

ProctorU Updates

If you have not done so, please share the ProctorU Information Page (<https://nursing.uth.edu/ceir/canvasinfo/proctoru/proctoru-information.htm>) with students ASAP, remind students to test their computers so they are ready to take the exams from their desktop or laptop computers.

Tips for Setting up Exams in ProctorU

- You need to have your exam scheduled in ProctorU **as soon as possible to ensure that you get the date and time that you need.**
- You need to have a space for every student taking the exam in your course. The sooner you can get this into ProctorU, the more likely it will be that you and your students will have a smooth exam experience.
- You also need to take into consideration that ProctorU can only start about **30 exams for a test per hour.** Please refer to the table below:

Number of Students Testing	Time Provided to get Students Started in ProctorU
30	1 hour
60	2 hours
90	3 hours
120	4 hours
150	5 hours

For example, if a class of 120 students is taking an exam in ProctorU, you should schedule at least a 4 hour exam window. The **First Appointment** should be the time the exam is available to take allowing students that are vetted quickly by ProctorU to get into the exam immediately. The **Last Appointment** should be **at least** 4 hours later. If your exam is available starting at 9 am in the exam application (e.g. Canvas), you should have a ProctorU exam window of 9 am to 1 pm. You may want to pad in extra time for students to reschedule if they have technical issues and are unable to complete their appointment as originally scheduled.

For Canvas exams, when the Available Until time is reached, the student's exam will be submitted automatically. **Because of the potential for technical issues that would necessitate more time, we recommend you DO NOT set an Available Until time in Canvas.**

Note: It is especially important to set an access code (password) and time limit (how long students have to complete the exam) for security when you do not set an Available Until time.

For HESI exams, be sure to consider time zone differences when setting up your exam. The [ProctorU HESI guide](#) details important points to consider.

Students with Approved Accommodations

- Please include a list of students and their needed time extension on the ProctorU exam scheduling form (for example, Jane Smith 2 hours).
- Additionally, you can email the ProctorU partner services team at passwords@proctoru.com with your course number, name of the exam, name of the student, and the accommodation that needs to be granted (extra time, taking exam outside of the date, exam instructions [same as on original Exam Request Form], etc.) and they will make a note of the accommodation request in the system, and send you a confirmation email with the student's name within 24-hours.
- You'll also [make adjustments to the individual student's time](#) in Canvas who needs accommodations without impacting others' time for an exam.

Planning for potential technical issues

- Faculty must be available by email and phone during the time when the exam is open. Teams of faculty can divide up the responsibilities to receive calls during the exam.
- If there is a technical issue during the exam, more time can be added in Canvas. Please see the Extending Time during a Canvas Quiz Guide for more details.
- It is our recommendation that faculty have a 2nd version for any given exam ready for the scenario that students experience technical difficulties. The make-up exam needs to be scheduled 3 days from the original to allow time to resolve technical difficulties.
- When students email you they've lost connection, respond that PU will be working to resolve their connection issue and for students to please work with them. This will cut down on the overflow of emails CEIRHelp has to sort through and prioritize. Email CEIRHelp if you need assistance with Canvas or HESI related issues (for example, you need to extend the quiz time during a Canvas exam) or if you are uncertain how to handle a situation during an exam. CEIR will be available during your scheduled exam via CEIRHelp@uth.tmc.edu and the Exam Hotline: 713-500-2150.
- At the end of the exam, let [CEIR](#) know who the students are who could not get connected at all, had what you to believe to be excessive technical difficulties, or could not complete their exam, and we will work to connect with them to determine the cause.

Please visit our [COVID-19 Faculty and Staff Resources](#) page for more guides for giving exams in Canvas and ProctorU, and be sure to reach out to CEIRHelp@uth.tmc.edu for support with any need you have regarding moving your course and exams to an online format.