

# proctoru

## live<sup>+</sup>

# HOW IT WORKS

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## FACULTY PROCESS

- Add an exam iteration
  - Reporting capabilities
- 



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# Faculty experience



- 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**

Instructor	Type	Test-Takers	Status	Updated
Gabriell Davis	Classic	0	Inactive	03/01/2018
Gabriell Davis	Classic	1	Active	01/29/2018

**FIGURE 2**

**Exam Settings**

Exam Title: MATH 300 - Algebra - Exam 2  
Department: Select Department  
Incident Users: Add User

**Exam Configuration**

Term: Fall 2018  
Instructor: Select Instructor  
Duration (minutes):  
Exam URL:  
Exam password:  
Exam password Confirmation:

**Permitted resources**

No resources allowed  
SELECT ALL RESOURCES

Books  
Calculators  
Notes  
Web  
Scratch Paper  
Software  
Other

**Permitted browsers**

Browsers  
Other resources

**Exam Windows**

First Appointment: 2018 May 18 12:00  
Last Appointment: 2018 May 25 12:00  
Name: Input a name for the Exam Window

Submit for review



# 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 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.





**FIGURE 4**

Session Activity - 258

Export Select Report

Institution: Find by Institution Exam: Find by Exam Department: Find by Department Instructor: Find by Instructor

Test Taker: Find by Test Taker Proctor: Find by Proctor Term: Find by Term Start Date: 03/01/2017 End Date: 03/31/2017

Time Zone: (GMT-08:00) US/Pac Escalated Status: Show All Status: All Active Photos Only?

Institution	Campus	Exam	Department	Term	Instructor	Test Taker	Scheduled Start	Actual Start	Exam Started At	Exam Ended At	Duration	Actual Exam Start (minutes)	Prox
Proctor Training	N/A	BIO 2253 Exam 4	New Hire Training	Training	APOSI Training 6		2017-03-01 07:35:00	2017-03-01 08:30:07	2017-03-01 08:44:28	2017-03-01 08:51:39	75	14	PHL Proc
Proctor Training	N/A	ECO 1175 Test 3	New Hire Training	Training	Chis Brown	APOSI Training 2	2017-03-01 07:40:00	2017-03-01 08:32:13	N/A	2017-03-01 08:14:23	60	N/A	Myc de L
Proctor Training	N/A	ECO 1175 Test 3	New Hire Training	Training	Chis Brown	APOSI Training 2	2017-03-01 08:05:00		N/A	2017-03-01 08:14:23	60	N/A	PHL Proc

## 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 - 29

Export Select Report

Institution: Find by Name Test Taker: Find by Test Taker Start Date: 03/01/2017 End Date: 03/31/2017

Time Zone: (GMT-08:00) US/Pacific Reason: View All

Institution	Exam	Test-Taker	Scheduled Start	Scheduled End	Reason	Explanation	Proctor	Cancelled By	Created	Credit
Proctor Training	MAT-205 Mid-Term	Folsom Training 1	Thu 03/16/17 10:35 AM PDT	Thu 03/16/17 12:35 PM PDT	Mock Start	Mock Start	Folsom Train	Justin Klepin	Thu 03/16/17 11:30 AM PDT	None
Proctor Training	HIS - 202 - Midterm	Folsom Training 1	Thu 03/16/17 9:30 AM PDT	Thu 03/16/17 10:15 AM PDT	Mock Start	Mock Start	Folsom Train	Justin Klepin	Thu 03/16/17 10:34 AM PDT	None
Proctor Training	MAT-205 Mid-Term	Birmingham Training 2	Fri 03/10/17 7:50 AM PST	Fri 03/10/17 9:50 AM PST	Training		Hoover Trainee 2	NEKISHA (BHM) COX	Fri 03/10/17 9:35 AM PST	None
Proctor Training	MAT-205 Mid-Term	Birmingham Training 1	Fri 03/10/17 7:50 AM PST	Fri 03/10/17 9:50 AM PST	Training		Hoover Trainee 1	NEKISHA (BHM) COX	Fri 03/10/17 9:35 AM PST	None

## 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

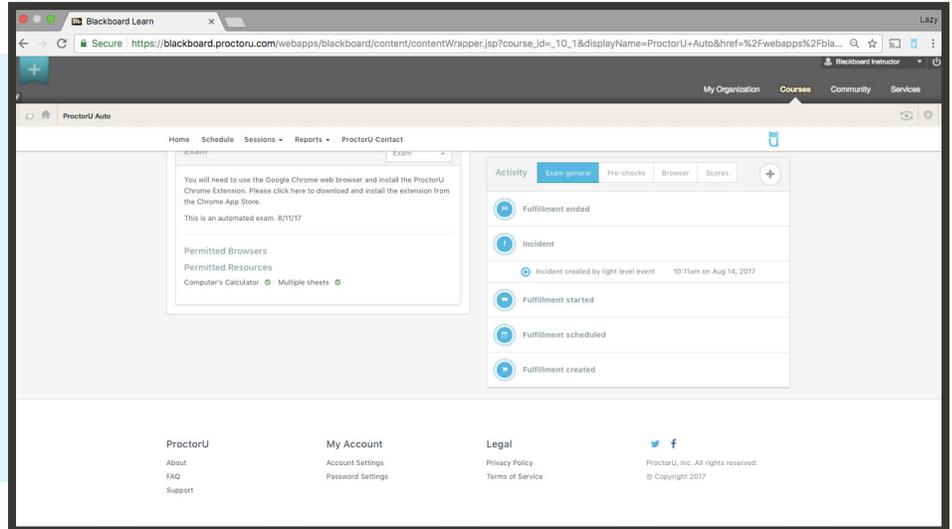
- 1 **NAVIGATION BAR** - Shows the institution and exam for the selected appointment.
- 2 **USER** - Shows the user for the selected appointment including their contact information.
- 3 **SESSION** - Shows information for the selected appointment including exam start and end times, fulfillment status 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.

Timeline		Incident
DURATION	NOTES	ALERTS
60 Minutes	0 Comments	0 Incidents
2:19pm on Dec 30, 2015	Session cancelled by Tony (Bhm) Vip K	
2:11pm on Dec 30, 2015	Appointment created by Tony (Bhm) Vip K	



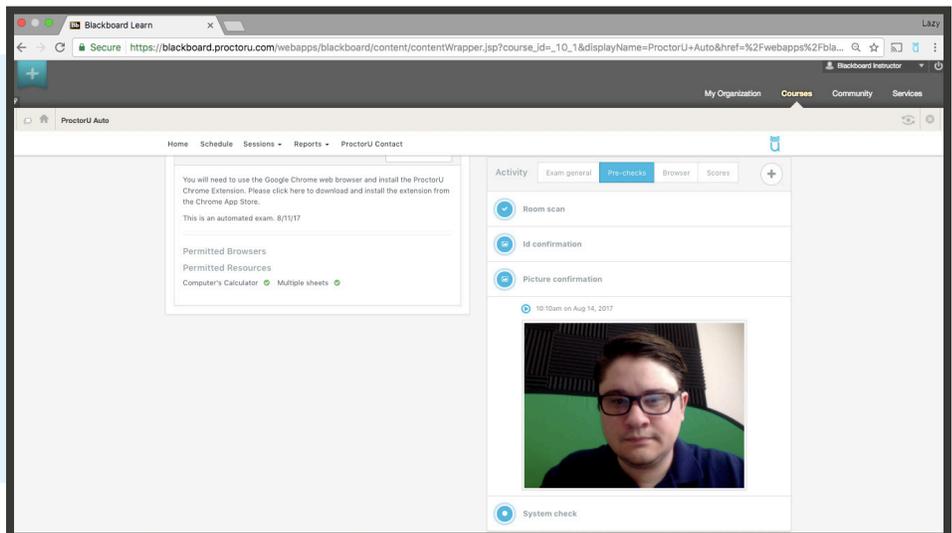
## EXAM GENERAL

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.



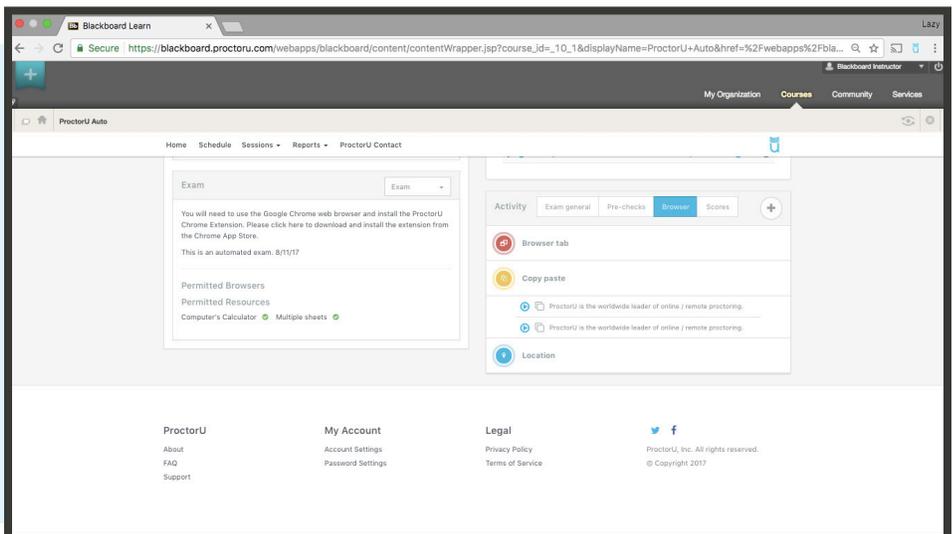
## PRE-CHECKS

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**).

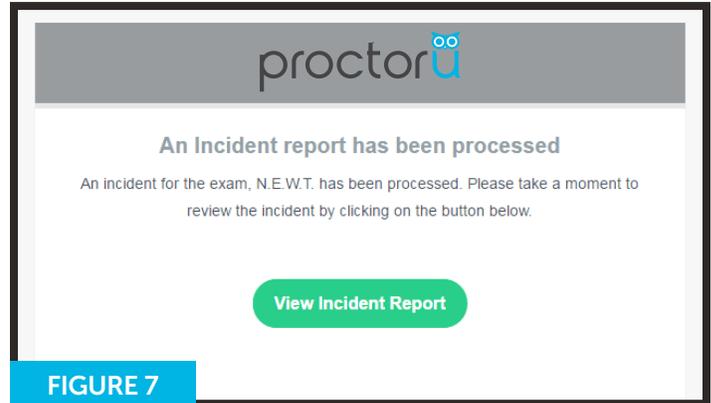


FIGURE 7

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.

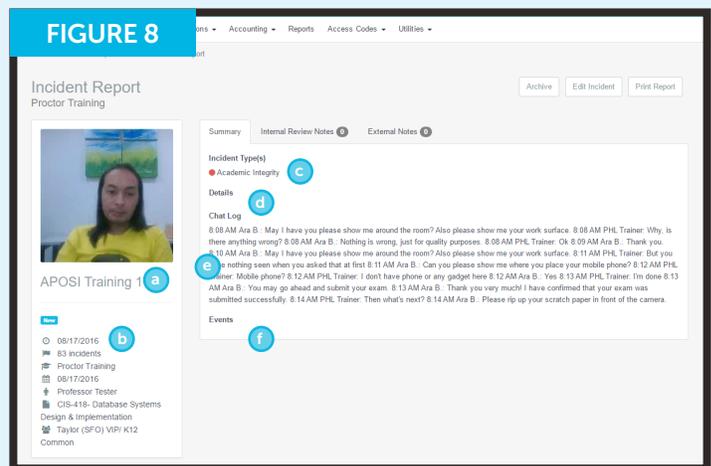


FIGURE 8

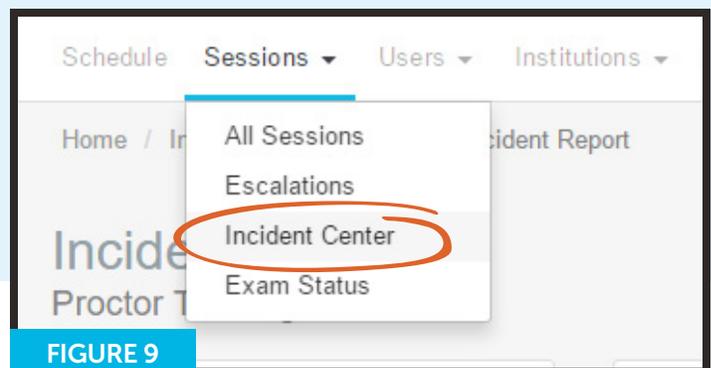


FIGURE 9

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**

Schedule Sessions Users Institutions Accounting Reports Access Codes Utilities

Home / Incident Report Center

Incident Report Center

Chart Mode On Off More options

Institution: Institution Department: Department Exam: Exam

Test Taker: Test Taker name, username, or email Start Date: MM/DD/YYYY End Date: MM/DD/YYYY

Urgency Level: All Incident Type: All Order: Oldest First

Status: x New Archived: Unarchived

ID	Date	Name	Exam	Institution	Preparer	Status	
133	08/09/2016	APOSI Training 2	HIS - 202 - Midterm	Proctor Training		New	Process
134	08/09/2016	APOSI Training 1	MAT-205 Mid-Term	Proctor Training		New	Process
135	08/09/2016	APOSI Training 2	BIO 2263 Exam 4	Proctor Training		New	Process
136	08/09/2016	APOSI Training 1	HIS - 202 - Midterm	Proctor Training		New	Process

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**

Institutions Accounting Reports Access Codes Utilities

Home / Incident Report Center

Incident Report Center

Chart Mode On Off More options

Urgency Breakdown

Low	32
Medium	84
High	126

Priority Breakdown

Academic Integrity	126
Failed authentication, checked two IDs	26
Failed authentication, don't	14
Failed authentication, only one ID	10
LMS logout not verified	9
No authentication, only one ID	7
Multiple disconnections, exam still completed	2
Failed authentication, Keystroke	2

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

**FIGURE 12**

145	08/10/2016	APOSI Training 1	HIS - 202 - Midterm
148	08/17/2016	APOSI Training 1	CIS-418- Database Systems Design & Imple



**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.

Urgency Levels

High	Medium	Low
Academic Integrity	Dropped connection, test taker never reconnected	No authentication, only one ID
	Logout without notifying proctor	No authentication, don't request second ID
	Logout without notifying proctor, phones made contact	No authentication, checked two IDs
	Failed authentication, only one ID	Other
	Failed authentication, don't request second ID	
	Failed authentication, checked two IDs	
	Failed authentication, exam not opened	
	Failed authentication, Keystroke	
	Dropped connection, test taker did reconnect	
	Multiple disconnections, exam still completed	
	LMS logout not verified	
	Unpermitted break	

**FIGURE 13**



Have questions? Contact **proctoru** today!

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