Best Practices
for Students
UNC Online
• All proctored exam appointments must be scheduled via UNC Online [http://online.northcarolina.edu/](http://online.northcarolina.edu/) (NCCU is a UNC system campus); familiarize yourself with the website. Schedule exams at least a month in advance since locations book up quickly.

• View UNC Online scheduling tutorials at [http://www.slideshare.net/UNCOnline/unc-online-updated](http://www.slideshare.net/UNCOnline/unc-online-updated)

• Carefully note proctors’ details (including fees) and scheduling instructions.
  ➢ If a proctor charges a fee, students are responsible for the fee before the appointment.
• Often students get snagged by scheduling step 3 (this step can vary depending on the scheduling mode a proctor opts to use); read and follow all instructions in step 3.

  Step 3 notes *if* a proctor requires students to confirm/request appointments via phone or email prior to entering appointments into UNC Online. If a student neglects to follow instructions in step 3, the appointment he or she scheduled via UNC Online is invalid. Proctors are never obligated to honor unconfirmed appointments.

**Student Scheduling Step 3**
• If there are no approved UNC proctors in your area begin the ‘Invite a Proctor’ process early in the semester (especially if you are overseas) or consider the ‘Take Exam Via Webcam’ option if your exams are online (not paper based).
  ➢ To begin the invite a proctor process visit http://online.northcarolina.edu/exams/invite.php
  ➢ Carefully note who can and cannot serve as a UNC proctor.
  ➢ Follow up with the invited proctor to ensure he or she submitted an electronic UNC proctoring application (the link to the application is included in the invite message).
  ➢ Typically, the proctor application review process is one business week from the day a proctor submits an electronic application.
  ➢ There is not guarantee an application will be approved. Do not procrastinate in the invite a proctor process.

Inviting a Proctor
• If you are testing outside of NC, call or email the proctor two business days prior to appointments to confirm he or she has downloaded your exam materials from their UNC proctoring account (exam materials are not provide via email or phone to proctors).
• Getting lost and/or running late for an exam appointment is not conducive to testing taking; therefore, do the following:
  ➢ Arrive early to appointments.
  ➢ Several days prior to appointments verify the testing location (drive by the location and scope out parking).

• Monitor your time during exam appointments.
  ➢ Proctors will monitor your time; however, you should too.

The Day of your Exam
• Students must present an unexpired/legible government issued photo ID prior to each appointment; remember to bring your ID to the testing location. No ID, no test.

• Cell phones and portable electronic devices are not permitted in testing areas.
  ➢ Leave cell phones at home or in a locked car.
  ➢ Many proctoring locations do not have lockers (or limited locker space) and do not permit cell phones in the building.
Communicate

• Communicate, communicate, and communicate.
  ➢ If you have questions regarding the proctoring process ask your professor or advisor for help.
  ➢ If an issue arises during an exam appointment let the proctor know ASAP.
    ✓ Faculty members’ emergency contact information is listed on the proctor instructions sheet.
    ✓ Proctors should attempt to contact your professor if an exam error occurs. The proctor should make initial contact with the faculty member (not the student).
  ➢ If the proctor is unable to reach the faculty member and the appointment must be cancelled, stay calm…

• Email the faculty member to explain the issue and confirm next steps

• After each exam appointment complete the appointment survey offered via UNC Online.
  ➢ Let UNC know about the proctoring site (positives and negatives).