

Proctoring Gateway Exams in Mathematics

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September 24, 1998

1 Introduction

The department administers makeups for exams called Gateway Exams in a number of courses over the World-Wide Web. Students re-take the exams in the Mathlab and the Math Resources Center. Part of the job of a Mathlab attendant or an MRC counselor is to oversee these exams. The primary responsibility is to verify students' identity from their photo Id's. This document describes in detail the procedure of giving a Gateway Exam and aims to answer questions you may have about your job as a "proctor" for a Gateway Exam.

2 Procedure for Taking the Test

1. When a student comes to to take a test, you should log them on to the Gateway account.

The account login is gw01 and the password is ??????

The web browser should start up automatically when the student logs in, and it should be pointing at the right page. If not, please start up the browser and go to:

<http://calculus.unl.edu/webtests/html/>

2. The student should select the name of their class from the list on the start page. If this is their first makeup for that class, they should answer "no" to the question "Have you taken an on-line test in this class before," and they'll be diverted to a set of pages where they (a) choose a login name and password for themselves, and (b) enter their name and student ID. *Students must remember their login name and password for future re-takes.*
3. Once the student has used her login name and password (and created a login if necessary) then she can begin the test. Tell students to use the controls at the top of the webpage to move back and forward through the questions.

It sometimes causes problems if students use the browser's controls (e.g. the back and forward buttons on the browser) to jump between pages. Students should always use the controls at the top of the test page.

4. After the student has completed the test they will be instructed to call you over and verify that their personal information is entered correctly.

ALWAYS CHECK THE STUDENT'S NAME AND ID NUMBER
AGAINST THEIR PICTURE ID.

Once you have verified the student's id, authorize the test to be graded with your proctor login and password. You can either type these in to the page which has the student's information on it, or you can use the Proctor Tools package (see Section 6 below).

KEEP YOUR PASSWORD SECRET!!! If you think someone has learned your password, please contact Rex at once. You can change your password easily, and you should do this routinely as a security precaution (see 5 below).

5. Once you've authorized the test to be graded, the screen will come up with the student's score, and a message saying whether they have passed or not. The student can press a button to see corrections to the questions they got wrong.
6. You should offer the student the opportunity to make a printout of their corrected questions to take with them. If the student has any questions or complaints about their grade it is wise to make sure they have a copy of their graded test to discuss with their instructor. However if a student does not print out their answers and later wants a print out, they can access all their old test results by going to:

<http://calculus.unl.edu/webtests/html/students/>

From there they should follow the link to "*View Record*". This can be done from anywhere on the web.

7. IMMEDIATELY after printing out the student's grade and the corrected answers, log out of the account. UNDER NO CIRCUMSTANCES should a student be allowed to start a new test on a machine until the browser from the previous test has been shut down and the account logged out.

3 Policies

1. Calculators, notes and textbooks are not permitted in the Gateway Exams.
2. Students are only allowed to do re-takes of an exam once per day. In practice it may be hard for you to be sure whether someone has been in earlier, so it may not be possible to enforce this rule. However students should definitely NOT be allowed to do re-takes of an exam "head-to-tail".
3. Students may not collaborate with each other on the exam. Obviously, this means no talking with each other while they take the exam. Equally important, they mustn't use mail, chat programs, or programs like Maple. You should keep an eye on what's on their screens—the Gateway policy is:

STUDENTS MAY NOT HAVE ANY APPLICATION OTHER THAN THE WEB BROWSER OPEN, AND THEY MAY ONLY BROWSE WITHIN THE GATEWAY PAGES.

4 What to Do When Something Goes Wrong

1. Please report any bugs or anomalies to Rex or me, John Orr, (you can email me at jorr@math.unl.edu). Please follow the guidelines in Section 7 below when reporting a bug.
2. If the browser is telling you that it cannot connect to the test server (i.e. no pages of any kind are downloading to the browser) then it's probably because the server has crashed. **IF THE SERVER IS UNREACHABLE PLEASE CONTACT REX OR ME ASAP.** It probably means every test on the system is likewise unavailable. The problem is easy to fix, and it needs to be dealt with immediately!
3. If a student has questions about the correct answers to their test then you might want to try to answer them, or send the student to the Math Resource Center, or their instructor. Make sure they have a printed copy of the test results that they have questions on.
4. If a student complains or disagrees with the grading of the test then they need to talk to their instructor about it. The instructor is the **ONLY** person who has the authority to change someone's grade. (However if someone shows you something that looks like a genuine misgrading, then I would like to know about it. See Section 7.)
5. If the system doesn't seem to be working, **DON'T PANIC.** The natural fear a student will have is that they system has lost all their work. I have never known this to happen. The software keeps a record of everyone's test as it progresses, and it is almost always possible to reconstruct someone's test results from what's in the system, even if it seems like things are lost for a while.

5 Changing Your Password

Please be careful with your password and take care that it stays secret. If you think your password has become compromised, please let Rex know at once. You can change your password to one that you can remember easily, and it's wise to change your password regularly. Don't choose a password that would be easy for someone else to guess!

If you want to change your password, go to:

<http://calculus.unl.edu/webtests/html/instructors>

and follow the link to "*Proctor Record*". Log in with your current password and, once you're logged in, choose the button "*Change Password*". On the next screen, re-enter your old password, and enter your new password in the two boxes below. Press the "*Change Password*" button again and you're done.

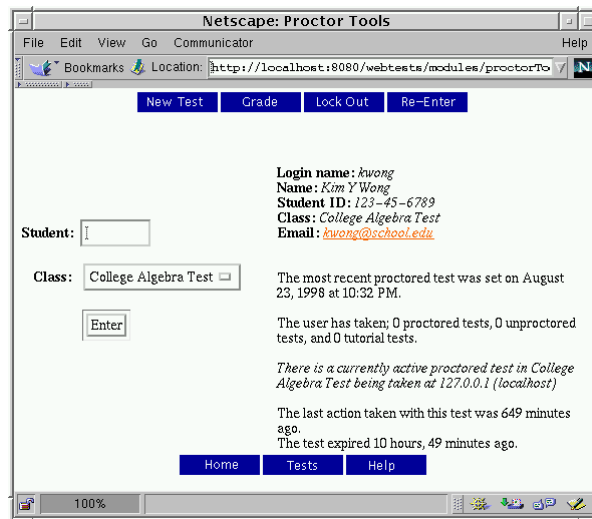


Figure 1: Proctor tools main screen.

6 Proctor Tools

“Proctor Tools” is a package which enables you to authorize students to have their tests graded from your own computer. If you are logged in to a machine while working in the Mathlab (or MRC) then there are big advantages to using the Proctor Tools package to authorize students:

Security When you use Proctor Tools, you only enter your login and password once. There is a risk of a student seeing the password you type when you authorize them at their own machine, which is greatly reduced by using Proctor Tools.

Convenience It’s a lot easier to use the browser at your own terminal than reaching over the student to enter a password at their machine.

To use Proctor Tools, go to:

<http://calculus.unl.edu/webtests/html/instructors/>

and follow the link for “Proctor Tools”. Log on with your proctor login and password, and you’ll get a screen that looks like Figure 1.

When a student needs authorization, enter the student’s login name in the textfield on the left of the screen, and select their class from the drop-down menu. Press the entry button, and a report on the student’s status will appear on the right side of the screen. Check that the student’s ID matches their photo ID, and give him/her authorization to have the test graded by pressing the “Grade” button at the top of the screen. Use the other buttons at the top of the screen as follows:

New Test If a student tries to start a new test before having the old one graded, they will be locked out and need authorization to get a new test. This button allows them

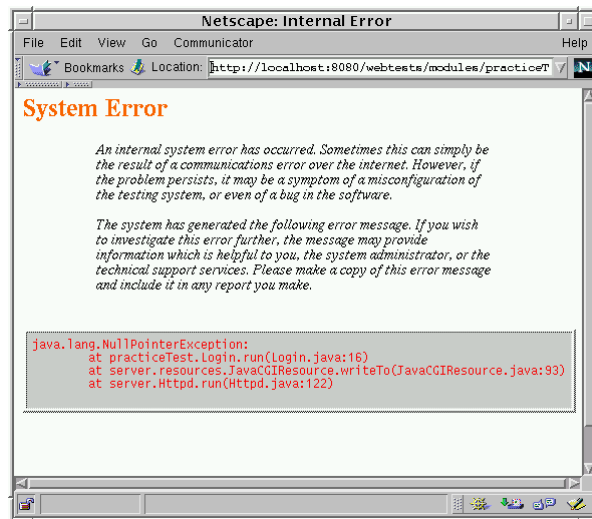


Figure 2: The system error screen.

to start a new test. The reason you need to authorize beginning a new test in this situation is that we don't want a student requesting test after test until he/she finally gets one that is easy enough. So you should really only need to authorize a new test if the student had technical problems for some reason with the first one.

Lock Out You probably don't need to use this button. But if a student has abandoned a test and left the lab, pressing this button would prevent them from starting up the same test at a later date (after looking in the book or talking to friends).

Re-Enter Allows a student who has been locked out of a test to resume it again. Likewise, you probably won't need to use this.

7 Reporting Bugs

When something goes wrong in the system that it doesn't know how to handle then it usually gives a bug report that looks like Figure 2. If you or a student get this screen, please send me an email (to jorr@math.unl.edu) with a short description of what button you pressed immediately before, together with the text in the box at the bottom of the page.

If you get this error screen in the middle of a session, you may want to back up a few screens with the browser's back-arrow button and try doing things slightly differently. It may also help to close the browser and start over.

For a student taking a test, if you close the browser and start over, all of his/her questions should still be available when he/she logs in again (except possibly for the last one being worked on).