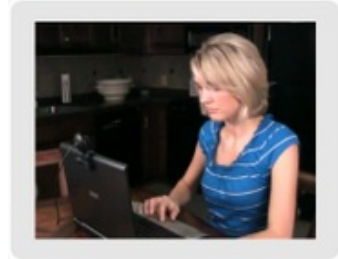




What We Do

ProctorU is an online proctoring service that allows exam takers to complete their assessment at home while still ensuring the integrity of the exam for the institution. We use proctors who monitor exam takers in an easy, three-step process:

1. **We observe the test taker via a web cam.** *The student is connected to a real person who speaks with them to guide them through the process.*
2. **We watch the test taker's screen in real time.** *We can see everything that the student is doing both at their location and on screen.*
3. **We authenticate the student's identity.** *Using a multi-factor process, the strongest in the industry, we ensure that the person being monitored is the proper student.*



Preparing Your Students

Students can take exams from home seven days a week. They will be connected to a live person during their exam that will be there to guide them through the process, answer any questions not related to exam material, and assist with any technical problems. If they have any questions, they can always call our proctor line at 205-870-8122.

Appointments

Appointments are required to use ProctorU and students should try to make them at least three days in advance. Appointments can be made inside of three days, but the student will be assessed a \$5 late registration fee. Late registrations are subject to availability. Same day appointments cannot be made online. To make an appointment, students must create an account at <http://go.proctoru.com>, log in, click on the "new exam" link and select the exam, date, and time they desire. The appointment will be confirmed to them in an email.

At the date and time of their appointment, the student will return to <http://go.proctoru.com>, log in, and a message will appear saying "You have an exam. Click here to begin." From there, they will be connected to a proctor. If a student has any problems connecting, they can always call us at 205-870-8122.

Technical Requirements

Students are responsible for meeting the following technical requirements:

- *A reliable computer running Windows XP (or higher) or Mac OS X (or higher).*
- *A web cam with 640x480 video pixel resolution or higher.*
- *Headphones or working speakers connected to the computer.*
- *A working microphone connected to the computer. We recommend a web cam that has a built in microphone.*
- *A web browser with Adobe Flash Player installed. We recommend Flash Player 10.*
- *A reliable, high-speed internet connection.*
- *The ability to allow video and screen-sharing connections to the computer you will be using to take your exam.*
- *Students can test their computer and web cam at www.ProctorU.com/AmIReady.*



Getting Your Class into Our System

In order to use ProctorU in your classes, all you need to do is fill out an ADF (Assessment Directive Form) and submit it to ProctorU. This form can be downloaded at <http://www.proctoru.com/docs/ADF.xls>. The ADF is a tool that faculty members use to communicate exam information with ProctorU. All of the information that you provide will be used for two purposes:

1. To effectively list your exam in our system so that your students know which one to select.
2. For our staff to know how to proctor the test.

ProctorU will need enough information in this document for students to recognize their exam when selecting on the ProctorU site. Necessary information is as follows:

- ✓ **The Course Number** – This should be listed as it is in the university catalog or on a transcript. (example: EDER 5200)
- ✓ **The Course Title**- This is the more common name of the course. (example: Introductory Statistics)
- ✓ **Instructor Name**- This is the name of the faculty member administering the exam.
- ✓ **Name of Exam**- This indicates what exam the student will be taking, and can aid a proctor in helping the student open the correct exam. (example: Midterm, Final, or Test 2)
- ✓ **Time Limit**- This is the time limit that has been set in the LMS (Learning Management System) for this test. Proctors will not be verbally enforcing the time limit unless instructed, but the LMS should enforce it automatically.
- ✓ **Date/Time the Exam Opens**- When do you wish for your students to begin being able to take this exam? (example: October 3 at 12:00 pm)
- ✓ **Date/Time the Exam Closes**- When do you want all of your students to have finished the exam? Our system prevents them from scheduling outside of your Open/Close time frame.
- ✓ **Password** – This is the password that you (or someone from the institution) has set for the proctor to use to unlock the exam. ProctorU is able to type this password in without the student seeing it. Please do not give this information to students for any reason.
- ✓ **Special Instructions** – This is where you can give any instructions to the proctor to allow or disallow certain things. (example: open book, open note, calculators allowed) – PLEASE NOTE – Due to the nature of distance proctoring, any exam that is open book must also be open note. It is difficult for proctors to distinguish between the two without constantly interrupting the student.

This form needs to be submitted to ProctorU at least five business days before students will be logging onto our site to schedule appointments. Ideally, this would be done several weeks prior to the actual exam date. When filled out, please email the document to passwords@proctoru.com to ensure that it gets entered into the ProctorU system promptly. Any time you want to add exams to ProctorU, you will use this same process. Lastly, any change to exam information should be sent to passwords@proctoru.com.

