

# SmarterProctoring: Faculty Guidance for Online Classes

STEP

1

- **Link the SmarterProctoring tool to the sidebar of your course in Blackboard.**

- At the top of the left side bar, click the “+” circle icon and select “Tool Link.”
  - Type “SmarterProctoring” in the name field
  - In Type, scroll to “SmarterProctoring (for online courses.)”
  - Click the checkbox to Make it Available to Users
  - Submit

STEP

2

- **Link to the SmarterProctoring Resource Guide on the ODU Online website.**

- At the top of the left side bar, click the “+” circle icon and select “Web Link.”
  - Type “SmarterProctoring Student Guide” in the name field
  - Add this link:  
<https://online.odu.edu/online-experience/coursework/exams-and-proctors/smarterproctoring>
  - Click the checkbox to Make it Available to Users
  - Submit

Once these are on the side bar, you can move them in the list.

STEP

3

- **Send an announcement to your students about your use of SmarterProctoring this semester and what they need to do first.**

- Example: *“This course is using SmarterProctoring for scheduling of proctors. You will schedule your appointments for proctoring using this tool within Blackboard. You must make your appointments using this tool; for example, you cannot go to ProctorU.com or call/email a testing center directly to make an appointment. More information is linked in the side bar of Blackboard. I will let you know when exams are available for scheduling. Your first step is to create an account within SmarterProctoring. Click on the link to the SP tool in the left side bar and follow the steps. The most important information is your email (please use your ODU email), your time zone, and your location. Location will determine what proctoring options you see near you. Be sure to click Save.”*

**Please Note:**

Students will appear on your “roster” in SmarterProctoring once they create their SP accounts. Remember, the “roster” does not sync with Blackboard, so if a student has not clicked on the SP link and created his/her account, he/she will not show on the “roster.” **I would highly recommend you give them a deadline by which to complete this task** – perhaps the end of the first week of classes.

# SmarterProctoring: Creating your Exam Shells for Online Exams

# 1

Enter the SmarterProctoring tool through your course in Blackboard

# 2

In the top right corner, click "New Exam"

# 3

Carefully complete the exam shell items

## Notes on Exam Shell Creation Fields

### Duration

Please determine an appropriate amount of time for students to reasonably complete your exam. ProctorU charges us based upon the length of the exam, not how long students take to complete the exam.

### Password

This MUST match exactly the password you create in the actual exam in Blackboard (or other online resource).

### Exam URL

This points to where you want proctors to go to find and access the exam. There will be less steps for students if you point to the specific URL for the assessment.

### Consecutive Attempts Allowed

In SmarterProctoring, set this to 1 (the default). When you create the actual exam in Blackboard, please set it to allow 2 attempts to reduce issues you must resolve when a student has a technical disconnect. Then add language (next 'page' in SP exam shell set up) as a note to students and proctors (see Notes for Students section).

### Date Settings

Here, you set the date range and times the exam can be taken. Please be sure that the exam is available in Bb for the same range.

### Scheduling Window

If you are allowing ProctorU Live, testing centers, or third-party proctors, you can use this feature to set a date range during which students can make appointments to take each exam.

- If you use this feature, I recommend keeping the scheduling window open through the end of the testing period. The system will allow appointments up until the end of the window, taking into consideration the length of the exam. This allows students who have issues to reschedule an appointment and take the exam without you needing to intervene and set a separate scheduling window for a specific student.

### Attachments

Only used with Written Exams

### Permitted Items

Click the buttons on the right to allow, as needed. Text box allows for any more specific comments. This list is visible to students and proctors.

### Notes for Students

Specific instructions for student are added here.

- Also, if you have allowed multiple attempts in Blackboard, this language is useful: "Multiple attempts are for technical disconnects only. Students are only allowed to complete the exam once."

### Notes for Proctors

Specific instructions for proctors (not visible to students) are added here.

### Proctor Settings

The more options you make available to students, the more choices for proctoring they will have.

- Testing Centers and Approved Individuals: Some may charge students; others may be free.
- Institution Testing Centers and Education Professionals: Always allow these two sub-groups because they include the groups that include all the ODU-resources. These are the free, ODU-approved resources available to students.
- Virtual Proctoring
  - Automated Online Proctoring: This is the on-demand automated proctoring option from SmarterProctoring. Learn more about this option [here](#).
  - Live Online Proctoring: This is ProctorU Live.
- If you wish to secure a computer lab and proctor local students in your online class yourself, choose Instructor as Proctor and set the date/time/place of your exam testing session.

**Review the details on the Confirmation screen and "Confirm." This exam shell will now appear in your dashboard, and, as students create their accounts, they will appear below the exam details.**

# SmarterProctoring: Common Issues and How to Resolve

If a student requires Special Accommodations:



Once you have created exam shells, if your scheduling window is open, students can begin making appointments for proctoring. If you need to add a special accommodation to a student, you must do this BEFORE the student makes an appointment. If a student has clicked the SP link and created his/her account, the student will show on your roster as soon as you create the shell.

## Adding a Special Accommodation:

1. Scroll down the roster and locate the student needing the accommodation
2. In the “Action” dropdown on the right, choose “Add Special Accommodation”
3. Edit the exam details as needed for the student to add the accommodation. Often this is extended time for testing.
4. You can change permitted items for one student this way
5. You can also allow a student to take the exam early or late by changing the testing window this way (must match in Bb for that student though, for online exams).
6. After you have edited, click “Confirm”
7. Student should now show “Special accommodation” in the Notes section

### Please Note:

If a local student needs to be tested AT the Educational Accessibility office as part of their accommodation, they CANNOT schedule through SmarterProctoring. They will need to contact that office directly.

If a student indicates that he/she cannot find a “good” proctor in the system:

*This applies almost exclusively to students taking written paper and pencil exams.*

If the exam is online, students should have access to a virtual proctoring option which are available 24/7 and are free to the students.



As students pay a technology fee for online classes, it is preferable for them to have free options for proctoring that are within reasonable distances to them. Although SmarterProctoring (SP) has a decent network of proctors, not all are free. If a student is outside of Virginia or the country, his/her options may be limited. Additionally, not all VCCS schools’ testing centers are in the system and we need a way for students to use those locations when possible even though they are not visible through the SP system.

## Steps to Resolve:

1. Student reads the info here: <https://online.odu.edu/online-experience/coursework/exams-and-proctors/smarterproctoring>
2. Specifically, scroll to the section “What if I cannot find a proctor from the options available?”
3. There the student will see the options for them to identify an appropriate proctor (i.e. Education Professional (this would include the VCCS schools’ testing center staff), Government Employee, etc.,).
4. Once they have someone identified, they schedule an appointment to be proctored within the dates/times allowed for each exam and submit that information on a Google form (Step 3 in that section). Each scheduled proctoring session must be submitted on a separate instance of the form.
5. The proctor will be assigned to the student in the system. And the proctor will receive an email with guidelines on how to download and then return the exam via scan to email.