ProctorU Tips for Faculty

1. **Inform students that you will be using proctored exams** by including information in your course syllabus and posting an announcement in your course early in the semester.
   - *Sample text: This course will use proctored exams. [ProctorU is a live online proctoring service](#) that allows students to take exams from anywhere using a webcam and Internet connection, with no additional fees. Follow the [Exam Steps](#) to create your ProctorU account and test your equipment prior to the first exam. In addition to the [automated equipment test](#), it is highly recommended that you chat with a ProctorU technician to fully test your equipment. This should be done using the computer and Internet connection you will use for your exams. The process will take approximately 20-30 minutes to complete.*

2. **Post exam instructions separate from the exam** for students to see before the exam becomes available. Include the exam availability dates, time limit, and any allowable resources. Notify students that it may take up to 20-30 minutes to begin the exam session with ProctorU.

3. **Consider providing an introductory assignment and/or a brief knowledge quiz** to encourage students to complete equipment testing and become familiar with the [ProctorU tip sheet for students](#).

4. **Consider exam settings** under [Test Options](#) when [creating your test in Blackboard:](#)
   - Leave **Force Completion unchecked**. This prevents the exam from automatically submitting if network/power issues occur and allows ProctorU to let the student back into the exam.
   - Set Timer and enter the exam time limit. Exams over 120 minutes incur additional charges for UND from ProctorU, so strongly consider limiting exams to 120 minutes.
   - Turn Auto-Submit On to have exams automatically submitted when the time is up. Leaving Auto-Submit Off will notify students when their time is up, but allow them to continue working on the exam. Any penalties incurred with continuing to complete the exam should be clear to students.
   - Schedule the exam to close when you are typically available in case students need assistance.
   - Enter a Password to provide to ProctorU. Passwords are not given to students.
   - Set a Due Date to mark late submissions. Selecting "Do not allow students to start the Test if the due date has passed" will prevent exam access after this date.
   - Review [options for Show Test Results and Feedback To Students](#).

5. **Provide exam information to ProctorU two weeks before the exam start date** to give students adequate time to schedule proctoring sessions.
   - Use the [ProctorU Blackboard Integration](#) to send exam information (password, time limit, allowed resources) to ProctorU.
   - Exam dates/times and password in Blackboard must match the information provided to ProctorU.
   - Include DSS approved accommodations (additional time, test reader, etc.) in the notes section.
   - DSS accommodations requiring an in-person proctor will use the process outlined on page 2.

6. **Allow up to 24 hours for exams to be available for scheduling in ProctorU.** The exam will be available for students to schedule as soon as it is activated by ProctorU.

7. **Make arrangements for students who need to test outside the availability window**. [Create single user exams in ProctorU and add exceptions in Blackboard.](#)

8. **Get help with ProctorU**
   - ProctorU Representatives - Training, test activation and issues with current exams:
     - Tyler English - tenglish@proctoru.com or Evan Day - eday@proctoru.com
   - ProctorU Faculty Support - Changes to exam details (time limit, availability, etc.)
     - 1-855-772-8678 (select option 2) or [ProctorU Live Chat](#)
   - Teaching Transformation and Development Academy – Training, troubleshooting, escalated issues
     - 701-777-2129 or [Submit ticket](#)

Online Course Exam Proctoring & Disability Services for Students

UND's web and other communications to students enrolled in online courses will provide a consistent message that online, video proctoring is our standard practice for online courses. Students enrolling in online courses will be directed to web pages about using ProctorU to complete exams (see Appendix A for some examples). Instructional materials describing the proctoring process and equipment needs will be available on UND's website and will be included in Blackboard course shells for online course sections.

Instructor Process Regarding Student Exceptions

- For situations in which students are making a one-time request instructors will be responsible for approving or denying such requests, just as they are for their on-campus courses. An example of a one-time request is a student taking the exam on a day when the exam is not available to all students. Instructors approving such a request, will need to create a single-user copy of the exam in ProctorU AND create an exam exception in Blackboard. See appendix B for how to complete these tasks.

- For situations in which a student is requesting a semester-long accommodation related to disability, instructors should direct the student to Disability Student Services (DSS) to determine what, if any, reasonable accommodation should be provided. DSS accommodations will be the responsibility of instructors in term-based courses (see appendix C) or Self-Paced Enroll Anytime (SPEA) staff for SPEA courses excepting when the accommodation involves permitting the use of an in-person proctor. In these cases, the following will apply:

  a) For students where travel to campus is a reasonable option[1], DSS authorization will be provided to students so they can inform course instructors, and, if applicable, a college or department proctoring coordinator, that the instructor will be responsible for providing/arranging in-person proctoring following their department/college guidelines, just as they would for providing accommodations for a student in an on-campus course.

  b) For students where travel to campus is not a reasonable option[1], DSS will work with UND Online for term-based courses or SPEA staff for SPEA courses to determine the most appropriate of the three options below. Once the appropriate option is selected, instructors and a college or department proctoring coordinator (if applicable), will be notified.[2] For term-based courses, instructors will be responsible for providing the testing center or proctor with exam instructions and password, while SPEA staff will handle this responsibility for SPEA courses:

     1. The student shall use a testing center that is a member of the Consortium of College Testing Centers (CCTC) which is a referral service provided by the National College Testing Association (NCTA). Current CCTC members can be located at the NCTA website.

     2. If travel to a CCTC testing site is not considered reasonable[1], other established college or university testing centers may be approved by UND Online personnel in the case of term-based courses or SPEA staff for SPEA courses.

     3. If travel to any college or university testing center is not considered reasonable[1], individual proctors may be approved by UND Online personnel for term-based courses or SPEA staff for SPEA courses.

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[1] reasonable travel will be typically defined as 60 miles or 1 hour travel time one-way

[2] costs up to $20 per hour, for external, in-person proctoring accommodations will be provided by UND

Appendix A

General information about using ProctorU

Where to find help with ProctorU

Student Equipment Requirements for Proctoring

Appendix B

If an instructor approves a one-time request for a student he or she will need to create a single-user copy of their exam in ProctorU AND create an exam exception in Blackboard.

Here is the link to the help article we have for creating a single user exam in ProctorU.

Here is a link to the help article we have for creating an exception in the Blackboard exam.

Appendix C

If the DSS accommodation still permits the use of ProctorU, but alters some of its attributes such as how much time the student has to take the exam, whether they can use scratch paper or not, etc, the instructor simply needs to add that information in the Proctor Notes for their exam like this: "Sheryl Doe has a DSS accommodation that allows her to have time and a half (90 minutes) to take the exam."