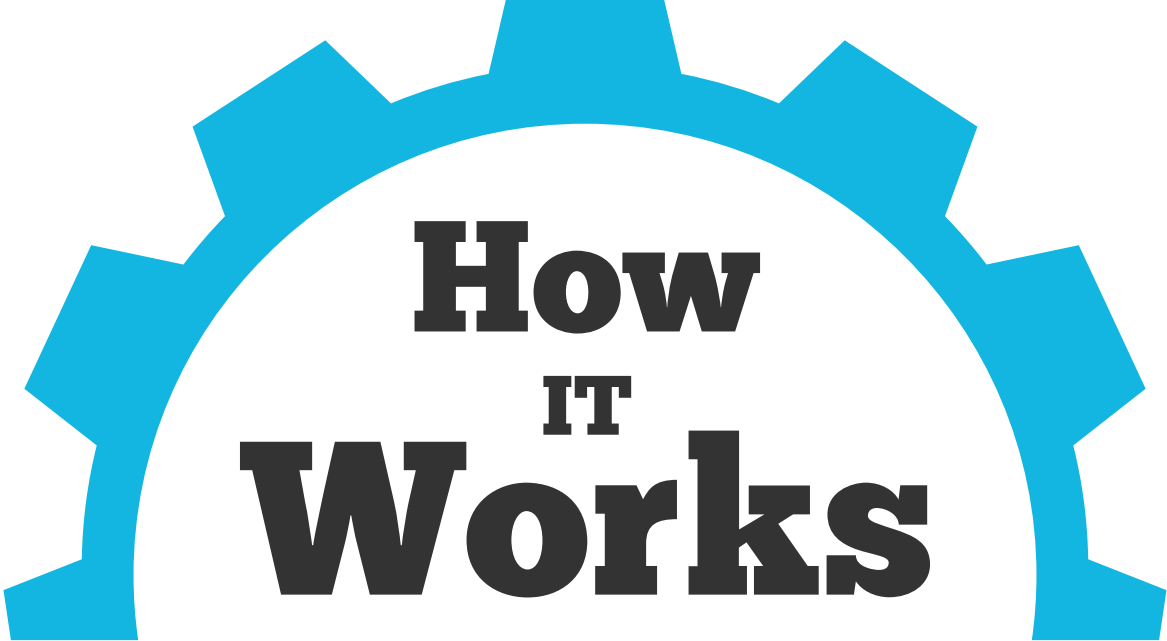




ProctorU



**How
IT
Works**

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



TEST-TAKER EXPERIENCE

Test-takers log on to go.proctoru.com and create an account, which allows them to select their exam and create an appointment. To create an appointment, examinees select the appropriate term and exam as shown in **Figure 1**. The test-taker’s available exams will be offered in a drop-down menu, and the possible dates for the exam will appear in the calendar in **blue**.

Once the exam has been scheduled, examinees will see a countdown timer as shown in **Figure 2**.

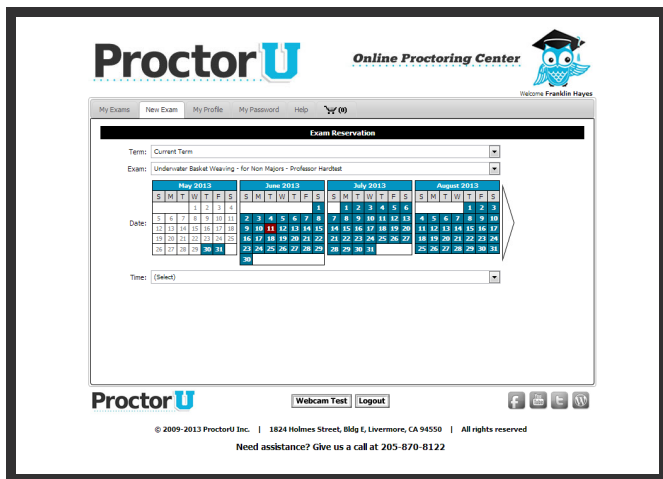


Figure 1

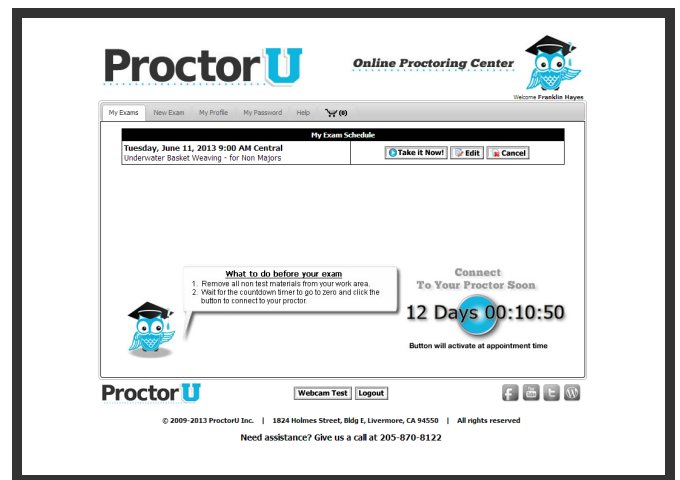


Figure 2

If test-takers wish to forgo the scheduling process, they may take advantage of the “Take it Now” feature. “Take it Now” allows examinees to take their exam immediately, or within the next hour based on 15-minute increments. This feature may not be accessible during peak hours.



At the time of their appointment, test-takers return to the website and log back in. Examinees will see, "Connect To Your Proctor Now." The exam and course number will be listed in a box, shown in **Figure 3**.

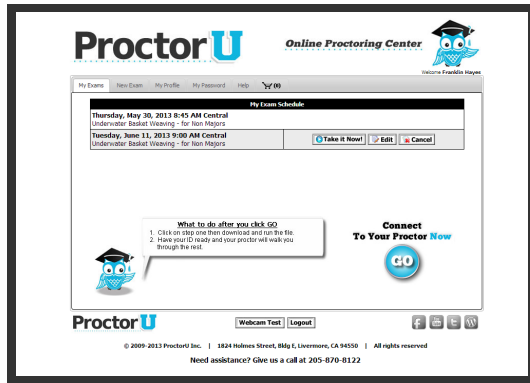


Figure 3

Once the blue "Go" button is clicked, test-takers are taken to the proctoring room, and are prompted to download and run an applet, shown in **Figure 4**.

The red arrow in **Figure 4** 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.

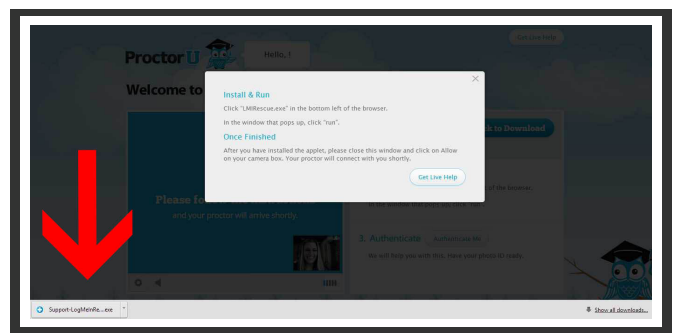


Figure 4



Once the screen-sharing connection has been established, a chat box will appear onscreen allowing the examinee and proctor to type to each other, if needed, as shown in **Figure 5**.

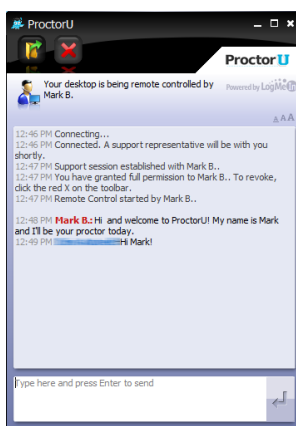


Figure 5

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 6**. 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.

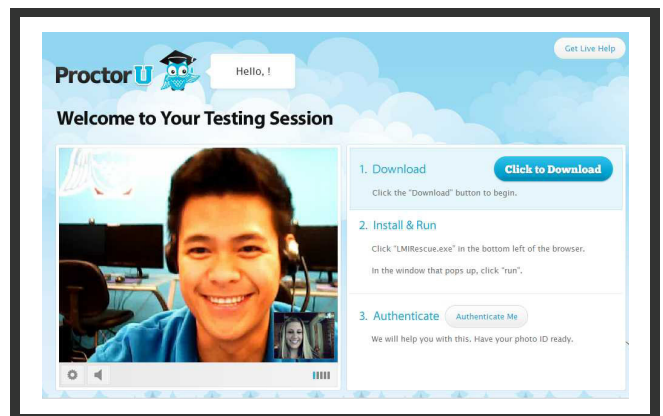


Figure 6



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 7**.

The ID information in Figure 7 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.

The parameters for the test are communicated to the test-taker, who then acknowledges that they understand the instructions. The proctor then authenticates the which generates challenge questions based on publicly available personal questions, as shown in **Figure 8**.

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



Figure 7

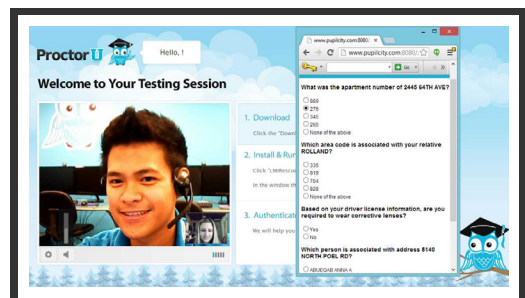


Figure 8

The examinee is then asked to pan their camera 360 degrees around their workspace so the proctor can observe the test-taker's surroundings, as seen in **Figure 9**.

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 10**.



Figure 9



Figure 10

After the proctor sees 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 to away from the testing area.

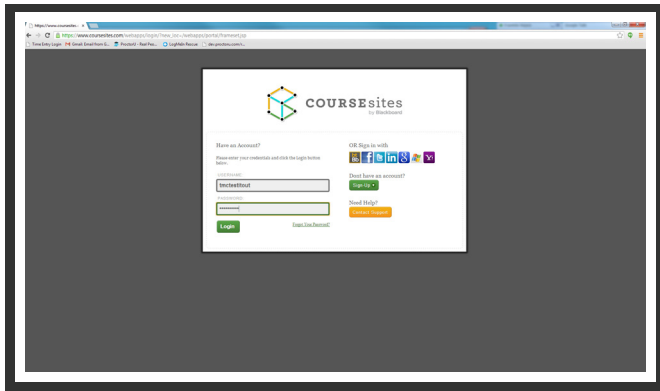


Figure 11

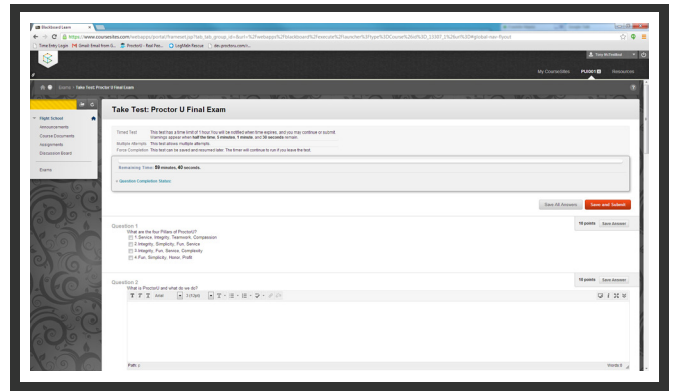


Figure 12

Once the test-taker passes the authentication quiz, 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 11** and **Figure 12**.

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 answers verbally from an outside source.

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 13** and an exam end time is logged.

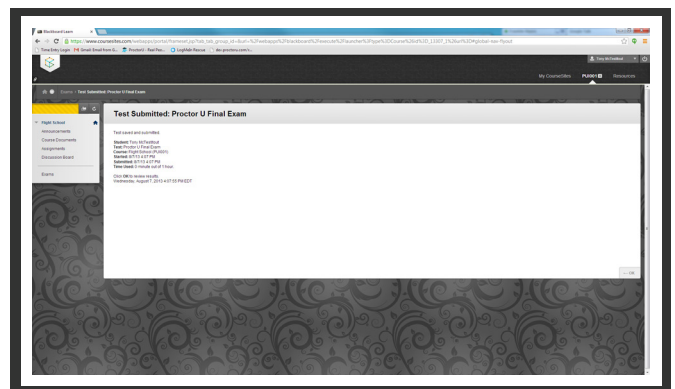


Figure 13



FACULTY EXPERIENCE

Administrators are asked to fill out an Assessment Directive Form (ADF), shown in **Figure 14**, which provides all the information ProctorU needs to enter the exam into the system. Once completed, the ADF will include details about the exam. ADFs should be submitted at least three weeks before the start of the exam and are processed within one to two business days.

Administrators participate in an orientation where the details in the ADF are confirmed and ProctorU staff discuss any questions the institutional representatives may have. After that, test-takers may begin scheduling appointments. Institutional users are also given an administrative account that provides access to all records of the exams proctored for their examinees. Complete individual and aggregate records are immediately available through ProctorU and are accessed through administrative accounts online.

blank adf

	A	B	C	D	E	F	G	H	I	J	K
1		Institution:		Submitted By:		Submission Date:		Semester/Term:			
2	Please submit this form to passwords@proctoru.com a minimum of three weeks before exam begins										
3	Number of Students (Estimated to take through ProctorU)	Exam Description (Course Number - Title - Exam Name)	Instructor Name	Time Limit (in Minutes)	First Possible Appointment Time (Date/Time Exam Opens, Central Time)	Last Possible Appointment Time (Date/Time Exam Closes, Central Time)	Exam Password	Special Instructions (Resources permitted, exam procedures, etc.)	Contact Information (whom to contact with exam issues)		
4	Example	25	HIS 101 - Western Civilizations - Quiz 3	Jane Smith	120	4/12/2015 7:00AM	4/26/2015 10:30PM	blue01s1	Closed book/notes, scratch paper allowed	Jane Smith - Ph. 202-592-8124	
5											

Figure 14

An example of an Activity Report can be seen in **Figure 15**. Administrators can view the test-taker's file photo, contact information, appointment information and complete notes from the proctoring session. Suspicious activity is reported back 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 16**.

Activity Report






Student	Number of Proctored	Start Time	End Time	Completed	Test	Instructor	Proctor	Special Instructions	Proctor Name	Student Comments	Notes
	1	3/12 11:00am	3:28 PM		ProctorU - Full - 101 - ProctorU Demo - James Morgan James Morgan	ProctorU James			James Morgan		
	1	3/12 11:00am	3:28 PM		ProctorU - Full - 101 - ProctorU Demo - James Morgan James Morgan	ProctorU James			James Morgan		
	1	3/12 11:00am	3:28 PM		ProctorU - Full - 101 - ProctorU Demo - James Morgan James Morgan	ProctorU James			James Morgan		
	1	3/12 11:00am	3:28 PM		ProctorU - Full - 101 - ProctorU Demo - James Morgan James Morgan	ProctorU James			James Morgan		
	1	3/12 11:00am	3:28 PM		ProctorU - Full - 101 - ProctorU Demo - James Morgan James Morgan	ProctorU James			James Morgan		

Figure 15



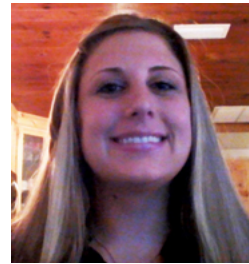
Incident Report



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



Joshua Wood
Intelligence Coordinator

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Figure 16