

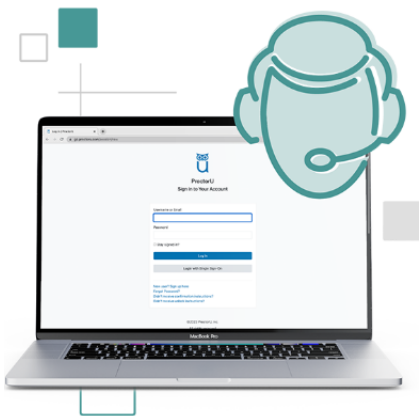


Live+

Prevent proxy testing, cheating, and content theft.

Protect your high-stakes exam with our most powerful solution. Live+ blends advanced software with human oversight and validation to create a testing environment that prevents cheating, reduces your workload, and ensures an equitable experience for your test-takers. With our Live+ solution, you benefit from a live-proctored launch by highly trained and certified professionals, continuous session monitoring, active intervention if misconduct occurs, comprehensive reporting, and more.

What You Can Expect with Live+



Connect Through the Guardian Browser

Test-takers connect to their proctoring session through our secure browser. [Guardian](#) secures the virtual environment by locking down each test-taker's computer according to settings configured by exam administrators.

Exam Launch with a Live Proctor

Live proctors guide test-takers through exam launch, multifactor identity verification, and environment security scans so unpermitted materials can be removed before the exam.

Live Monitoring Following YOUR Exam Rules

Certified, highly-trained live proctors monitor test-takers during the full exam, flag suspicious events, and intervene when necessary. Our proctors are there to make sure your exams rules are followed to the letter.

Gain assurance with multifactor identity verification.

Our remote proctoring operation uses the most advanced tools to verify test-taker identity, ranging from ID capture and facial comparison to keystroke biometrics and public record challenge questions.

Advanced Technology Paired with Human Review and Validation

The ProctorU Platform was built to assist proctors, not replace them. During a Live+ session, the live proctor will be alerted if the platform detects a pattern of suspicious activity, but an incident report is not created unless a human proctor or intervention specialist confirms that the activity is not allowed in your exam rules.

Active Intervention Only when Necessary

Active intervention is the only way to ensure cheating is stopped or prevented – but it must be done respectfully. If cheating is suspected, our live proctors will bring an intervention specialist into the session to assess the situation and tactfully intervene if needed.



Timely Incident Reporting

If an incident occurs during a session, our live proctors will send administrators the documented evidence and end-to-end recordings – with timestamps – within 48 hours. Learn more about our [reporting capabilities](#).

Exam Analytics Dashboard

Exam facilitators and administrators have access to intuitive, role-based dashboards that detail everything that happened during your exam, including key metrics around scheduling, start times and time spent in the exam, technical issues that occurred, test-taker satisfaction scores, interventions, and integrity analytics.

Sessions Available in Real Time

Administrators also have the option of viewing live exam videos, which can be rewound without interrupting the session.

Live Chat Tech Support for Test-Takers

If test-takers need assistance before or during an exam, they will have access to our full tech support in an easy-to-use chat feature.

LMS & Test Delivery System Integrations

The ProctorU Proctoring Platform is integrated with leading LMSs – including Canvas, Blackboard, Moodle, and D2L – and several test drivers.

To see a full list of integrations, review our [Measure Valued Partners](#). Note that custom integrations may require an additional investment depending on the level of development work required.



**If you are interested in using ProctorU contact:
Chris Newsom, 352-294-0851, cnewsom@ufl.edu**

proctoru

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HOW IT WORKS

FACULTY PROCESS

- Add an exam iteration
 - Reporting capabilities
-



www.ProctorU.com
contact@proctoru.com

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

The dashboard shows summary statistics for Instructors (57), Exams (10), and Test-Takers (51). Below these are filters for Type (All) and Status (All), and a search bar with 'Reset' and 'Search' buttons. A table lists exam entries:

Instructor	Type	Test-Takers	Status	Updated	Actions
Gabriell Davis	Classic	0	Inactive	03/01/2018	[Edit] [Delete]
Gabriell Davis	Classic	1	Active	01/29/2018	[Edit] [Delete]

FIGURE 2

The 'New Exam' form includes the following sections:

- Exam Settings:** Exam Title (MATH 300 Algebra Exam 2), Department (Select Department), Incident Users (Add one).
- Exam Configuration:** Term (Fall 2018), Instructor (Select Instructor), Duration (minutes), Exam URL, Exam password, Exam password Confirmation.
- Template:** Select an existing template, Create, View, or Edit templates.
- Permitted resources:** No resources allowed. Lists categories: Books, Calculators, Computers, Handwritten Notes, Math, Web, Scratch Paper, Software, Other.
- Permitted browsers:** Chrome, Safari, Internet Explorer, Firefox.
- Other resources:** (Empty field)
- Expected No. of Test Takers:** (Empty field)
- Additional Exam Notes:** (Rich text editor)
- Notify on Schedule:** user1@example.com, user2@example.com
- Contact info for Exam issues:** Name, Email, Phone Number, Note and Times Available.
- Exam Windows:** First Appointment, Last Appointment, Name (Input name for the Exam Window), Remove Window, Add 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**).

Exam Windows

First Appointment 2017 March 16 16:00

Last Appointment 2017 March 23 16:00

Name Input a name for the Exam Window.

Remove Window

Add Window

Submit

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)	Pro
Proctor Training	N/A	BIO 2263 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	NA	ECO 1175 Test 3	New Hire Training	Training	Chris Brown	APOSI Training 2	2017-03-01 07:40:00	2017-03-01 08:32:13	NA	2017-03-01 08:14:23	60	N/A	Myc de L
Proctor Training	NA	ECO 1175 Test 3	New Hire Training	Training	Chris Brown	APOSI Training 3	2017-03-01 08:05:00		2017-03-01 08:05:00		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 11:50 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.



Test-taker appointment timeline

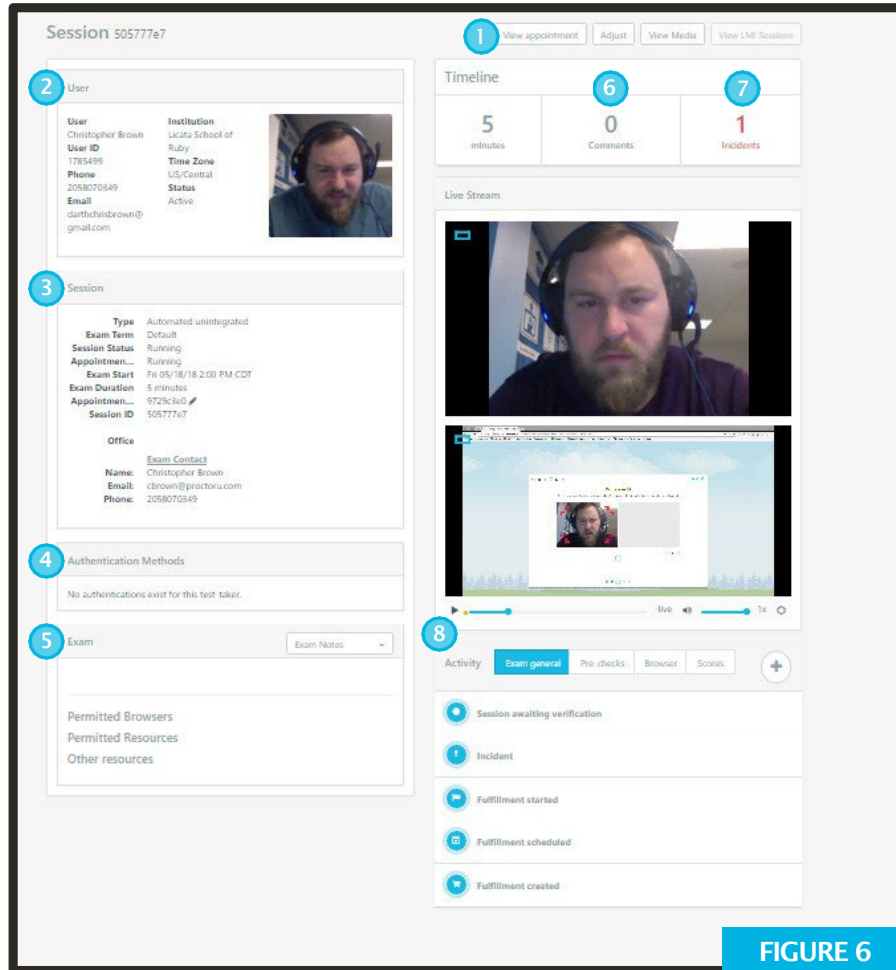


FIGURE 6

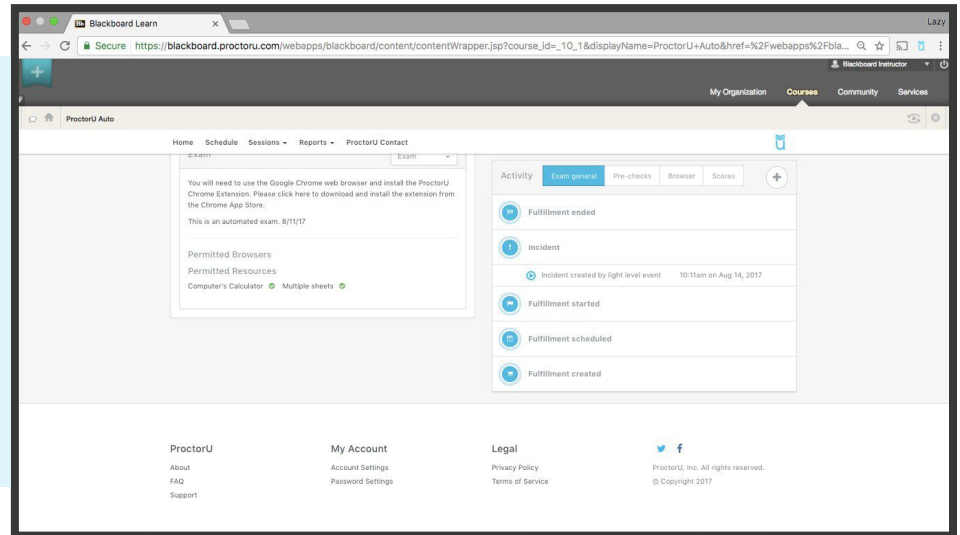
- 1. **NAVIGATION BAR** - Shows the institution and exam for the selected appointment.
- 2. **USER** - Shows the user for the selected appointment including their contact information.
- 3. **SESSION** - Shows information for the selected appointment including exam start and end times, fulfillment status 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
<div style="background-color: #fff9c4; padding: 5px;"> <p>2:19pm on Dec 30, 2015 Session cancelled by Tony (Bhm) Vip K</p> </div> <div style="padding: 5px;"> <p>2:11pm on Dec 30, 2015 Appointment created by Tony (Bhm) Vip K</p> </div>		



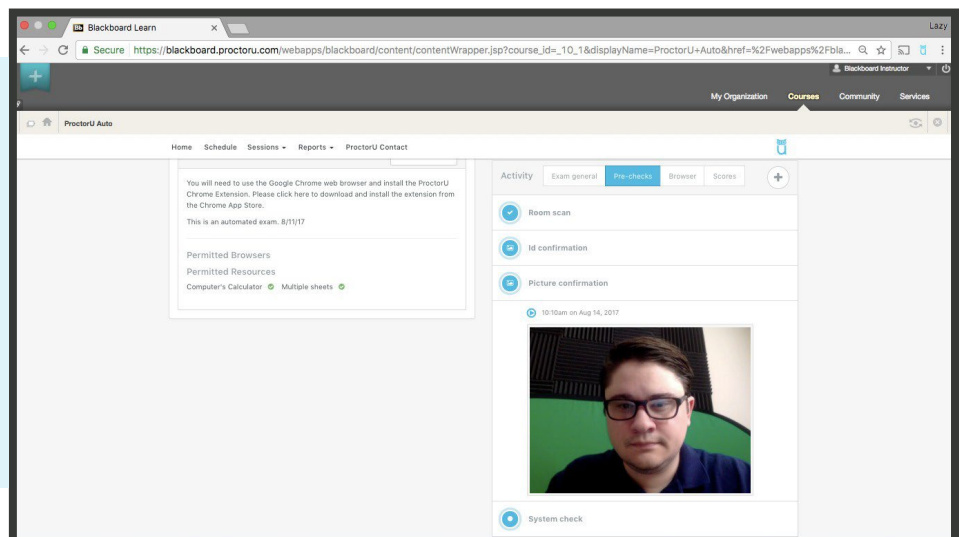
EXAM GENERAL

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.



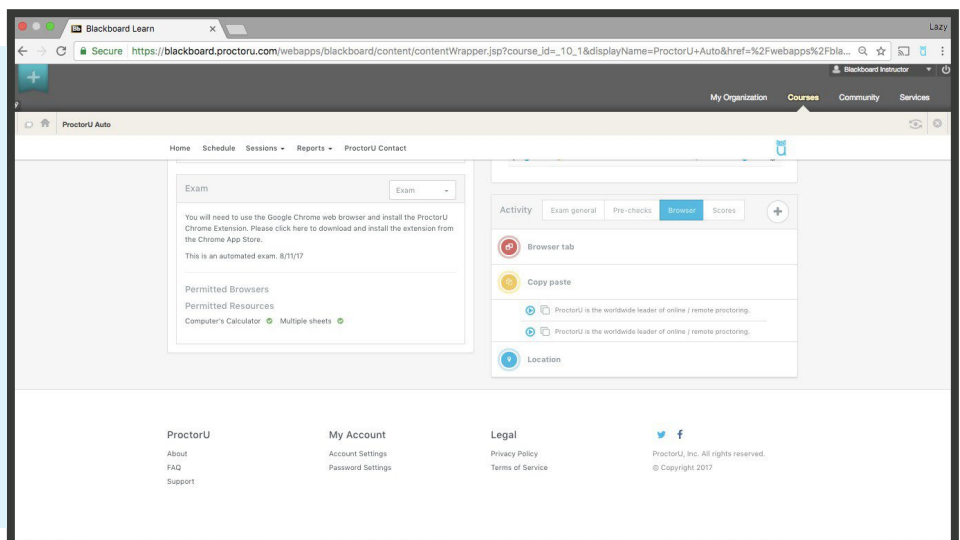
PRE-CHECKS

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**).

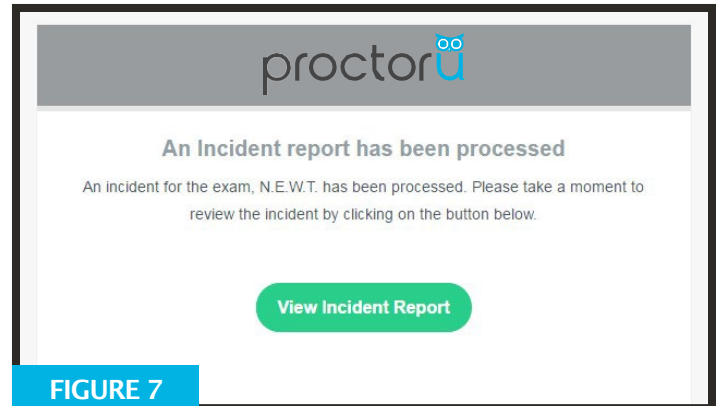


FIGURE 7

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.

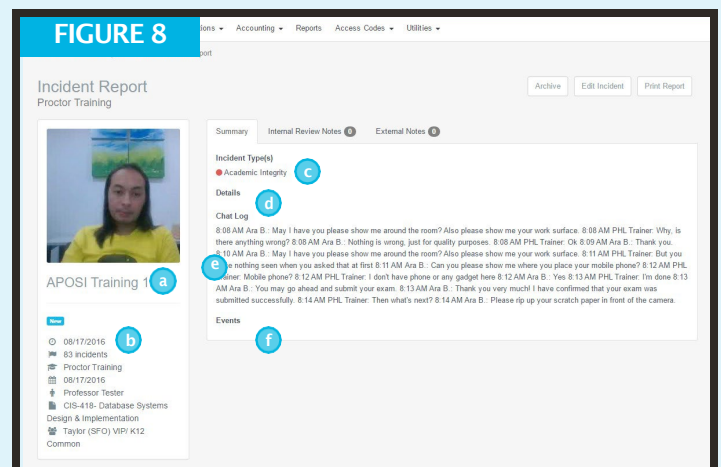


FIGURE 8

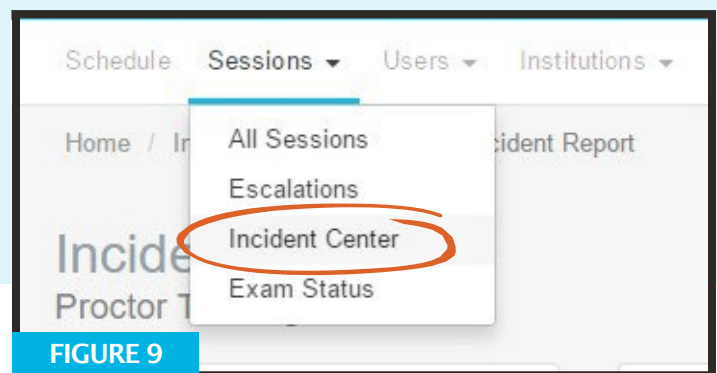


FIGURE 9

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**).

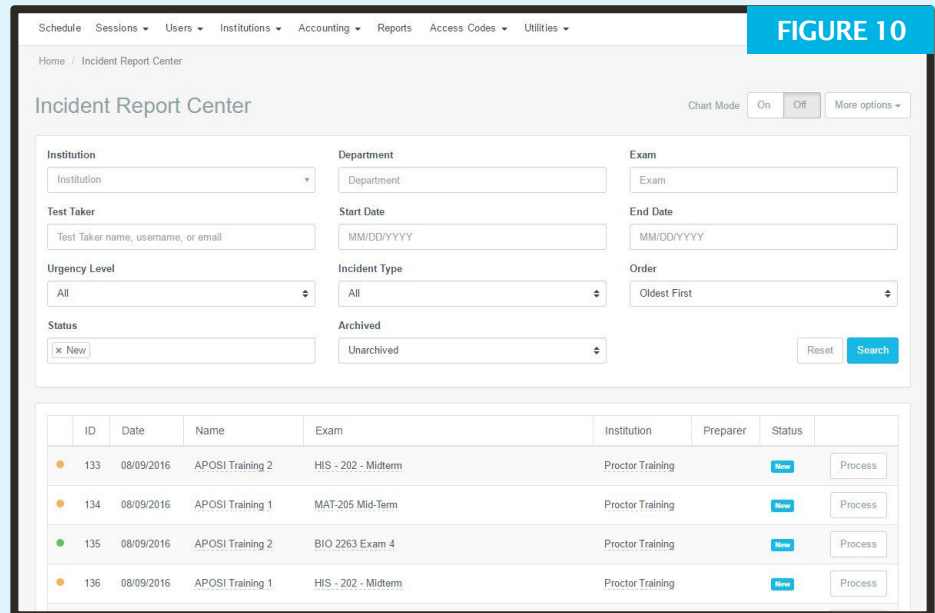
Incident reporting



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.



An instructor can also view a statistical breakdown for the incidents associated with their exams (**Figure 11**).

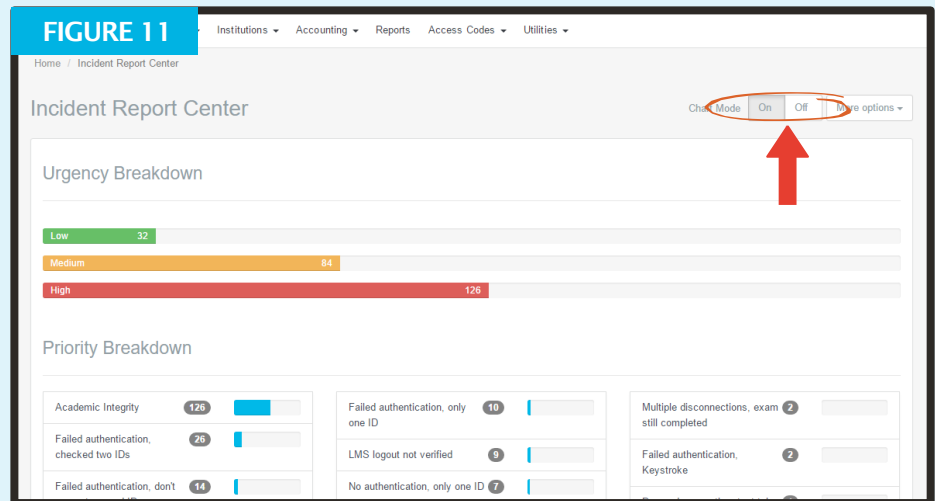
Chart Mode displays the following:

Key Stats - Shows percentages for:

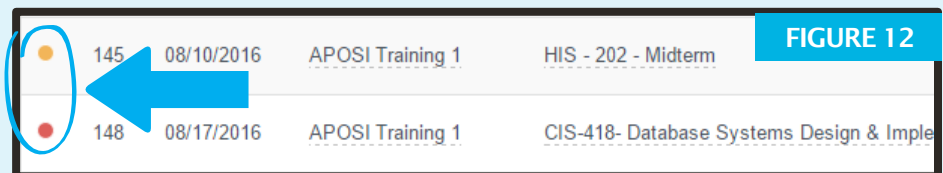
- Exams fulfilled vs. sessions scheduled
- Incidents vs. sessions scheduled
- Processed incidents vs. total incidents

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.



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





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

FIGURE 13

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	



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