



Faculty FAQs for Test Proctoring Services

Scheduling

- 1. Who can use the testing center for proctored exams?**
 - Any SSU faculty teaching fully online courses may use the center to proctor exams.
 - Non-SSU faculty may utilize the testing center to proctor exams; however, non-SSU faculty must request services directly at 912-358-4487 or via testing@savannahstate.edu.
- 2. How do I request exams to be proctored?** SSU faculty teaching fully-online classes should create an account and enroll in the [Professor Portal](#) and submit your proctored exam request.
- 3. How do I access the professor portal after creating an account?** Use the [Professor Portal Access](#) link every time to log into your account. Creating an account for each exam is not necessary. All exams can be submitted through one account.
- 4. What is the deadline to submit a proctored exam request?** To allow students to register for exams in timely manner, the testing office ask for exam request submissions to be received a week before the semester starts. This will allow for time to update the online registration system and prevent delays in students scheduling exams.
- 5. How do students schedule course exams?** Students can schedule exams online at <http://registerblast.com/ssu/Exam>. Students will click on proctoring services, college of business administration, and choose professor and course to display calendar with times and dates of available testing session.
- 6. What are the regular test session times available to students?** The regular testing times are 9:00 AM and 2:00 PM (Mon-Thurs); late evening sessions at 6:00 PM (Wed/Thur) and on some Fridays at 9:00 AM. During peak testing periods such as midterm and final exams, additional test sessions are included to accommodate increased numbers. *The schedule is subject to change at any time to accommodate other tests, holidays, campus/departmental events, etc.*
- 7. What items should I submit to the Testing Office before test administration?** The following items should be submitted no later than three (3) business days in advance of the exam start date: course syllabus, class roster/addendum, password and any revised test day instructions.
- 8. How do I make changes to previously submitted exam?** Email notice of changes to testing staff via email at testing@savannahstate.edu and update professor portal submission.
- 9. What if a student missed an exam? How do I provide an extension?** Faculty must send an e-mail notification to testing@savannahstate.edu approving student to test after testing window has closed. The date and time of extension should be expressed specifically.

Testing Formats

- 1. What testing formats can be used?** Faculty may utilize online tools such as D2L, Connect, Blackboard, or other LMS systems. Paper-based exams are very rare, but accepted.
- 2. What is the preferred testing format?** The utilization of electronic exams via an LMS online system is recommended. It makes for easy transmission and accountability of completed tests.
- 3. What are the procedures for administering a paper-based test?** Hand-deliver the appropriate number of test materials for each test to Hubert Bldg. A, room 114 at least three (3) business days in advance. Allow at least 24-48 hours after the testing window ends before completed tests are returned to the department's main office. Alert staff if you will pick-up tests sooner.

Professor Portal

- 1. How do I log into my account?** Use [Professor Portal Access](#) link every time to log into your account. Saving this link to your internet favorites for easy access is highly recommended.
- 2. How can I retrieve my password?** Passwords can be reset through the [Professor Portal Access](#) link. Once requested, it will be sent to the e-mail used to establish account.
- 3. How do I submit instructions and information for exams?** Once logged into the Professor Portal account, exams can be submitted under "Upload Submissions" tab. A different submission is needed for all exam category offering for semester (e.g. midterm and final exam).
- 4. How can I track exam rosters and no-shows reports for each exam?** Exam rosters and no-show reports can be accessed under the "Student" tab in the Professor Portal account by entering the test date(s) or range associated with your inquiry.

Test Security, Monitoring and General Instructions

- 1. What measures are in place to ensure the security of tests and to deter academic dishonesty?**
 - Students must provide valid photo identification to take an exam.
 - Students are made aware of all policies and procedures prior to testing.
 - Personal items including electronic devices are placed in designated area for duration of tests to prevent unauthorized access.
 - Restroom breaks are allowed, but extensive breaks are documented.
 - Test proctors monitor students physically during each test session to prevent irregularities.
 - Test materials are kept securely in locked/secure storage until test day.
 - Privacy screens and computer monitoring software are used to deter prohibited behavior or access.
 - If an incident/or irregularity occurs, a formal report is sent to the faculty e-mail with date, time, detailed description of incident and supporting documents, if applicable.
- 2. How can I assist the testing office in a seamless process?**
 - Provide all testing information/materials well in advance of testing window.
 - Encourage students to register early for all exams to be taken in the semester.
 - Encourage students to review/ adhere to the [Test Center Rules](#) prior to test session.
 - Remind students of upcoming testing period for exams to help reduce reschedules and no-shows.
 - Ensure the course exam is open and set-up appropriately in D2L or the LMS system of choice. Do not make changes within the testing window—it causes confusion and frustration for students.