SmarterProctoring
Faculty Guide

Virtual Proctoring via ProctorU
TO NAVIGATE THIS PRESENTATION

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What is SmarterProctoring?

- **SmarterProctoring** - web-based platform that interacts with Blackboard to assist faculty in submitting test requests to Assessment Centers.
  - Assessment staff receives test requests and confirm all materials are included and information is accurate.
  - Faculty is able to make changes to the test request before student's schedule to take their exams.
What is ProctorU?

ProctorU - online proctoring service that interacts with SmarterProctoring to assist students with online test scheduling and test completion.

- Students are able to schedule a test appointment and complete their exam with an online proctor.
- ProctorU is available anytime, any day: 24/7/365.
- This service is free of charge to MC students.
HOW TO ADD THE SMARTER PROCTORING LINK FOR EASY ACCESS
Go to www.montgomerycollege.edu and click the Access MyMC button located on the top-right corner of the page.
On the MyMC page, enter your **username** (MyMC ID) and **password**, and click the **Sign In** button to access your MyMC Account.
On your MyMC home page, click the **Blackboard** button located in the upper-right corner of the page to access your **Blackboard** account.
In your **Blackboard account - My Blackboard**, select the course you are setting up an exam for. The course are listed under My Courses or the Course tab. For example, **201740-MATH098-40749**
In the course homepage, check the side bar for the **SmarterProctoring** link. If it’s not there, click the plus sign “+” to add it. If it is, continue to slide 14.
After clicking the plus symbol, click the **Tool Link** from the drop-down menu to open the **Add Tool Link** window.
In the Name field, type “SmarterProctoring” (recommended). In the Type field, select SmarterProctoring2017 from the drop-down menu.
Click the “Available to Users” checkbox to make the link available to students, then click the Submit button.
Click the **SmarterProctoring** link that appears in the left sidebar to access the page.
For first-time users, you must agree on **Privacy & Terms of Use**. Toggle on each agreement, then click the **Submit**.
HOW TO SET UP AN EXAM
From your course’s Dashboard page, click the “New exam” button to set up a new exam.
There are five steps to set up an exam. **Step 1**, called Exam Details, asks for information about the exam, such as name, description, duration, etc.
Each exam needs a unique name. This format is recommended when naming your exam: Instructor Last Name, First Name (Course Code)(CRN) - Exam Name (Semester)

Preferred Format: Smith, John (MATH120) (CRN21034) – Quiz #1 (SU2020)

Enter the Course Code/Exam Name/Number: MATH120 Quiz #1
In the **Duration** field, add the **hours and/or minutes** allotted for the exam. The proctor will use this to monitor student’s time limit. The student will need to add a half hour to the allotted exam time for proctoring when you schedule.

**Important:** If your exam is 2 hours long, and expires at 5 pm, the student must schedule their session to start before 2:30 pm.

~If you want the last exam to be scheduled at 5pm, set your expiration time to 7:30 pm.
Next, add the **URL** and **Password** for your exam. **Important:** Virtual proctoring requires digitized exams created in **Blackboard** or select learning systems. Disable lockdown browsers on the exam.

**Note:** The online proctor will enter the password

**Note:** For assistance on how to digitize your exam, [watch the Blackboard tutorials](mailto:itservicedesk@montgomerycollege.edu) or contact IT Service Desk at 240-567-7222 | [itservicedesk@montgomerycollege.edu](mailto:itservicedesk@montgomerycollege.edu) for Blackboard Support. Chat online 24/7/365 with a certified Blackboard support representative through [Blackboard Technical Support Website](http://www.montgomerycollege.edu/support).
Change the **Consecutive Attempts Allowed** field if your exam allows multiple attempts. The system defaults to 1 attempt.
In Date Settings, enter the date range for the exam. **Reminder:** give your students *adequate time* to schedule and complete your exam.
Toggle **Scheduling Window “on”** to allow students to book exam sessions in advance.

**Note:** Consider changing the **Scheduling Window’s Start Date** to days/weeks ahead so students have ample of time schedule their exams before it open.
Use the **dropbox** to add or **drag and drop** up to 5 documents for student use during the exam, or documents for proctor review. Files can be images, audio, formula sheet, etc. up to 4 MB.

**Important:** Do NOT include a paper copy of the exam
After all Exam Details have been entered, click **Continue** to go to the next step.
Use **Step 2**, called **Permitted Items**, to identify items students can have in the testing room by toggling on the item switches. Once done, click **Continue**.
**Step 3**, called Notes, lets you provide instructions to the students and to the proctors for the exam. Once entered, click the **Continue** button.

**Note:** If any student has an accommodations, (i.e. double time), or if other items are permitted, (i.e. basic calculator or formula sheet) include it in **Notes for Proctors**. Include the student’s name and the item if only for a specific student. **Important:** Students with accommodations should NOT schedule their exam session until the accommodations are set up.
**Step 4**, labeled **Proctor Settings**, allows the exam to be set for virtual proctoring. Toggle on the switch next to **Live Online Proctoring**, then click **Continue**.

**Reminder:** Assessment Centers are currently closed, so the option for Institution Testing Center should not be toggled.
**Step 5**, called **Confirmation**, summarizes the exam details you’ve set up. Select **Back** if you need to make changes. Click **Confirm** to submit your exam for approval.
Pending Approval - each submitted exam will be reviewed by the Assessment Centers before students can schedule their exam session.

Note: Assessment Center Staff will review the exam queue during regular office hours (M-F). Exams & changes submitted after hours or on weekends will be processed during the next workday.
HOW TO MAKE CHANGES ON EXAMS
To make changes to an existing exam, go to your exam’s homepage and click **Edit Exam**. Make the changes to the appropriate field, then submit the exam for approval.

**Note:** This step is especially helpful when **extending exam deadlines**.
DSS STUDENT ACCOMMODATIONS
Student DSS Accommodations

- Disability Support Services (DSS) Office determines student accommodations on a case by-case basis
- DSS students must contact their DSS counselor to confirm that their computer hardware works for remote learning and testing
  - DSS has tested ProctorU extensively and can inform students if ProctorU is appropriate
  - DSS will inform the professor of the accommodation needed
    - Faculty will share specific accommodation for an exam with the Assessment Centers
- DSS does not share student accommodation information directly with the Assessment Centers
- Noting accommodations in SmarterProctoring
  - Extended time
    - Is noted on the individual student’s profile in SmarterProctoring
    - Must be updated on the student’s profile for each exam given – the accommodation does not automatically carry through to each exam
  - Other accommodations are arranged with DSS as required
Adding DSS Accommodations

- Faculty should encourage students to register for SmarterProctoring through Blackboard during the first week of class.

- Faculty will submit tests through SmarterProctoring for approval:
  - Faculty will add any DSS accommodations in the Proctoring Notes field of the SmarterProctoring test approval request.

- Assessment Centers will enter accommodations for the exam as noted for individual students and approve the exam:
  - If the student’s name does not appear on the roster, Assessment Center staff will reach out to the student to register for SmarterProctoring through Blackboard.
Adding DSS Accommodations

- Once the exam is approved, faculty informs class that they can register for an exam session

- For changes to a student’s accommodation after the exam is approved
  - Faculty emails Assessment Centers if a change is needed in the exam set up for the student
  - If Faculty makes changes directly in SmarterProctoring, the change will have to be approved by the Assessment Centers before the student can schedule the session
Email us: AcademicTesting@montgomerycollege.edu

Assessment Staff are available:
Monday, Thursday and Friday 8:30 am to 5:00 pm
Tuesday and Wednesday 8:30 am to 7:00 pm
www.montgomerycollege.edu/assessment