

# Remote Proctoring Guide

## OVERVIEW

Institutions administering CLA+ are able to test students remotely in addition to on campus. Remote testing provides more flexibility in administering the exam. A student who tests remotely can schedule a test session that works with their schedule and can complete CLA+ in their own room. The test is still delivered in a controlled and standardized environment monitored by a proctor from ProctorU. The cost to use this feature is \$17.50 per student and can be purchased in any volume at any time during an open testing window. **Please note: students must schedule their testing date at least 72 hours in advance of testing.**

Institutions can test students on-site and remotely during the same administration. To activate this feature, please contact your CLA+ Rep to confirm how many students your institution would like to test remotely.

## ADMINISTRATOR PERSPECTIVE

Unlike in-class proctoring, administrators must preregister students to test remotely before students can begin testing. To do so, the administrator should log in to the [Proctor Interface](#), and select [Test Administration](#). To preregister students to test remotely, select [Roster](#), for the current administration under the [Active Test Administrations](#) table.

**Test Administrations**

This component allows you to manage test administrations at your institution. You may:

- configure local survey questions for each test administration,
- review a list of students who participated in the administration,
- import and download student profile information and mark the status of testing.

Local survey questions must be configured before the first student starts testing in the administration. Click "Custom Questions" to create or edit custom local survey questions. After students have started testing, you will be able to view the questions and a summary of student responses. Click on the number of students to view a list of students who participated in the corresponding administration. Registrar data may be imported and submitted by clicking on "Registrar Data."

**Active Test Administrations**

Name	Start Date	End Date	Students Tested	Status	Manage
CLA+ Sample Event	1/24/2017	1/27/2017	0	Testing Active	<a href="#">Custom Questions</a>   <a href="#">Roster</a>

To import a list of students, select [Import Students](#) and follow the step-by-step instructions provided.

**Roster**  
CLA+ Sample Event [Return](#)

[Import Students](#)

One unit of inventory is required for each student registered to test remotely. You have 9 of unused remote proctor inventory. You may import both local and remote proctored students in the same import file by setting the "Remote" column to 1 (true) or 0 (false). After students have been added or imported, click on the student last name to view the student summary and to switch students between rosters.

Local (0) Remote (0)

**Summary of Remote Students**

Test	Not Emailed	Not Scheduled	Not Started	No Show/Late Cancel	In Progress	Paused	Complete
CLA+	0	0	0	0	0	0	0

The Student Import supports Comma Separated Value (CSV) files. CSV files can be created and/or imported from most database and spreadsheet applications, such as Microsoft Excel. Click the [Template](#) link in the menu to the right and save the CSV template file on your computer in order to preregister students.

**Students Import** [Step-by-Step Instructions](#) | [Return](#)

The Import function supports importing comma-separated (CSV) text files. CSV formatted files can be created and/or exported from most database and spreadsheet applications such as Microsoft Excel, Microsoft Access, and FileMaker Pro.

The column headers in the import file must match the headers in the template file. Examples and step by step instructions are provided in the Step-by-Step Instructions file.

Because larger files may take several hours to import, once the file has been uploaded, you may leave this page and return later to check the import status. For those files, the status may be displayed as over 90% complete for the majority of the time.

When you are finished importing your students, click Return to go back to the previous page.

**Import Selection**

Import Type: Students [Template](#) | [Sample File](#)

Import File (.csv or .txt):  Browse...

Fill in the CSV file with student information. Remote students should be coded as “1.” Save the file. Then on the Import Page, click the [Choose File](#) or [Browse](#) button (this will vary depending on your browser), locate and select the CSV, and click the [Import](#) button. **Note: Column headers may not be altered.**

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	FirstName	LastName	DateOfBirth	StudentID	Email	Remote							
2	Rachel	Green	1/1/2000	green	rachelgree	1							
3	Joey	Tribbiani	1/1/2000	tribbiani	joeytribbi	1							
4													
5													

Once the student information has been imported, select [Send Email](#) in the [Remote](#) tab. Each student will then receive a welcome email with instructions for scheduling their CLA+ testing time.

**Roster** [Return](#)

CLA+ Sample Event

One unit of inventory is required for each student registered to test remotely. You have 9 of unused remote proctor inventory. You may import both local and remote proctored students in the same import file by setting the "Remote" column to 1 (true) or 0 (false). After students have been added or imported, click on the student last name to view the student summary and to switch students between rosters.

Local (0) Remote (2)

**Summary of Remote Students**

Test	Not Emailed	Not Scheduled	Not Started	No Show/Late Cancel	In Progress	Paused	Complete
CLA+	2	0	0	0	0	0	

**Students Testing Remotely** [Send Email](#)

Last Name	First Name	Student ID	Email	DOB	Status
<a href="#">Green</a>	Rachel	green	rachelgreen@student.edu	1/1/2000	Not Emailed
<a href="#">Tribbiani</a>	Joey	tribbiani	joeytribbiani@student.edu	1/1/2000	Not Emailed

[Download](#)

Students' CLA+ testing status may be reviewed in the **Status** column throughout the testing window. Below is a list of status options and the meanings.

Status Option	Meaning
Not Scheduled	Students have been sent the "Instructions to Test" email but have not scheduled an appointment to test.
Completed	The student has completed the CLA+ exam.
Completed - Tested Locally	There is a completed result, but the student took the exam with a proctor on campus, not through ProctorU.
Paused	The results have been paused and is currently incomplete.
Not Emailed	Student information has been imported by the institution administration, but the student has not been sent the "Instructions to Test" email and the exam is not scheduled.
Not Started	The student has scheduled a CLA+ test session with ProctorU.
No Show/Late Cancel	The student missed their appointment or canceled their exam too late to reschedule.
In Progress	The student is in the middle of completing their exam.

To contact students who have not scheduled to test, click on a student's last name and select **Send Email**. Administrators should regularly check remote testing status and resend emails as needed to encourage students to schedule and test. If a proctor would like to remove a student from the roster before testing, or would like to move a student from remote to local testing, he or she may do so in the **Student Summary** shown below.

The screenshot displays the CLA+ Roster interface. On the left, a navigation menu includes 'Home', 'Students', 'Test Administrations', 'Test Delivery', 'Users', 'Help', and 'My Profile'. The main area shows the 'Roster' for a 'CLA+ Sample Event'. A 'Student Summary' modal is open for a student named Rachel Green. The modal contains the following information:

- Student Identification:** Use the 'Students' component to make any changes.
- First Name:** Rachel
- Last Name:** Green
- Email Address:** rachelgreen@student.edu
- Date Of Birth:** 1/1/2000
- Remote Proctoring:** Students that are testing remotely may use the following URL and student-specific session code to take their test. You may need to provide this to the student to ensure they do not receive the email with instructions to test.
- URL:** http://clatest.starttest.com
- Session Code:** 1132076697
- Status:** Not Scheduled

At the bottom of the modal, there are three buttons: 'Switch to Local Testing', 'Remove', and 'Close'. A red arrow points to the 'Send Email' link, and another red arrow points to the 'Switch to Local Testing', 'Remove', and 'Close' buttons. The background shows a table with columns for 'Test' and 'Not Emailed', and a 'Status' column with values like 'Not Scheduled'.

## EXAM CONDUCT

During the test session, students are expected to follow all ProctorU guidelines. Students are prohibited to leave the room, talk with anyone, or use their smartphones during the exam. A single violation permits a warning. If the student receives a second violation, the proctor will terminate the session. An incident report will be filed and passed on to the school by their CLA+ Rep.

## STUDENT PERSPECTIVE

Students will receive an instructional email with an authorization code and a link to schedule their appointment. The student will need to click on the hyperlink in the email to finish registering (the authorization code will pre-populate when the student clicks the link). **Please note: Students should be prepared to provide two forms of ID.**

### CLA+: Please Schedule Testing

CLA Customer Support [CLAsupport@testsys.com]

To: Ross Geller Tuesday, January 24, 2017 2:36 PM

Your institution has selected you to take the CLA+ exam.

Institutions, like yours, use CLA+ to estimate how much they contribute to the development of higher-order skills. Collecting this information is one step in the process of improving teaching and learning.

Below are Student Guides that provide more information about the CLA+ and CWRA+ exams. Example tasks are also included for your review.

[CLA+ Student Guide](#)

[CWRA+ Student Guide](#)

As a participant in this exam you will have the opportunity to earn an online badge and share your results on employment platforms like LinkedIn.

The exam is administered entirely online through a secure browser and is virtually proctored by ProctorU. As long as you have a computer equipped with a webcam, microphone, and Internet access, you can take the assessment remotely (at home in your room, or in a quiet location where you won't be disturbed).

**FOR CWRA+ STUDENTS ONLY - A parent is permitted to be with you when you first connect with your proctor, but will be asked to exit the room after you present your photo ID.**

To schedule testing use the following information:

(PLEASE NOTE: If you have already scheduled your exam you may disregard this message. This message has been sent to all students who have not yet tested. We encourage them to schedule their exam.)

[Click here](#) to login to your account to schedule or take an assessment.

Name: Ross Geller  
 E-mail: rossgeller@student.edu  
 Authorization Code: 1132047318

### Student Portal

**Enter Authorization Code**

**Tip:** Let students know to check their email for this message on the day the message is sent. In some cases the email may be caught in their junk or spam mail folder.

On the registration page, students are asked to confirm their email address and date of birth.

**Please note: This needs to be the same information the administrator used to preregister the student, or the system will not recognize the student.**

Student Portal LOGOUT

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### Welcome Ross Geller!

Please enter your email and birthday to continue.

Email:

Birthday:  
    
Month Day Year

Students then will then select a date and provide their contact information for the appointment.

**Please note: This information will not be shared with anyone.**

Student Portal LOGOUT

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### Appointment Options

**Schedule this Appointment**  
Please Select Your Appointment Date:  
*Appointments must be scheduled 72 hours in advance. If it is less than 72 hours before the testing period end date you will be unable to schedule an appointment.*

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**Please Provide Your Contact Information for this Appointment:**

\*Phone (xxx-xxx-xxxx)

\*Address

\*City

\*State

\*Zip

\*Country

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**Please Select Your Local Time Zone:**

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The student will need to scroll down and accept the ProctorU Terms of Service to schedule their appointment. To view the full ProctorU Terms of Service, see Appendix A.

These Terms are the entire and exclusive agreement between ProctorU and you regarding the Services, and these Terms supersede and replace any prior agreements between ProctorU and you regarding the Services.

You may contract ProctorU Inc. at:

3083 Independence Drive, Suite A

Livermore, California 94551

Effective: March 1, 2016

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**cla+**
**cwra+**

The student will then finish scheduling their appointment and return to the updated **My Appointments** page. If a student needs to change the appointment time, they can do so by clicking **Reschedule**. This must be done at least 30 minutes in advance of the appointment. Students must schedule the testing date at least 72 hours in advance of testing.

Student Portal

### My Appointments

1/27/2017 5:30 PM - CLA+ (90 mins)	<a href="#">Reschedule</a> <a href="#">Cancel</a> The link to begin your exam will appear here at the start of your appointment.
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Three days before testing and on the day of testing, the student will receive reminder emails. On the day of testing, the student will click on the link in the reminder email to log-in and initiate testing with ProctorU by clicking **Start Test**. **Please note:** Students must start their exam within 10 minutes of their appointment time to allow for authorization and login procedures.

**RESCHEDULE / CANCEL POLICY**  
 You must reschedule or cancel your test no later than 72 hours prior to your appointment or any test fees will be forfeited. [Click here](#) to reschedule or cancel your appointment online. You will need to log in to the Student Portal using the authorization code, email and date of birth used during test registration.

**ON TEST DAY**  
 You will not be able to begin your test until your appointment time. [Click here](#) to begin your test. From the home page, click the "Start Test" link to begin your test session. You must start your test within 10 minutes of your appointment time or you will lose your appointment.

Be sure you are in a well-lit, quiet and private room. The lighting of your room must be daylight quality, and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your proctor to see you. Bring a reflective surface such as a CD, DVD or mirror to the testing location. This is so you can show the edges of your monitor to your proctor to confirm that your testing area is secure.

This will bring the student to their CLA+ testing session with ProctorU. The student will need to follow the instructions provided, download the ProctorU software, and launch the remote testing session. Information to prepare students for remote testing can be found on CAE's website.

Student Portal LOGOUT

**My Appointments**

1/27/2017 5:30 PM - CLA+ (90 mins) [Start Test](#)

proctoru Hello! Get Live Help

Welcome to Your Proctored Session

**WAITING FOR PROCTOR**

Camera and Microphone Access  
https://api1.proctoru.com is requesting access to your camera and microphone. If you click Allow, you may be recorded.

Allow Deny

**1. Download** Click to Download

Click the "Download" button to begin.

**2. Install & Run**

Click "LMIRescue.pkg.zip" in the bottom left of the browser or in the Downloads window. You can see the downloads window by clicking "CMD+SHIFT+J".

Click on "Support-LogMeInRescue". It looks like a blue icon.

Click "Continue".

**3. Authenticate** Authenticate Me

**Please note:** Students are given instructions and rules for completing the CLA+ exam remotely and are reminded by their proctor before the exam. If they are found to be violating any rules more than twice during a test session, the proctor will terminate the test session. There are no refunds given for terminated test sessions. If you have any questions about this policy, feel free to reach out to your CLA+ Rep.

## COMMON TESTING ISSUES AND TROUBLESHOOTING

Through feedback from institutions, CAE has compiled several common testing issues and solutions.

### SCENARIO 1

A student schedules his or her Remote Proctoring test session, but does not sign in and misses their appointment time.

**Solution:** If the exam has not been launched one hour after the scheduled time, a hyperlink to “Re-issue” will appear in the Status column for the student. The initial inventory is no longer available and the proctor can email the student to reschedule by clicking “Re-issue”. Re-issued sessions count as a second remote proctoring session. If all inventory for remote testing is currently in use, additional pieces of inventory must be purchased in order to re-issue a session.

### SCENARIO 2

A student tries to log-in to test, but does not know their authorization code.

**Solution:** In **Test Administration** component, select **Roster** and then the **Remote** tab. Click the student’s last name, and the information that was imported will be available. The student’s **Session Code** is the authorization code necessary for remote testing. Alternatively, you can scroll to the bottom of the page and click the **Download** link at the bottom of the roster. This will download the remote proctoring roster, including the Authorization Codes.

The screenshot shows the 'Student Summary' window for Rachel Green. The 'Session Code' field is highlighted with a red arrow. Below the summary, there is a table for 'Students Testing Remotely' with a red arrow pointing to the 'Green' link in the 'Last Name' column.

Test	Not Emailed	Not Scheduled	Not Started	No Show/Late Cancel	In Progress	Paused	Completed
CLA+	0	0	0	0	0	0	0

Last Name	First Name	Student ID	Email	DOB	Status
<a href="#">Green</a>	Rachel	green	rachelgreen@student.edu	1/1/2000	Not Scheduled
<a href="#">Tribbiani</a>	Joey	tribbiani	joeytribbiani@student.edu	1/1/2000	Not Scheduled

### SCENARIO 3

A student fails their authorization quiz and only has one form of ID instead of the requested two (e.g. passport, driver’s licence, school ID with clear photo).

**Solution:** The student may still take CLA+, but an incident report will be filed by the proctor and sent to the institution’s CLA+ Rep. The administrator at the institution will be contacted to confirm the identity of the student.

### SCENARIO 4

You have imported students for remote testing, but many students have not yet scheduled their CLA+ test session.

**Solution:** Go to the **Test Administration** component on the Proctor Interface, select **Roster**, and then select the **Remote** tab. In the **Students Testing Remotely** box, click **Send Email** on the right-hand side.

The screenshot shows the 'Students Testing Remotely' table with a red arrow pointing to the 'Send Email' link in the top right corner.

Test	Not Emailed	Not Scheduled	Not Started	No Show/Late Cancel	In Progress	Paused	Completed
CLA+	2	0	0	0	0	0	0

Last Name	First Name	Student ID	Email	DOB	Status
<a href="#">Green</a>	Rachel	green	rachelgreen@student.edu	1/1/2000	Not Emailed
<a href="#">Tribbiani</a>	Joey	tribbiani	joeytribbiani@student.edu	1/1/2000	Not Emailed



## APPENDIX A: PROCTORU, INC. TERMS OF SERVICE

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You also agree to authenticate your identity if requested by ProctorU using the then-current methodology employed by ProctorU . Information obtained during the identity authentication process will be retained by ProctorU or by ProctorU’s licensor and may be shared with your college, university, school, instructor or organization.

You agree to allow ProctorU to monitor you by webcam, such monitoring to be conducted by a live person (a proctor) in real time. You agree to scan your premises using your webcam when requested by the proctor. ProctorU may record or tape this interaction.

You understand that ProctorU will remotely connect to your computer in order to monitor your computer screen and, if required, to assist you with technical issues that may occur during a proctored test or examination.

You acknowledge that our proctors will, in addition to viewing you and your surroundings via webcam, be listening to you, monitoring your computer screen, and that you agree to maintain audio contact during the proctoring session. Further, ProctorU may tape or record your entire session and you acknowledge that ProctorU is not responsible for anything that appears on your webcam or desktop.

You agree that, should anything appear on your desktop screen, or be viewed via your webcam that is deemed pornographic or sexually explicit by your proctor, your session may be terminated immediately by the proctor and the cause of any such session termination reported to your college, university, school, instructor or organization. You further agree that a session may be terminated by the proctor if, in the proctor’s sole discretion, your use inappropriate language during the session.

You agree to allow ProctorU to take a photo of you to keep on file at ProctorU.

You grant the proctor the right to use whatever method ProctorU makes available to recommend that your examination or test be disqualified should the proctor detect questionable action during the examination or test.

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ProctorU is committed to treating all test takers with integrity and at a high level of service. However, if a test taker exhibits unacceptable behavior, ProctorU reserves the right to deny service and report that test-takers actions back to the test delivery partner.

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 the test delivery partner. A decision on the denial of service will be made after consultation with the test partner and ProctorU.

#### Links

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#### Controlling Law and Jurisdiction

These Terms and any action related thereto will be governed by the laws of the State of Alabama without regard to or application of its conflict of law provisions or your state or country of residence. All claims, legal proceedings or litigation arising in connection with the Services will be brought solely in Jefferson County, Alabama, and you consent to the jurisdiction of and venue in such courts and waive any objection as to inconvenient forum. If you are accepting these Terms on behalf of a United States federal government entity that is legally unable to accept the controlling law, jurisdiction or venue clauses above, then those clauses do not apply to you but instead these Terms and any action related thereto will be governed by the laws of the United States of America (without reference to conflict of laws) and, in the absence of federal law and to the extent permitted under federal law, the laws of the State of Alabama (excluding choice of law).

#### Entire Agreement

These Terms are the entire and exclusive agreement between ProctorU and you regarding the Services, and these Terms supersede and replace any prior agreements between ProctorU and you regarding the Services.

We may revise these Terms from time to time. If the revision, in our sole discretion, is material we will notify you. By continuing to access or use the Services after those revisions become effective, you agree to be bound by the revised Terms.

Our privacy policy can be viewed at <http://www.proctoru.com/privacy.txt>

These Services are operated and provided by  
ProctorU Inc.,  
1824 Holmes St. Bldg E., Livermore, California 94550

Effective: November 2, 2009