

**UTHS Proctorio CBEs Q&A:
Guide for Students and Families
2019-2020**

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Will students with IEP accommodations be allowed extra time?

Please continue to refer to our website for further information and updates:

https://highschool.utexas.edu/credit_by_exam

What is Proctorio?

Proctorio is an online proctoring system, so students can take their CBEs at home without a proctor physically present in the room. The online proctoring system integrates an identification process, lockdown browser, and video recording as students complete their exams on their own computer at home, or anywhere.

Which CBEs are available in Proctorio?

- All credit by exams in grades 3-12 will be required to be taken with Proctorio.
- K-2 exams will continue to be proctored in person at a district testing site or university testing center. Please coordinate arrangements with your counselor.
- To view our available exams and formats, please visit <https://utexas.app.box.com/v/uths-cbe-available>.

~~How do I order a 3rd-12th grade exam to be taken with~~

- ~~1. Download and complete the [Individual Enrollment](#)~~
- ~~2. Submit the completed forms by following the d~~

~~How do I order a K-2 exam?~~

~~K-2 exams will continue to be proctored in person at a
Please coordinate arrangements with your counselor c~~

- ~~1. Download and complete the [Individual Enrollment](#)~~
- ~~— Submit the completed forms by following the d~~

~~What is the cost for using Proctorio?~~

- ~~• The total cost for a semester-long exam and all
and online proctoring fee.~~
- ~~• The total cost for a year-long exams is \$125. Th
fee.~~

What are the technical requirements?

- Reliable Internet connection
- Proctorio is a Google Chrome plug-in, so Google Chrome is required.
- Webcam
- Microphone

What devices are allowed?

- Chromebooks with the Proctorio plug-in
- Desktops and laptops with a Chrome Browser and the Proctorio plug-in
- Phones, iPads, and mobile devices are not allowed

Will I be required to show a photo ID to take the exam?

Yes. A student may use their school ID, driver's license, or valid passport with photo. During the COVID-19 closures, if a student does not have access to personal photo ID, a parent/guardian may present their photo ID and verify the student's identity.

Exams for Lake Travis ISD students are requested by completing the online Form on the district website at <https://www.ltidschools.org/acceleration>.

A student has 60 days to take the exam.

Contact Kathy Burbank at burbankk@ltidschools.org if you have any questions. There is no cost if exams are ordered through this process.

Will Proctorio exams require a specific testing environment?

Set up a quiet and distraction-free area. The student should prepare to be seated there for the duration of the exam.

How will I access the exam?

- UTHS recommends students to log in at least a week prior to the testing date. Student must complete all set-up tasks and modules prior to taking their exam.
- Students will receive an email with access information, including their UT EID, which will be their username for the exam login to Canvas, which is the website that houses the Proctorio exam. The student will follow instructions to reset their password if they're not a current UTHS student.
- Once the student is logged into the testing system, s/he must complete several online modules: Installing Proctorio, Using Proctorio, Preparing Your Testing Space, Acknowledgement of Testing Environment Rules, and Allowed Materials.

Will I be able to prepare prior to taking the exam?

- Once the student is logged into the testing system, s/he must complete several online modules: Installing Proctorio, Using Proctorio, Preparing Your Testing Space, Acknowledgement of Testing Environment Rules, and Allowed Materials.
- Students may view this [Student Demo video](#), which provides important information about using Proctorio, including the in-quiz tools, live chat, exam timer, and exam submission.
- Students can access the course study guides on the UTHS website.

Are the exams timed?

Yes, the exams will last up to 3 hours (180 minutes). Students will have an extra 20 minutes (total of 200 minutes) in case they have any issues, such as needing to restart their computer.

Do the exams expire?

Yes. CBEs expire 60 days after enrollment.

Do I have to schedule my exam?

No. You may take it any time within the 60-day period.

How many times can I access my exam?

Once. You may access the pre-exam preparation modules (including installation of Proctorio, and a review of rules) as many times as needed before you begin the actual exam.

How do I contact UTHS if I have questions about my login credentials?

Email: edservices@austin.utexas.edu

Phone: 512-232-5000

Who will provide technical support when I am testing with Proctorio?

Students will have 24/7 access to the live Proctorio chat both before and during their exam. If a student loses access to the exam during their testing, they should open the live chat window and speak with a Proctorio representative.

What happens if I lose internet connection during the exam?

Proctorio offers support via a live chat in the Canvas course 24/7/365. The live support agent can allow re-entry into the exam if the student loses their connection.

Will I be allowed the required materials, reference materials, and scratch paper?

Any formula charts, periodic tables, or scratch paper required will be provided within the exam. We highly suggest the student print out the provided materials, if possible. However, we know printer access may be limited during the coronavirus outbreak. If a student is unable to print the provided scratch or graph paper, s/he may use their own. At the start of the test, the student will be required to clearly show all sides of all pieces of scratch paper to the camera before beginning the exam.

What if a calculator is required for the exam?

For CBE's, if a calculator is allowed, the Scientific Calculator tool will be enabled within the exam. If the exam calls for a graphing calculator, the student will be allowed to use their own, but will need to follow steps to clear the calculator on camera in order to ensure that formulas or other material are not stored in the calculator. Please thoroughly review the UTHS calculator policy here: [Calculator Policy](#)

Will I have access to specific keyboards for LOTE CBEs?

Yes. Before beginning their LOTE exams, students are given directions for downloading the appropriate language keyboard and are also given instructions on how to switch back and forth between keyboards as needed.

Who has access to the video and audio recordings?

UTHS requires video, audio, and screen capturing by Proctorio during the exam. UTHS staff will review the video, audio, and screen capture for each exam taken. Proctorio will store that data and provide an automated suspicion report to UTHS. No Proctorio employee has access to this data.

Only authorized school officials can unlock and view the exam recordings, not Proctorio. Additionally, Proctorio's state-of-the-art, double-encryption technology ensures that all of your exam data is safe from hackers.

What if someone else walks into the testing room?

This will trigger an irregularity flag, then the UTHS staff will review the video to determine whether the exam is valid or not.

Who makes determinations about testing rule violations and their consequences?

The UTHS staff make the determinations about any testing rule violations and consequences align to UTHS policies. UTHS policies regarding scholastic honesty are viewable on the UTHS website and in the UTHS Student and Parent Handbook. Violations of scholastic honesty will result in a score of "0" on the exam.

Will students with IEP accommodations be allowed extra time?

Yes. Please contact your district testing contact to arrange for extra time.

Please continue to refer to our website for further information and updates:
https://highschool.utexas.edu/credit_by_exam

UTHS Student Resources for Proctorio Testing

If you are logged out and need to get back in before your time is up:

[Proctorio: Resume Quiz](#)

Demo Video: [Testing experience](#)

Includes Live Chat, exam tools (such as zoom and calculator); end of test score explanation, and more!

Demo Video: [Installing Proctorio](#)

UTHS Proctorio [Troubleshooting Guide](#)

Have technical issues or questions? Look here first!

DIRECTIONS

You were instructed to clear your calculator memory on the allowable materials page. If you have not already done so, please clear it at this time. Hold up the cleared memory screen to your web camera and hold it still for five seconds so that your instructor can review the screen.

Next, hold up each page of your printed scratch paper, graph paper, and formula chart to the webcam. The instructor will need to see the front and back of each page clearly for 5 seconds.

Remember that the UTHS Calculator Policy prohibits the use of certain types of calculators for this exam. For example, calculators with CAS are NOT allowed.

It is very important that all scratch paper (both sides) and cleared memory screen of a calculator be held up for a minimum of 5 seconds so that the camera records the images. Not showing your scratch paper or cleared calculator may invalidate your exam.

SAMPLE of EMAIL sent to either Parent (grades 3-8) or Student (grades 9-12)

Dear [student name] (UTEID: [UT EID])

Thank you for registering to take your exam using UT's online Proctorio system on your computer at home. This email serves as your registration confirmation for the following exam:

[EXAM NAME & NUMBER]

You are scheduled to take your exam anytime from today through [EXPIRATION DATE].

Next Steps:

1. **Resetting Your UTEID Password:** Your UTEID is [UT EID]. You will use this UT EID to log in to a Canvas account, to set up and then take your Proctorio exam. First, go to the [UT EID Tools](#) to reset your password, if you are not a current UT High School student. [Click here](#) to download a step-by-step guide to reset your password.
2. **Prepare to Take Your Exam:** Log in to [Canvas](#) using your UTEID and password and complete the *Preparing for Your Online Exam* module. [Click here](#) to download a step-by-step guide to accessing your credit by exams.
3. **Study for Your Exam and Upload Preliminary Materials:** Please carefully review the [study guide](#) for your exam. For some exams, including Art, languages other than English (LOTE), and PE 1B, you will also need to upload artwork or an activity log before you start taking your exam.
4. **Take Your Exam:** To access your exam, log in to [Canvas](#) using your UTEID and Password. Plan to allow 200 minutes to complete your exam. If you anticipate needing support from UTHS staff, we recommend that you take your exam during normal office hours (Mon-Fri, 8 AM – 4:30 PM), otherwise you are free to take your exam at a time of your choosing.

Please contact UTHS at 512-232-5000 or UTHSrequestCBE@austin.utexas.edu with questions regarding your UT EID username or password.

For immediate technical assistance with your Proctorio exam, you can initiate a live chat by clicking the Proctorio extension in your Google Chrome browser or by clicking the Live Chat button in the Quiz Tools box during the exam. To access the live chat feature (available 24/7), you must be logged in to Canvas while using the Google Chrome web browser and have the Proctorio Chrome extension installed; installation instructions as well as a [Proctorio Troubleshooting Guide](#) are provided in your CBE course.

Thanks for choosing UT to take your exam!

UT High School

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