ProctorU Updates

If you have not done so, please share this Quick Guide to Off-Campus Student Testing (https://nursing.uth.edu/covid19/documents/quick-guide-to-off-campus-student-testing.pdf) 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 at least one week prior to your exam date. This will enable your students plenty of time to sign up and ensure their computers (desktops and laptops only – no tablets or Chromebooks) are equipped to take the exam. This will also allow you time to ensure your settings are correct and time to update them if they are not.
- Now that all students need to use ProctorU to complete their exams, 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.
- CEIR recommends building in extra time (about 30 minutes) for your student to get connected to ProctorU and go through the necessary checks to get started. 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:

<table>
<thead>
<tr>
<th>Number of Students Testing</th>
<th>Time Provided to get Students Started in ProctorU</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>1 hour</td>
</tr>
<tr>
<td>60</td>
<td>2 hours</td>
</tr>
<tr>
<td>90</td>
<td>3 hours</td>
</tr>
<tr>
<td>120</td>
<td>4 hours</td>
</tr>
<tr>
<td>150</td>
<td>5 hours</td>
</tr>
</tbody>
</table>

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.

For Canvas exams, the Available Until time in Canvas must be set to ensure that the student with the last appointment in ProctorU is able to complete their exam. When the Available Until time is reached in Canvas, the student’s exam will be submitted automatically. If the ProctorU Last Appointment is 1 pm, a student that signed up for 1 pm and that is having technical difficulties may not be able to get into the Canvas exam until after 1 pm. If the exam is 90 minutes, the student needs time to take the exam as well. The Canvas exam Available Until time, should exceed the ProctorU Last Appointment time by the duration of the exam plus 30 minutes (for technical difficulties). If we continue with the example, the Canvas Available From time should be 9 AM and the Available Until time should be 3 pm.
Keep in mind special accommodation students. You have to assume they will get the last appointment and consider that when setting up the Available Until time in Canvas.

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.

**ProctorU Fees**

- Institutional pay is active in ProctorU, meaning that your students will not be paying for their exam proctoring sessions. You can add your exam sessions to the system and let students know that they can sign up at any time without worrying about fees.
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.
- 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.
- If you receive calls from ProctorU to notify you of technical difficulties, please notify CEIR as soon as possible and provide the names of these students and the situation so CEIR can investigate.
- CEIR will be available during your scheduled exam via the Exam Hotline: 713-500-2150.

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.