proctorU

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HOW IT WORKS

FACULTY PROCESS

- Add an exam iteration
- Reporting capabilities

- An exam must be added to the ProctorU system before an instructor's test-takers can schedule an exam with ProctorU.

- An administrator or instructor may create an exam using their ProctorU account. Faculty needing an account may contact a ProctorU representative to set up an account.

- After logging into their account, faculty can create an exam using the following process:

  - In the top right of the home page, clicking the **Add New** button (**Figure 1**) will open a drop down menu.

  - Selecting **Exam** will open the exam details screen (**Figure 2**).

FIGURE 1

FIGURE 2

Adding an exam

An instructor may use the check boxes to specify allowed materials and resources, and a dialogue box is provided for resources not listed.

Exam availability is also be added on this page. Clicking **Add Window** opens a prompt where the instructor can specify the start and end dates and times that an exam is available on ProctorU. Multiple exam windows may be added for a recurring exam (**Figure 3**).

FIGURE 3

Instructors can specify the following exam details:

- Exam title
- Department
- Term
- Instructor
- Duration of exam
- Exam URL (location)
- Exam password
- Permitted resources
- Permitted browsers
- Other allowed resources
- Expected no. of test-takers
- Additional exam notes and accommodations
- Notify on schedule emails
- Point of contact for exam

To help expedite proctoring for test-takers, when detailing the **Exam Title** field the instructor should also use the **course/class code or number** in addition to the name of the actual exam (e.g., **STA 101 - Statistics Final Exam**). This helps the test-taker confirm their class and exam during the appointment start up process.

After completing an exam form, the instructor receives an email notification that the exam has been sent for review.

ProctorU's assessment services team reviews the exam information and enters it into the system. The instructor is notified via email when the exam has been activated.

Exam details and accuracy can be reviewed within the ProctorU administrative account. Details can be changed until 24 hours before the exam start time. Within this time period, a ProctorU representative must be contacted to change exam parameters.

After activation, test-takers may begin scheduling appointments. The administrative account also provides access to records of proctored exams.

Activity reporting

FIGURE 4

RESERVATION DATA

Under the **Reports**/**Activity Report** heading in the navigation bar, **Session Activity** can be viewed. The instructor can use a variety of filters to sort appointments (**Figure 4**).

This page displays a test-taker's exam, department, instructor, test-taker name, start and end time and exam duration. A detailed description of individual appointments is displayed by clicking the **clipboard edit icon** to the right of each appointment.

FIGURE 5

CANCELLATIONS

Cancellation activity is also available under the **Reports** menu **(Figure 5)**. This report displays exam name, test-taker name, scheduled start and end dates, reason for cancellation, cancellation explanation, who canceled the appointment, the date canceled and any credit given. Reports can be filtered by test-taker name, start and end dates, or by reason.

Test-taker appointment timeline

The instructor can also view the events of a particular appointment in a detailed timeline (**Figure 6**), next page). This timeline displays all of the events during an appointment in chronological order as well as any notes made by a proctor or manager.
The timeline will also display the relevant test-taker and exam session information for the appointment.

FIGURE 6

① **NAVIGATION BAR** - Shows the institution and exam for the selected appointment.

② **USER** - Shows the user for the selected appointment including their contact information.

③ **SESSION** - Shows information for the selected appointment including exam start and end times, fulfillment status and contact information.

④ **AUTHENTICATION METHODS** - Displays pass/fail for authentication checks for appointments using Ucard authentication only. Otherwise, this field displays "No authentications for this test-taker."

⑤ **EXAM** - Shows exam notes for this appointment. Proctors view these same notes.

⑥ **COMMENTS** - A counter shows if there are any active comments on timeline events from proctors or management.

⑦ **INCIDENTS** - All suspicious events flagged by our system will be indicated as "Incidents.

⑧ **MEDIA-PLAYBACK** - You can watch a live stream of a test-taker if they are still in an exam. If a session is already complete, you can watch a recording of the session. The yellow dots on the playback of the video will pinpoint an alert that was detected by our system.

⑨ **ALERT** - Under the "Activity" tab, you can see information about a session in more detail.

EXAM GENERAL

Under the "Exam General" tab, you can see information about a session in more detail. A playback icon will be next to each incident. You can click the icon to go directly to review the event in the video recording.
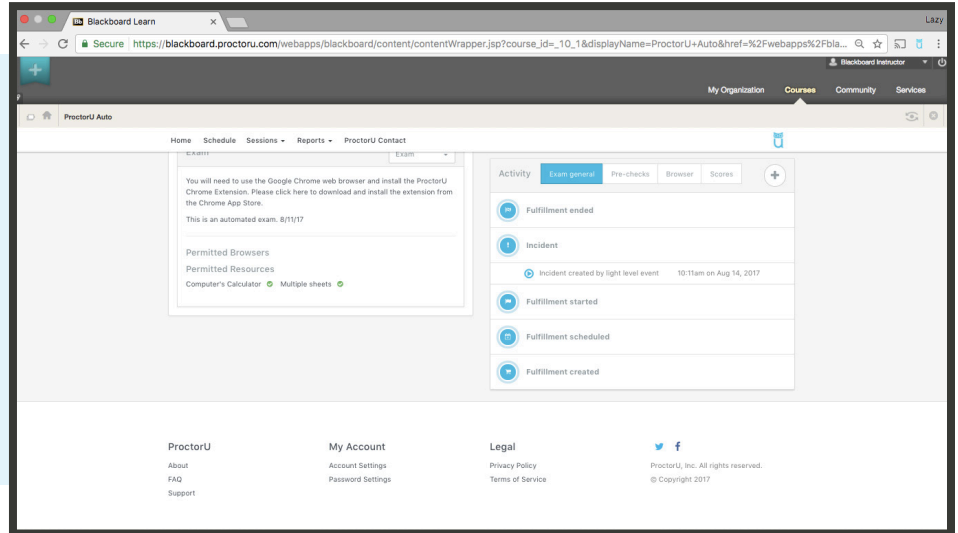

PRE-CHECKS

The "Pre-checks" tab will show you everything that happened with a test-taker prior to the start of an exam. Each event also has a playback icon to take you to review that specific part of the video recording.
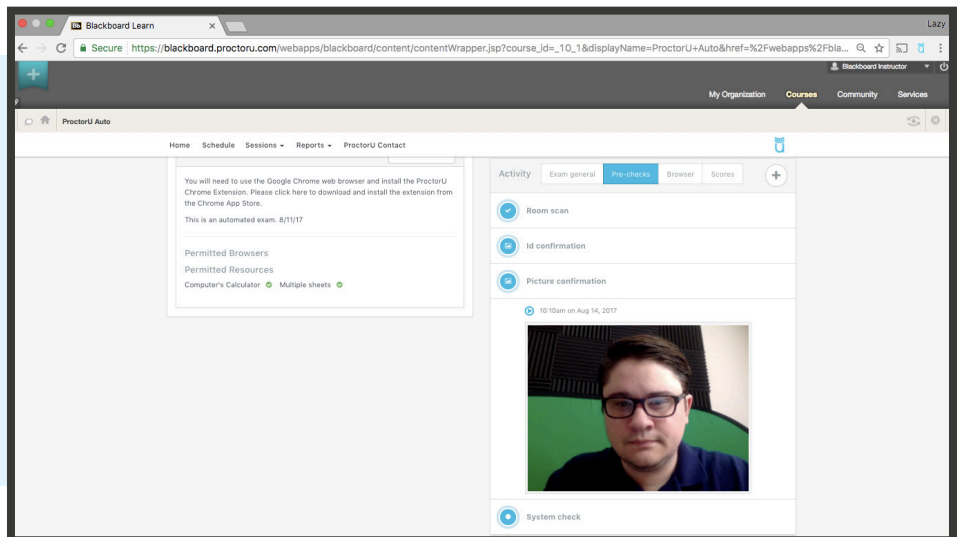
TEST-TAKER BROWSER

The "Browser" section will show each tab a test-taker opened during an exam. It will also show what the test-taker tried to copy and paste during that exam. Lastly, it will show the location of the test-taker based on their IP address.
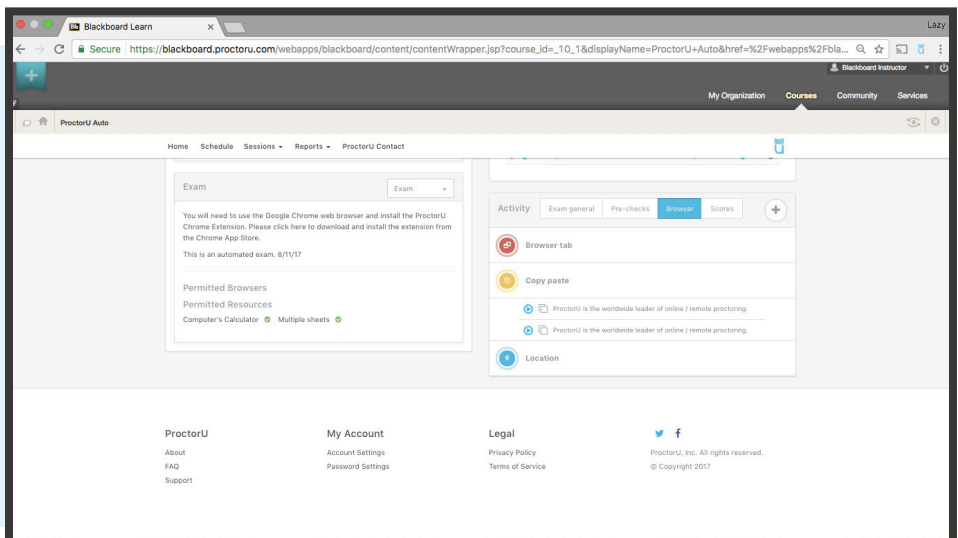
Incident reporting

Suspicious activity is collected and sent to the institution in the form of an **Incident Report**, which documents a potential breach of academic integrity.

A link to the incident report is sent via email to the instructor associated with the course and exam (**Figure 7**).
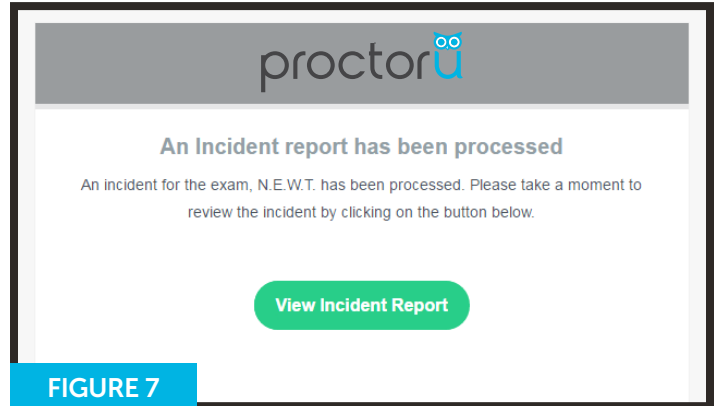
FIGURE 7

Clicking **View Incident Report** from the email displays the relevant session data collected by ProctorU's incident report team (**Figure 8**).

a **Student name**

b **Session data** - Includes the institution, instructor name, exam name, appointment date, incident date and proctor name.

c **Incident Type(s)** - Displays the urgency level and category of the incident.

d **Details** - A summary of what happened and actions taken during the incident.

e **Chat Log** - The chat record between ProctorU and the test-taker. Important sections may be highlighted if the entire chat log is shown.

f **Events** - A timeline of events during the exam session shown chronologically from newest to oldest. Important sections and incident are highlighted in red, yellow and/or green.
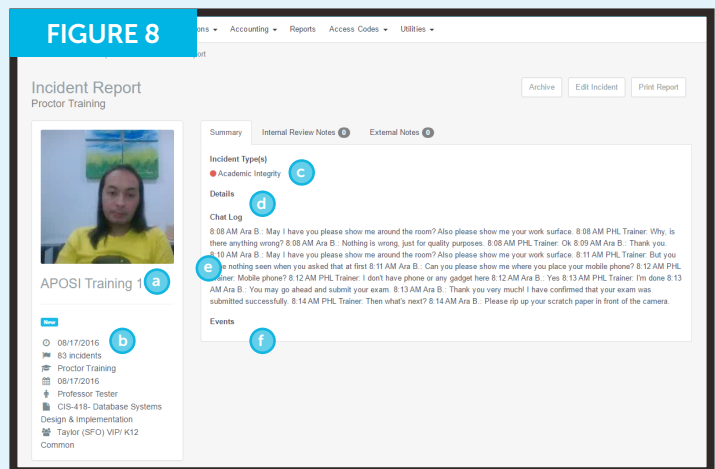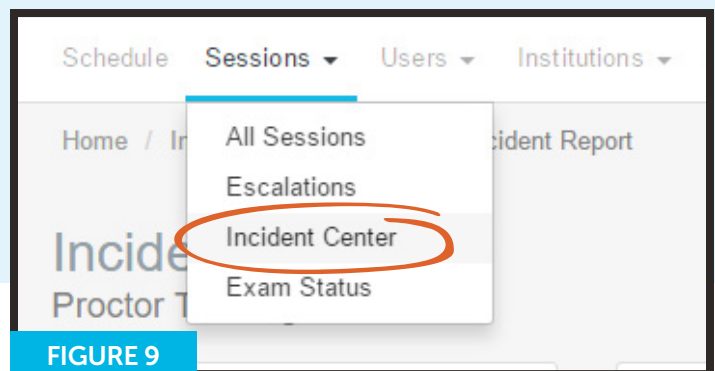
FIGURE 8

FIGURE 9

Incident reports can also be viewed in ProctorU's **Incident Report Center** (IRC). After logging in, the instructor mouses over **Sessions** in the navigation bar and selects **Incident Center** (**Figure 9**).
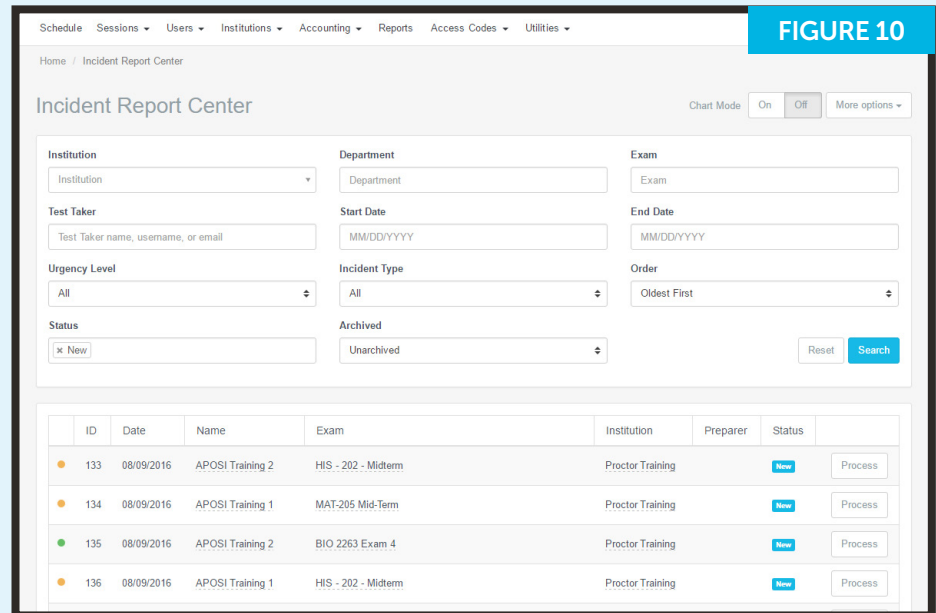
Incident reporting

In the IRC, the instructor can view all incidents associated with their exam iterations (**Figure 10**).

Incidents can also be filtered by department, exam name, test-taker name, start and end dates and urgency level.

Clicking **View** next to an incident report opens its full details as seen on page two of this document.

FIGURE 10

An instructor can also view a statistical breakdown for the incidents associated with their exams (**Figure 11**).

Chart Mode displays the following:

Key Stats – Shows percentages for:

- **Exams fulfilled** vs. **sessions scheduled**
- **Incidents** vs. **sessions scheduled**
- **Processed incidents** vs. **total incidents**

Urgency Breakdown – Displays a comparison of incidents by amount per urgency level.

Priority Breakdown – Displays a comparison of incidents by amount for each specific incident case.
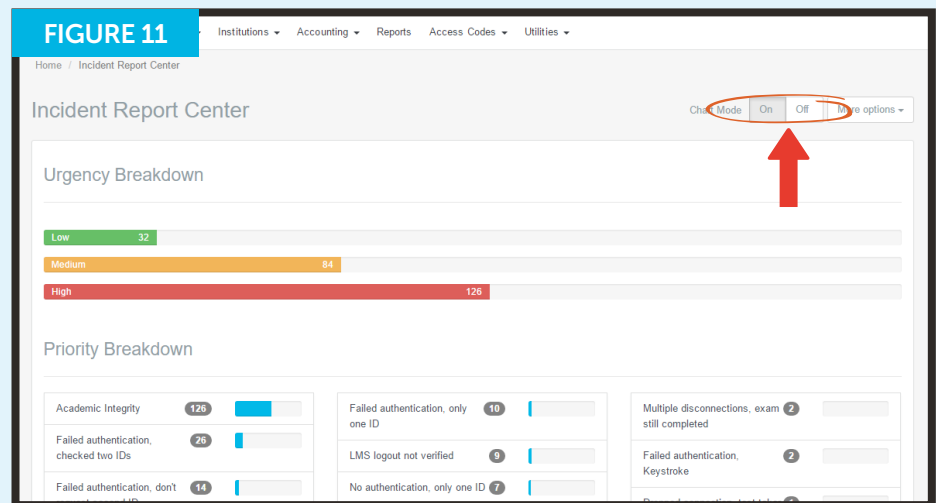
FIGURE 11

All incidents are flagged with an urgency level and color (**Figure 12**). An incident report may have multiple flags.

FIGURE 12

Incident reporting
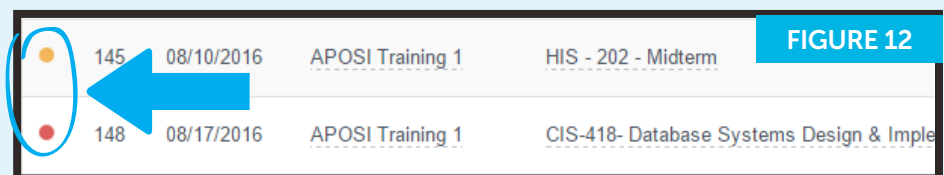
Red is **high urgency**.

Yellow is **medium urgency**.

Green is **low urgency**.

Each level is assigned specific incident events (**Figure 13**).

When a report is filed, each incident is assigned to one of the urgency levels so the general severity of the incident can be easily assessed.

FIGURE 13

Have questions? Contact **proctoru** today!

LiveChat at **www.ProctorU.com** or email **contact@proctoru.com**.