Student FAQ's/UNC Academic Services Portal (UNC ASP):

Students must schedule exam appointment via the UNC ASP. The system automatically releases exam materials and appointment information to approved UNC proctors’ accounts. If students do not schedule exam appointment via the UNC ASP, they will be unable to take their exams.

**UNC ASP Login**

How do I login to the system?

- Visit [http://services.northcarolina.edu/](http://services.northcarolina.edu/)
- Select ‘Login’ in the upper right corner
- Select the ‘UNC Member’ tab.
- Select your university from the list of UNC system universities.
- Login with the same credentials you use to access your university email address.

**What should I bring to my exam appointment?**

- Students must present a valid/legible photo ID (government issued or university student card)
- Bring only necessary materials to the exam
  - Cell phones are not permitted in testing areas. Cell phones must be left at home, in a locked car, or in the care of the proctor.

**Scheduling an Exam Appointment**

How do I schedule an exam appointment?

- Visit [http://services.northcarolina.edu/exams/overview.htm](http://services.northcarolina.edu/exams/overview.htm) to view a scheduling tutorial (select the film icon).

When should I schedule an exam appointment?

- At a minimum, three weeks prior to an exam window.
- **Proctoring locations will reach capacity during final exams, schedule early!** (Students may have to drive outside of their area if all proctoring locations are booked.)
- Procrastination is the root of student problems related to proctored exams.
- Students cannot schedule exam appointments via the UNC ASP until instructors post exam details.
- If an instructor is slow in posting exam details to the UNC ASP, contact him or her and request they provide exam details to the UNC ASP as soon as possible.

Can instructors see if I have scheduled an exam appointment?

- Yes, instructors can track students’ scheduling activities.

**Blackboard**

My exam is a Blackboard exam, what should I do?
• Login to your Blackboard account to access the exam.
• The proctor will enter the exam password for you (exam passwords are never shared with students).

I am experiencing a Blackboard error, what should my proctor do?

• Blackboard and the UNC ASP are separate systems; therefore, your proctor must contact your professor for Blackboard assistance.
• Professors’ emergency contact information is provided to proctors via the UNC ASP (on the ‘Proctors Instructions’ sheet)

**Proctor Fees**

Do proctors charge a fee?

• Some proctors charge a fee.
• Students are responsible for all fees.
• Fees must be paid before the start of an exam appointment.
• Fees are posted in proctors’ details.
• Proctors should never request your banking information, social security number, or FSU login information.

**Cancelling and Rescheduling Exams**

How do I cancel and reschedule an exam appointment?

• Select “Cancel” on your “My Services” page for the specific exam appointment you wish to cancel.
  • You must cancel the exam appointment **BEFORE** it expires if you plan to reschedule the exam appointment for another time during the exam window.
  • If you do not cancel the exam appointment before it expires, and you would like to reschedule the exam appointment, you must contact the proctor and request for him or her to cancel the missed exam appointment on your behalf via the “Finalize” feature.
  • Proctors are not obligated to cancel missed appointments and may choose not to do so.
  • The exam window must be active in order for students to reschedule exam appointments. The system will only permit students to schedule exam appointments for times during active exam windows.
• Once the original exam appointment is cancelled or finalized, select “Reschedule” on your “My Services Page” to reschedule the exam.
• If you cancel an exam appointment (especially during busy exam periods), there is no guarantee the proctor will be able to accommodate a new exam appointment.

I did not take the exam during the exam window, what should I do? (For example: severe weather, medical emergency, etc...)

• Contact your professor immediately to request a makeup exam.
• If your professor permits you to take a make-up exam he or she must do one of the following:
  • Login to the UNC ASP to extend the exam window.
If it is an exam given through a course management system (such as Blackboard or Moodle) he or she must extend the exam window in the course management system.

Once the exam window has been extended (and your original exam appointment is cancelled or finalized) you can reschedule the exam appointment on your “My Services” page.

OR

Your professor must go outside of the UNC ASP to deliver the exam materials to the approved proctor (the professor will email the exam materials to the proctor)

- You must provide your professor with the following:
  - proctor’s name and email address (your professor will use the email address to verify that the proctor is an approved UNC proctor)
  - appointment date/time
  - If your exam is a Blackboard exam, remind your instructor to extend the exam window in Blackboard.

**Grayed Out Proctor**

Why is my proctor grayed out?

- There are several reasons why your proctor is grayed out:
  - The proctor does not meet the exam requirements set forth by your professor (for example, if the proctor has chosen not to proctor paper based exams and your exam is a paper based...the proctor will be grayed out).
  - The proctor is using the automated scheduling mode and has no more available time slots for the day you wish to schedule an exam appointment.
  - The proctor is using the automated scheduling mode and has set a lead time for all exam appointments (for example, proctors may require that all exam appointments are scheduled one or more days in advance).
  - The proctor is using the automated scheduling mode and has not set availability on their calendar.
    - If you feel that the proctor mistakenly did not set availability on their calendar request that they go to their “Settings” tab to add availability.

**Missing Approved Proctor**

- I know that my proctor is approved; however, I cannot find them on the UNC ASP. What should I do?
  - Approved proctors chose to be listed in one of three ways: public, limited, or unlisted.
    - Public proctors are visible to everyone.
    - Limited proctors are visible to UNC members. You must be logged into the system to view their services.
    - Unlisted proctors are only visible to those that know their email addresses. In student step two you must select the “Invite/Verify a Proctor” feature to find and schedule appointments with an unlisted approved proctor.

**Find a Proctor/Invite a Proctor**
There are no approved proctors in my area (or an area I am traveling to), what should I do? Or, I would like to invite a new proctor, what should I do?

- As soon as possible, identify someone in your community (or the community you are traveling to) that you can invite to be a proctor. **Do not procrastinate.**
- Proctors must be one of the following (they cannot be a friend, family member, coworker, or supervisor):
  - School superintendent, principal, assistant principal, or other administrator
  - Embassy education officer, military base/station education officer, fire chief or captain
  - Local college testing center staff or administration
  - Commercial testing center
  - Full-time school or public librarian, or full-time teacher
  - Overseas (Military) Non Commissioned Officer in Charge or Officer in Charge

- Login to the UNC ASP and invite the proctor through the “Invite/Verify a Proctor” feature in student step two or under the “Exam Proctoring” tab. A link to the electronic applications will be automatically sent to the proctor. Inviting a proctor does not guarantee the proctor will be approved.

- Clearly communicate to the invited proctor your exam timeline.

- Generally, the application review process takes one business week from the day a pending proctor submits an electronic application (often proctors do not submit applications on the day they receive an invite). Each application is carefully reviewed.

- Touch base with the pending proctor to ensure he or she submitted an application.

- When the proctor is approved or denied you will receive an automated email message.

**Approved Proctor Cannot Locate my Exam Materials**

My approved proctor says that my exam materials were not emailed to him/her, what should I do?
- Remind your proctors that exam materials (including exam passwords) are not emailed to proctors.
- Approved proctors must login to the UNC ASP to retrieve all exam materials.

My proctor says that he/she does not have a login password or login ID to the UNC ASP, what should I do?
- If your proctor has been approved in the UNC ASP they have a login password and ID
- UNC Member proctors login to the UNC ASP with their campus credentials.
- Many approved proctors login to the UNC ASP as “External Users” with the email address and password they selected when creating their accounts. (Generally, their login ID is their work email address.)
• If the proctor is an external user and has forgotten his or her password they must use the “Forgot Password” option.

My proctor has successfully logged into the UNC ASP; however, he/she still does not see my exam materials, what should I do?

• First, determine that you scheduled the exam appointment via the UNC Academic Services Portal (login to the UNC ASP and go to your “My Services Page” to view if the exam is “Scheduled”).
• View the exam details on your “My Services” page to ensure that you have scheduled the exam appointment with the correct proctor.
• If the proctor still does not see your exam materials ask them to look under their “Scheduled” filter on their “Appointments” page (the system defaults to the “Pending Action” filter).

**UNC ASP GA/TA**

• This semester I am a GA/TA for an instructor and have been given access to set up and manage the instructor’s exams on the UNC ASP. How do I access these courses on the UNC ASP?
  • To access the instructor’s courses, click on the ‘Course’ tab on the left side of the page. Once you do this, you will see the instructor’s courses listed and will be able to assist with setting up exams.