ProctorU

A NEW Way to Test

Real People. *Real* Proctoring.

Why ProctorU?

ProctorU provides security, convenience and savings to organizations and their examinees by allowing them to complete tests from anywhere with a high-speed Internet connection. The service provides authentication and proctoring to universities, corporations and training organizations that offer online assessments. Proctors secure the environment with an easy, three-step process:

1 We observe the test-taker via webcam.

The test-taker is connected to a real person who speaks with them to guide them through the process.

2 We watch the test-taker's screen in real time.

We can see everything that the test-taker is doing both at their location and on screen.

3 We authenticate the test-taker's identity.

Using a multi-factor process - the strongest in the industry - we ensure that the person being monitored is the proper test-taker.

Set Up

Getting started with ProctorU is easy. To become a partner institution, simply contact our partnership coordinators at 888-355-8043. There are no set up or contract fees and we do not require a minimum number of exams. Our process works with your current Learning Management System (LMS), such as Blackboard, Moodle, Sakai, D2L, and Canvas. We also have exam delivery options available, if needed.

We can bill an institution monthly or test-takers can pay with a credit card online when they make their appointments. In the test-taker-pay scenario, our service doesn't cost the institution anything. With a simple orientation phone call, you will be well on your way toward ensuring the academic integrity of your online programs.

Preparing Your Examinees

Test-takers can take exams from home 24 hours a day, seven days a week. They will be connected to a live person during their exam who will to guide them through the process, answer any questions not related to exam material and assist with any technical problems. If there are any questions, they can always call us at 855-772-8678.

Procedure

Test-takers should plan ahead for their sessions, make sure they have a quiet, private location in which to take the test and have a photo ID ready to show their proctor. The examinee will create an account at https://go.proctoru.com.

At the time of their exam, the test-taker will log into the ProctorU website. If there are any problems connecting, test-takers can call ProctorU at 855-772-8678.

The test-taker will connect with a live proctor who will talk them through the authentication process and take them to their exam. Any unauthorized notes or other attempts to cheat once the test has started will be reported to the instructor.

Proctoring Buying Guide
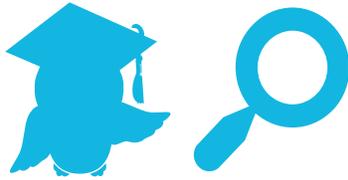
Are your test-takers able to communicate with live people?
Test-takers using ProctorU are connected to a human being with two-way audio and video feeds during the entirety of the exam. If technical problems arise, test-takers may call our proctoring line at 855-772-8678 and one of our dedicated technical support team members will assist.

Are your test-takers' identities authenticated?
ProctorU uses the strongest authentication process in the industry - also employed by banking and security agencies worldwide - that takes a multilayer approach to identify exam takers.

Are you looking for a service or for something you can operate yourself?
A great benefit to using ProctorU is the dedicated team of professionals based in the Birmingham, Ala., San Francisco, Calif. and Folsom Calif. areas. Our team works diligently to uphold your institution's standards.

Will the proctoring solution work with your Learning Management System (LMS) or exam delivery system?
There is no integration required with ProctorU; it works right alongside your current system. ProctorU also offers exam delivery solutions when needed.

Are you looking to integrate proctoring with your LMS or exam delivery tool?
ProctorU has several integration options available, including an Application Programming Interface (API) and other tools that create a single sign-on for your examinees.

Will the service require your faculty to change the way they deliver exams?
No, ProctorU's service does not require a change. All it takes to get started is a couple of brief phone calls and e-mail exchanges. ProctorU also offers exam delivery solutions when needed.

Will the company allow you to contact any of their client organizations?
ProctorU is proud to work with hundreds of prestigious organizations all over the globe. A listing of the company's partners can be found at https://proctoru.com/partners.php, and testimonials and referrals are available upon request.

How easy is it for test-takers to use? Does it require examinees to purchase certain hardware or software?
Test-takers using ProctorU can be proctored from almost any computer with a web cam and a high-speed Internet connection. Test-takers are not required to purchase any additional equipment or software to use our system.

Who provides the technical support, you or the company?
Our proctors are fully trained to handle most technical problems that may arise. We focus on hiring individuals with a great deal of technical aptitude, customer service experience and high levels of integrity.

Does it meet accreditation, quality, and common sense standards?
ProctorU is a member of the National College Testing Association. Our proctors apply common sense academic integrity standards by watching the examinee, watching what they are doing and knowing who they are.

What are the Technical Requirements?
Test-takers may be proctored from almost any computer on a high-speed Internet connection. A detailed list of specifications can be found at http://www.proctoru.com/tech.php.

Compliance and Certification

Protection and Privacy of Data in Europe

As part of standards for privacy protection, ProctorU complies with both the U.S. - Europe and U.S. - Swiss Safe Harbor Frameworks when providing services to all nations. Following these directives allows ProctorU to safely and efficiently exchange data for international test-takers.

http://export.gov/safeharbor

TRUSTe Certified for Online Privacy

ProctorU has been awarded TRUSTe's privacy seal signifying that the company's privacy policy and practices have been reviewed by TRUSTe and are in compliance regarding the collection and use of personal information.

Compliance gives ProctorU the ability to effectively manage data as a part of the proctoring process, and protect test-takers by preventing misuse of their information.

http://www.truste.com

Student Privacy Pledge

ProctorU is a signatory on the Student Privacy Pledge, which is dedicated to protecting test-taker's private information.

ProctorU remains committed to test-taker privacy by adhering to guidelines as laid out in the the Family Educational Rights and Privacy Act (FERPA). FERPA not only protects test-taker data, but also ensures proper training of proctors in the use of data gathered during the proctoring process.

http://studentprivacypledge.org

Data Security

ProctorU is dedicated to securing test-taker data collected during all aspects of our business and to managing test-taker information in compliance with the Family Educational Rights and Privacy Act (FERPA).

1 Personal Information

Test-taker directory information such as name, address, and profile picture is collected over a secure connection and stored for internal use only.

2 Financial Information

Credit card transactions are handled with encryption and online payment industry standards. ProctorU does not see or store credit card information.

3 Exam Records

When examinees set up an account and undertake an examination, ProctorU has created an academic record that is handled with the strictest adherence to FERPA guidelines. All proctors must also complete FERPA training.

Methods

- ProctorU.com is channeled through an HTTPS connection
- SSL encryption is used for all financial transactions
- ProctorU partners with the payment gateway service provider, authorize.net
- Screen-sharing technology used by proctors transmits with full, end-to-end 256-bit SSL encryption, the same encryption method endorsed by MasterCard, Visa and American Express
- ProctorU does not share any test-taker information with outside partners for marketing purposes

Server Compliance

Our servers meet the following compliance requirements for regulations:

- Payment Card Industry Data Security Standards (PCI/DSS)
- Health Insurance Portability and Accountability Act (HIPAA)
- Sarbanes-Oxley Act (SOX)
- Gramm-Leach-Bliley Act (GLBA)
- Federal Information Security Management Act (FISMA)
- Statement for Standards for Attestation Engagements (SSAE) No 16 Type II
- Service Organization Control (SOC) 1

Built upon a hardened, purpose-built operating system for security services, ProctorU's server firewalls provide the highest level of security and have earned many industry accolades including ICSA Firewall and IPsec certification and Common Criteria EAL4 evaluation status.

For more information about ProctorU's security protocols, please direct questions to our Senior Vice President of Technology Matt Jaeh at **mjaeh@proctoru.com** or 855-772-8678, ext. 605

ProctorU in the News

Behind the Webcam's Watchful Eye, Online Proctoring Takes Hold

THE CHRONICLE
of Higher Education

"ProctorU is part of a cottage industry of online proctoring providers that has grown in recent years as colleges and universities have set their sights on "nontraditional" students who want to earn degrees without leaving home."

http://ow.ly/lqU4B

Keeping an Eye on Online Test-Takers

The New York Times

"Employees at ProctorU, a company that offers remote proctoring, watch test-takers by using screen sharing and webcam feeds at offices in Alabama and California. ProctorU recently signed an agreement to proctor new credit-bearing MOOCs from Coursera..."

http://ow.ly/lqUci

Web Classes Grapple With Stopping Cheats

WALL STREET JOURNAL

"Both Udacity, another MOOC provider, and Coursera have teamed up with an online test-taking company called Proctor U that pays employees in Alabama and California to monitor test takers through a webcam trained on the student's face."

http://ow.ly/lAwPM

Catching Cheaters on Open Online Courses

PBS℠

"Coursera is in discussions with a company called ProctorU, over how to make sure online tests are secure and fair, requirements if colleges are going to give credit (for) coursework done online."

http://ow.ly/lqUky

In Online Exams, ProctorU Will Be Watching

Technology
PUBLISHED BY MIT
Review

"Sitting at computers in ProctorU's offices... the proctors use webcams and screen-sharing software to observe students anywhere as they take a test or complete an online assignment."

http://ow.ly/lAxr0

Instructional and Informative Videos

We've created several video presentations to help interested institutions learn more about our company. Most of our videos are available on our website, www.proctoru.com, and direct links have been included here for your convenience.

01

ProctorU is an online proctoring service that allows exam takers to complete an assessment at home while ensuring the integrity of the exam for the institution. We use proctors who monitor exam takers in an easy, three-step process that is described in this instructional video. The two-minute video is available at:
https://tinyurl.com/procudemo

How it Works

02

Find out more about the people proctoring test-takers, who they are and where they work. Discover why it's advantageous to have exams proctored by real people who wear uniforms and report to closely-monitored proctoring centers. This segment is available at:
http://tinyurl.com/procuppl

Meet the Proctors
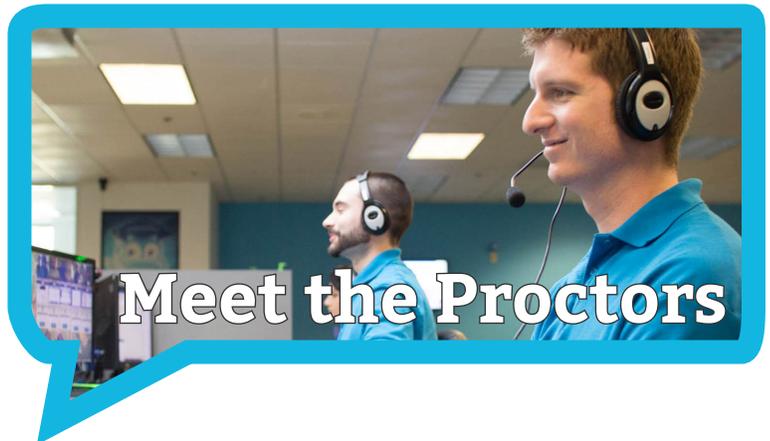
03

This two-and-a-half minute video describes the philosophies and culture behind ProctorU and briefly touches on our four company pillars of Integrity, Service, Simplicity and Fun. This segment is available at:
https://www.proctoru.com

Learn More About Us

04

ProctorU President Don Kassner and Executive Vice President Jarrod Morgan visited Columbia University in April 2011 to demonstrate ProctorU's process at the New York institution's EdLab seminar. To view the presentation in its entirety, visit: **http://www.proctoru.com/videopops/ columbiavideo.php**

Where We've Been
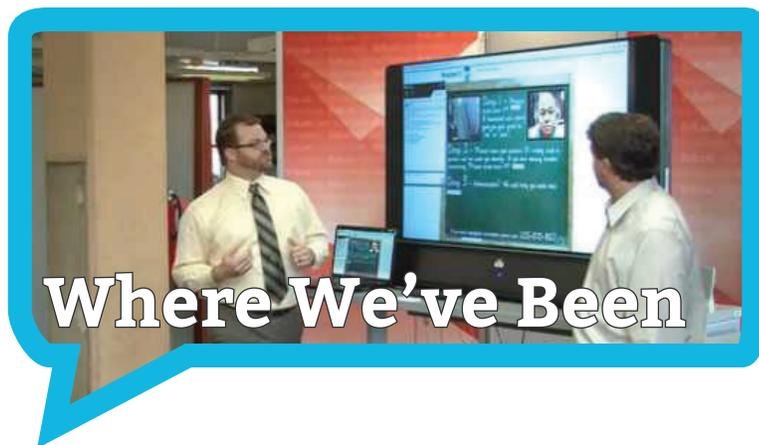
05

ProctorU President Don Kassner explains the implications of storing and transferring test-taker data within cloud servers and how it can impact federal funding. This video was recorded from a live streaming session at the Sloan Consortium's International Symposium for Emerging Technologies for Online Learning in Las Vegas on July 26, 2012. This video is available at: **http://vimeo.com/46509902**

FERPA in the cloud.

Authentication in Action
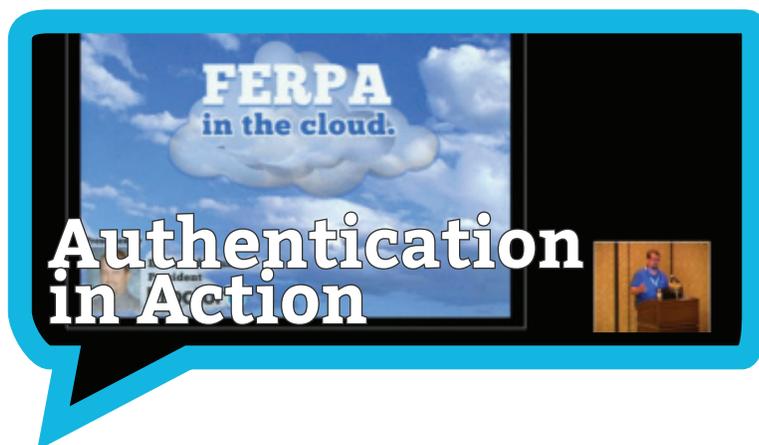
Contact Us

To learn more about ProctorU, please visit our website at

www.ProctorU.com
or call 855-772-8678.

Don't forget to like us on Facebook and follow us on Twitter!

www.facebook.com/ProctorU

http://twitter.com/ProctorU

Trusted by over 500 Institutions

LSU

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UNIVERSITY

UF | UNIVERSITY of FLORIDA

OKLAHOMA **STATE** UNIVERSITY

I L L I N O I S

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UNIVERSITY

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For a list of MORE partners visit