How Students Should Prepare to Take an Online Proctored Exam

All students who are enrolled in an on-line course, will be required to take exams via ProctorU. For each online course in which a student enrolls, a $50 per semester exam fee will be included in their registration fees. Detailed instructions for contacting the company and arranging proctoring are provided below.

Students can arrange proctoring with the company for the exam time(s) specified by the faculty in the course. Proctoring is available from home or anywhere seven-days-a-week. Please check the course calendar for the specific test schedule for this course. Students are connected to a live person during their exam. The proctor will guide the student through the proctoring process and answer questions related to the proctoring process or technical problems. If students have questions before or after an exam, they can always call the proctor line at 855-772-8678 or email help@proctoru.com

Taking the Exam

1. ProctorU will allow a student to take an exam on demand or by appointment, but we suggest making your schedule in advance because the on demand feature is subject to proctor availability. Please check the course calendar for details concerning the test schedule this semester. All appointments should be made at least three days in advance. To make an appointment, students simply create an account at http://go.proctoru.com or the web portal, http://www.proctoru.com/portal/uthouston by logging in, clicking on the “new exam” link and selecting the exam, date, and time they desire. Students will receive an email confirming their reservation at the email address they provided to ProctorU. Students that scheduled an appointment at least 72 hours in advance will be given priority service. Missing an exam due to failure to set up a proctoring appointment will not be considered excused.

2. When students connect, their proctor ensures their computer and Internet connection are capable of taking an online exam. ProctorU provides technical support at no charge for any issues that may arise before or during the testing session. However, students should make sure in advance that their computers are able to accommodate an online exam. In the rare event that the proctor cannot get the computer working properly, they may require the students to correct the issue and reschedule their exam. IMPORTANT NOTE: Lack of an appropriately functioning computer in an online course exam may not be considered excused by the faculty.

3. The time a proctor spends getting the student prepared to take an exam does not take away from the exam time. For example, if the student has a two-hour exam appointment and it takes 20 minutes to troubleshoot a technical issue on the examinee’s computer, the student will still get the full two hours to take the exam.

4. ProctorU representatives will reschedule a student’s exam in the event of a technical issue or if the exam is not available. Students may reschedule by emailing help@proctoru.com, calling 855-772-8678, or speaking with their proctor at the time of their appointment. If rescheduling is necessary, the faculty responsible for that course will be notified. Please encourage students to include identifying information in their emails such as their name, course, institution name and current appointment information.

5. Student will need to read and agree to the terms of service prior to taking each exam. If a test taker exhibits unacceptable behavior, ProctorU reserves the right to deny service and report that test-takers actions back to the university. To assure that the denial of service decision is fair, ProctorU utilizes an escalation process. When a test-taker is engaged with ProctorU personnel online (via chat or video conference) or on the phone and exhibits behavior that is unacceptable, the ProctorU personnel will "escalate" the interaction to their manager. The manager will quickly assess the situation and will take action to end the interaction and issue a temporary denial of service. An immediate incident report will be filed with the President of ProctorU and university. A decision on the denial of service will be made after consultation with the university and ProctorU.

Technical Requirements

All students are responsible for meeting the following technical requirements:

- A reliable computer running Windows XP (or higher) or Mac OS X 10 (or higher).
- A web cam with 640x480 video pixel resolution or higher.
- Headphones or working speakers connected to the computer.
- A working microphone connected to the computer. We recommend a web cam that has a built in microphone.
- A web browser with Adobe Flash Player installed. We recommend Flash Player 10.
- A reliable, high-speed Internet connection.
The ability to allow video and screen-sharing connections to the computer used to take an exam.

Students can test their computer and webcam at www.ProctorU.com/helpdesk

List of Unacceptable Behaviors

Students need to be aware that they are expected to behave in a most professional and ethical way and deter from any behavior that may be considered dishonest (cheating). The behaviors to avoid include, but are not limited to the following:

- Fraudulent/expired/invalid identification
- Inability to answer any questions in the authentication of identity quiz
- Confrontational/erratic behavior with proctoring staff.
- During the camera pan process, observing unauthorized materials on desks/walls/floors, sticky notes on computer monitors/keyboards, people in the room, audio or video devices powered on (radios, iPods, TV’s, etc.), cloned monitors.
- During the exam, if the proctor observes the test taker’s eyes looking off the screen, talking, leaving the test area (if prohibited in the exam instructions from the course), audible sounds of paper movement or others present in the room.
- Headwear of any kind is prohibited, unless approved by the institution or for religious accommodation.

If the proctor observes any such occurrences or behavior, they will immediately begin a recording of the session, request additional camera pans of the room and notify a manager. They will also email a description of the occurrence to the ProctorU Quality Control team. From there, further investigation will take place and a report will be generated for the instructor, as well as to the Associate Dean of Academic Affairs. The report will include a description of the incident, chat logs from the session and any other evidence to help determine if cheating occurred.