

Student Guide

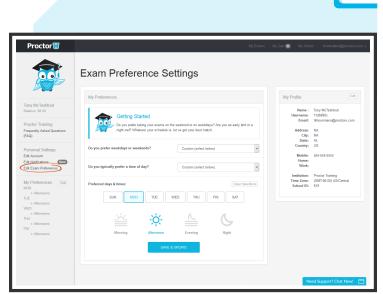
www.ProctorU.com 855 - 772 - 8678 contact@proctoru.com

Test-Taker Experience

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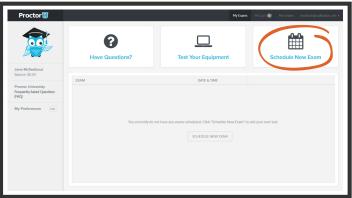
Setting Exam Preferences

- 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.





Scheduling Exams





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- 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 Reservation and proceeds to the scheduling page.

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Please refer to figure 6 above for items 1-4.

- 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.
- 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.

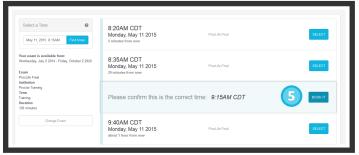


figure 7

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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 testtaker to the proctoring room. Here, the test-taker is prompted to download and run an applet (figure 11).

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.

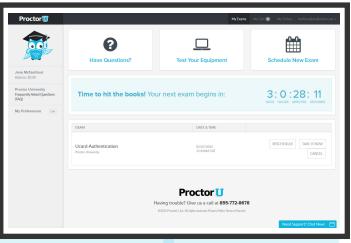
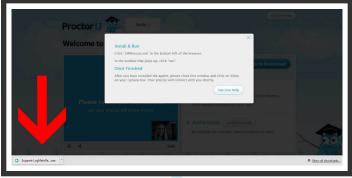
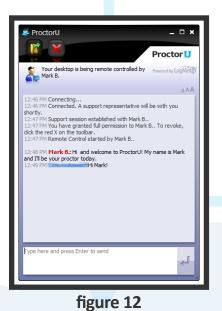


figure 10







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**).

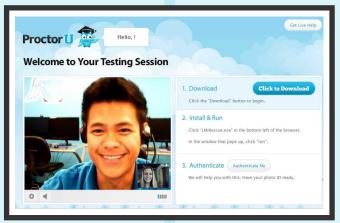


figure 13

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 fullyvisible 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.

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, sunglasses, DVD or CD (**figure 17**). This check ensures there are no unauthorized materials attached to the test-taker's computer monitor.



figure 16





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 e-campus 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**.

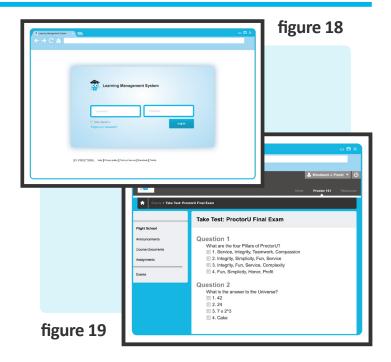
During the exam, test-takers are proctored by monitoring their video feed and testing environment. Screen-sharing technology allows the proctor to see everything that is happening on an test-taker's computer. Proctors also monitor the test-taker audibly, to ensure they are not receiving verbal answers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

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.



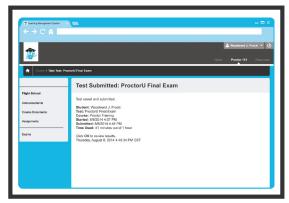


figure 20

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**).



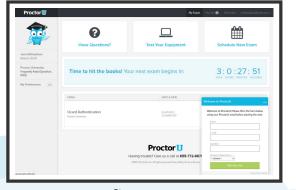


figure 21