

Mongomery College Measure Learning Faculty Training Questions 2/17/2025

- Can you please tell us why the exam is set up so that it HAS to match what we have in Blackboard? Sometimes it is helpful to be able to adjust that manually in the proctoring site.
 - o The platforms need to match so we can verify that we have the correct information when allowing students to schedule their appointments. If they are different, I could impact their appointments.
 - o In meeting discussion: Can you clarify why you would have things shown differently? That is how the platform is designed today but if there are use cases for being able to have different details showing, I can share that with the team for future consideration. Answer: Sometimes it is helpful to have it available to take on campus in Blackboard for an extra day (for example if technological issues happen for a student).
- Do students need to make an appointment or are these asynchronous proctoring sessions?
 - o Appointments are required for Review+ and Live+ exams. Record+ is an On Demand feature
- Where can we confirm that students have scheduled their exams?
 - o You can see this in a few places. You can click into the exam itself and see the list of students there. You can go to the Activity Report and pull an exportable report on all sessions of a specific inquiry. Or you can set up a notification where you get an email notice every time someone schedules for that specific exam.
- The first thing that comes to my mind is that with this set up, we have to change things in two places (ProctorU and Blackboard), am I right? 3 If we count register blast as well.
 - o All things that need to be changed (dates, password, duration, etc.) need to be changed within Blackboard, then updated via the ProctorU tool using the Sync feature to update ProctorU.
 - o In meeting discussion: Change what things? All exam details will be updated in Blackboard directly and can be synced via the ProctorU tool to send the parameter updates to ProctorU. Answer: If a student needs to change the deadline for an exam, for example. There are many things that might trigger to have to change things. If a student needs to change the deadline for an exam, for example. There are many things that might trigger to have to change things.
- Are you going to show how to use ProctorU on 3rd party sites, like ALEKS?
 - o This was covered in the video but the steps can also be found here: <https://support.proctoru.com/hc/en-us/articles/360040702432-How-to-Enter-An-Exam-through-Your-ProctorU-Account>
- Is there a way to see that a specific student has an accommodation in place?
 - o Yes, you should be able to see that on the student's profile in the ProctorU dashboard. Locate the students' account, select the Settings tab and scroll to the bottom to see if there are any accommodations on file. Another way to look is to go

to the specific appointment and you will see if there is accommodation on the session.

- Are we automatically notified when there is an incident with a student in one of our exams?
 - o Yes, as an instructor you automatically get the incident report when one of your students has an incident
- Is there anywhere that the Proctor follows up with their comments? Example, the test-taker was asked to remove the other computer, the test-taker indeed removed the other computer?
 - o You can click the dot to see the corresponding part of the video. If they did not comply with what was being asked, an incident would be raised rather than just a comment.
- How do we add the link of the test from ProctorU to Blackboard? (third-party).
 - o For third party exams, you cannot connect the schedule link directly from Blackboard like Caleb showed in the demo. You will need to click into the exam record from ProctorU, locate the Open Invite Link, copy that link and provide it to your students to schedule that specific exam. This is covered in the recording as well.
- The students can find the exam on ProctorU directly too, right?
 - o Correct, they can.
- For classes with third-party tests, before students can act on an invite link, do they first have to sign up in some way to get a ProctorU user account?
 - o Yes, when they use the link, they will first be promoted to log in and if they don't have an account, they will create one.
- Is there a proctor U link that is in Bb?
 - o Yes, that was shown in the early part of the video. Please review that to create the links for Blackboard exams. For third-party exams, see the question above and the demo in the video for how to get students those links.
- For a 3rd party, students go to ProctorU on their scheduled date and sign in? And then they don't need to sign into the 3rd party, correct. It is done by PU.
 - o We don't have access to the students' credentials to the third party, so yes, the student has to log into the third party but we will assist them in getting into the exam.