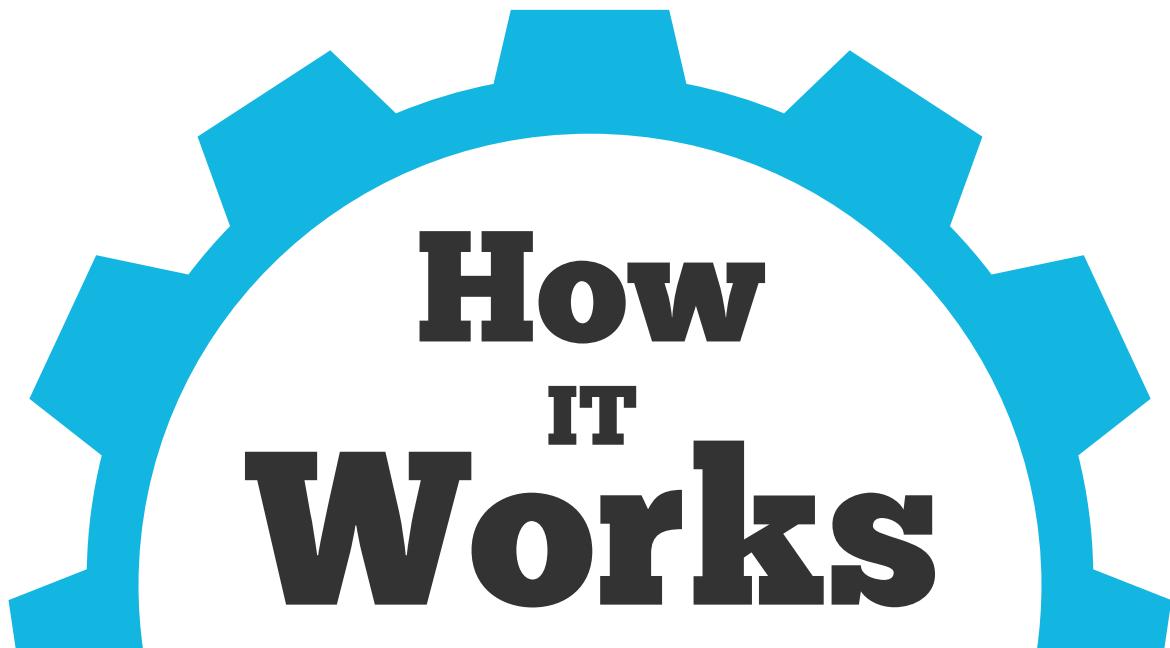




# Proctor**U**



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# TEST-TAKER EXPERIENCE

Test-takers log on to [go.proctoru.com](http://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**.

The screenshot shows the ProctorU Online Proctoring Center interface. At the top, there are links for 'My Exams', 'New Exam', 'My Profile', 'My Password', and 'Help'. A search bar displays 'W 09'. Below this is the 'Exam Reservation' section. It includes a dropdown for 'Term: Current Term' and a dropdown for 'Exam: Underwater Basket Weaving - For Non Majors - Professor Hardhat'. A calendar for May 2013 shows several dates in blue, indicating they are available for scheduling. At the bottom, there are links for 'Webcam Test' and 'Logout', along with social media icons for Facebook, Twitter, and YouTube.

Figure 1

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

The screenshot shows the 'My Exam Schedule' page. It displays a schedule for 'Tuesday, June 11, 2013 9:00 AM Central' for the exam 'Underwater Basket Weaving - For Non Majors'. There are buttons for 'Take it Now!', 'Edit', and 'Cancel'. Below the schedule, there is a section titled 'What to do before your exam' with instructions: '1. Remove all non-test materials from your work area. 2. Wait for the countdown timer to go to zero and click the button to connect to your proctor.' A large 'Connect To Your Proctor Soon' message is displayed, along with a '12 Days 00:10:50' countdown timer. At the bottom, there are links for 'Webcam Test' and 'Logout', along with social media icons.

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**.

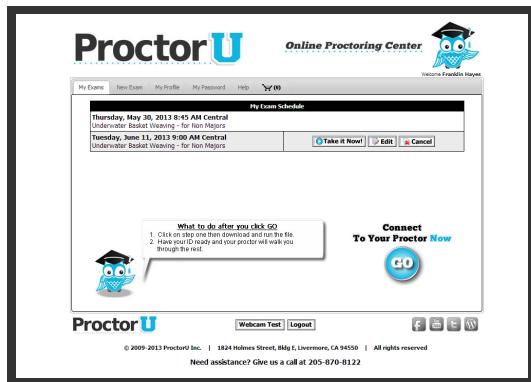


Figure 3



Once the 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

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.

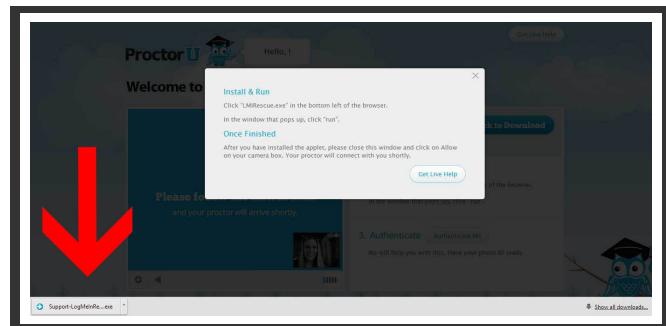


Figure 4

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.

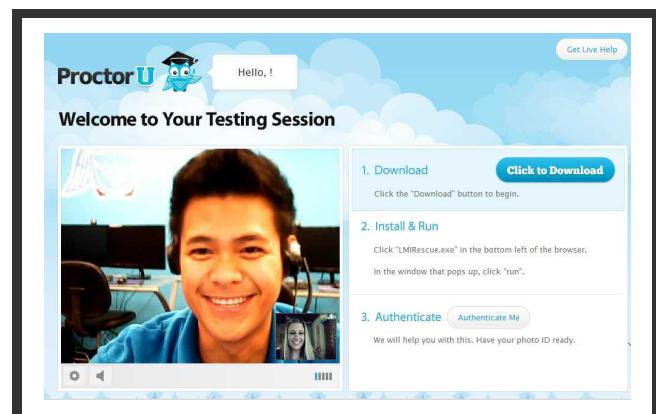


Figure 6

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**.

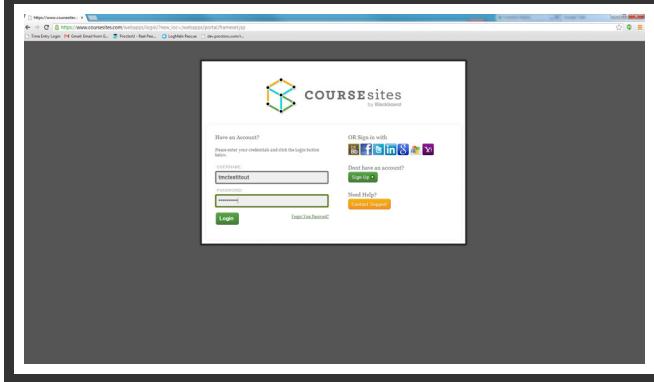


**Figure 9**

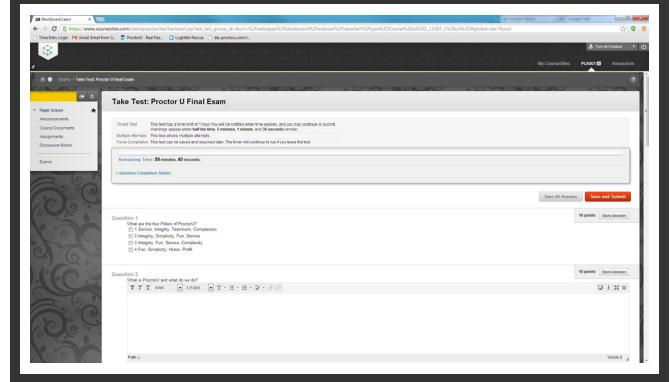


**Figure 10**

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**



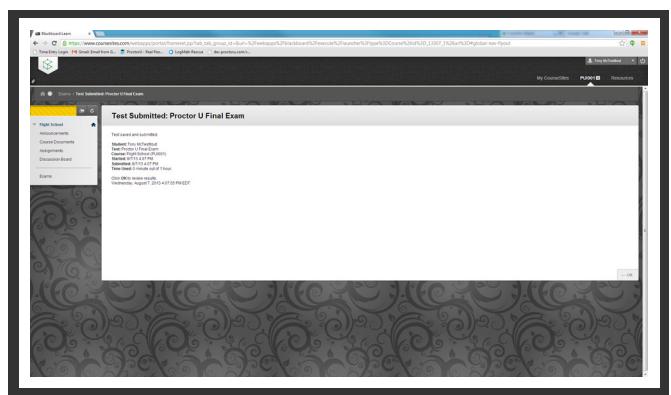
**Figure 12**

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**