STUDENT PORTAL GUIDE
TESTING WITH AN INSTITUTION

Contact Information

General Contact
clateam@cae.org
(212) 217-0700

ITS Technical Support
Monday–Friday, 8AM–8PM ET
(800) 514-8494
Outside of business and weekends, press 1 to be taken to after-hours support or 2 to leave a voicemail (you will be contacted the next business day).
OVERVIEW

The CLA+ Student Portal guide will help guide users through the process of creating an account and using the various functions of the portal. If you experience any issues, please contact MiSun Kwon at mkwon@cae.org.

ABOUT THE CLA+

The Collegiate Learning Assessment (CLA+) is a performance-based assessment consisting of a Performance Task (PT) and a Selected-Response Question (SRQ) section that measures critical-thinking and written-communication skills. These skills are not only necessary for success in higher education, but are important for success in the workplace and other aspects of life outside the classroom. No prior knowledge of any particular field is necessary in order to perform well. CLA+ allows institutions to benchmark how much progress their students have made relative to the progress of similar students at other institutions. It also provides useful feedback to individual test takers looking to set themselves apart from the job applicant field. The principal goal of the CLA+ is to provide an objective assessment of the critical-thinking skills students possess as they enter and exit college.

ACCESSING THE PORTAL AND ACCOUNT CREATION

To access the Student Portal, go to http://claportal.com. Complete the instructions on the following pages to sign up and take the CLA+.

On the first visit to http://claportal.com, the user must create an account. Enter your email address under Create New Account and select Continue.
Complete the form by filling in all fields with your information and select Continue. You will then receive a notice indicating that a verification email has been sent to your email address listed. Please check your email and select Confirm in the verification email sent from CLA+ Portal Support. Doing so will bring you back to the Student Portal and an email will be sent to confirm that the Student Portal account has been created and you may log in.
STUDENT PORTAL DASHBOARD

When logged in, the user will be brought to the Student Portal dashboard. The user may now access the FAQ page, update their profile information, access tech support, and purchase the exam. After the user has taken the CLA+ and has been informed by CLA+ Support that their score report is ready, they may access and share the information through the Student Portal.

RESERVING AN EXAM

To sign up for the CLA+ exam, select the Purchase tab on the dashboard. As a student selected by your institution, you will not have to pay. Adjust the quantity drop-down to one exam and click Buy. On the next page, enter the voucher code provided by your institution in the Promotional Code field. Contact mkwon@cae.org if you cannot locate it or you recieve an error. Once the voucher code is entered, click Place Your Order. Once complete, a confirmation email will be sent verifying the purchase. A record will be kept on the Order History page as well. Please do not share the voucher code.
SCHEDULING YOUR EXAM

After purchasing the CLA+ exam, you may now schedule your test. Log into the Student Portal and select the Tests and Scores tab on the dashboard. To schedule the exam, click Go to ProctorU, our proctoring partner. You will be asked to choose a password, agree to ProctorU’s Terms of Service, and then to complete your account.

Please note: Your computer will need camera capabilities as submission of a photo is required.
Once your ProctorU account has been created, you may now schedule your CLA+ exam. Select Schedule and select the date and time that you would like to take the CLA+. You will not be able to schedule for a test within 72 hours to accommodate processing and scheduling of the proctor. Once the date and time are selected, click Schedule and your test will be scheduled. A confirmation email will be sent once scheduled.

If needed, you may log into ProctorU and reschedule your exam up to 30 minutes before its start.
BEFORE THE DAY OF TESTING

Prior to testing, please use the computer that will be used during testing and visit ProctorU’s Test it Out page (http://www.proctoru.com/testitout). Enter any relevant information and run the scan to diagnose any potential issues or missing required equipment. The Test it Out web page also has FAQs that will ensure smooth testing. You may also connect with the HelpDesk to address any unanswered questions. Additionally, please visit ProctorU’s configuration requirements page (http://www.proctoru.com/tech.php) and review the technical requirements for testing.

### Technical Requirements

<table>
<thead>
<tr>
<th>Type</th>
<th>Minimum</th>
<th>Recommended</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Camera</td>
<td>640x480 resolution</td>
<td>1280x720 resolution</td>
</tr>
<tr>
<td>PC Users</td>
<td>Windows Vista</td>
<td>Windows 10 (10.5 is not supported)</td>
</tr>
<tr>
<td>Mac Users</td>
<td>Mac OS X 10.5 or higher</td>
<td>Mac OS X 10.10 Yosemite</td>
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<td>Internet Download Speed</td>
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<td>1.5 Mbps</td>
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<tr>
<td>Internet Upload Speed</td>
<td>.384 Mbps</td>
<td>1.0 Mbps</td>
</tr>
<tr>
<td>RAM</td>
<td>1024 MB</td>
<td>2 GB</td>
</tr>
</tbody>
</table>
ON THE DAY OF TESTING

PRE-EXAM CHECKLIST:

1. Make sure your webcam, microphone, and speakers are installed and working correctly.
2. Ensure you are in a well-lit, quiet and private room. The lighting of your room must be daylight quality and overhead lighting is preferred. If overhead lighting is not possible, please make sure that your light source is not directly behind you because it will make it difficult for your proctor to see you.
3. Please have two forms of photo ID ready (one must be government issued). If your webcam is built into your laptop or desktop and it cannot be removed or detached, you will also need a reflective surface such as a smartphone, DVD, CD, or a small mirror. This is needed so your proctor can verify that the monitor surface is clear of any materials.
4. All cell phones, smartphones, digital watches and other electronic recording, listening or photographic devices are prohibited during testing.

Sign in to your ProctorU account and click on My Sessions. If you are arriving early, there will be a count down clock to your appointment time. Once the clock hits zero a Start Session button will appear. ProctorU will ask you to verify your name and the exam you are taking. After viewing the Recorded Preflight Instructions you will arrive to your Proctored Session. Follow the three steps to connect with your proctor.
SHARING YOUR SCORES

After completing the exam, you will receive an email within 4 - 6 weeks to notify you that your score report is ready. Follow the instructions on how to retrieve your score report from the Student Portal at any time. If your scores qualify, you may elect to share your badge by clicking the Share tab on the dashboard and following the instructions.
FAQs and Troubleshooting

Q: What is the process of signing up, purchasing, and scheduling a test?  
A: All students must sign up and pay for the test through the CLA+ Portal (www.claportal.com). Once you have purchased your test using the voucher code, you will then be directed to ProctorU to schedule a test time. After you schedule, you will receive a confirmation email.

Q: Where do I enter the voucher/promotional code?  
A: After creating an account, go to the Purchase tab. Once one test is added in the cart, click Buy. In your Cart, there is a Promotional Code field. Enter your voucher code in that field and click Add. You should see the discount reflected in your Order Total. Complete your order. If you encounter any trouble with the voucher code please contact mkwon@cae.org.

Q: I purchased my CLA+ exam, but it is not appearing in my Test and Scores tab.  
A: Do not use the voucher code to purchase another test. The CLA+ may not appear immediately after purchase. Please wait a few minutes or try logging out and logging back in. If the test does not appear after 30 minutes, please contact mkwon@cae.org.

Q: When I schedule my exam, why am I required to pay an additional fee?  
A: ProctorU requires that all exams be scheduled at least 72 hours in advance. If you attempt to schedule your test before that window, you will be asked to pay an additional $5.00 out of pocket. To test the day of you must pay an additional $8.75 out of pocket. All of these are considered premium scheduling and the voucher code does not cover this.

Q: I am selecting a day outside of the 72 hour window and am still being asked to pay a fee.  
A: Please double check that you are selecting a valid day. For example, if it is Wednesday the earliest you are able to test without an additional charge is Sunday. If you continue to have trouble, please contact ProctorU at (855) 772-8678.

Q: Can I reschedule my exam?  
A: Yes, but it must be done 30 minutes in advance of your scheduled test time. You may do this by going to the CLA+ Portal (www.claportal.com) and clicking on the Test and Scores tab.

Q: I had an emergency and missed my exam. Can I reschedule?  
A: Please contact mkwon@cae.org.

Q: What should I do in advance of testing?  
A: You should verify that your computer is compatible with ProctorU's set up. You may view this information at http://proctoru.com/tech.php and also test out your equipment at http://proctoru.com/testitout/. If you have any questions about the requirements for remote proctoring, please contact ProctorU at (855) 772-8678. Please read all email communications you receive regarding your testing.

Q: Can I take the CLA+ at a library or another public location?  
A: No, you must take the CLA+ in a well-lit, quiet, and private room. No other people may be in or enter the room during the test. If your computer is in a common area in your home, please make the proper arrangements as ProctorU will end the test if they observe people in the background and notify CLA+ staff.
Q: How long is the CLA+? Am I allowed to take any breaks during the CLA+?
A: You will need up to two hours of uninterrupted time to take the CLA+. There is no break provided during the assessment.

Q: What forms of photo ID are acceptable?
A: The following IDs are accepted:

- Driver’s License
- Passport
- Military ID
- Other Gov/State Issued ID with Photo
- Current Institution ID with Photo
- Bank Card with Photo and Correct Name

The first photo ID must be government issued. A second form of ID may not be needed, but please have two with you on the day of testing. If you have any questions about the ID policy, please contact MiSun Kwon at mkwon@cae.org.

Q: There is a problem and I am asked to wait for an extended amount of time by the proctor.
A: If there are any technical issues arising from ProctorU or the CLA+ exam, the maximum wait time should be 30 minutes. After 30 minutes your proctor will reschedule the exam and contact CLA+ staff to resolve the issue before your reschedule date.