

## Meazure Learning Proctoring FAQ's:

### Q: WHAT IS THE DIFFERENCE BETWEEN CHOOSING MEASURE LEARNING OR IN-PERSON?

You have greater flexibility writing your test with Meazure Learning as they are available 24/7, 365 days a year. The Algonquin College proctors have less availability with defined appointment times only.

### Q: I AM TRYING TO COMPLETE MY BOOKING BUT I DON'T SEE WHERE TO PAY FOR MY ASSESSMENT?

Once you submit your booking, the Test Centre staff will approve it and then send you an email with a payment link to pay your testing fees online with a credit card.

### Q: I AM A STUDENT WITH ACCOMODATIONS. CAN I WRITE MY TEST WITH MEASURE LEARNING?

If you require extra time only to write your test, you can book with Meazure Learning. If you have other accommodations, please contact the [testcentre@algonquincollege.com](mailto:testcentre@algonquincollege.com) they will be happy to connect you with the Colleges' Centre for Accessible Learning.

### Q: I PAID THE TESTING FEES ONLINE BUT I CAN'T FIND WHERE TO SELECT A DAY AND TIME TO WRITE MY TEST.

The Test Centre will send a voucher to your email with step-by-step instructions on how to register with Meazure Learning. You must register first before you are able to select a day/time for your test.

### Q: I HAVEN'T RECEIVED MY VOUCHER AND IT HAS BEEN SEVERAL DAYS SINCE I PAID. WHAT HAPPENS NEXT?

Your voucher will be sent to the email you included on your booking. It will come from Accuplacer, entitled Remote Voucher Notification. Please check your junk mail, as well. If you still can't find it, please email the [testcentre@algonquincollege.com](mailto:testcentre@algonquincollege.com).

## Q: I LOGGED ONTO MEASURE LEARNING AND IT IS ASKING FOR MY USER ID. IS THAT MY VOUCHER NUMBER?

No, it is **not** your voucher number. If you do not have a Measure Learning account, you must register first. It asks if you are a first-time user and to click to register. Please follow the instructions to create your Measure Learning account. It will ask you for your first and last name, along with an email address (which will become your user ID). It will also ask you to choose your Institution name (Algonquin College).

The screenshot shows the Measure Learning login page. On the left, there are two main sections: 'Login' and 'Forgot Your Password'. The 'Login' section has fields for 'User ID' and 'Password', a 'LOGIN' button, and a link to register for first-time users. The 'Forgot Your Password' section has a field for 'Enter Your User ID' and a 'GET PASSWORD' button. On the right, there is a promotional text box about Exami's remote proctoring service. At the bottom, there is a footer with copyright information and support links, and a 'Chat with an Expert' button in the bottom right corner.

## Q: I CREATED MY MEASURE LEARNING ACCOUNT AND IT SAYS I WILL RECEIVE AN LOG-IN CREDENTIALS. WHO DOES IT COME FROM AND HOW LONG WILL THAT TAKE?

The email will come from College Board - Accuplacer, entitled Accuplacer Student Registration – Confirmation. You should receive this email right away. It will include your Username and a temporary password, as well as the login URL. Please click on the URL, type in your username and it's a good idea to copy/paste your temporary password in as it is case sensitive. From there you can reset your password.

If you don't receive the email and it's been a few hours, please log onto the Measure Learning site and at the bottom right corner is an orange button entitled **Chat with an Expert**. Please click on it and a Measure representative will be with you shortly and can help you.

## Q: WHAT ARE THE STEPS TO CREATING A PROFILE WITH MEASURE LEARNING?

There are 4 steps to complete your Measure Learning profile. You need to confirm your account information – including your name, email, time zone, phone number and date of birth, then upload a copy of your valid photo ID, answer 3 security questions and finally, verify your identification – first and last name.

## Q: WHAT ARE ACCEPTABLE FORMS OF ID?

Measure Learning will accept a valid driver's licence, passport, federally approved ID, and military ID. They will not accept a health card, Algonquin College student ID or refugee status paper.

## Q: WHAT ARE THE COMPUTER REQUIREMENTS FOR MEASURE LEARNING?

Measure Learning system requirements are MacOSx10.5 or higher, Windows Vista or higher. Measure support Linux or Chrome OS (Chromebooks).

Desktop computer or laptop. (Tablets, Chromebooks and cell phones do not meet requirements)

A working built-in or external webcam and microphone.

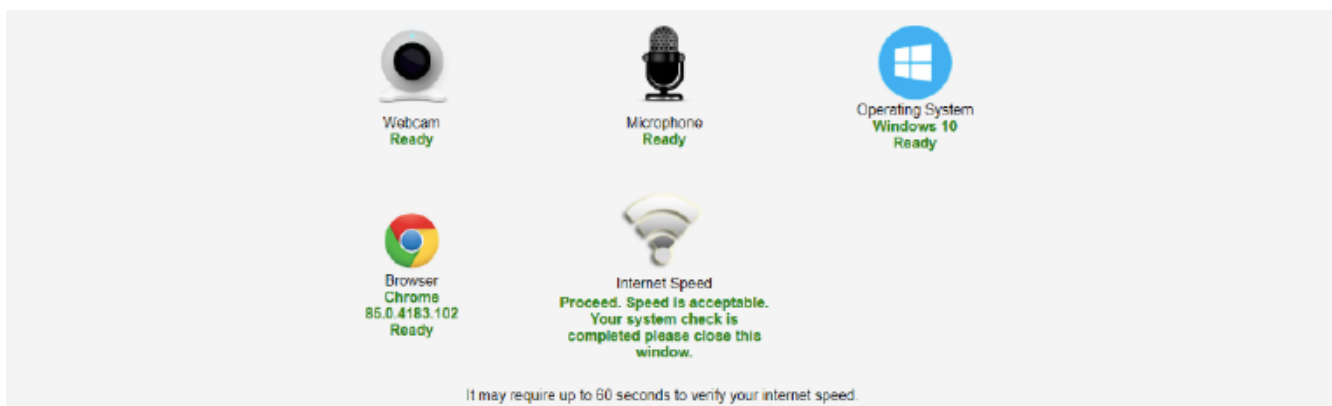
Internet speed must be at least be 2 Mbps download and 2 Mbps upload. Hot spots are not recommended.

Zoom must be downloaded on your computer. Go to the Zoom website, download and install Zoom: <https://www.zoom.us/download>.

Browser (Google Chrome or Firefox are recommended) with pop-up blocker **disabled**.

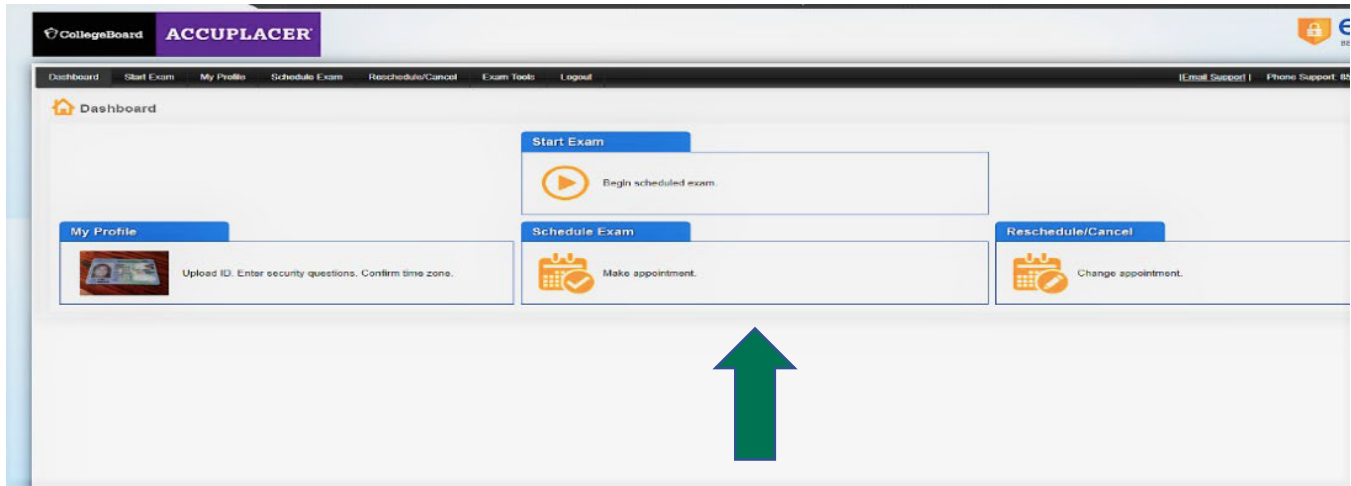
## Q: HOW CAN I TELL IF MY COMPUTER MEETS THESE REQUIREMENTS?

Measure Learning will test your system by running a computer readiness check.



## Q: WHERE DO I GO TO BOOK MY TEST?

Once you have registered with Measure Learning, please log onto the Measure Learning site and it will bring Dashboard. Click on **Schedule an Exam** to make an appointment.



You are required to enter your voucher number, then click submit. Please enter your voucher number exactly as shown on your voucher as it is case sensitive. You will then be asked to select the name of the Institution and the name of the exam. A calendar will appear with available dates and times.

The screenshot shows the 'Schedule/Reschedule Exam' form. It includes a 'Voucher Code' field with the value 'U664BV2C' and a 'Submit' button. Below this, there are dropdown menus for 'Institution Name' (Algonquin College) and 'Exam Name' (ACCUPLACER). A date range is shown as '09/01/2018 1:00 AM - 09/01/2025 12:59 AM'. A calendar for September 2020 is displayed, with the 14th highlighted. A 'Select Time' table is also shown.

Select Time							
12:00 AM	12:30 AM	01:00 AM	01:30 AM	02:00 AM	02:30 AM	03:00 AM	03:30 AM
04:00 AM	04:30 AM	05:00 AM	05:30 AM	06:00 AM	06:30 AM	07:00 AM	07:30 AM
08:00 AM	08:30 AM	09:00 AM	09:30 AM	10:00 AM	10:30 AM	11:00 AM	11:30 AM
12:00 PM	12:30 PM	01:00 PM	01:30 PM	02:00 PM	02:30 PM	03:00 PM	03:30 PM
04:00 PM	04:30 PM	05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM	07:30 PM
08:00 PM	08:30 PM	09:00 PM	09:30 PM	10:00 PM	10:30 PM	11:00 PM	11:30 PM

**Q: I NEED TO WRITE THE ELSA AND WHEN I TRY TO CHOOSE MY EXAM IN THE DROP DOWN MENU, THE ONLY OPTION IS ACCUPLACER.**

Accuplacer is the correct choice. The admission assessments are conducted through the Accuplacer Platform and your voucher has been created for your particular test(s).

**Q: I AM TRYING TO SCHEDULE MY TEST AND MY VOUCHER CODE IS NOT WORKING.**

Please make sure you enter your voucher code exactly as it is on your voucher. It is case sensitive and won't work unless you enter it correctly.

**Q: I AM TRYING TO WRITE MY TEST BUT MY VOUCHER CODE IS NOT WORKING. IT WAS FINE WHEN I BOOKED MY TEST—WHY IS IT NO WORKING NOW?**

There is an expiry date on the voucher so check your date to see if it is still valid. If it has expired, please contact the [testcentre@algonquincollege.com](mailto:testcentre@algonquincollege.com) and request a new voucher. You will have to reschedule your test and please make sure you choose a date to write **before** your voucher expires.

**Q: I HAVE SCHEDULED MY TEST. HOW LONG DO I HAVE TO COMPLETE IT? CAN I TAKE A BREAK AT SOME POINT DURING THE TEST OR COME BACK ANOTHER TIME TO FINISH?**

You can take as long as you need to complete your test, but you cannot come back another time to finish - it must be completed during your session. There are no breaks allowed, so make sure to use the washroom before you start your test.

**Q: CAN I USE A CALCULATOR FOR MY MATH TEST?**

There are no physical calculators allowed for the Math test, however there is an online calculator icon that will appear in the black bar at the top of the page for certain questions. You may click on it and access it for those questions only.

**Q: I TRIED TO WRITE MY TEST BY TTHRER WERE INTERNET CONNECTION PROBLEMS AND THE PROCTOR SAID I WILL NEED TO RESCHEDULE. WILL MY VOUCHER STILL WORK?**

Please email the [testcentre@algonquincollege.com](mailto:testcentre@algonquincollege.com) and they can check the status of your voucher. If needed, they can cancel your old voucher and send you a new one. Please reschedule your test using your new voucher number.

## **Q: I COMPLETED MY TEST WITH MEASURE LEARNING. WHEN DO I RECEIVE MY MARKS HAPPENS NEXT?**

Your results are available right after your test. If you were not able to print them or save them, you can still access them from the Accuplacer website. Please click on the following link:

<https://studentportal.accuplacer.org/#/home>. Click on Your Accuplacer Score Report. Enter all the required information. Your student ID number will be on your voucher – it is a 7-digit number that usually starts with a 21 or 22. A copy of your results will be sent to your email on file.

The Test Centre will send your results to the Registrar's Office the following business day. The RO will update the status of your application on your ACSIS account, usually within a week to ten days.