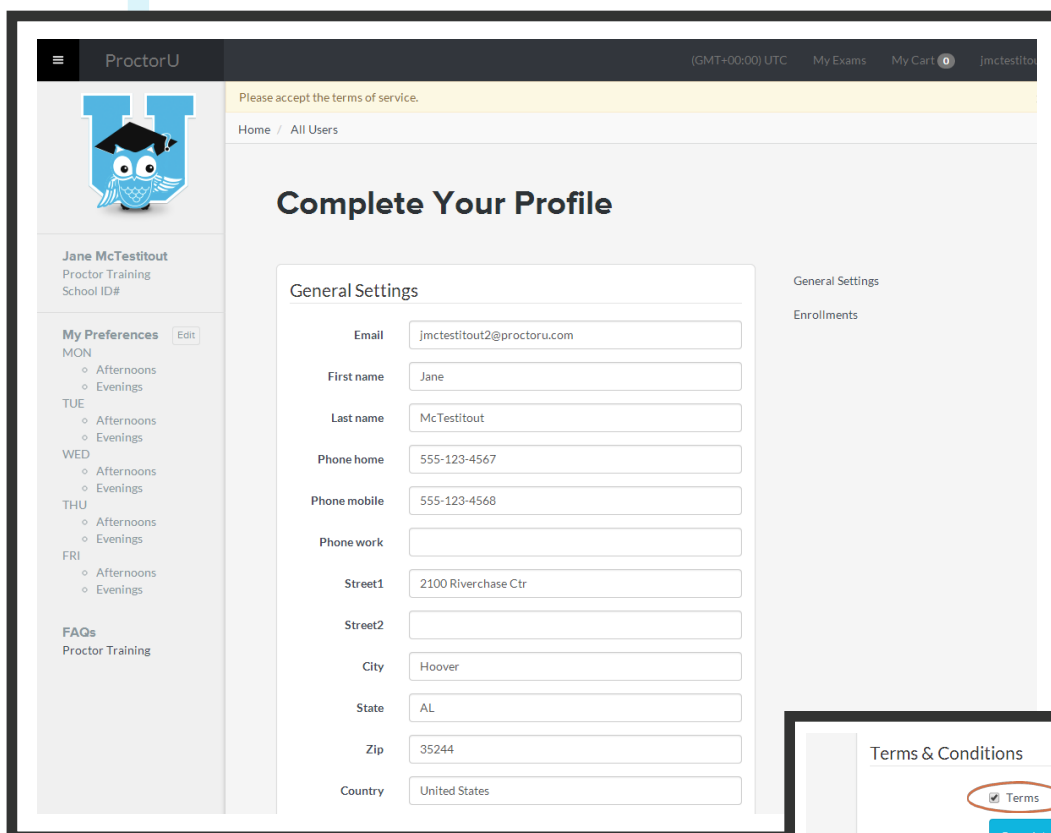


Figure 2

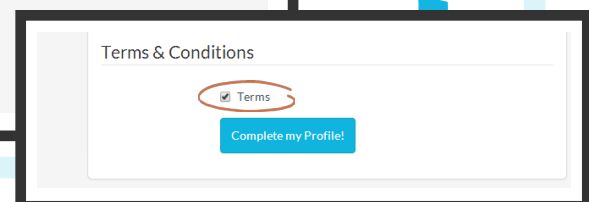


Figure 3

Setting exam availability preference

As part of their personal profile test-takers select and update their testing preferences for schedule availability when selecting a testing time slot.

Upon logging in, the profile setup prompts test-takers to set up these preferences. After setup, there is a link to personal preferences in the top right when a test-taker clicks on their name. Choosing the **Preferences** link displays the page seen in **Figure 4**.

Test-takers can choose a general time window from the drop down menus.

They may also select a custom time frame by highlighting the days and times preferred.

Once test-takers finish choosing their time options, they click **Save and Update** to set their preferences. Time preferences are displayed on the left menu bar for each specified day. These preferences can be updated at any time to reflect test-taker availability via the preferences link in the top-right of the page under the test-taker's name.

The screenshot displays the ProctorU 'My Account' page. The top navigation bar includes the ProctorU logo, user information (Jane McTestitout), and a dropdown menu with 'Preferences' highlighted. The main content area is divided into three sections: 'My Preferences', 'My Profile', and a left sidebar. The 'My Preferences' section contains a 'Getting Started' message, two dropdown menus for 'Do you prefer weekdays or weekends?' (set to 'Weekday') and 'Do you typically prefer a time of day?' (set to 'Morning'), and a 'Preferred days & times' section with buttons for days of the week (MON is selected) and time windows (Morning, Afternoon, Evening, Night). A 'SAVE & UPDATE' button is at the bottom. The 'My Profile' section shows personal details like name, email, address, and phone numbers. The left sidebar lists 'My Preferences' for each day (MON-FRI) with radio buttons for 'Afternoons' and 'Evenings'.

Figure 4

Scheduling Exams

Once a profile has been completed, or for a previous test-taker, the first login page will default to the **My Exams** page. If no exams are scheduled, the page will appear as in **Figure 5**.

A test-taker may click on the **Schedule New Exam** button either in the top-right or, if there are no active reservations, within the center of the page.

After clicking the **Schedule New Exam** button, a page with three drop-down menus appears. The test-taker will confirm the institution, select the exam term and select the specific exam they wish to take (**Figure 6**).

After choosing a specific test and clicking **Find Reservations**, the scheduling page will appear.

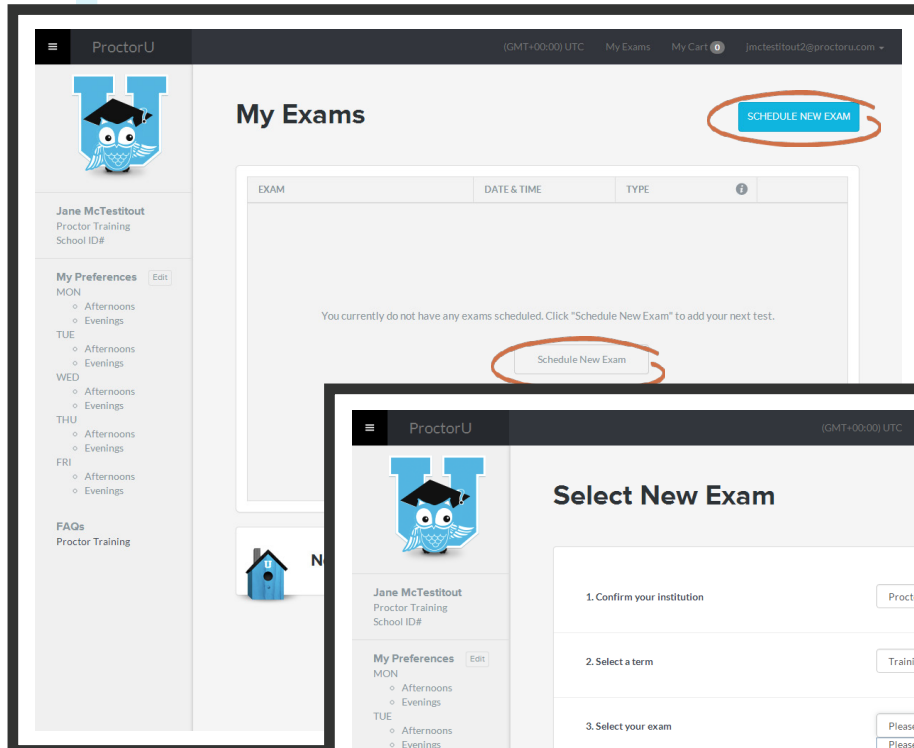


Figure 5

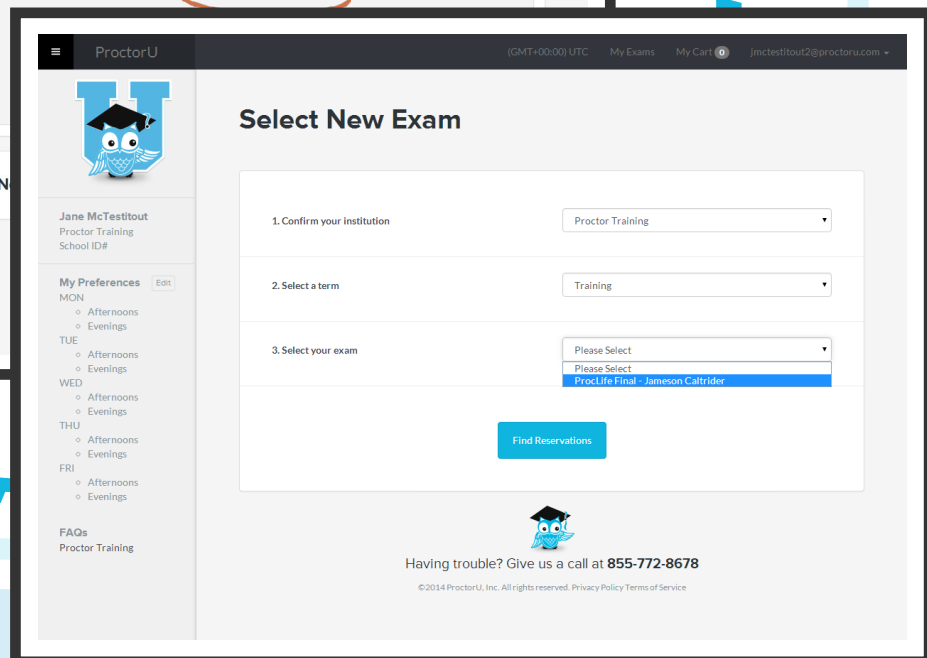


Figure 6

Please refer to **Figure 7** at top-right for the following:

Figure 7

1

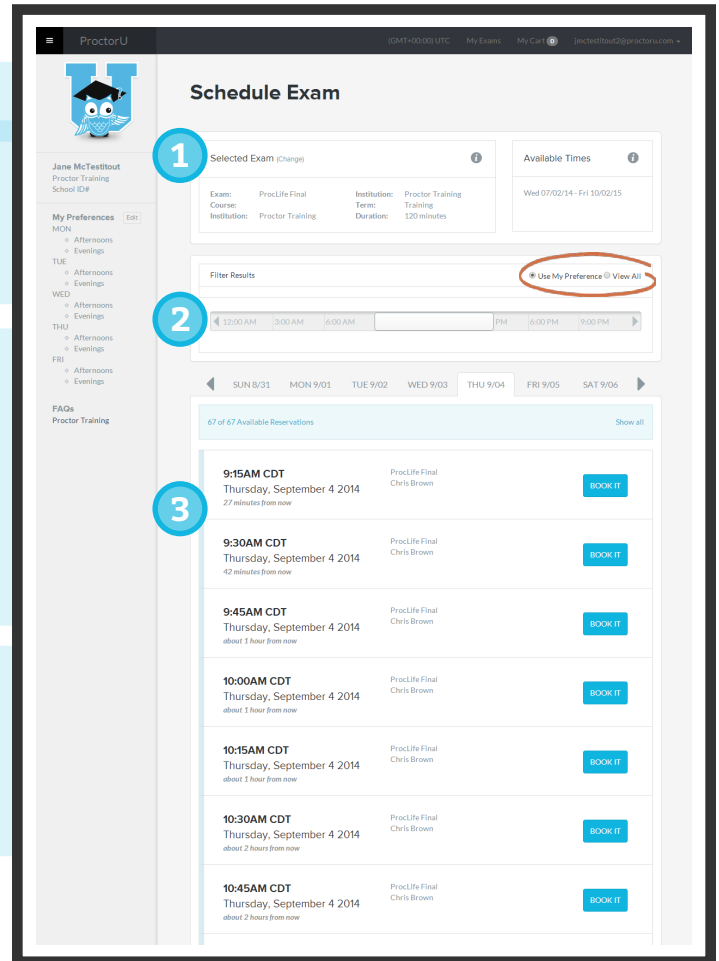
At the top of the page, the specific exam information is shown including: exam name, course ID, institution, instructor, available dates and blackout dates (if applicable). If enabled, there is also a **Take It Now** button option.

2

Appointments display using the time range listed in personal preferences. The test-taker can also choose a time range to find an appointment for their exam by adjusting the slider bar or view all available appointments by clicking the **View All** button on the right.

3

Adjusting the slider causes the available reservations list to display the available time slots for scheduling. Clicking on the **BOOK IT** button chooses a time slot.



After selecting the test appointment, it is either added to the test-taker's cart for payment and checkout (**Figures 8 and 9**) or the test-taker is sent back to their **My Exam** page. (**Figure 10**)

On the **My Exam** page, test-takers can view their recently scheduled exams and upcoming exams.

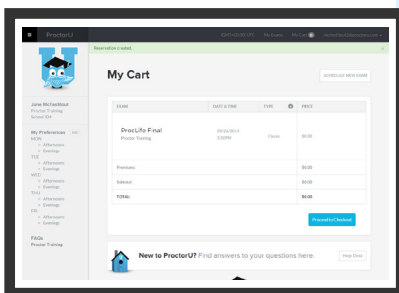


Figure 8

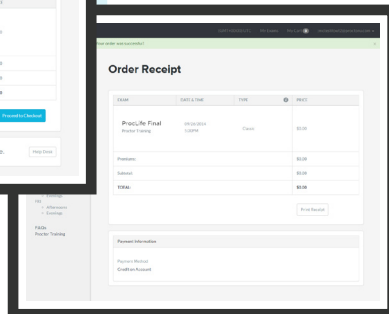


Figure 9

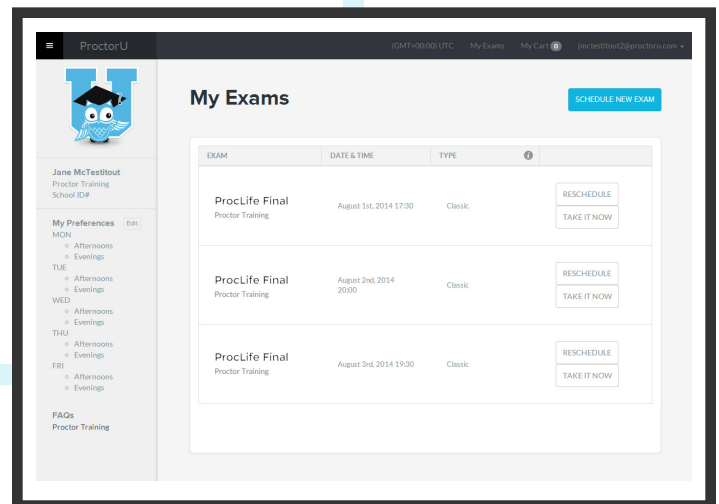


Figure 10

Connecting to a Proctor

After scheduling their exams, test-takers will see a **countdown** to their closest exam time at the top of their **My Exams** page, shown in **Figure 11**. At the appointment time, a test-taker will click on the **Start** button next to the appointment, which will take them to the proctoring room. Here, they will be prompted to download and run an applet as shown in **Figure 12**.

Figure 13 shows the downloaded applet, which connects the examinee'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.

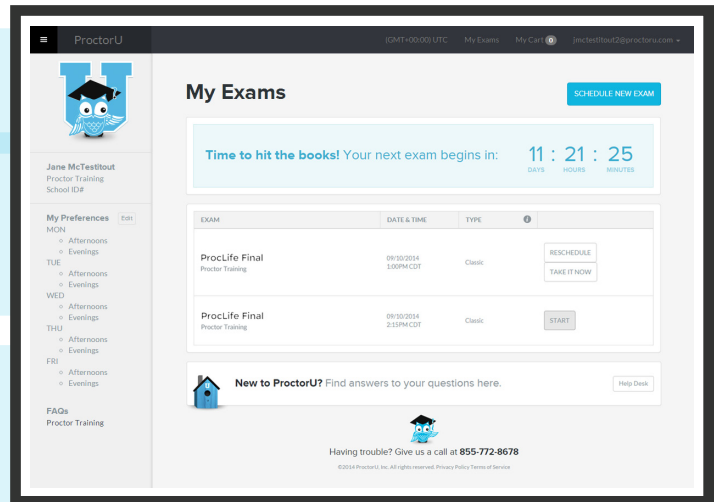


Figure 11

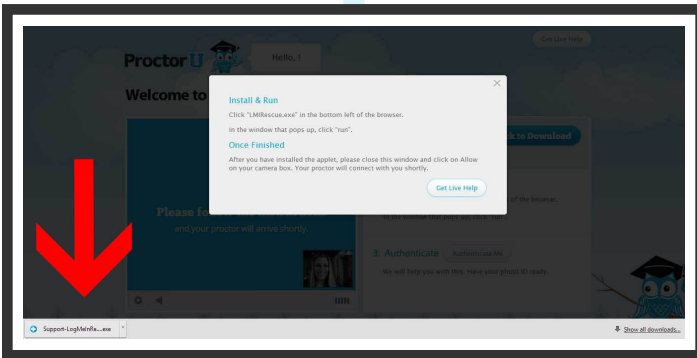


Figure 12

When the proctor connects 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, as illustrated in **Figure 14**. This picture represents what the test-taker sees. The proctor's view of the test-taker is much larger and there is also a zoom option.

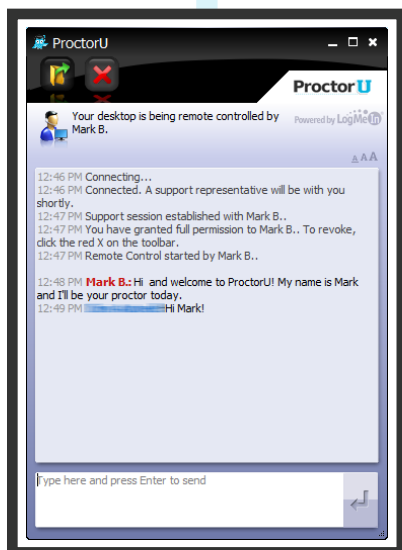


Figure 13

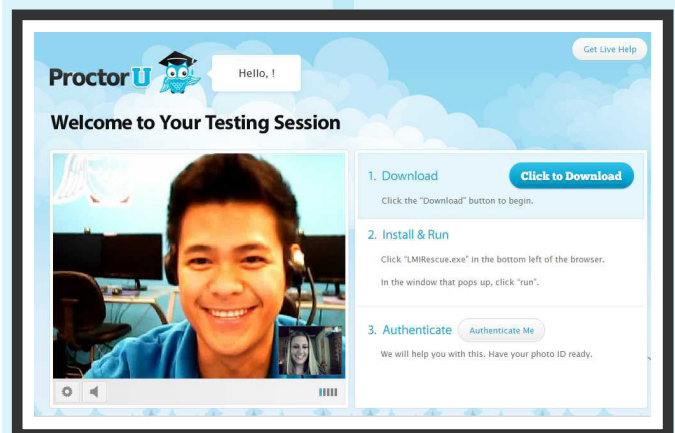


Figure 14

Authentication and Securing the Area

After the examinee is connected to their proctor via webcam and screen-sharing software, the proctor asks to see the test-taker's ID, as seen in **Figure 15**.

The ID information in **Figure 15** has been intentionally blurred for privacy reasons. In an actual proctoring session, the test-taker would be required to show a fully-visible ID so that the name and picture can be clearly seen and read by the proctor. A photograph of the examinee's face is then taken to keep on file to help authenticate his or her identity.

Parameters for the test are communicated verbally and in writing to the test-taker, who then acknowledges that they understand the instructions. The proctor then authenticates the test-taker with a quiz that uses challenge questions based on publicly available personal questions, as shown in **Figure 16**.

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

Next, the examinee is asked to pan their camera around to show their complete workspace and testing area so the proctor can observe the test-taker's surroundings, as seen in **Figure 17**.

If the camera is internal, to ensure that there are no unauthorized materials attached to the test-taker's computer monitor, the examinee is asked to show the proctor the edges of their monitor using a reflective surface such as a mirror, sunglasses, DVD or CD as shown in **Figure 18**.



Figure 15



Figure 16



Figure 17



Figure 18

After the proctor confirms that the monitor and work area are clear of all unauthorized materials, the proctor will ask 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 the authentication process, they are observed logging into their exam so the proctor can verify that the authenticated person is logging in to their individual account and taking their assigned exam, as shown in **Figure 19** and **Figure 20**.

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 examinee's computer. Proctors also monitor the test-taker audibly, to ensure they are not receiving verbal answers from an outside source.

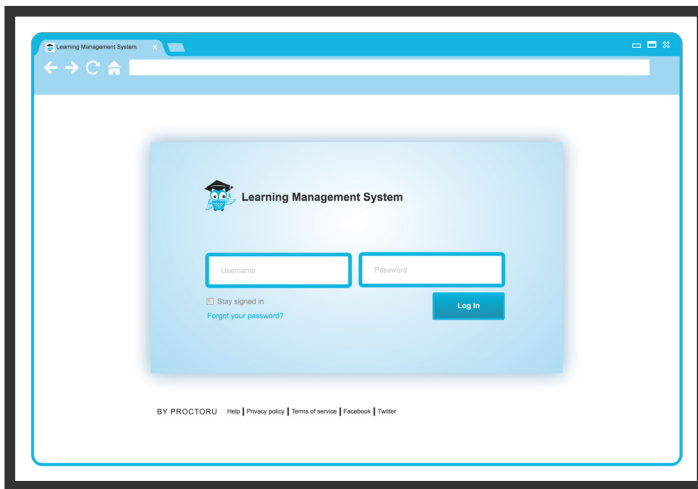


Figure 19

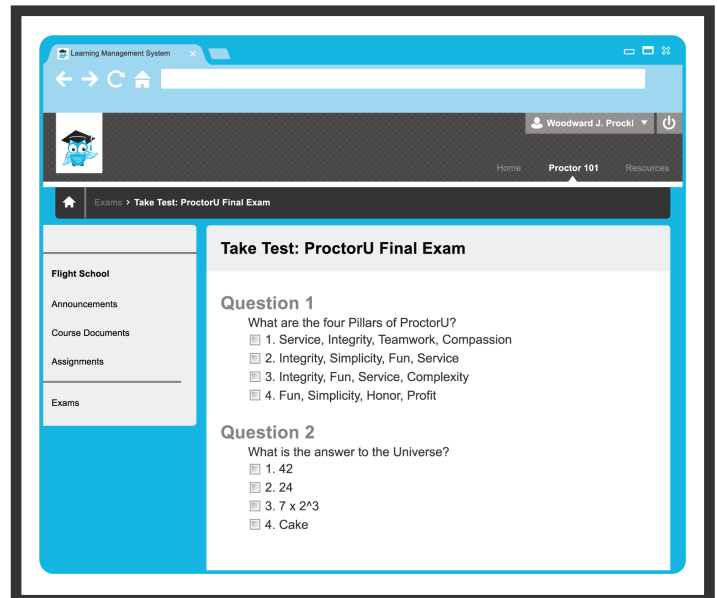


Figure 20

ProctorU actively engages test-takers in real time in order to prevent most incidents 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 examinee shows the proctor their submission screen, as shown in **Figure 21**, and an exam end time is logged.

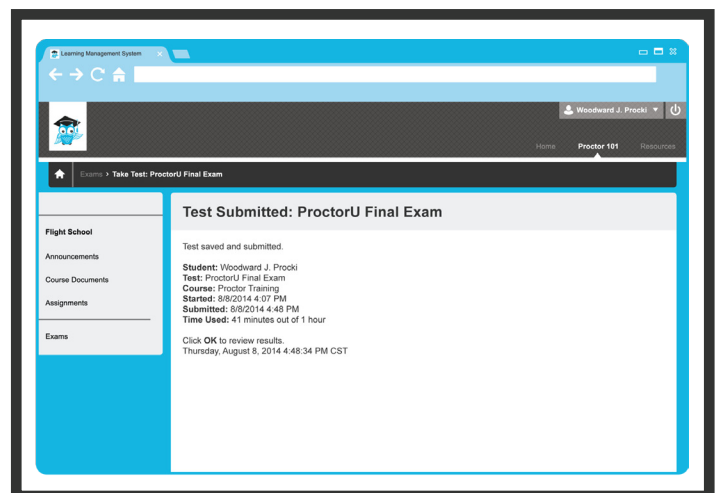


Figure 21

FACULTY EXPERIENCE

An exam must be added to the ProctorU system in order for an instructor's test-takers to schedule an exam via ProctorU.

To set up an exam, an administrator or instructor may use the integrated form within their ProctorU account. Faculty in need of an administrative account may contact an assessment services representative to be set up with an account.

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

On the home page, clicking on the exam tab at the top will list exams available to be scheduled (Figure 22). In the top right, there is a blue **Add New** button. Clicking on the button will open a drop down menu with available exam types.

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

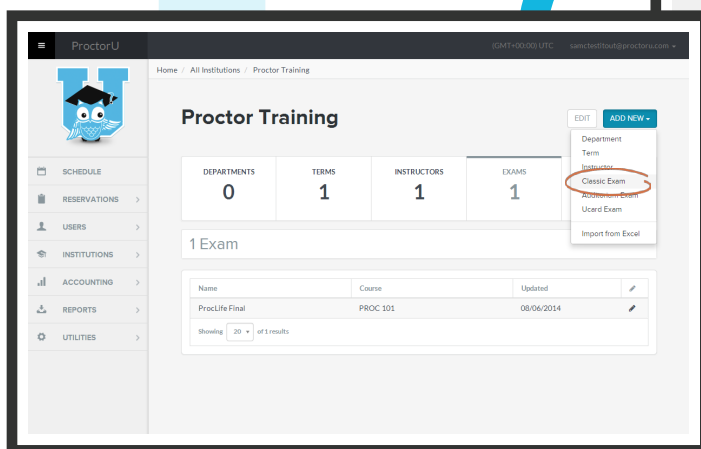


Figure 22

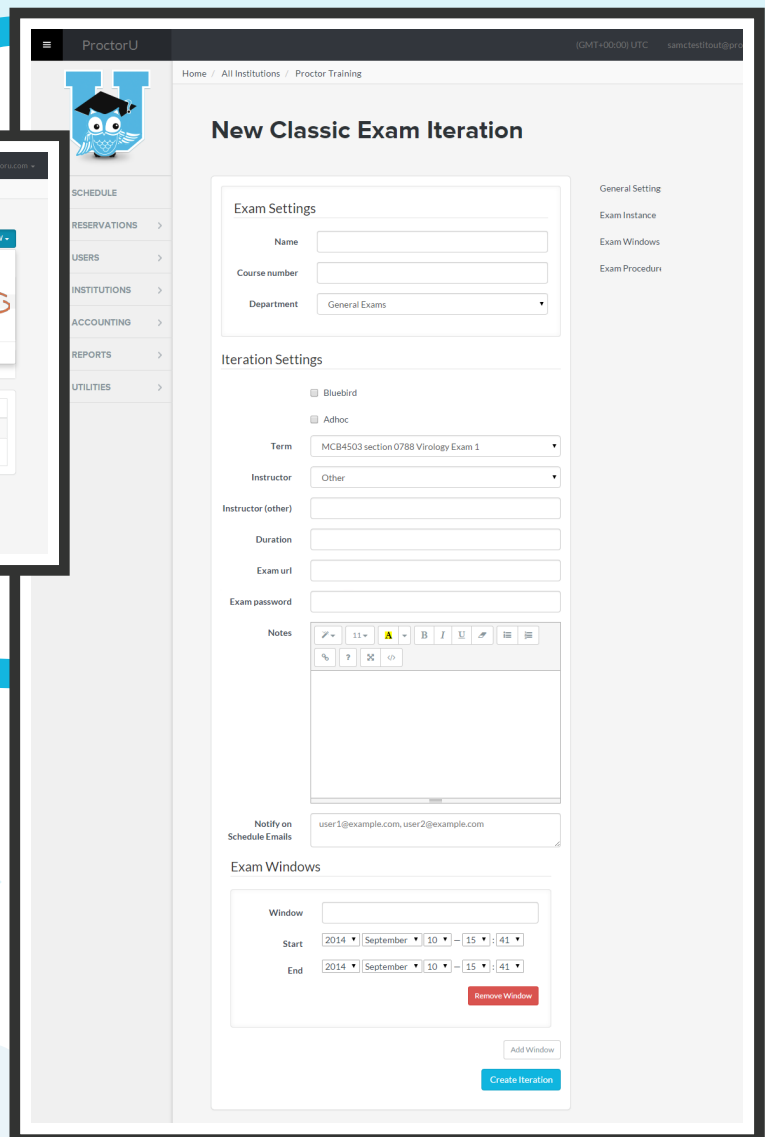


Figure 23

Instructors can specify the following details:

- Exam name
- Course number
- Department
- Bluebird/adhoc
- Term
- Instructor
- Duration
- Exam URL (location)
- Exam password
- Notes/allowed resources
- Notify on schedule emails

An exam availability window can also be added on this page. Clicking on the **Add Window** key opens a prompt where instructors can specify start and end dates, as well as name the exam time frame. Multiple exam windows may be added for a recurring exam (Figure 24).

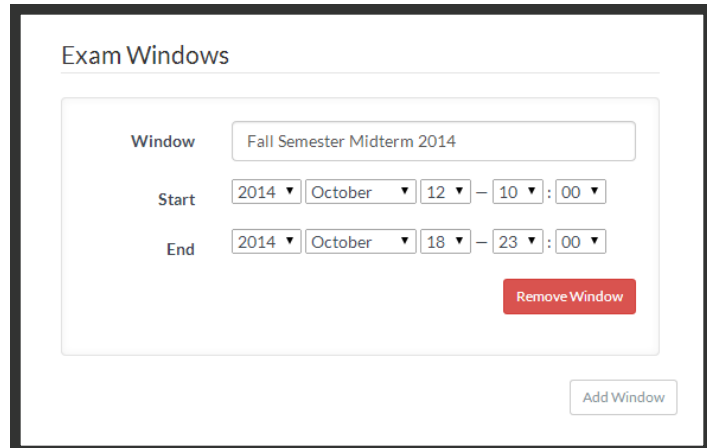


Figure 24

Alternate exam setup method: Email an Assessment Directive Form (ADF)

The ADF Excel template may be requested and emailed to an assessment services representative as an alternate method of setting up an exam within the ProctorU System. Administrators or instructors may contact an assessment services representative at passwords@proctoru.com if this method is preferred.

After completing the exam setup form or submitting the **Assessment Directive Form**, administrators will receive an e-mail confirming receipt of the information. Exam details and accuracy can be easily reviewed within the ProctorU administrative account.

Test-takers may then begin scheduling appointments. Institutional administration is given an account that provides access to records of exams proctored for their examinees. Individual and aggregate records are available and accessed through the ProctorU administrative account online.



Activity Reporting

Reservation Data

On the left under the **Reports** heading, **Reservation Fulfillment Activity** can be viewed. Administrators can also filter reservations by start and end dates (**Figure 25**).

This page displays the test-taker's institution, name, ID number, scheduled start date, department, exam, instructor and proctor. A more detailed description of individual appointments is displayed by clicking the **View** button to the right of each appointment.

Institution	Student	Student UID	Scheduled Start	Department	Exam	Instructor	Proctor	
Proctor Training	Folsom Proctor	dc3642c2	2014-08-19 19:00:00-0500	Folsom Training 2	Folsom Training	Folsom Training		View
Proctor Training	Folsom Proctor	dc3642c2	2014-08-20 08:35:00-0500	Folsom Training 2	Folsom Training	Folsom Training		View
Proctor Training	Folsom Proctor	dc3642c2	2014-09-01 02:30:00-0500	Folsom Training	Folsom Training	Folsom Training		View
Proctor Training	Folsom Proctor	dc3642c2	2014-09-01 04:15:00-0500	Folsom Training	Folsom Training	Senior Proctors		View
Proctor Training	Folsom Proctor	dc3642c2	2014-08-19 19:15:00-0500	Folsom Training	Folsom Training	Folsom Training		View

Figure 25

Cancellations

A report of 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, the proctor, who cancelled the appointment, the date cancelled and any credit given.

Exam	Student	Scheduled Start	Scheduled End	Reason	Explanation	Proctor	Cancelled By	Date	Credit
ProctorU Final	Proctorina Olson	November 26th, 2012 08:30	November 26th, 2012 10:30	Duplicate Appointment	Test-taker previously signed up for exam and erroneously created test appointments, I cancelled the appointment. - Sam M.	Sam McTesttout	Sam McTesttout	November 26th, 2012 09:39	
ProctorU Final	Richard Ducard	November 25th, 2012 15:30	November 25th, 2012 16:30	No Show	No show. - John Sm.	Sam McTesttout	Sam McTesttout	November 25th, 2012	


Figure 26

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 McTestitout
Institution: Proctor University
Exam Name: Underwater Basket Weaving - Final
Instructor: Woodward J. Procki
Incident #: *mmddy-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

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