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## ACADEMIC OPERATIONS

### Summer Term Assessment Update 5/12/20

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Greetings Faculty,

Welcome to the Summer term!

We want to take a moment to provide additional recommendations around the use of SmarterProctoring's automated proctoring service, including the third party testing vendors, scheduling windows, examination windows, additional SmarterProctoring training opportunities, and SmarterProctoring training resources.

#### **Third Party Testing Vendors**

SmarterProctoring continues to experience password pasting issues with a few third-party testing platforms. If you are scheduling examinations in one of the third party platforms listed below, we recommend you reach out to Dr. Judy Jones-Liptrot to have FSCJ test proctors administer these examinations through ZOOM or a similar platform.

- WebAssign
- Pearson Mastering **if used for any courses other than mathematics**
- McGraw Hill Connect

When using Pearson Mastering (**for mathematics classes**), you must ensure that you **do not** "disable new tabs." The way Pearson has designed Mastering is that it launches in a new tab to start the examination. Disabling new tabs will prevent the examination from launching.

#### **Scheduling Windows**

Please keep in mind the scheduling windows do not come into play when you are using the automated proctoring services. The best approach is to leave scheduling windows blank if you are using the automated proctor.

## Examination Windows

Please be careful when setting up your exams and pay close attention when entering your passwords, URL, and exam windows. Very short examination windows can create problems for students if they run into any initial difficulties with starting the examination. It is recommended you leave your testing window open for at least one day or longer if possible.

## Additional SmarterProctoring Training Opportunities

The assessment team will be hosting another SmarterProctoring Training Session on May 19, 2020, at 3:00 pm via a [WebEx Meeting](#).

## SmarterProctoring Training Resources

**SmarterProctoring Tutorial for Professors** - This [document](#) is a tutorial for using the automated proctoring service.

**SmarterProctoring Instructors Guide** -

<https://smarterproctoring.zendesk.com/hc/en-us/categories/360001291632-Instructors>

**Setting up Special Accommodations** - <https://smarterproctoring.zendesk.com/hc/en-us/articles/360021316292-Setting-up-a-Special-Accommodation>

**Automated Proctoring FAQ** - <https://smarterproctoring.zendesk.com/hc/en-us/articles/360041682791-Faculty-FAQ-Automated-Proctoring>

**Faculty Experience Video** - <https://vimeo.com/398999704>

**SmarterProctoring not listed in your Canvas shell** - This [document](#) will walk you through setting up SmarterProctoring in Canvas.

**FSCJ SmarterServices Landing Page for Students**- <https://www.fscj.edu/student-services/student-resources/proctoring>

## We are Here to Help

If you have any questions, concerns, or issues with proctored testing please reach out Dr. Judy Jones-Liptrot or myself for assistance.

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**Sincerely,**

Dr. Rich Turner  
AVP Academic Operations  
Florida State College at Jacksonville

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If you have any questions or comments about these resources, we welcome your calls and emails. Feel free to contact Academic Operations for further assistance: [robin.sarge@fscj.edu](mailto:robin.sarge@fscj.edu) or 904-361-6242.

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