

Online Course Testing Policy

This document describes the policies and procedures at SVSU for proctoring online exams for online courses. SVSU provides 3 options for students and faculty for online course testing. Students are responsible for fees charged for exam proctoring services at SVSU, Off-Campus, or through [ProctorU](#). If you still have questions after reading through these options, please call 989-964-2820.

Option 1: Proctored On-Campus Online Testing

Faculty:

- If a student taking the exam is eligible for support from the Student Disability Services at SVSU, and they are testing at the SVSU Campus, please contact [Student Disability Services](#).
- The Testing Center located in Zahnow Library, Third Floor (Z308) provides a controlled environment for examination proctoring. For online testing please go to <http://www.svsu.edu/testing/> and look for the box titled: For Faculty. There you will find an Online Testing Request form that you will need to complete and upload your exam/or Canvas password.
- Include any reference material, such as formulas or tables, with the exam.
- When using Canvas for exams, confirm exam settings, dates, and passwords before submitting the Online Exam Coversheet. The Testing Center does not have access to your course on Canvas and cannot view, alter, change or add any content.
- Deliver only one exam at a time for each course.
- Faculty teaching multiple sections of the same course should turn in only one coversheet listing each Course Section separated by a comma. Included in this coversheet should be a list of all students in need of proctoring.
- Students wanting to test on campus should make an appointment by going to www.registerblast.com/svsu.

Students:

- To make an appointment at the Testing Center, please go to www.registerblast.com/svsu.
- Tests are available at the times listed on the www.svsu.edu/testing.
- You will have at least two hours to take the exam depending on the requirements set by your instructor.
- You will be asked to show a picture ID before you take the exam and stow away other required items
- If allowed, the testing proctor will provide you with a calculator and scrap paper for your use during the exam.
- To ensure uniformity, no calculators, other than those provided by the Center, will be permitted.
- Please refer to www.svsu.edu/testing website for fees.

Option 2: Proctored Off-Campus Exams

- If you are eligible for support from the Student Disability Services at SVSU, and you are not testing at the SVSU Campus, please contact [Student Disability Services](#).
- If you are in an online class, you must contact the instructor of the course and notify them within the first 2 weeks of the semester that you intend to take the scheduled exams at a proctored facility off-campus.
- It is your responsibility to find an off-campus proctor or testing facility. Fees vary for the use of a testing facility. Testing facilities often require pre-payment, and receipt for payment may serve as a ticket to the proctored exam session. Some proctored sites also require students to bring return envelopes for paper-based exams. For a list of testing proctor sites, please visit: <http://www.ncta-testing.org/cctc/find.php>
- Review the exam schedule to ensure the test can be given during the window provided by the instructor.
- Students are responsible for scheduling the exam date and time in advance of the testing window provided by the instructor
- Check with the proctor the day before the exam to ensure they have the necessary exam information.
- Address disputes with the course instructor not the proctor.

Option 3: Online Proctoring Service

ProctorU: <http://proctoru.com/portal/svsu/>

Faculty:

- Faculty, become familiar with the [ProctorU](#) site and submit your test procedures and the password to ProctorU as directed three weeks prior to the exam date.
- Have students follow the instructions provided in the Student Proctoring section below.

Students:

- If you are eligible for support from the Student Disability Services at SVSU, and you are not testing at the SVSU Campus, please contact [Student Disability Services](#).
- Students may choose to complete exams online from home or other approved location by using the [ProctorU](#) remote proctoring service as outlined below:
 - You must meet the minimum technical requirements. You will also need a working web cam, microphone, and headphones. If the link does not work, go to <http://www.proctoru.com/tech.php 4>.
 - Before deciding to use the service, please watch the [ProctorU: How it Works](#) video. If the link does not work, go to <http://www.proctoru.com/videopops/demovideo.php>
 - There is a fee per exam to be paid directly to ProctorU at the time you schedule your appointment.
 - For more information, visit <http://proctoru.com/portal/svsu/> or contact [ProctorU](#) directly or call 855-772-8678.

- General Information
 - To create a ProctorU account, schedule a test, take a test, review the pre-exam checklist and test your computer equipment prior to a test, visit [How to Get Started](#) at the [SVSU ProctorU Portal](#). If the link does not work, go to <http://www.proctoru.com/getstarted.php>.
 - A minimum of 72-hour notice is required to schedule an online exam with ProctorU.
 - All appointments should be made at least 3 days in advance, since reservations made within 72 hours of your exam are subject to a \$5 late reservation fee.
 - The exam can be taken online at your convenience, at a specified date and time.
 - The exam is a timed, online exam (see the exam description in your course syllabus for course-specific exam time limits).
 - Two forms of photo ID, along with a webcam, microphone, and computer with Internet connection are required.
 - Exams proctored through ProctorU cost \$8.75 (30-min. exam), \$14.75 (1-hr. exam), \$21.50 (90-min. and 2-hour exam), or \$30.25 (3-hour exam) billed when you schedule the exam.
 - Refunds are given if the exam is canceled within 48 hours before the scheduled exam time.
 - SVSU is not responsible for making any payments to ProctorU. Payment of all proctoring fees will be the obligation of the individual examinee. Any charges applicable to the examinee must be paid with a credit or debit card. The examinee will be required to enter payment information into a secure page connected to a third-party card processor. The page is encrypted and ProctorU does not see or store the credit cards data. Examinees will have to re-enter payment information each time new charges are incurred.
- Technical Requirements
 - OPERATING SYSTEM
 - PC: A reliable computer running Windows XP or higher with 500 MB of RAM or higher
 - Mac: A reliable computer running Mac OS 10 or higher
 - OTHER TECHNICAL SPECIFICATIONS
 - Webcam with 640x480 video pixel resolution
 - Headphones or working speakers connected to the computer
 - Microphone connected to the computer (we recommend having a webcam that has a built-in microphone)
 - Reliable high speed Internet connection (minimum 768 Kbps/128 Kbps)
 - Web browser with Adobe Flash Player installed (Flash Player 10 or higher recommended)
 - Authority to allow remote access to your computer and screen by one of our proctors