How it WORKS

ProctorU

Student Guide

Test-Taker Experience

figure 1

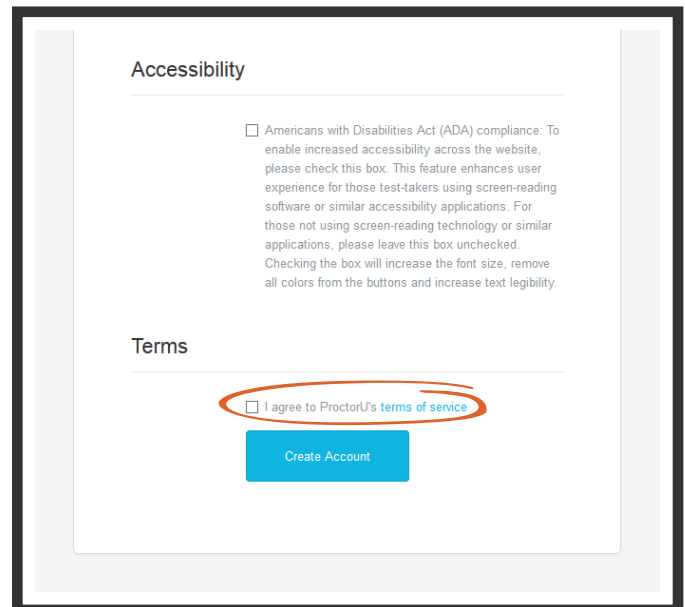- The test-taker navigates to **proctoru.com/portal/rsu** and clicks **New User? Sign up here** to create an account. The test-taker completes their profile information (**figure 1**).

- This screen includes 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.
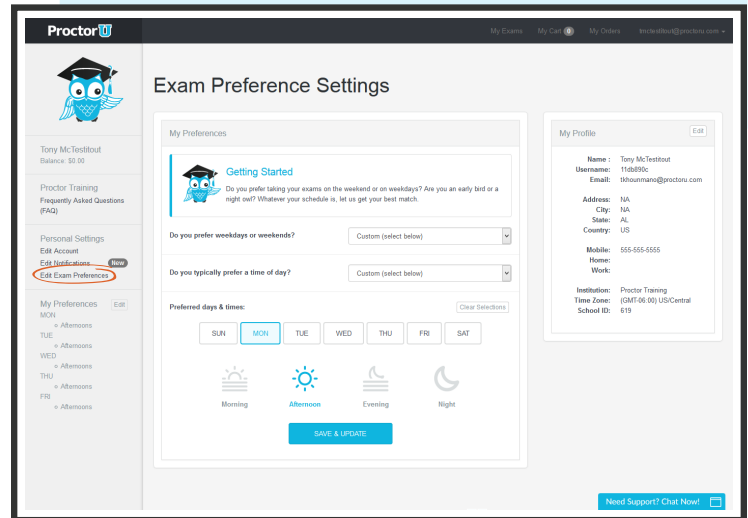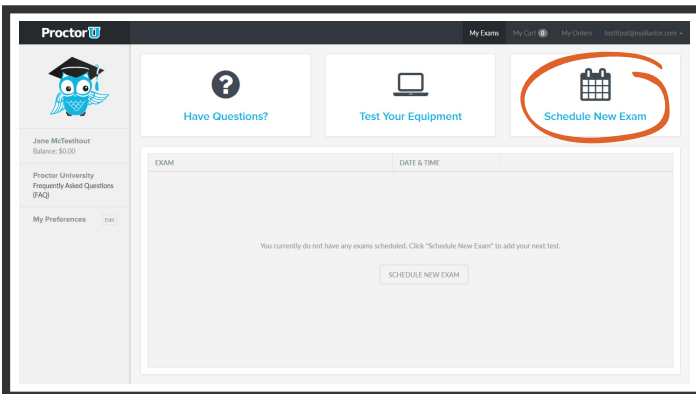

figure 3

Scheduling Exams

figure 4

- 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**).

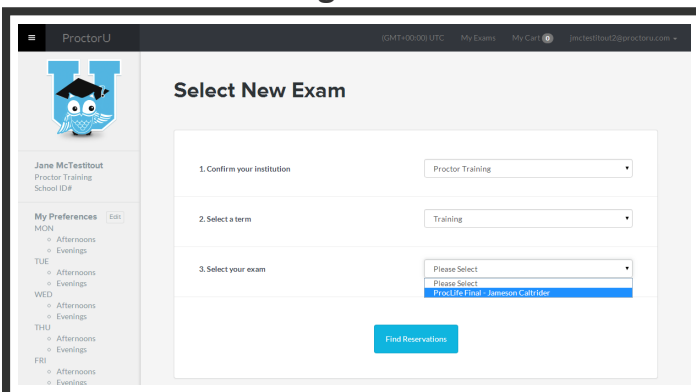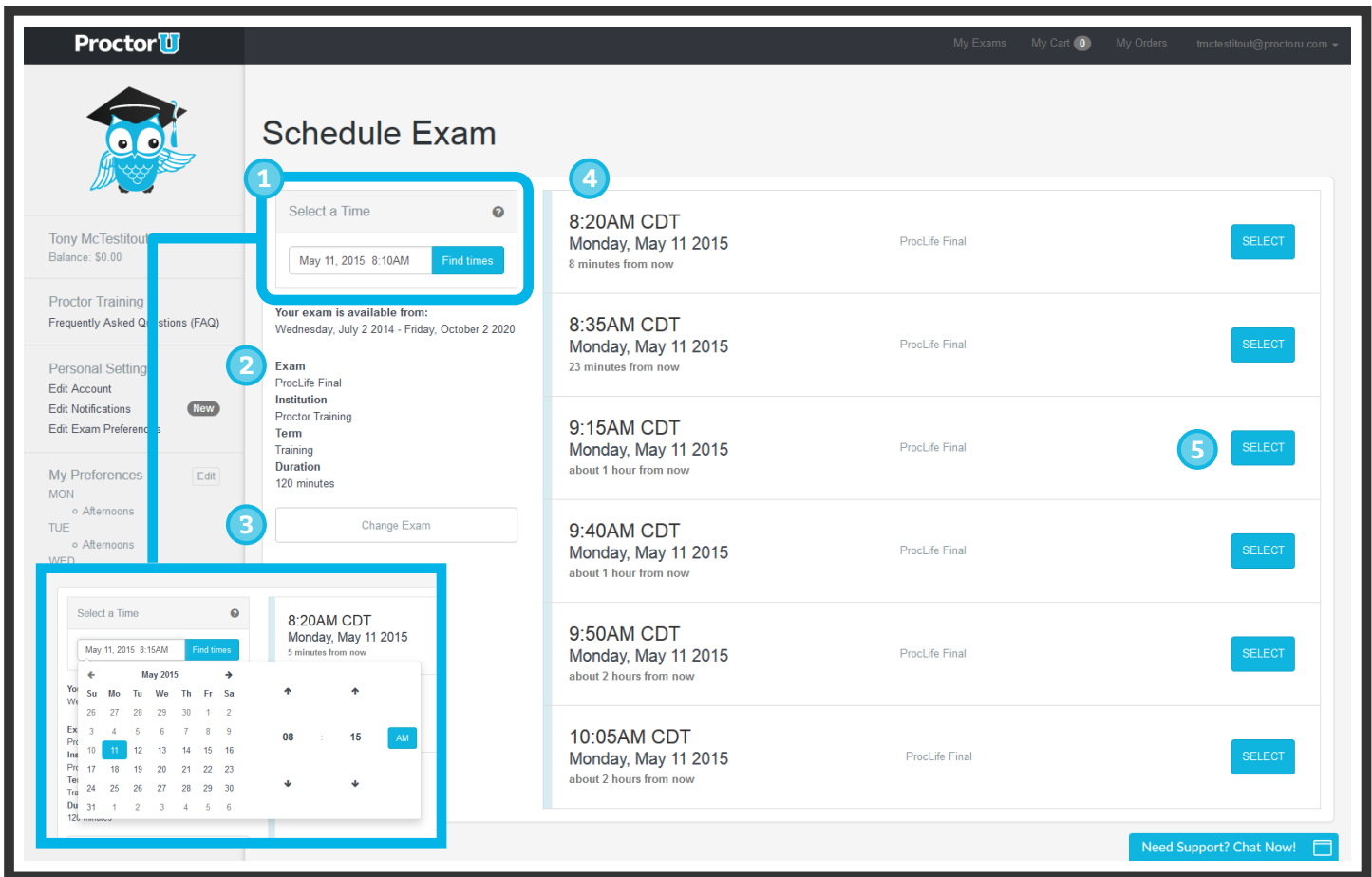- The test-taker clicks **Find Reservation** and proceeds to the scheduling page.

figure 5

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.
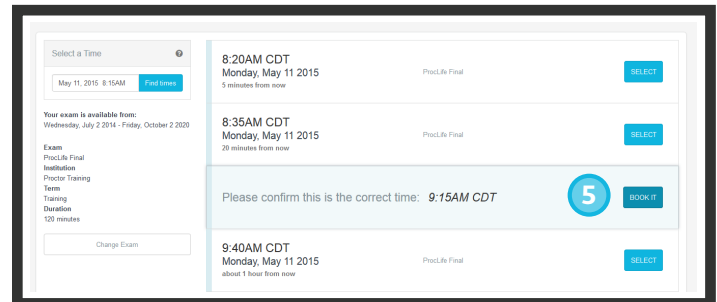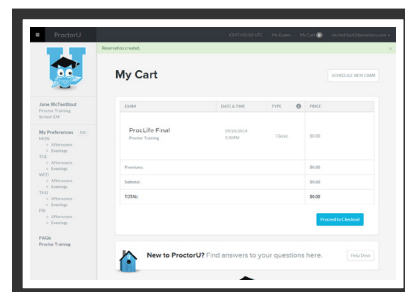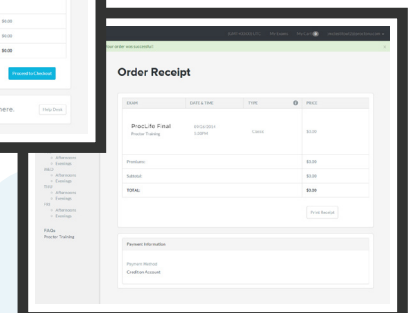

figure 7

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 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.
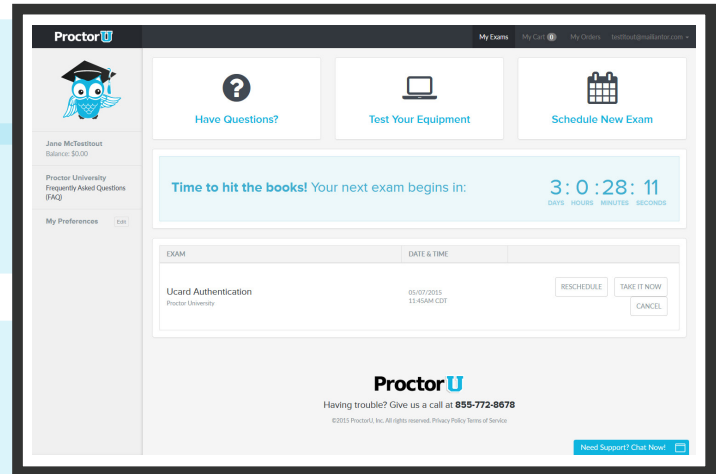

figure 10

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**).
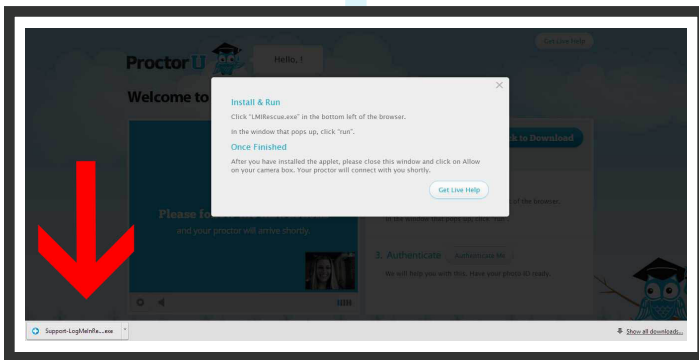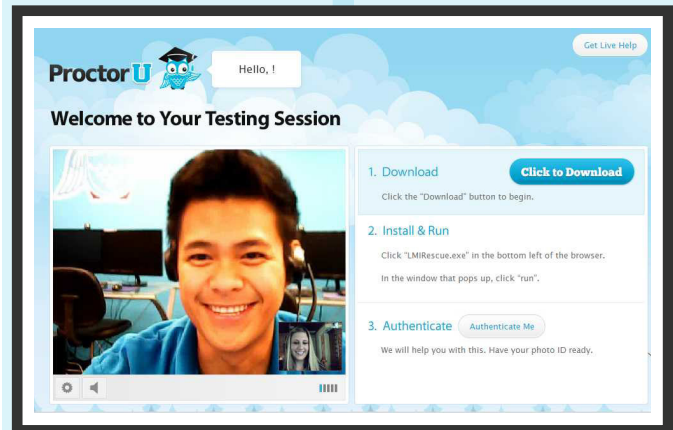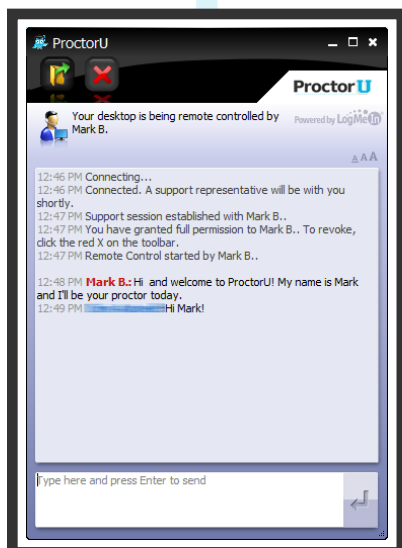

figure 13

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.
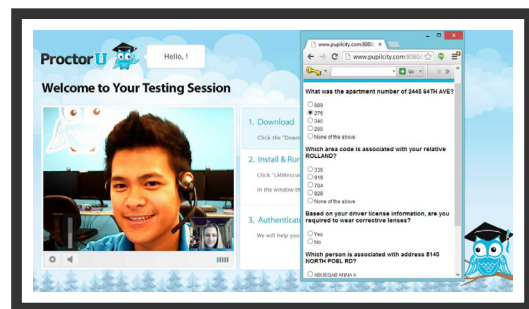

figure 14

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, sunglasses, DVD or CD (**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 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**.

figure 18

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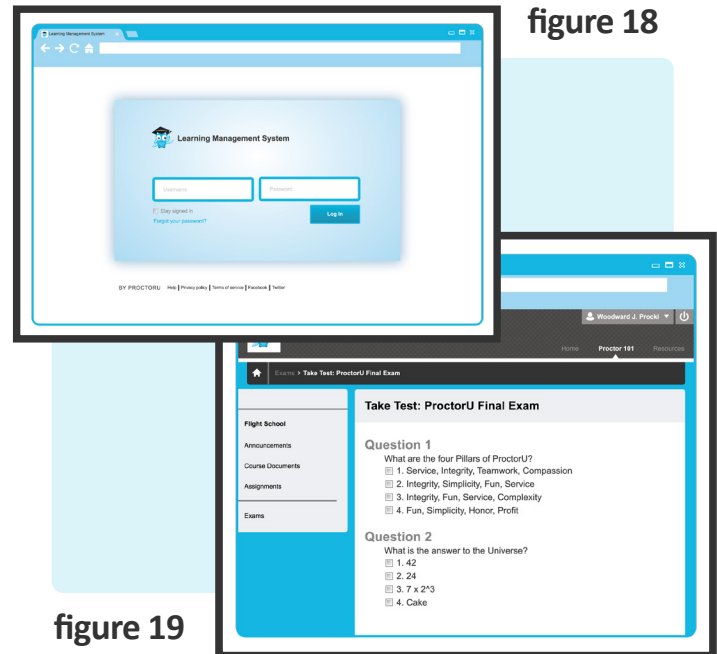
ProctorU engages test-takers in real time to prevent breaches of academic integrity.

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.
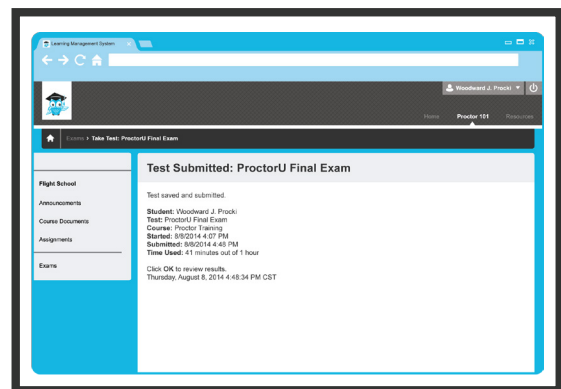
figure 20

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