On-Campus ProctorU Station
Process Flow

STUDENT →
- Decides they cannot meet technical requirements for ProctorU.
- **MUST notify the instructor. ProctorU will not allow student to take the exam without the instructor's approval.**

INSTRUCTOR →
- Informs student of on-campus ProctorU stations and reservation process.
- Submits an [Accommodation Request Form](#) at least 72 hours prior to student taking the exam. See FAQ section below for specific accommodation language and links to the form and tutorial video.

STUDENT →
- Schedules a ProctorU station any of the following ways:
  Use the online [eSARS](#) scheduling system, or
  Contact your respective campus location:
  Brunswick, 216-987-3918, BrunswickAssessment@tri-c.edu
  Eastern, 216-987-2256, EastAssessment@tri-c.edu
  Metro, 216-987-4311, MetroAssessment@tri-c.edu
  Western, 216-987-5596, TutoringWest@tri-c.edu
  Westshore, 216-987-3887, WestshoreAssessment@tri-c.edu
- Schedules ProctorU appointment at least 72 hrs. in advance
- May need to install the Guardian Browser on day of the test.

TLC/TESTING CENTER →
- Maintains ProctorU schedule.
- Provides assistance with initial setup: webcam and headset functionality, logging on to computer and accessing Blackboard Learn.
- Assist downloading and installing [Guardian](#) [Browser.](#)

PROCTOR U →
- Provides all support related to actual exam taking, including verification of ID, permitted resources and environment.
- Assistance provided by live proctor, live chat or by phone (855-772-8678 or 205-870-8122, ext. 1).

08/03/2023

Cuyahoga Community College

ONLINE LEARNING AND ACADEMIC TECHNOLOGY

Where will the ProctorU stations be located?
Each campus and the Brunswick University Center will have ProctorU stations in their respective TLC, OpenLab, or Testing Center. These stations are limited in both number and available time slots, so they should be reserved for students who do not have access at home to the technology required by ProctorU. These stations are in a shared environment that may have staff and other students present.

Who can use the ProctorU stations?
Only students who do not otherwise have access to the technology required by ProctorU may use the stations.

Are the ProctorU stations meant to replace the testing centers?
No. The ProctorU stations are only for students who do not have access to the necessary ProctorU technology at home.

Will Tri-C staff be available to proctor tests taken on the ProctorU stations?
Tri-C staff will not proctor tests taken on the ProctorU stations. All exams will be proctored by ProctorU.

If I am not using ProctorU, can I still have students take a test in Blackboard Learn on one of these stations?
The ProctorU stations are dedicated solely to ProctorU exams.

How do students schedule a ProctorU station?
Schedule a ProctorU station any of the following ways:
Use the online eSARS scheduling system, or
Contact your respective campus location:
Brunswick, 216-987-3918, BrunswickAssessment@tri-c.edu
Eastern, 216-987-2256, EastAssessment@tri-c.edu
Metro, 216-987-4311, MetroAssessment@tri-c.edu
West, 216-987-5596, TutoringWest@tri-c.edu
Westshore, 216-987-3887, WestshoreAssessment@tri-c.edu

How do students schedule an appointment with ProctorU?
After scheduling an on-campus ProctorU Station time slot, students need to schedule an appointment with ProctorU through their ProctorU account. The appointment must be scheduled at last 72 hours in advance.
Detailed instructions are available here.

When do students need to schedule the ProctorU station and their ProctorU appointment?
Students must schedule both at least 72 hours prior to their exam. The College incurs "on-demand/late scheduling" fees from ProctorU for any appointment scheduled less than 72 hours in advance.

Do instructors need to change any exam settings to allow a student to use a ProctorU station?
Yes. Since ProctorU does not normally allow exams to be taken in open or public areas, instructors must submit an Accommodation Request Form and include the following:

"This student is permitted to take the exam in an on-campus open environment where other people may be present, such as a computer lab or library. The student may wear a mask after the initial ID verification process. Headphones connected to the computer may be worn for communication with the proctor. Allow the exam to proceed if "LMI [WARNING] TEST TAKER IS USING REMOTE DESKTOP" appears. Make a note in the proctor notes and proceed without manager approval."

Instructors should view the "Adding an Accommodation for the On-Campus ProctorU Stations" video for detailed instructions.

If a test-taker has technical issues, who should they contact?
Technical assistance related to logging into the computer, connecting the webcam or connecting the headset will be provided by TLC or Testing Center staff.

If issues arise during ProctorU login or during the actual exam, the test-taker can ask for help from the live proctor via live chat or by phone at 855-772-8678 or 205-870-8122, ext. 1.

What do students need to do on the day of their exam?
Students should arrive at the TLC or Testing Center at least 15 minutes prior to the start of their exam. They should bring a government-issued photo ID and any other materials required for the exam.

Cuyahoga Community College

ONLINE LEARNING AND ACADEMIC TECHNOLOGY