



Frequently Asked Questions: *About Privacy*

How does ProctorU monitor its proctors?

ProctorU puts every new proctor through a training program and you can see who is a new trainee by the color of their shirt. Trainees wear a white shirt. Fully-trained proctors wear blue shirts and our managers are in black. All of our proctoring is done from one of our dedicated proctoring centers and our managers and staff monitor the proctors continuously. Our systems allow our managers to view all proctoring sessions at anytime. Additionally, at the end of every proctoring session, the test taker can provide immediate feedback and share any concerns that arose during the test.

Does ProctorU record sessions?

While our technology allows us to record the sessions, we do not regularly record or take screen shots unless an exam taker does something irregular that would require us to report the actions to the university or organization. In the rare instances where video is recorded or pictures are taken, a copy is sent to the university or organization for their review. ProctorU maintains these records for at least one year, but the records are protected and are only shared with the institution, student or other authorities as required by law.

Can ProctorU access my files?

No, ProctorU cannot access your files. During the initial phase of the proctoring process, ProctorU, with permission from the test taker, has the ability to view the screen and move their mouse and keyboard as if the proctor was sitting next to the test taker. The proctor cannot access anything on the test taker's computer without the test taker's knowledge. Once the examination is launched, the proctor will change their permission to view only. During the monitoring phase, the proctor can monitor everything that happens on the student's computer screen, but can no longer move the test taker's mouse and keyboard. If something irregular occurs, the proctor can reinitiate the ability to move the test taker's mouse and keyboard, in which case the test taker is alerted and can see everything that the proctor is doing. During this entire process, an interface log, or chat box, is running on the test taker's computer and they can see what permissions the proctor currently has at anytime. Finally, the entire session log is saved and there is a permanent record of what actions the proctor took while accessing the test taker's computer. Throughout the process, the student can see everything the proctor is doing to their computer by watching them move their mouse.





How does ProctorU authenticate my identity ?

ProctorU uses a three-step process to authenticate your identity. Step one is to check a government or school-issued photo ID. Step two is to take a web cam photo of the test taker for their ProctorU file, or compare the person who showed up with the photo on file. Step three is to run an identity test from our partner company called Acxiom – Acxiom is a multi-billion dollar company that has been validating identification for the financial industry for years and is quickly becoming the identity authentication standard for education. The Acxiom database will generate four random questions that the test taker must answer in order to validate their identity.

Where do challenge questions come from?

Data for the challenge questions come from a US consumers database at Acxiom. The data are public records collected primarily from state and federal government sources. The challenge questions may come from public records including property deeds, marriage licenses, professional licenses, birth certificates and death notices. Information is also available from court proceedings, voter registration files, driver's license records and motor vehicle registrations. Federal and state laws place restrictions on the use of some of these sources, but some information is considered in the public domain, meaning anyone has access to it. Information in the public domain often includes telephone directory listings, professional registries, classified ads and more.

Are the questions FERPA Compliant?

Yes. Because the system relies only on directory information to verify a student's identity, we are not exposing the institution to any FERPA violations. In addition, all ProctorU employees take a FERPA training course when they are hired.

**If you have additional questions about ProctorU,
please contact us at 205-870-8122!**

