Faculty Frequently Asked Questions
for Online Proctoring

Q: Who do I contact if I have a general question about remote proctoring?

A: You can contact the Assessment Centers at AcademicTesting@montgomerycollege.edu, or join one of the Assessment Center Office Hour sessions to meet remotely.

Q: Does the Assessment Center staff proctor the exam session?

A: No, ProctorU staff will proctor the exam session. Assessment Center staff is not involved and may not be available at the time the session is held.

Q: Can I upload a paper copy of the test to have the student download and complete?

A: No, this will be an electronic test that the student will complete online. Faculty will need to create an electronic version of the test, using one of the approved platforms, and provide the students with instructions for accessing the exam. For instructions on creating an electronic exam, please see the ELITE training or email Distance Learning at dl@montgomerycollege.edu

Q: Should I set up my digital exam with a browser lockdown?

A: No, you should disable the browser lockdown. ProctorU uses a browser lockdown in their platform. Having the lockdown enabled on the exam could cause issues for the student during the test.

Q: Will the student see the password entered in the exam?

A: No, this information is only visible to the proctor. The proctor will enter the password to let the student start the exam.

Q: How do I enter a student's accommodation in the test?

A: Enter the information about the accommodation in the Proctor Notes field when you set up the exam in SmarterProctoring. The Assessment Team will review this information when you submit the exam for approval and enter the accommodation on the student's record if the student has already registered for SmarterProctoring. The student should not schedule their exam session until the accommodation has been entered in their SmarterProctoring record for that test. Accommodations will need to be set for each exam separately.

Q: How does a student contact Disability Support Services (DSS)?

A: Please refer the student to the information for DSS Remote Services. DSS is currently offering services to students remotely during business hours of Monday-Friday, 8:30 a.m.-5:00 p.m. You can email your documentation to dss@montgomerycollege.edu.

Q: Is my exam automatically approved once I submit it?

A: No, Assessment Center staff reviews each exam before approval to double check the information entered, and to enter any student accommodations the faculty has noted. The review is completed during regular office hours (listed at the end of this document). Any request submitted after hours or over the weekend will be processed during the next available workday.

Q: Can the student schedule their exam session on the ProctorU website?

A: No, the student will register for SmarterProctoring through the Blackboard course shell and will connect to ProctorU through that system.

Q: I want all my students to test on the same day at the same time. Can ProctorU do that?

A: Probably not. With a bit of planning, and advanced scheduling, students may be able to test within a certain window, but ProctorU has indicated they cannot guarantee that all students can test at the same time.

ProctorU scheduling is designed to enable flexibility in scheduling, and students can schedule with a proctor around the clock.

Q: What are the requirements to take and exam via ProctorU?

A: A current (not expired) Photo ID, preferably the student's MC ID. Government issued IDs, college ID, high school ID, or an employee ID are also acceptable. A functioning microphone and webcam on a laptop or desktop. Google Chromebooks, tablets, and smart phones are not supported. Students must use Google Chrome or Mozilla Firefox as their browser and install the ProctorU extension. Students will need to show the proctor a 360° view of the room they are testing in during the check in process

Q: My student said they do not have an ID, or the ID is expired. What should they do?

A: If the student does not have any ID, they could ask a parent or adult relative living with them to confirm the student's identity. ProctorU will document the information of the adult relative.

Q: When should the student check their computer system requirements?

A: Before they schedule their exam. The student can check the system requirements as they are scheduling the exam, however they should not confirm the appointment if the system does not meet all requirements. If they are having issues, ask the student to contact the Assessment Center.

Q: Should the student go to www.ProctorU.com to check their system?

A: Students can visit test-it-out.proctoru.com to test their equipment at any time. It is recommended they test their equipment and resolve issues before their exam session.

Q: The student said ProctorU is requiring them to set up an account before they can check their computer system. Is that right?

A: This happens when a student logs on ProctorU.com directly and does not test their system through MyMC or test-it-out.proctoru.com. The student does not need (and should not create) a ProctorU account to test their computer.

Q: What does the proctor do before the test begins?

A: The proctor will check the student's ID through the video camera and ask the student for a 360° view of the room, including the desk/table that their computer is sitting on. They cannot wear headphones. No one else should be in the room when the student is taking the exam. If the student is known for any acceptable behaviors during the exam, such as talking out loud to themselves, please leave a note for the proctor indicating this is allowed.

Q: Who should I refer the student to if they have problems checking their computer settings?

A: Students should not schedule the exam until their settings are fixed. They will only have a few minutes at the start of the exam to connect with the proctor before their session is cancelled. They can use the Student Tech Guide to check the system requirements. If they are not able to resolve the issue, they should contact the Assessment Centers at AcademicTesting@montgomerycollege.edu or join an office hours session.

Q: Who should the student contact if they have technical issues _before_ the exam session starts?

A: The student can contact the Assessment Centers at AcademicTesting@montgomerycollege.edu or by joining an office hours session. They can also contact SmarterProctoring using the Support button to chat or by phone at 877-499-7627.

Q: Who should the student contact if they have technical issues _during_ a test session?

A: The student can speak with the proctor, they can contact ProctorU by phone at 855-772-8678 (option 2), or they can chat with ProctorU Support at www.proctoru.com/contact-us

Q: The student contacted me because the proctor cancelled their test. What should the student do?

A: The student may have had an unresolved computer issue. The student only has a few minutes at the start of the session to connect with the proctor. If they are not able to connect, the proctor will drop the student from the session. Ask the student to contact the Assessment Center for help with their computer system requirements.

Q: What does a student do if they contact me because they have missed the exam session?

A: If it is within the time that the exam is open, the student should be able to reschedule through SmarterProctoring. If the exam period has closed, you may grant an extension if you choose to extend the testing time.

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Assessment Center Hours
Monday, Thursday, and Friday 8:30 am to 5:00 pm
Tuesday and Wednesday 8:30 am to 7:00 pm
Email us: AcademicTesting@montgomerycollege.edu
www.montgomerycollege.edu/assessment

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