FAQ for Professors

UNC Academic Services Portal (UNC ASP)/Statewide Proctoring Network

How can I support my students as they begin using the UNC ASP?

- Instructors should set scheduling deadlines for students (students should schedule exam appointments, at a minimum, three weeks prior to exam windows). Procrastination is the root of UNC ASP problems for students. Instructors can check their “Class Roster” tab on the UNC ASP to track when and where/if students are scheduling exam appointments.

- Instructors must post exam or exam details early in the semester (students cannot schedule exam appointments via the UNC ASP if exam or exam details are not posted).

- Review and post information about the UNC ASP and proctoring in your course management system (Blackboard/Moodle) and syllabus. Create a proctoring tab on your course management system, include:
  - UNC ASP webpage
  - Student scheduling instructions
  - Scheduling deadlines
  - Exam timelines
  - Proctoring statement
  - Reminder for students to bring a legible/current photo ID (government issued or student card) to present to proctors before each exam appointment
  - Reminder for students to leave cell phones at home, in a locked car, or in the care of the proctor. Cell phones are not permitted in testing areas.

- Give students an assignment or quiz on the UNC ASP to draw their attention to the new system and to prompt discussion about proctoring.
  - Example questions:
    - What is the UNC ASP web address?
    - How do you login to the UNC ASP?
    - List approved proctors in your area. Do they charge a fee?
    - If there are no approved proctors in your area, what should you do?
    - How long does it take for a pending proctor to be approved?
    - Name at least two professions that you may invite proctors from.
    - How do you find and schedule an exam appointment with an unlisted proctor?

- Collaborate with colleagues to create a unified statement and goal about why the department has decided to implement proctoring. Let students know that proctoring is not simply about “catching cheaters”.
  - Accreditation
  - Degree value
  - Academic integrity
  - Levels the playing field

Blackboard
What is the relationship between Blackboard and the UNC ASP?

- Blackboard and the UNC ASP are separate systems (they do not communicate or share information with one another).
- Instructors do not download Blackboard exams into the UNC ASP.
- Instructors must create password protected exams in Blackboard.
- Instructors only provide exam passwords and basic exam information (exam window, duration, etc.) to the UNC ASP.
- Students will access exams via their Blackboard accounts and proctors will enter exam passwords for students.
- It is vital exam passwords and exam windows match in Blackboard and the UNC ASP. Exam passwords are created via Blackboard and are case sensitive.
- Exam passwords are never shared with students; only proctors receive exam passwords.
- Instructors are the first line of defense if students and proctors experience a Blackboard issue (such as an exam reset). This is why it is vital for instructors to provide their emergency contact information via the UNC ASP.
- Instructors are encouraged to receive Blackboards training before using the UNC ASP. Instructors may wish to ask Blackboard administrators about the following:
  - How can I ensure students cannot view exam answers in Blackboard until all students have completed the exam?
  - How do I set up password protected exams?
  - What are the best ways to avoid exam resets (should you select “forced completion”?)?
  - How do I randomize exam questions?

Exam Materials

When and how do exam materials get delivered to proctors?

The UNC ASP is an automated system, exam materials are not manually provided to proctors.

Exam materials are not provided to proctors via email or phone. Proctors must login to their UNC proctoring accounts to download exam materials (proctors selected their login ID and password during the application process).

Upon students scheduling, appointment information is automatically appears in proctors’ accounts within moments. Exam materials (exam passwords) automatically appear for download in proctors’ accounts 4 days prior to exam windows (and immediately if a student schedules his or her exam appointment within the active exam window). A ‘Download’ option appears in proctors’ accounts under the ‘Actions’ column when exam materials are available. We encourage proctors do download exam materials at least one business day in advance (this provides time for troubleshooting if a download issue occurs) and store exam materials in a secure location.
**UNC ASP Login**

Do I login to the UNC ASP as an “External User” or a “UNC Member”?

- “UNC Member”
- Login with the same credentials that you use to access your university email address.

How do my students login to the UNC ASP?

- “UNC Member”
- Login with the same credentials that you use to access your university email address.

**Adding Exams**

Tutorials can be viewed at: [http://services.northcarolina.edu/exams/overview.htm](http://services.northcarolina.edu/exams/overview.htm)

How do I begin inputting new exam information (exam or exam details) into the system?

- Login to the UNC ASP and select the “Add Exams or Exam Details” button on your “My Services” page.

How do I add an exam (or exam materials) if I have already added the exam details (I see a list of icons next to the exam....)?

- View the exam details under your “Exams” tab and select the green and white “Provide” icon.
- Once you have provided the exam (or exam materials) the icon will change to a green and white “Re-Provide” icon.
- Do not select the “Add Exam or Exam Details” button if you have already provided the exam details. This will create a new exam.

**Make Up Exams (Two Options)**

**Option 1: Extend the exam window via the UNC ASP (work inside the UNC ASP)**

- Log into the UNC ASP and extend the exam window via the ‘Extend Date’ icon
- This action will permit the student to schedule an exam appointment via the system
- This action will extend the exam window for all students enrolled in the course
- If the exam is a Blackboard exam, remember to extend the exam window in Blackboard

**Option 2: Email the exam materials to the student’s proctor (work outside of the UNC ASP)**

Student:

- The student must login to the UNC ASP to find a proctor
- The student must select the 'Exam Proctoring' tab and 'Find a Proctor’
- The student must contact an approved proctor to request/schedule an appointment
- The student must provide the instructor with the proctor’s email address and the date/time of the exam appointment
Instructor:

- Login to the system and select the 'Exam Proctoring' tab
- Select 'Verify a Proctor' (verify the proctor's email address to ensure he or she is an approved proctor)
- Email the exam materials and your emergency contact information to the proctor
- If the exam is a Blackboard exam, remember to extend the exam window in Blackboard

- Can students cancel and reschedule their exam appointments via the UNC ASP?
  - Students can reschedule exam appointment via the UNC ASP exam windows are open (or have been extended). The system will only permit student to schedule/reschedule exam appointments for times during active exam windows.
    - Students must cancel exam appointments via the UNC ASP before the start time
    - If a student does not cancel an exam appointment before the start time, he or she must rely on the proctor to finalize the missed exam appointment
    - Once an appointment is cancelled by the student or finalized by the proctor, a 'Reschedule' option will appear

**Proctoring Fees for Students**

Do students pay a fee for proctoring services?

- Proctors are permitted to charge a proctoring fee; however, many do not.
- Proctors determine their proctoring fees.
- Students are responsible for all proctoring fees.
- Students, and professors, can use the 'Find' option on the UNC ASP to view proctors’ fees.
- Instructors should encourage students to view proctor fees at the beginning of the semester.
- A student may wish to invite a new proctor to submit a UNC proctoring application on their behalf to expand fee options or secure a proctor that does not charge a fee.
- Invited proctors must go through an application review process (see below).

**How do students find/invite approved proctors?**

How do my students find proctors? Are their proctors outside of NC?

- There are hundreds of proctors listed on the UNC ASP. Many are located in NC; however, there are growing numbers across the country and world.
- Students use the “Find” option in student step two to find approved proctors.

What if one of my students cannot find an approved proctor in his or her area (or a location that they will be visiting)?

- Students can use the “Invite” feature in student step two to invite a proctor.
- Encourage student to do this early in the semester (especially if they are traveling abroad). The invite process involves several steps.
  - The student must identified an individual that meets the UNC proctoring guidelines
  - The student must send the proctor an electronic invite through the UNC ASP.
  - The invited proctor will be sent an automated email message with a link to an electronic application.
Generally, the application review process is one business week from the day a pending proctor submits an application (often proctors do not submit applications on the day that they are invited).

- Application are carefully reviewed (follow up questions are often sent to proctors).
- When an application is denied or approved, the pending proctor and student will receive an automated confirmation email message.
- Students should follow up with invited proctors and communicate exam timelines to invited proctors.

**Editing Exams or Exam Details**

How do I edit exam information?

To edit basic exam information (notes to proctor, exam materials, etc.) select the “View/Edit Exam Details” icon. If you make exam edits after the exam window is open keep in mind this could create exam biases (for example, if instructions originally indicated that students could not use a calculator during the exam and then you permit students to use a calculator part way through the exam window you will create biased exam results).

I typed in the wrong exam password, what should I do?
- Select the “Re-Provide” icon and enter the correct password

How do I edit my emergency contact information?
- Select the “Re-Provide” icon.

How do I edit my exam instructions?
- Select the “Re-Provide” icon and upload new instructions.

How do proctors know if I edited exam information?
- They will receive an automated email.

How can I edit the duration of my exam?
- You cannot.
- Proctors may not be able to accommodate the new exam duration. Basically, when students schedule an exam appointment with a proctor via the UNC ASP they create a contract for a defined date and time. Often proctors have other obligations outside of this time range or the building is closing.

What do I do if it is absolutely necessary for me to edit the duration of my exam?
- You must delete the exam (this will also delete all schedule exam appointments) and provide a new exam/exam details.
- An automated email will be released to students stating the exam has been deleted (this can create mass confusion and joy amongst students)

Can I edit the exam window so that it starts on a later date?
- No, students may have already scheduled exam appointments on the days you wish to delete. However, you can extend the exam window dates (select the “Extend Date” icon).
Co-Teaching

I am co-teaching a course (or have a graduate assistant/teaching assistant) with another professor, how do I give him or her access to my course information on the UNC ASP?

- Add the individual to your course through the “GA/TA” tab on your “My Services” page.
  - They will have full access to your exam information and will be able set-up exams or exam details for the course.