



Faculty Manual

Covid-19 Exceptions

Covid-19: Schedule your exams *immediately!*

Notice as of May 23, 2020:

Due to the dramatic uptick in use of their services, ProctorU has been overwhelmed with exam requests. Although the rush from finals week has been alleviated, we continue to recommend that instructors schedule exams with ProctorU **at least two weeks prior to the start of the exam window** to give test-takers enough time to schedule their appointments.

Please contact Chris Gonnella or Shay Thorsgard with questions.

Chris Gonnella

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Shay Thorsgard

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Faculty Manual



ProctorU

HOW IT WORKS



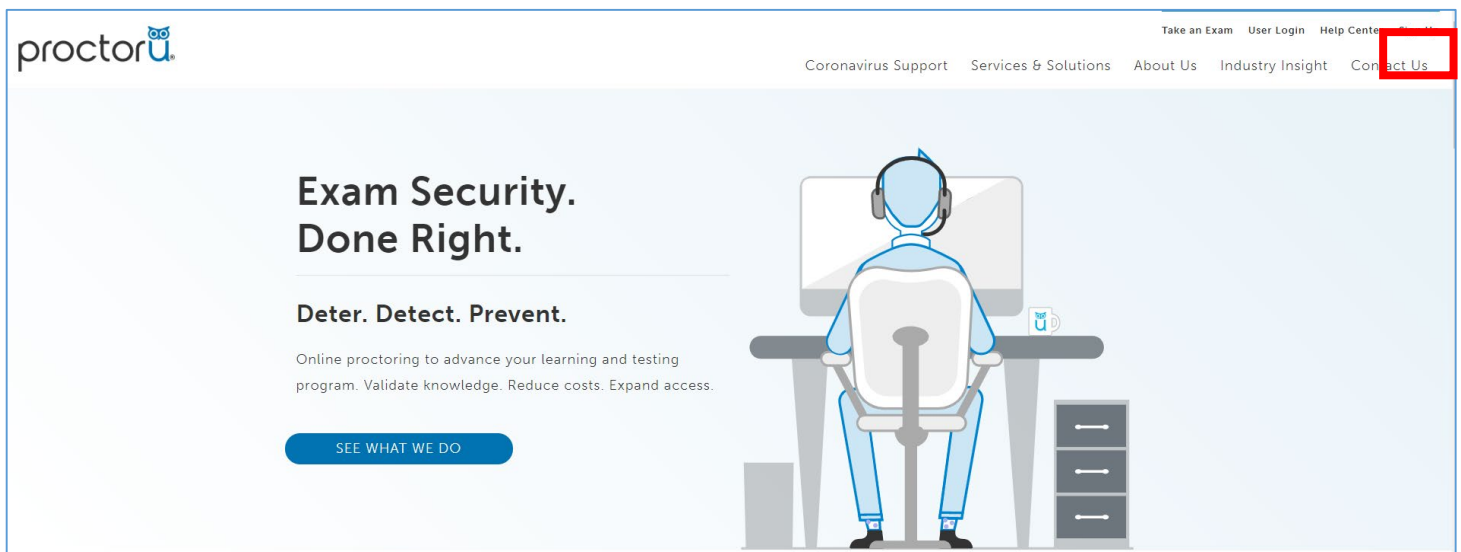
Create a ProctorU Account

So, you've decided to use ProctorU... great choice! This document details the steps you need to take to provide a successful experience for you and your students. The biggest issue here is TIMING. The best way to manage the situation is to plan a week for the test creation and reservation process and a week for the test taking window.

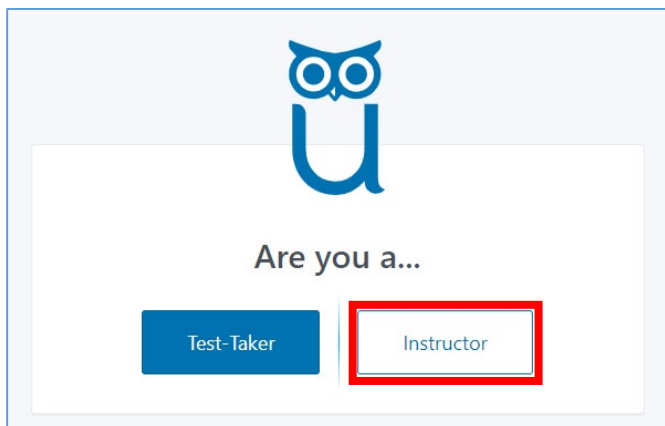
Covid-19: Schedule your exams *immediately*!

If you have not already done so, go to ProctorU.com and create an account. ProctorU will need to approve the account, which can take up to 24 hours. You will not even be able to log into the account until it is approved.

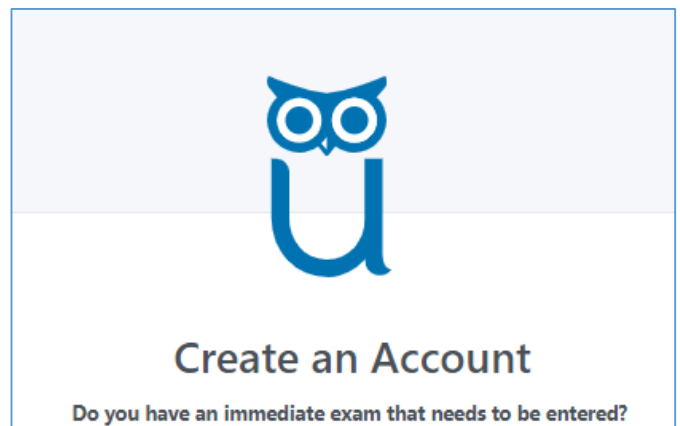
1. Go to ProctorU.com and click Sign Up



2. Choose Instructor



3. Follow the prompts to create an account.



Your camera will be activated to take a profile shot.

Notify Students

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Notify students that they **need to create a ProctorU account**, which could take up to 24 hours. Tell students you will have more information for them soon. This step helps eliminate delays due to account creation.

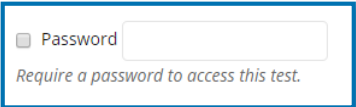
Students must schedule at least 72 hours in advance to avoid extra fees.

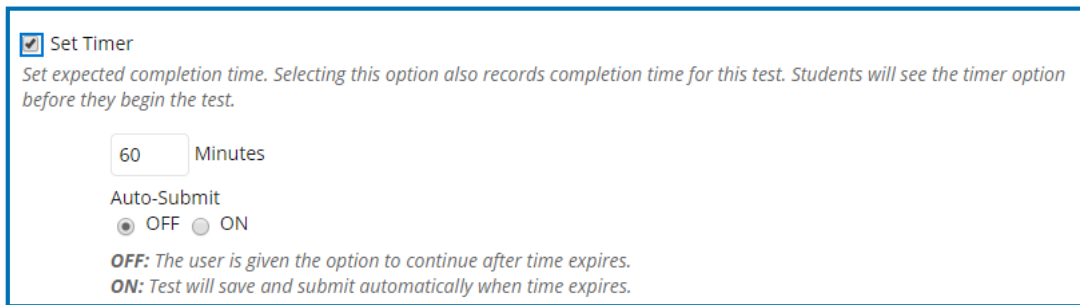
Also inform students that you do not have the exam created yet – it is important that they create their accounts as soon as possible to ensure plenty of time for you to create the exam and for them to schedule it.

Create the Exam in Blackboard

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When creating exams in Blackboard:

- **Require a password.** It's in the settings of the test.
- You will enter the password in the exam scheduling form when you schedule the test with ProctorU. **Do not give students the code for the test – it goes to proctor.**
- The proctor will enter the password into Bb for the student. Do not give the password to the student.
- **Choose completion time** for the test (30, 90 minutes). **Keep auto-submit off.**



☒ Set Timer
Set expected completion time. Selecting this option also records completion time for this test. Students will see the timer option before they begin the test.

60 Minutes

Auto-Submit
☒ OFF ☐ ON

OFF: The user is given the option to continue after time expires.
ON: Test will save and submit automatically when time expires.

- Remember to provide extra time for students who have extended test taking accommodations. (See Faculty Resources in Bb for details on how to do this.)
- **Choose a test-taking window of a least a week**
 - For example: Tuesday 7:00 am to Monday 10:00 pm
- **Determine when the last exam will be taken.**
 - For example: If window closes at 10:00 pm on Monday and the test is 60 minutes, add 60 minutes for the authentication process. Last test is at 8:00 pm. This will be part of the scheduling process in ProctorU.
- **Set the closing time of the test at least 3 hours after the desired test end.**
 - For example: If you want the testing window to close at 10:00 pm on Monday, make the actual time Tuesday at 1:00 am

Example

- Test Duration from Tuesday April 14 at 7:00 am to Monday April 20 at 10:00 pm
- Last test 8:00 pm (60 mins test time plus 60 mins authentication process)
- In Blackboard end the test at 1:00 am (3 hours after desired test end)

Notify the Bookstore

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immediately

Notify the MSU Bookstore ~~at least 5 business days~~ in advance of when the exam window opens.

Provide the Bookstore with:

- a copy of the **roster of students** who will be taking the test
- the **course name and section number**
- the allowed **test completion time** (60, 120 minutes).

The Bookstore sends students the “ProctorU - How it Works” document and asks students to contact them.

The Bookstore will distribute ProctorU exam codes, via email, to the students who contact them.

Example

- Notify Bookstore Tuesday April 7 (5 business days before the testing window opens).
- Test Duration from Tuesday April 14 at 7:00 am to Monday April 20 at 10:00 pm
- Last test 8:00 pm (60 mins test time plus 60 mins authentication process)
- In Blackboard end the test at 1:00 am (3 hours after desired test end)

Mayville State Bookstore

Phone: 701-788-4729

Bookstore@mayvillestate.edu

Schedule the Exam with ProctorU

2 weeks

Allow students a **minimum of 5 business days** following your test creation in ProctorU to schedule their test time with ProctorU.

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).

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Exam URL: online.mayvillestate.edu

FIGURE 1

The screenshot shows the ProctorU University dashboard. At the top, there are four tabs: DEPARTMENTS (1), TERMS (0), INSTRUCTORS (0), and a fourth tab with the number 2. A red arrow points to the 'Add New' button in the top right corner. Below the tabs, there is a table with columns: Name, Item, Instructor, Type, Test-Takers, Status, and Updated. The table lists two items: 'Course Platform Exam' and 'Exam Challenge 1'. At the bottom, there is a 'Showing 15 of 15 results' indicator.

FIGURE 2

The screenshot shows the 'New Exam' form. It is divided into several sections: 'Exam Settings' (Exam Title, Important, Select department), 'Exam Configuration' (Type, Instructor, Duration, Exam URL, Exam password, Exam password confirmation), 'Permissions' (No resources allowed, No resources allowed, Books, Calculators, Notes, Scratch Paper, Software, Other), 'Additional resources' (Expected No. of Test Takers, Additional Exam Notes & Accommodations), 'Email on Schedule' (Email), 'Contact Info for Exam Issues' (Name, Email, Phone Number, Notes and Times Available), and 'Exam Windows' (First Appointment, Last Appointment, Name). The 'Submit for Review' button is at the bottom right.

Schedule the Exam with ProctorU

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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).

Exam Windows

Window: Fall Semester Midterm 2014

Start: 2014 ▼ October ▼ 12 ▼ – 10 ▼ : 00 ▼

End: 2014 ▼ October ▼ 18 ▼ – 23 ▼ : 00 ▼

Remove Window

Add Window

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

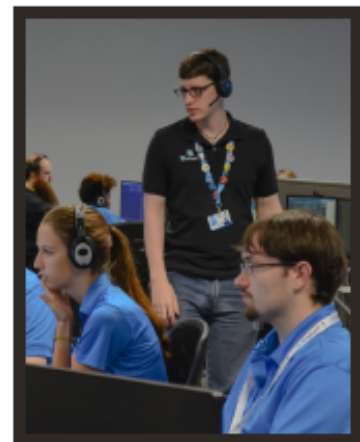
To help expedite proctoring for test-takers, when detailing the [Exam Title](#) field the instructor should also use the [course/class code or number](#) in addition to the name of the actual exam (e.g., [STA 101 - Statistics Final Exam](#)). This helps the test-taker confirm their class and exam during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



Schedule the Exam with ProctorU

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Activity reporting



Session Activity - 39

FIGURE 4

Institution	Exam	Department	Instructor	Test-Taker	Scheduled start	Actual start	Exam Started At	Exam Ended At	Duration	Actual Exam start (seconds)	Proctor
Proctor University	The Color Code Personality Quiz	College of Psychology	Hanna Resmann	Kellie (888) 0	2016-06-06 13:00:00	2016-06-06 13:00:58	2016-06-06 13:00:58	2016-06-06 13:32:28	30	0	Dianne L. D
Proctor University	The Color Code Personality Quiz	College of Psychology	Hanna Resmann	Talika (888) 0	2016-06-07 13:00:00	2016-06-07 13:00:18	2016-06-07 13:00:18	2016-06-07 13:32:13	30	2	Judith (913) C
Proctor University	The Color Code Personality Quiz	College of Psychology	Hanna Resmann	Corinne (888) 0	2016-06-08 11:00:00	2016-06-08 10:58:17	2016-06-08 10:58:17	2016-06-08 11:31:06	30	0	Kyle (913) H

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.

Cancellations - 18

FIGURE 5

Institution	Exam	Test-Taker	Scheduled start	Scheduled end	Reason	Explanation	Proctor	Canceled by	Canceled	Credit
Proctor University	The Color Code Personality Quiz	Gary H	Thu 06/06/16 1:00 PM PST	Fri 06/06/16 1:00 PM PST	No Show		Senior Proctor	Pro 01/01/16 6:00 PM PST	None	None
Proctor University	ACT Test	Lorah	Thu 06/06/16 3:00 PM PST	Thu 06/06/16 3:00 PM PST	No Show		Senior Proctor	Thu 06/06/16 6:00 PM PST	None	None
Proctor University	QED 100 Section 2, exam 1	Biana H	Thu 06/06/16 3:00 PM PST	Thu 06/06/16 3:00 PM PST	Administrator Denial		QED (913) H	Thu 06/06/16 3:00 PM PST	None	None
Proctor University	This is a description test	Lorah	Wed 06/06/16 9:00 PM PST	Wed 06/06/16 10:00 PM PST	No Show		Chris H	Thu 06/06/16 12:00 PM PST	None	None
Proctor University	The Color Code Personality Quiz	Pharrell E	Fri 06/06/16 1:00 PM PST	Fri 06/06/16 1:00 PM PST	Test/Exam Appointment	Color Code	Gabe (888) 0	Fri 06/06/16 6:00 PM PST	None	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.



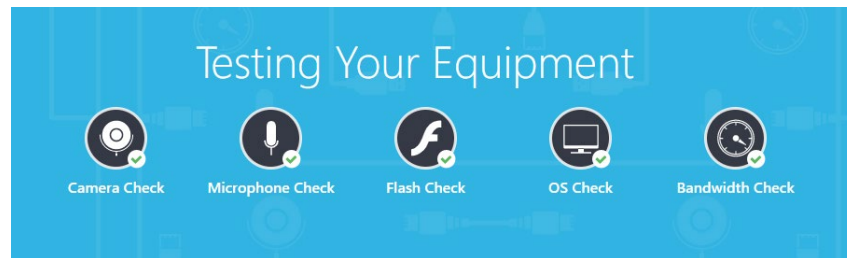
Students Schedule and Take Exam

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immediately

Students with ProctorU codes will enter the codes when they **schedule their exams at least 72 hours** in advance of the test. Otherwise, they will have to pay for ProctorU services themselves.

Students should go to the [Test-It-Out page](#) as soon as they know they will be taking an exam with ProctorU.



Please note: This equipment test *does not guarantee* that the equipment will work on exam day. Therefore, students should also log in to their account at least an hour before any exam to test their equipment again.

If there are technical errors that need to be addressed, contact Dean Kostuck in the MSU ITS Service Desk.

Students may contact ProctorU for support by clicking on LiveChat, Submit Request, or call the number above.

Faculty will access test submissions through Blackboard and students will access their scores in Blackboard once they are posted.

ProctorU Contact Info (24/7 availability)

<https://www.proctoru.com/>

1-855-772-8678

email for student support: support@proctoru.com

Support Contact Information

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Mayville State Info

Office hours 8am-4:30pm, M-F

Instructional Technology info page

Instructional Designer: Chris Gonnella, christine.gonnella@mayvillestate.edu

Blackboard Support Specialist: Alissa Perkins, alissa.perkins@mayvillestate.edu

Extended Learning Office Coordinator: Shay Thorsgard, shay.thorsgard@mayvillestate.edu

Mayville State Bookstore: Bookstore@mayvillestate.edu

ProctorU Info

24/7 Availability

<https://www.proctoru.com/>

[1-855-772-8678](tel:1-855-772-8678)

email for student support: support@proctoru.com

email for faculty support: AccountsServices@proctoru.com



www.ProctorU.com
contact@proctoru.com

Live Chat is available on the bottom right corner of every ProctorU web page.

Need Help? Chat Now!

