This is the 1<sup>st</sup> affidavit of John Trueman in this case and it was made on 1 MAR 2021

> No. S208730 Vancouver Registry

#### IN THE SUPREME COURT OF BRITISH COLUMBIA

**BETWEEN:** 

#### PROCTORIO, INCORPORATED

PLAINTIFF

AND:

#### IAN LINKLETTER

DEFENDANT

#### AFFIDAVIT

I, **John Trueman**, Barrister and Solicitor, of c/o 1512-808 Nelson Street, in the City of Vancouver, Province of British Columbia, SWEAR THAT:

1. I am an Associate of Arvay Finlay LLP, counsel for the Defendant in this action, and as such have personal knowledge of the facts and matters hereinafter deposed to, save and except where same are stated to be made on information and belief, and where so stated, I verily believe them to be true.

2. In preparing this affidavit, I have reviewed Proctorio's Application Response to the PPPA Application and the Affidavit #2 of John Devoy, sworn November 16, 2020 ("Devoy Affidavit #2). This affidavit replies to paragraphs 39-43 of Devoy Affidavit #2, regarding Proctorio's attempts to remove information about its software from the Internet.

3. After reviewing Devoy Affidavit #2, I conducted a number of simple Google searches to locate documents and videos related to Proctorio. I used search terms that appear in Proctorio's pleadings, such as "Proctorio abnormalities," "Proctorio behavior settings," and so forth.

#### **Proctorio's Marketing Materials**

4. McGraw-Hill describes itself on its web site as a "learning service company." In February 2020, it announced an agreement with Proctorio to sell its academic surveillance software as an add-in module for McGraw-Hill's "Connect" learning management system.

5. McGraw-Hill has published "Connect/Proctorio Instructor User Guide" at <a href="http://mpss.mhhe.com/proctorio/Connect\_Proctorio\_Instructor\_User\_Guide.pdf">http://mpss.mhhe.com/proctorio/Connect\_Proctorio\_Instructor\_User\_Guide.pdf</a> , which is accessible through the Higher Education Digital Technical Support part of McGraw-Hill's web site. Attached as **Exhibit A** is a copy of this document as it appeared on February 4, 2021.

6. I located a similar but not identical document, also titled "Connect/Proctorio Instructor User Guide" through a Google search, which returned this result: https://s3.amazonaws.com/ecommerce-prod.mheducation.com/unitas/highered/support/connectproctorio-instructor-user-guide.pdf . Attached as **Exhibit B** is a copy of this document as it appeared on January 30, 2021.

7. Top Hat describes itself on its web site as a provider of an "all-in-one teaching platform." In April 2020, it announced a partnership with Proctorio to sell its academic surveillance software as a part of Top Hat's platform.

8. Top Hat has published "Professor: Remotely Monitored (Proctorio) Tests" at <u>https://success.tophat.com/s/article/Teaching-Online-Remotely-Proctored-Tests</u>. Attached as **Exhibit C** is a copy of this webpage as it appeared on February 7, 2021.

#### Web sites that link to Proctorio's unlisted YouTube videos

9. It appears that several post-secondary institutions' public web sites contain, or have contained, Proctorio's unlisted YouTube videos. Some pages contain links to Proctorio's unlisted YouTube videos, or have its unlisted YouTube videos embedded within the web pages and playable by anyone viewing the web page. Where links to the unlisted YouTube videos have been disabled, these appear as "Video unavailable" boxes, but the original URL of the video can still be viewed. In some cases, these web pages included the same YouTube videos that Mr. Linkletter tweeted links to.

10. San José-Evergreen Community College District has published "Record Room" at <a href="https://sjeccd.instructure.com/courses/20558/pages/record-room">https://sjeccd.instructure.com/courses/20558/pages/record-room</a>. Attached as Exhibit D is a copy of this webpage as it appeared on January 30th, 2021. This page contained the same "Record Room" video that Mr. Linkletter tweeted (Exhibit BD to Linkletter Affidavit #1).

11. The University of Washington has published "How to use Proctorio" at <u>https://itconnect.uw.edu/learn/tools/canvas/canvas-help-for-instructors/assignments-</u> grading/proctorio/. Attached as Exhibit E is a copy of this webpage as it appeared on January 25th, 2021. This page contained the same "Behavior Settings" video that Mr. Linkletter tweeted (Exhibit BE to Linkletter Affidavit #1). It also contained an unlisted YouTube video titled "Proctorio Gradebook."

12. "Exam **Proctoring:** Proctorio" Wilson College has published at https://onlinelearning.wilson.edu/courses/10/pages/exam-proctoring-proctorio. Attached as Exhibit F is a copy of this webpage as it appeared on January 25th, 2021. This page contained the same "Behavior Settings" video that Mr. Linkletter tweeted (Exhibit BE to Linkletter Affidavit #1). It also contained links to nine other unlisted YouTube videos, three of which are presently functioning:

- a. "Adding the Proctorio Extension to Chrome": <u>https://youtu.be/7e-a8bt79HM</u>
- b. "How to enable Proctorio in an LMS" (erroneously captioned "Adding Proctorio to a Quiz"): <u>https://youtu.be/ ba5R8BmOSo</u>
- c. "Accessing the Proctorio Gradebook Canvas Final": <u>https://youtu.be/-pBW6p2S\_is</u>

## Proctorio materials posted by post-secondary institutions

13. With a few hours of Google searching, I located the following Proctorio materials published on the web sites of several post-secondary institutions.

14. **American River College** has published "ARC Proctorio Faculty Guide" at <a href="https://itc.arc.losrios.edu/wp-content/uploads/2017/12/ARC-Proctorio-in-Canvas-Faculty-Guide-V2.pdf">https://itc.arc.losrios.edu/wp-content/uploads/2017/12/ARC-Proctorio-in-Canvas-Faculty-Guide-V2.pdf</a>. Attached as **Exhibit G** is a copy of this document as it appeared on January 30th, 2021.

15. **Boston College** has published "High-Stakes Testing in Canvas" at <u>http://cteresources.bc.edu/documentation/assignments-and-grades/high-stakes-testing-in-canvas/</u>. Attached as **Exhibit H** is a copy of this document as it appeared on February 11th, 2021.

16. **California Community Colleges** has published "Proctorio Quick Start Guide" at <a href="http://cvc.edu/wp-content/uploads/2016/08/ProctorioGuidebook\_FINAL-DRAFT-5-26-17.pdf">http://cvc.edu/wp-content/uploads/2016/08/ProctorioGuidebook\_FINAL-DRAFT-5-26-17.pdf</a>. Attached as **Exhibit I** is a copy of this document as it appeared on January 30th, 2021.

17. California State University, Fullerton has published three documents:

- a. "Proctorio Proctorio Gradebook in Canvas" at <a href="http://www.fullerton.edu/IT/services/software/proctorio/Canvas%20Proctorio%20">http://www.fullerton.edu/IT/services/software/proctorio/Canvas%20Proctorio%20</a>
   Gradebook.pdf. Attached as Exhibit Jis a copy of this document as it appeared on January 24th, 2021. This 11 page PDF has a footer which reads "Confidential".
- b. "Proctorio Gradebook in Moodle" at <a href="http://www.fullerton.edu/it/services/software/proctorio/Moodle%20Proctorio%20">http://www.fullerton.edu/it/services/software/proctorio/Moodle%20Proctorio%20</a>
   Gradebook%20Guide.pdf. Attached as Exhibit K is a copy of this document as it appeared on February 11<sup>th</sup>, 2021.
- c. "Recommendations for Proctorio Settings for DSS Students" at https://www.fullerton.edu/dss/\_resources/pdfs/Proctorio%20Setting%20Recomme ndations%20for%20DSS%20Students.pdf. I understand that "DSS" refers to Disability Support Services. This guide reviews how to configure Behavior Settings, including which specific Abnormalities could provide barriers to students with disabilities. Attached as Exhibit L is a copy of this document as it appeared on January 30th, 2021.

18. Howard University has published "Proctorio - Instructor Getting Started Guide" at https://technology.howard.edu/sites/technology.howard.edu/files/2020-04/Blackboard%20Proctorio%20Instructor%27s%20Guide.pdf. Attached as Exhibit M is a copy of this document as it appeared on January 24th, 2021. This 9 page PDF has a footer which reads "CONFIDENTIAL". 19. **Miami University** has published "Using Proctorio" at https://www.miamioh.edu/regionals/eccoe/get-help-with-campus-systems/get-helpproctorio/using-proctorio/index.html. Attached as **Exhibit N** is a copy of that document as it appeared on February 11<sup>th</sup>, 2021. The page includes a link (titled "Enable Proctorio Exam Flexibility Video") which leads to an unlisted YouTube video on Proctorio's YouTube channel titled "Canvas Exam Flexibility List FINAL".

20. The University of Missouri has published several documents:

- a. "Proctorio Exam Settings | Closed-Book/Closed-Internet" at <a href="https://teachingtools.umsystem.edu/support/solutions/articles/11000093712-proctorio-exam-settings-closed-book-closed-internet">https://teachingtools.umsystem.edu/support/solutions/articles/11000093712-proctorio-exam-settings-closed-book-closed-internet</a>. Attached as Exhibit O is a copy of this document as it appeared on February 11<sup>th</sup>, 2021.
- b. "Proctorio Exam Settings | Minimal Settings" at <u>https://teachingtools.umsystem.edu/support/solutions/articles/11000093715-</u> <u>proctorio-exam-settings-minimal-settings</u>. Attached as Exhibit P is a copy of this document as it appeared on February 11<sup>th</sup>, 2021.
- c. "Proctorio Exam Settings | Open Digital Textbook" at <u>https://teachingtools.umsystem.edu/support/solutions/articles/11000093714-</u> proctorio-exam-settings-open-digital-textbook. Attached as Exhibit Q is a copy of this document as it appeared on February 11<sup>th</sup>, 2021.
- d. "Recommended Proctorio Exam Settings" at <u>https://teachingtools.umsystem.edu/support/solutions/articles/11000093711-</u> recommended-proctorio-exam-settings. Attached as **Exhibit R** is a copy of this document as it appeared on February 11<sup>th</sup>, 2021.

21. The University of Nevada, Reno has published "Instructors guide to Proctorio" at https://www.unr.edu/tlt/instructional-design/instructional-technology-resources/online-test-proctoring/proctorio/instructors. Attached as Exhibit S is a copy of that document as it appeared on February 15<sup>th</sup>, 2021.

22. **Richland Community College** has published "Proctorio - Online Test Proctoring" at <u>https://richland.instructure.com/courses/2970893/pages/proctorio-online-test-proctoring</u>. This webpage has text which reads "© 2019 Proctorio Inc. Confidential & Proprietary". Attached as **Exhibit T** is a copy of this webpage as it appeared on February 25th, 2021.

23. San Jose State University has published "Proctorio Settings" at https://www.sjsu.edu/engineering/docs/id/Proctorio%20Settings%20\_%20Charles%20W.%20Da vidson%20College%20of%20Engineering%20at%20SJSU.pdf. Attached as Exhibit U is a copy of this document as it appeared on January 30th, 2021.

24. **Santa Ana College** has published "Proctorio" at <u>https://www.sac.edu/AcademicAffairs/DistanceEd/schedules/Documents/Proctorio%20Quick%2</u> <u>OStart.pdf</u>. Attached as **Exhibit V** is a copy of this document as it appeared on January 30th, 2021.

25. University of South Florida Sarasota-Manatee has published "USFSM Proctorio Faculty Guide" at <u>https://smcampus.usf.edu/wp-content/uploads/2014/03/Proctorio-Faculty-Guide.pdf</u>. Attached as **Exhibit W** is a copy of this document as it appeared on January 30th, 2021.

26. **Temple University** has published "Proctorio Best Practices" at <a href="https://foxonline.temple.edu/wp-content/uploads/2020/03/Proctorio-Best-Practices-and-">https://foxonline.temple.edu/wp-content/uploads/2020/03/Proctorio-Best-Practices-and-</a> Recommended-Settings.pdf. Attached as **Exhibit X** is a copy of this document as it appeared on January 30th, 2021.

27. The University of Texas at Austin has published "Using Proctorio in Canvas" at https://wikis.utexas.edu/display/option3/Using+Proctorio+in+Canvas. Three videos created by the University of Texas at Austin School of Nursing are embedded on this page. "Getting Started with Proctorio" is 6 minutes 46 seconds. "Intro to the Proctorio Gradebook" is 3 minutes 47 seconds. "Updating the Proctorio Extension" is 2 minutes 42 seconds. Additionally there is a "Video unavailable" YouTube embed on this page. Attached as Exhibit Y is a copy of that document as it appeared on February 25, 2021.

28. **Texas Tech University** has published "Proctorio Basics" at <u>https://www.depts.ttu.edu/elearning/blackboard/instructor/training/Proctorio\_Training\_Doc.pdf</u>. Attached as **Exhibit Z** is a copy of this document as it appeared on January 30th, 2021.

29. Utah Valley University has published "Proctorio Settings for Teachers" at <u>https://www.uvu.edu/otl/docs/proctorioguides/updated\_uvu\_companion\_guide\_to\_proctorio\_sett</u> ings.pdf. Attached as **Exhibit AA** is a copy of this document as it appeared on January 30th, 2021.

30. Vincennes University has published "Resources and Information on Proctorio" at <a href="https://www.vinu.edu/documents/2400183/0/INSTALLING+PROCTORIO---">https://www.vinu.edu/documents/2400183/0/INSTALLING+PROCTORIO---</a>

Faculty+and+Student+Information.pdf/9452d6d8-9165-5f5b-8456-

<u>65e816112879?t=1587478605217</u>. Attached as **Exhibit BB** is a copy of this document as it appeared on January 30th, 2021.

31. The University of Wisconsin Milwaukee has published "Proctorio Support Documentation" at <a href="https://kb.uwm.edu/cetl/page.php?id=100576">https://kb.uwm.edu/cetl/page.php?id=100576</a>. Attached as Exhibit CC is a copy of this document as it appeared on February 4<sup>th</sup>, 2021. It links to a document titled "Detailed Guide of Proctorio Exam Settings" at <a href="https://drive.google.com/file/d/1ZulVocXAEFS2DQx5Qot856g1\_2TTH54e/view">https://drive.google.com/file/d/1ZulVocXAEFS2DQx5Qot856g1\_2TTH54e/view</a>. Attached as Exhibit DD is a copy of this document as it appeared on February 4<sup>th</sup>, 2021.

32. The University of Wisconsin Oshkosh has published "Proctorio Online Proctoring Tool" at <u>https://uwosh.edu/canvas/proctorio-online-proctoring-tool/</u>. Attached as Exhibit EE is a copy of this document as it appeared on February 4<sup>th</sup>, 2021. It links to a document titled "Proctorio Welcome Packet" at <u>https://uwosh.edu/canvas/wp-content/uploads/sites/189/2020/11/Proctorio-Welcome-Packet-General.pdf</u>. Attached as Exhibit FF is a copy of this document as it appeared on February 4<sup>th</sup>, 2021.

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AFFIRMED BEFORE ME at Vancouver, British Columbia, on 1 MAR 2021

A Commissioner for taking Affidavits for British Columbia.

Kate R. Phipps Barrister Arvay Finlay LLP 1512 – 808 Nelson Street Vancouver, BC, V6Z 2H2

John Trueman

This is Exhibit A referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021

A Commissioner for taking Affidavits for British Columbia



## **Connect/Proctorio Instructor User Guide**

## Contents

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## **Connect + Proctorio Instructor User Guide**

## Welcome

Welcome to the Connect + Proctorio User Guide. McGraw Hill has partnered with Proctorio to enable remote proctoring, browser-locking, and verification options in Connect's question bank assignments – making it easy to increase the academic integrity of your assignments.

## 3 Steps to Success

As you might imagine, proctoring isn't typically popular with students. We strongly recommend taking these three steps for a successful proctoring rollout.

#### Step 1: Talk to your students early and often about proctoring.

- Provide them syllabus language we have some you can use!
- Discuss on the first day of class. Since we know students may not *always* read the syllabus, talk with them on the first day of class as well. Explain why you're using proctoring, what types of assignments will include proctoring, and what functionalities you'll typically be using.
- Provide system requirements: <u>https://procotorio.com/system-requirements</u>. Be sure to address any questions they might have on system requirements. Let them know if they'll need a webcam or microphone and that they'll need to use the Chrome browser. We have a system requirements guide you can use.

#### Step 2: Assign your students the Student Orientation Video we've created on proctoring.

• You'll find this video in the Connect Orientation Video bank in your Connect course. We advise assigning this for a point or two to get them to watch.

## Step 3: Set up a proctored practice assignment.

• This allows your students to get familiar with the Proctorio pre-check process before they encounter it in a high-stakes exam. Also, if your students are going to need to make a payment, this will allow them to make that payment and get it out of the way for the remainder of the course.

## Proctored Assignment Creation

1. Proctoring, browser-locking, and verification functions can be added to assignments created from the Question Bank. To get started, click on add assignment and choose **Question Bank**.



2. Click on the chapter link to go into the content banks.

		Xin Lin6   My account   Help   Sign out
fin connect		ACC 202 Summer 2020 Proctorio
create assignment name your assig UNNAME Enter student instructions (o	select a question source Introduction to Managerial Accounting - Proctorio Pilot (8, Brewer) V Chapter 05 Chapter 06 Cancel	
	add questions organize assignment	
	Select a question source to add questions to your assignment	gnment.
	select source	
	or create a question	
cancel save & exit		continue

3. Select the question bank you want by clicking **Select.** 

		Xin Lin6   My acc	count   Help   Sign out
Me connect		ACC 202 S	Summer 2020
create assignment	select a question source	٢	
	« return to table of contents Chapter 05		
UNNAME	Chapter 05 Applying Excel - Algorithmic	select	
Enter student instructions (o	Chapter 05 Building Your Skills - Static	select	
	Chapter 05 Concept Overview Videos	select	
	Chapter 05 Exercises - Algorithmic	select	
	Chapter 05 Exercises - Static	select	
	Chapter 05 Foundational 15 - Algorithmic	select	
	Chanter 05 Equindational 15 - Static cancel	coloot	
cancel save & exit			continue

4. Once you have chosen the content you want to include in your assignment and have organized it as you so desire, hit **continue**.

			Xin Line   My account   Help   Sign ou	l.
Mc Graw Hill	connect		ACC 202 Summer 202 Proctori	<b>D</b>
creat	e assignment / set policies / review & assign			
n	ame your assignment: 👔			
Q	uiz 1			
Enter s	tudent instructions (optional)		5 / 5 guestions assigned 50.00	
	add questions	organize assignment	view: list individually	
		e	edit pools 💌 set all point values 100	
	question	question type	points	
	Exercise 5-1 Process Costing Journal Entries [LO5-1]	General Journal	10.00	
	Exercise 5-2 Equivalent Units of Production-Weighted-Average Method [LO5-2]	Worksheet	10.00	
	Exercise 5-3 Cost per Equivalent Unit-Weighted-Average Method [LO5-3]	Worksheet	10.00	
	Exercise 5-4 Assigning Costs to Units-Weighted-Average Method [LO5-4]	Worksheet	10.00	
	Exercise 5-5 Cost Reconciliation Report-Weighted-Average Method [LO5-5]	Worksheet	10.00	
				_

5. You'll now be on the policy-setting page, and will see a new proctoring option above your regular Connect assignment setting options. Note that by default, all proctoring options are turned off. To enable proctoring options, you will need to click on the blue toggle button.

	Xin Lin6   My account   Help   Sign out
Generation Connect	
edit assignment / set policies / review & assign	
name your assignment: 👔	
Quiz 1	
Enter student instructions (optional)	
set the start and due dates:	
start: July 24, 2020 @ 11:40 pm, EST edit du	lue: mm/dd/yyyym 11:59p EST
Proctoring:	
To ensure academic integrity, proctoring provides browser locking capabilitie and options for identity verification and remote proctoring. Learn more.	ties
Enable proctoring options	

6. Once you do so, you will see the Proctorio settings that can be applied to your assignment. Enable a setting by clicking on that tile. When you do so, the tile will turn black and include a green checkmark in the upper right corner, indicating the setting has been turned on. In some cases, the tiles will open to an additional set of options you can customize. Click on the tile again to de-select that setting.

Settings that are part of the Plus level are indicated by the word "Plus" in the upper right corner. For more details of the individual settings, see Proctorio settings below.



7. Some tiles include a link that says customize. This means that they have additional options tied to the setting that you can choose and customize. For instance, within the browser-locking section, functionalities are grouped by behaviors you might want to stop students from engaging in. As an example, "Control access to other apps or websites" includes Basic, Moderate, or Severe settings that change students' access to different programs or websites.

Control access to other apps or websites	Control access to other apps or websites Control whether test takers can access other tabs or programs.	Control level Moderate V
Control whether test takers can access other tabs or programs.	✓ Done	<ul> <li>Allow the use of other programs.</li> <li>Block the use of other websites."</li> <li>Allow the use of other monitors.</li> </ul>
Options: • Level: moderate Customize		*Links that have been included in the test (e.g. in the description or the questions) will still be allowed.

8. Be sure to scroll down the page to see all recording, browser-locking, and verification options. At the bottom of the page, you'll see a Summary section that shows the options you've chosen, as well as an indication of any cost to test takers. If you are satisfied with your selected settings, click **Save** to lock in the settings for this assignment.

Note: If you decide at this point that you do not want to add any proctoring settings to this assignment, simply click **Cancel** to return to the regular policy settings page.

#### Summary

- վե 🤊	What will be recorded during the exam camera feed • computer screen	
	Nothing will be restricted during the exam	
8=	What will be verified before the exam test taker's screen is being recorded	
Cost for t	r test takers	
× plus f	features per c	ourse: \$0
Total		\$0
Sav	Ve Cancel	

9. You now have proctoring enabled for this assignment and will be returned to the Connect policies page. If you have selected Plus level settings that will incur a fee for students, you will see this fee indicated. You can always edit your proctoring settings by clicking **edit**.

<ul> <li>Proctoring:</li> <li>To ensure academic integrity, proctoring pro- and options for identity verification and remo-</li> <li>Enable proctoring options</li> </ul>	vides browser locking capabilities te proctoring. Learn more.	
Proctoring settings selected	edit	Note: The cost is in addition to any partnership
Plus	\$15 USD (one time per course)	your institution may have with Proctorio.
Total cost for the student	\$15 USD	Students purchase access when they start the assignment.
		We urge you to inform students of all fees in advance.
Assignment settings:		
		expand advanced settings
select the assignment category:	homework practice	duiz exam

Please consider the notes we have indicated:

- If you see a cost, that cost is in addition to any partnership your institution might have on its own with Proctorio.
- Be aware that your students will be required to pay this one-time fee when they start the first proctored assignment.
- We strongly encourage you to talk with your students about all fees and proctoring use in advance. Things will go much more smoothly if your students know what to expect!

**10.** Finally, you can make any further policy changes you want to make to the regular Connect policies, then click **review & assign**.

Assignment settings:				
				expand advanced settings
select the assignment category:	homework	practice	(T) quiz	(L) exam
review assignment settings:	These settings	apply to this assi	gnment only:	
	Intelligent Respon	se Technology (IRT) Cu	stom Policy	
	Autocomplete and dr	opdown lists availability for (	Chart of Accounts content	
		only (no dropdown lists)		

11. On the Review & Assign page, give your assignment a final view. You'll once again see an indication that proctoring is enabled, and you'll also see one last fee notification if a fee

save & exit

delete assignment

review & assign

#### incurred. If you are happy with your assignment, click assign.

edit assignment / set policies / re	eview & assign	
name your assignment: 💡		
Quiz 1		
Enter student instructions (optional)		
review and assign		
my sections		preview assignment - student view Q
Xin Lin Schiller, 13 apply policy edits 1 checked sections Plus and all Add-o	o all my previously ns (current section)	
my colleagues 🍞		add colleagues $I$ select all $I$ clear all
apply policy edits to all checked co Uncheck a section only when you no long	olleague sections that share this er want the assignment to appear in rry over when an assignment is as paged to be recet for the neur	assignment that section. copied or shared. After copying or sharing an
<ul> <li>attach files (2)</li> </ul>	gs need to be reset for the new a	assignment.
review policies edit		
review questions edit		
Proctoring enabled		
Proctoring settings selected Plus	\$15 USD (one time per cou	urse)
Total cost per student	\$15 USD	
Save & Exit Delete Assignment		Assign

12. You'll now be taken back to your course home page – and the new assignment you created will show in your assignment listing. You'll notice that the phrase "Proctoring enabled" will appear in the assignment title. This is automatically applied to any assignment where you have enabled proctoring functions in order to indicate to you and to your students which assignments have

#### proctoring.

		Xin Lin6   My account   Help   Sign out	
Graw connect		ACC 202 Summer 2020 Proctorio	
🐣 🗎 Library 🗳 Performan	ce 🔻	« My courses	
section overview		Instructor view Student view ?	
no messages to show	4	Section info	_
no assignments to grade		Instructor	Tips ar
Assignments + Add Assignment	<b>▼</b> . ⊗.	Add your photo, email address, office hours	nd Tutoria
Title	Shared Info Start-due Show/hide	Sections and colleagues	<
Proctoring Enabled Quiz 1	07/24/20- none @	Section web address: If you are pairing with an LMS, do not use the section web address. Click here for further instructions for your students. https://connect.mheducation.com/class/x-lir	
		Upload syllabus 🛕	
		<ul> <li>Section performance</li> </ul>	
		There are no reportable assignment	

- 13. Please note that while you can click on Student View on this page, Student View will NOT allow you to preview the proctoring experience.
- 14. Clicking on the info icon will provide a pop-up with an overview of the assignment details including an indicator of the proctoring level enabled.

Assignments	+ Add Assignme	ent			T	• 🕸 •	?
Title		5	Shared	Info	Start-due	Show/hide	
Homewo	ork 1			0	07/26/20- none	٢	
Homew	ork 2			0	07/26/20- none	٢	
Proctoring Ena Quiz 1	bled:	close window 🕱		1	07/26/20- none	۲	
Created: 07/26/20	12:01 PM		<b>[</b>				
Start: 07/26/20 12:	:09 PM						
Questions: 5							
Points: 0.00							
Student Activity:	no						
Category: homewo	ork						
Manual Grading: 1	No						
Proctoring Enable	ed: Plus - one time fee	per course \$15 USD					

If you already have your assignments created and want to enable proctoring, you can simply go into the assignment and click on **edit assignment** and navigate to the policy settings page

# Chapter 5: Quiz pool...

(10 of 40 questions assigned, 100.00 points)

student activity pre	view	assignment option
		share assignment
		Share this assignment with a colleague, including edits you make to it in the future
No students in this section have s	started the a	Send a colleague an exact replica of this assignment as it is at this time
		edit assignment
		Make changes to this assignment, including name, instructions, questions and policies

15. To access Proctorio reporting, click on the assignment to see student's activities. If students have started the assignment, you will see their progress. To access proctoring reports, click proctoring reports dashboard. Note: if you have only selected browser-locking features, you will not see any reporting.

(3 questions, 15.00 points)	
student activity preview policies message hi	story assignment options
	student assignment view
student progress	
1 student(s) in progress	
1 student(s) not started	
2 student(s) submitted	
Reports	You have
Proctoring reports dashboard	0
View data on proctored assignments.	0
	students to grade
reports	

16. Proctored recordings in the report can only be viewed using a Chrome browser with a Proctorio extension. The first time you click on the **proctoring reports dashboard** to launch into the

# Proctorio report, you will be required to add the Proctorio extension. To install the Proctorio extension to your Chrome browser, click on the link in step 2. You only need to do this once.

	Proctorio Chrome Extension
	This course requires you to install an extension into your browser.
	<ul> <li>t + c</li> <li>Use Google Chrome. done.</li> <li>Install Proctorio Chrome Extension.</li> <li>Clickhere</li> <li>Done!</li> </ul>
	Proctorio Inc.
	Scottsdale, Arizona. Privacy and Cookles
	Terms of Service Copyright © 2013-2017 Proctanio inc.
	All rights reserved.
I. CIICK	on Add to Chrome
6	chrome web store Sign in
	Home > Extensions > Proctario
	Proctorio       Add to Chrome         Offered by: proctorio.com       * * * * * 723   Accessibility   * 900,000+ users
	Overview Reviews Support Related

ii. Then Add extension

a chrome web store	Add "Proctorio"?	🔅 Sign in
Home > Extensions > Proctorio Proctorio Offered by: proctorio.com ★★★★★ 723   Acce	It can: Read and change all your data on the websites you visit Display notifications Modify data you copy and paste Capture content of your screen Manage your downloads Identify and eject storage devices Add extension Cancel Overview Reviews Support Related	Chocking
¢	Image: A start and a st	

17. For more detail on the reporting feature, see the Reports section below.

þi	roctorio									
										0,
Proctori	io Gradebook	Proctorio Settings	Proctorio Map	🗄 Display Options	Export C	ptions				
Procto	orio Exar	n Results								
	Name	Su	bmission Time	Attempt	Score	Annotations	Abnormalities	ullet Suspicion Level		
	Stu1, Ris	hi 07.	/24/2020 12:12:34 pm	1	N/A	0	0	796	•	
	Smith, Jo	07.	/23/2020 02:45:36 pm	2	N/A	0	0	5%	•	
	Smith, Jo	07.	/23/2020 02:44:30 pm	1	N/A	0	0	596	•	
							Rows per page	25 🔻 Disp	laying: 1-3 of 3	< >

## **Proctorio Settings**

Proctorio settings are in 4 sections: Recording options, Lockdown the Exam Environment, Verification Options, & Tools. To enable a setting for your assignment, simply click on that tile. When you do so, the tile will turn black and include a green checkmark in the upper right corner, indicating the setting has been turned on. Click on the tile again to de-select that setting. Some tiles include further options under "Customize." Settings that are part of the Plus level are indicated by the word "Plus" in the upper right corner. You can select as many or as few settings as you need for the assignment that you are creating.

## Proctoring/Recording Settings



**Record Video** enables a video recording from the student's webcam during the proctored assignment. This captures video of the student while the student is taking the assignment.

**Important**: In order to use this feature, students must have a webcam. If they do not have a webcam, they will not be able to take the assignment.

**Customize options**: With Record Video, you can opt to turn on the Verify Camera feature (a Plus feature) to ensure that the student's face is visible at all times during the proctored assignment



**Record Audio** enables an audio recording from the student's microphone during the proctored assignment. This captures an audio feed of the student while the student is taking the assignment.

**Important**: In order to use this feature, students must have a microphone. If they do not have a microphone, they will not be able to take the assignment.

**Customize options**: With Record Audio, you can opt to turn on the Verify Audio feature (a Plus feature) to ensure that the student's audio is working at all times during the proctored assignment



**Record Screen** records the student's device screen during the proctored assignment. This captures the actions that the student is taking on their computer/device.

**Important**: Students do NOT need a webcam to use this function. We recommend enabling this if you are allowing the students to access other webpages or programs during the proctored assignment.

**Customize options**: With Record Screen, you can opt to turn on the Verify Screen feature (a Plus feature) to ensure that the student's screen is being correctly recorded at all times during the proctored assignment.



Traffic

Record Web

**Record Web Traffic** records the web pages a student visits during the proctored assignment.

**Important**: If you have enabled browser-locking functions that do not allow students to visit other websites, you do not need to use this feature.

Record the web pages the test taker visits during the exam.

PLUS

**Customize**: There are no customization options for this function.





Environment scan Record the test takers's

exam. This allows you to ensure the exam environment is adequate.

ā	When	to	perform
$\cup$	scan		

Only at the start 🥆

Choose when to perform the scan. This can be done only at the beginning of the exam, or based on the automatic suspicion metric throughout the exam.

the

Environment Scan records the student's environment during the proctored assignment by asking them to pan their webcam around their space. This lets you ensure the exam environment is free of distractions or other resources.

**Important**: Students must have a webcam to use this function. If they do not have a webcam, they will not be able to take the assignment.

Customize options: You can customize Environment Scan in two ways: 1) Opting to have the student do a scan only at the start of the proctored assignment, or 2) Intelligent Scan, which can trigger a scan at different points during the exam based on suspicious activities. To choose Intelligent Scan, you would click on the carat in the blue box to expand the option.

#### Please read the following carefully.



**Control access to other apps or websites** groups functions that help you control whether students can access other tabs or programs.

**Important**: There are a number of customization options within this setting. Closely consider what you want your students to be able to do or not do as you read the descriptions below.

**Customize options**: The initial customization option allows you to choose between Basic, Moderate, and Strict settings. Each of these settings allows different behaviors for students.

In the **Basic** setting, shown above, students will be able to use other programs and access other websites by opening additional browser tabs. They will *not* be able to use a second monitor.

**Recommended Additional Considerations**: Because students have the freedom to use other programs or websites, you might want to consider enabling **Record Screen** and/or **Record Web Traffic**. These functions provide you a record of those sites or programs the student accessed (see definition of these functions above under the recording options). If you have not already enabled these options under recording settings, we provide fast link toggles here so that you can easily turn them on here. Please note that these are Plus level functions.



#### Control access to other apps or websites (CONTINUED)

In the **Moderate** setting, shown above, students will *not* be able to access other websites. We do make an exception and white label any links included in their Connect assignment – for instance, if their assignment has a link that takes them to The New York Times, they will be able to access that specific link. Students will also be able to use other programs (such as Microsoft Word or Excel) and they will be able to use other monitors.

Additional Customizations: If you do not want students to use other monitors, toggle on the "Prevent the use of other monitors" button.

#### When to Use:

- If you want to restrict students from opening other websites, but still allow them to use a program. Example: Student is taking a Connect quiz in Accounting and you want to allow them to work in Excel.
- If you want students to have access to in-quiz links from Connect.

	Control level	i 🗸
Control access to other apps or websites		
Control whether test tak- ers can access other tabs or programs.		
✓ Done	<ul> <li>× Block the use of other programs.</li> <li>× Block the use of other websites.</li> <li>× Block the use of other monitors.</li> </ul>	
	Tolerance 30s	~
	The tolerance specifies how long test have before being removed from the they exit the fullscreen mode.	takers exam if

#### Control access to other apps or websites (CONTINUED)

In the **Strict** setting, shown above, students will *not* be able to access other websites, other programs, or use other monitors. We sometimes refer to this as "force full screen" as the function forces the assignment window to take up the entire screen such that the student cannot open other windows.

Additional Customizations: In the Strict setting, you can adjust **Tolerance.** Tolerance specifies how long a student has to close any tabs or programs they might try to open. Options include:

- 30 seconds Student has 30 seconds to close other windows or tabs before they get kicked out of the assignment.
- 15 seconds Student has 15 seconds to close other windows or tabs before they get kicked out of the assignment.
- **O seconds** Student is immediately kicked out of proctored assignment if they try to open anything else.



**Control content import or export** groups functions that help you prevent students from taking content from the proctored assignment.

**Important**: There are a number of customization options within this setting. Closely consider what you want your students to be able to do or not do as you read the descriptions below.

#### Customize options:

- **Disable the clipboard**. Prevents students from accessing the clipboard during the assignment.
- **Disable right click**. Ensures that students cannot access sub-menus to cut, paste, or copy assignment materials. **Note**: this also disables similar functions with Mac one-click.
- Disable printing. Prevents students from printing assignment materials.
- **Block downloads**. Prevents students from downloading other programs or materials during the proctored assignment. (Plus feature)

**Recommended Additional Considerations**: Enable as many or as few of these options as you need to fit your goals and concerns.



Prevent tampering prevents technical ways in which students could interfere with browser-locking options.

**Important**: If your institution has students connect through a VPN, they may have issues with this functionality. In this case, please inform your McGraw-Hill rep of your VPN requirements, and we can work with Proctorio to put adjustments in place.

**Customize options**: **Disable other browser extensions** prevents students from using browser extensions other than the Proctorio extension. Some nefarious extensions can mask activities or identities, affecting the browser-locking settings.

#### Verification Settings PLUS Verification type Auto ~ •= ID verification ID verification Scan the test taker's ID Scan the test taker's ID with their camera before with their camera before the exam. A Proctorio the exam. agent will verify it before Options: the exam. Verification type: Auto ✓ Done Customize

**ID Verification** scans and captures the test taker's ID with their camera.

**Important**: Students will need a webcam to use this function, otherwise they will not be able to access the proctored assignment. ID verification takes place during the Proctorio pre-check steps.

#### Customize options:

• **Auto**. The Auto ID check directs the student to hold up their valid photo ID to the webcam, then uses the webcam to take a capture of the student's ID for the recording.

**Note:** Proctorio does *not* use biometric facial recognition. The auto ID check simply does light verification to check that the document being held up is some form of ID.



**Integrity Agreement** asks the test taker to electronically sign an integrity agreement before taking the proctored assignment. Students will sign the integrity agreement as part of the Proctorio pre-check steps.

Customize options: None.

Additional Considerations: Peer-reviewed studies have shown that signing such an agreement can reduce dishonest behavior.

## **Tool Settings**



**Calculator** provides students access to a calculator tool during the proctored assignment. Students will be able to access the calculator through the "Quiz Tools" box.

Customize options:

- Basic Provides student with basic calculator functions
- Scientific Provides student with scientific calculator functions



**Whiteboard** provides students access to a whiteboard tool during the proctored assignment, which they can use as a scratchpad. Students will be able to access the whiteboard through the "Quiz Tools" box.

Customize options: None.

## Reporting

Proctorio reporting for an assignment becomes available in Connect once at least one student has completed and submitted a proctored assignment.

**Important**: Your Proctorio reports will differ depending on the functionalities you have used:

- Basic functions:
  - Browser-locking only: No reporting will show.
  - Video Recording only: Basic reports will show.
- Plus functions enabled: Plus-level reports will show.\*
   \*Please note: if at any point during the course you have your students purchase Plus level functions, you will then have access to Plus level reports -- even when using only Record Video.

To access Proctorio reports:

- 1. Click on any active proctored assignment in Connect from your assignment listing.
- 2. You'll see the Student Activity screen, as shown below. Please note that if no students have started the assignment, you will simply see a note to that effect. If students have started the assignment, you'll see a screen similar to the one below. To access Proctorio reports, click on the blue **Proctoring reports dashboard** button.

Proctoring Enabled: Test 2	2	
(3 questions, 15.00 points)		
student activity preview policies mess	age history assignment options	*
	student assignment view	2
student progress		
1 student(s) in progress		
1 student(s) not started		
2 student(s) submitted		
Reports	You have	
Proctoring reports dashboard	Tou have	
View data on proctored assignments.	0	
	students to grade	
reports		
Assignment Results View and edit graded submissions, and see all student scores in high, medium and low ranges.		

#### Plus Reports Guide

 Explore the results overview. Once you click on the "Proctoring reports dashboard," you'll see the Proctorio Gradebook, which initially shows the Exam Results for the class. Please note that Connect scores do not feed through to this reporting – to view student scores, please go to the regular Connect reports.

The Exam results will show you at a glance which students have engaged in more suspicious behaviors. Proctorio indicates this in several ways:

- Color-coding.
  - Red indicates the student has engaged in more suspicious behaviors as compared to their classmates.
  - Yellow indicates a moderate suspicion level.
  - Green indicates a low suspicion level with comparatively few suspicious behaviors flagged.
- **Suspicion level**. Proctorio provides a percentage index informed by number and type of suspicious behaviors flagged.
- **Icons**. Different icons indicate certain behaviors Proctorio logged, such as exam collusion, or an attempt to download something. In addition to student activity, the settings you have put in place for an assignment may affect which icons show. For instance, if you are allowing the students to download materials, the icon for attempted download would never appear.

Students are sorted by suspicion level, with students of most concern listed at the top.

Pro	ctoric	Exam Results									
		Name	Submission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Level			
۲	6	Student, Andreav	03/02/2020 04:27:	1	1	2	0	86%	٠		les.
۲		Student, Vuk De	03/02/2020 09:23:	1	3	0	1	39%	•	<u>e</u>	Ł
۲	0.0	Student, Alekhya	02/27/2020 10:36:	2	3	0	0	35%	•		
۲	0.0	Student, Alekhya	02/27/2020 10:31:	1	3	0	0	21%	٠		
۲		Student, Ana De	03/02/2020 09:18:	1	3	0	1	16%	۲	2	Ł
۲		Student, Javan D	02/28/2020 04:39:	1	3	0	0	10%	۲		
۲	(III)	Student, Mhe Pa	03/16/2020 05:55:	2	3	0	0	5%	٠		
۲	0	Student, Mhe Pa	03/11/2020 06:17:	1	3	0	0	5%	٠		
۲	S.	Student, Andreav	03/02/2020 04:32:	2	1	0	0	5%	٠		

**Annotations** keeps a record of any notes that you, as the instructor, might take while watching a student's recording.

The eye icon on the left-most side indicates whether you have viewed an individual student record or not. The eye will have a slash through if you have not yet viewed that student's report.

2. **Review individual students' assignment details**. To learn more about a particular student's proctored session, click on that student's name to open their detailed information. When you do so, you'll see a screen similar to the following.

Student, A	ndreav 0	03/02/2020 04	4:27:	1	1	2		0	86%	• •	pa											
		6			1.Vide	o reco	rding			Control (Control (Contro) (Contro) (Contro) (Contro) (Contro) (Contro) (Contro) (Contro)	king a future for the		Partie Reserved				0	2	2.Scree	en rec	ordinį	3
00:00:03 00:00:06 0	00:00:09 00 then the test	0:00:12 00:00 t taker attempt	0:15 00:00:1 Ited to downl	s oo:oo	21 00:00: during the c	94 00:00:27 uiz. Learn m	00:00:30	00:00:33 s alert,	00:00;36	00:00:41	00:00:46	00:00:51	00:00:57	00:01:03	00:01:07	00:01:10	00:01:13	00:01:16	00:01:19	00:01:22	00:01:25	00:01
Computer Performan (may indicate reasons)	ince Index is for computi-	t taker attempt	ated to downl	8 00:00	during the c	4 00:00:27 uiz, Learn m	00:00:30	00:00:33 s alert.	00:00:36	00:00:41	00:00:46	00:00:51	00:00:57	00:01:03	cordi	00:01:10	eline	00:01:16	00:01:19	00:01:22	00:01:25	00:01
000003     000006     ()       The attempt ended w     Computer Performant (may indicate reason: ()     ()       Computer Performant (may indicate reason: ()     ()     ()       Yest taker had po ()     ()     ()       Test taker had po ()     Test taker had po ()     ()       Test taker had po ()     Test taker had po ()     ()       Test taker had po ()     Test taker had po ()     ()       Test taker had po ()     Test taker had po ()     ()       Test taker had po ()     Test taker had po ()     ()	then the test ice index is for compute lular or overall pe or internet p od compute duced video i ken using Wil	erformance performance quality for 195 indows 10 on 6	e e Chrome 81	s oo:oo oad a file	4.	4 00:00:27	0:00:30 ore about thi uter Pe	oc.co:33 s alert,	00:00:36	00:00:41	00:00:45	00:00:51	00:00:57	0001:03	ocordin	00:01:10	eline	00:01:16	00:01:19	00.0122	00:01:25	00:01

The information contained in a student's recording may vary depending on the settings you have put in place, as detailed below.

1. **Video recording**. If you enabled **Record Video**, this window will show the recorded video of the student taking the assignment. If you did not enable Record Video, this window will not show.

- Screen recording. If you enabled Record Screen, this window will show the recorded video of the student's computer screen during the assignment. If you did not enable Record Screen, this window will not display.
- 3. **Recording timeline**. Here, the red/yellow/green coloring is applied to the recording timeline to indicate at what point a suspicious behavior happened. Red indicates a more concerning behavior, yellow a moderately concerning behavior, and green indicates no concern. You can click on a particular point in the recording timeline to see what happened at that point in the recording, and why Proctorio has flagged that part.
- 4. **Computer performance**. Proctorio will show you a variety of metrics on the student's hardware and software performance, including internet and computer performance, video quality (if applicable), and the operating system & browser through which the student was taking the assignment.
- 5. Web traffic information. If you enabled Record Web Traffic, Proctorio will provide a list of the websites the student visited, and how long they spent on the site (see screenshot below.) You can also export this information as a CSV file. If you did not enable Record Web Traffic, this information will not show.



In addition to the above, you'll see a right-hand menu option on the screen that gives you access to more information.

Attem	pt Sc	ore Ai	notations	Abnormalities	↓ Suspic	ion Level				
2	1 1	N/A	0	0		75%	•			
										) () () () () () () () () () () () () ()
						<b>julk</b> i				
:04	00:01:15	00:01:24	00:01:32	00:01:41	00:01:49	00:01:57	00:02:06	00:02:14	00:02:23	00:02:31

Clicking on these icons give you access to the following information (in order from top to bottom):

- Incident log Gives you a second by second listing of incidents that occurred during the recording.
- **Room scan** Provides any & all room scan recordings that were required or triggered. Note that if you did not choose **Environment Scan**, you will not see any information when you click on this.
- **Screen recording** Shows the screen recording capture. Note that this is shown by default in the right-hand window if you enabled **Record Screen**.
- Geolocation Shows where the student was taking their proctored assignment.
- <sup>CC</sup> Annotate Allows you to annotate a particular point of the recording with your own notes.
- ID Verification If you enabled ID Verification and Auto ID Check, it shows the capture of the student's ID.
- Export PDF Allows you to export the student's individual reporting. To export reporting for an entire class, see the section below on the Export Options tab.
- 3. **Make any necessary settings adjustments**. Proctorio allows you to make several adjustments to the weighting of particular behaviors. This can save you time by directing Proctorio to focus in on those behaviors relevant to your proctored assignment and important to you.
  - 1. Click on the Proctorio Settings tab. Doing so will open up several options you can adjust, including Behavior Settings, Frame Metrics, and Exam Settings.

Proctorio Behavior Settin	ngs				
- der					F
Recommended	Lenient	Moderate	Group Exam	Open Note	Custom
iehavior settings recommended y Proctoria, based on the exam attings	Multiple behavior violations are required to trigger suspicion	Some behavior violations will trigger high suspicion levels	Allows multiple test takers and increased audio activity	Allows other applications and looking off screen	Set custom severity levels fo behaviors
ese behavior settings allow you to se	at the weight of suspicious behaviors usin	g preset configurations.			
Proctorio Frame Metrics					
e severity of each metric sets the we	witht of a suspicious behavior in relation t	o the other behaviors. These metrics are			
culated with each image. Each chara	acteristic is derived for every image, regar	dless if the setting is enabled or not. The			
erity of these metrics can be chang	ed at any time which will result in a re-cal	culation of the suspiciousness of a Procto	rio		
ictored exam.					
		(F3)			
	Rineta				
Navigating Away	Keystrokes	Copy & Paste			
0					
(Deci)					
Browser Resize	Audio Levels	Head and Eye Movement			
0	$\bigcirc$				
(00)	(際)				
Multi-Pace	Leaving the Room BELA				
Proctorio Exam Metrics					
normalities compare one test taken	actions to the sect of the example the c	are This will highlight statistically simplify	107		
ferences in a test taker's behavior.	raciona lo orereat or ore examplificate o	ass. This was regreged statistically agreed			
mouter Bared Abnormalities					
inputer based Abrior manufes					
	PS 8	168			
AP					
	Read Read				
CO Keystrokes	Copy & Paste Browser R	lesize Nouse Movement			
avigating Away	Copy & Paste Browser R	esize Mouse Movement			
tavigating Away	Copy & Paste Browser R	esize Mouse Movement			
Wavigsting Away Keystrokes	Copy & Paste Browser R	esize Mouse Movement			
avigating Away Image: Constraint of the second s	Copy & Paste Browser P	Mouse Movement			

**2. Behavior Settings.** Behavior settings supply you with quick pre-sets to adjust the weighting of certain behaviors depending on assignment type or leniency.



- **Recommended.** Proctorio will adjust the items they flag based on the proctoring options you selected.
- Lenient. Proctorio will generally weight behaviors lightly, requiring multiple suspicious behaviors to trigger flags. You might select this on lower-stakes assignments, such as homework.
- **Moderate.** Proctorio will weight behaviors more severely, flagging suspicious behaviors earlier. You might select this on moderate-stakes assignments such as quizzes.
- **Group Exam.** Proctorio will not flag for items that logically go with group exams, such as multiple faces in the recording screen or increased audio levels. You might select this if giving a group assignment.
- **Open Note.** Proctorio will allow other applications and will not flag head & eye tracking. You might select this if you are giving an open book exam.
- **Custom.** If you would like to customize a behavior setting, choose this option.
- 3. **Frame Metrics.** Frame metrics allow you to adjust the severity of each metric, thereby setting the weight of suspicious behaviors in relation to other behaviors. These behaviors are collected on a per-frame basis and drive the suspicion scores seen in the Connect Reports. Setting the weight of these flags determines how critical a particular behavior is in relation to the other flags. These settings can be changed at any time.



The flags are weighted from 0 to 5, or green to red. If a behavior flag is set to 0, or green, then this is considered "off" and the behaviors will not count toward the suspicion level or be shown in the incident log. Increasing the weight of a behavior causes it to stand out more when the suspicion levels are calculated. Any flag set to maximum red on the scall will receive a 5, triggering high suspicion for a frame when detected.

To make adjustments to the flags, click on the toggle and slide it up or down the individual scale.

**Please note**, these flags will only be considered if the corresponding Exam Setting is enabled.

**4. Exam Metrics.** Exam metrics track abnormalities and compare a test taker's action to the rest of the students in the class. These metrics will highlight statistically significant differences in a student's behavior.

**Click on any of these metrics to enable tracking on that metric.** Also, please note that a blue question mark appears in the upper right corner of each tile when you mouse over it. If you forget what a particular item does, click on the blue question mark to be taken to a short video describing the function.

### a. Computer-Based Abnormalities.

# ✓ Proctorio Exam Metrics Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior. Computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences in a test computer Based Abnormalities Image: Significant differences abnormalit

- **Navigating Away.** Notifies the instructor when a student spends significantly more or less time away from a quiz.
  - When to use: If you are allowing students to access other programs or webpages.
  - When NOT to use: If you have controlled access to other websites or programs using the browser-locking features.
- **Keystrokes.** Notifies you when a student has typed significantly more or less than others.
  - When to use: If you are giving a written exam or a multiple-choice exam. In a written exam, it might be suspicious if you would expect the students to be typing a lot, and one student had very few keystrokes. In a multiple-choice exam, it might be suspicious in general if they are typing at all.
  - When NOT to use: If you do not care to what extent a student is typing.
- **Copy & Paste.** Notifies you when a student has used copy/paste significantly more or less than others.
  - When to use: If you are giving a written exam or open note assignment and allowing students to copy/paste.
  - When NOT to use: If you have enabled browser-locking features to prevent students from copy/pasting.
- **Browser Resize.** Tracks whether a student has resized their proctored assignment window significantly more or less than others.
  - When to use: If you are giving an open note exam.
  - When NOT to use: If you have enabled browser-locking features to prevent students from leaving the exam window.

- **Mouse movement**. Tracks whether a student is moving their mouse significantly more or less than others.
  - When to use: Best for multiple choice exams when significant movement might indicate googling or other undesired behaviors.
  - When not to use: If you have enabled browser-locking features to control access to other web pages and programs, or if you have a written exam.
- **Scrolling**. Informs you if a student has been scrolling excessively in relation to others.
  - When to use: Any type of exam. An abnormally small amount of scrolling could indicate that a student had the answers in advance of the assignment.
- **Clicking**. Informs you if a student has been clicking more or less in relation to others.
  - When to use: Multiple choice exams (or any).
  - When NOT to use: If you have enabled browser-locking features to control access to other web pages and programs.

### b. Environmental Abnormalities

Environmental Abnormalities



Abnormal number of faces detected will highlight test takers who may have received help from others during the exam.

- Audio levels. Flags increased audio levels.
  - When to use: If concerned about students talking to someone else during the proctored assignment.
  - When NOT to use: Group assignments, or if you know students could be taking their proctored assignment in a noisy place, such as a café or open library area.
- Head and Eye Movement. Informs you when the student is looking away more or less than others.
  - When to use: When enabling video recording, and if there is concern that students might be using another device (ex. phone or tablet) or notes during the assignment.
  - When NOT to use: If proctoring an open note assignment, head and eye movement might be reasonable as the student is using other resources.
- Leaving the Room. Indicates when the student leaves the room during the proctored assignment.

- **Multi-Face.** Indicates there is more than one face captured in the video recording.
  - When to use: When enabling video recording, and if there is concern that a student might talk with another person about the assignment.
  - When NOT to use: Group assignments. Note that if you choose the Group Exam Behavior Setting, multi-face indicators will not flag.
- c. Technical Abnormalities

Technical Abnormalities



Start Times will highlight test takers whose LMS start time does not match the Proctorio start time

- **Exam Duration.** Alerts the instructor when a student's assignment session is much longer or shorter than that of others. A much shorter exam duration could indicate that a student had answers in advance.
- Start Times & End Times. Indicates when a student's assignment start time or end time does not match their start or end time in Connect. This can indicate internet connection issues, or an attempt by the student to circumvent proctoring.
- **Exam Collusion.** An icon alert appears if a student has taken the exam at the same time and via the same internet connection as another student.
  - When to use: During online exams or proctored assignments, when it would be reasonable to expect that students are taking the proctored assignment from their own location.
  - When NOT to use: Live, in-person exams administered in the classroom or lecture hall. In such instances, students are in fact all taking the exam at the same time and in the same place.

### **Proctorio Map**

Clicking on the Proctorio Map tab will show you the geolocations of your students when they took the proctored assignments. For instance, in the example below, you can see green pins for the two students who took the proctored assignment.



### **Display Options**

Display Options allows you a range of options to select the information you want to make visible on your Proctorio reports. As shown in the screenshot below, many of these include information links that can provide more detail on the particular option.



A few options to highlight:

- **Gradebook tour** Launch this any time to see an overview video from Proctorio on their reporting features.
- Sort by last name Proctorio's default is to sort by suspicion level. If you'd prefer to sort your reporting by student last name, toggle this on.
- **FERPA controls** Useful if you need to share reports and want to hide particular items from the reporting given privacy concerns.

### **Export Options**

Click on the Export Options tab when you need to export Proctorio results. You can select particular items you want to export to PDF, as shown below.

Proctorio Gradebook	🔅 Proctorio Settings	Proctorio Map	Display Options	🖸 Export Options
Gradebook PD	F Report			
Download the Gradebook	information for all test t	akers in PDF format.		
Include the following sec	tions:			
Exam Information				
Proctorio Exam Settings				
Proctorio Behavior Setting	js			
Test taker Results				
Attendance Report				
Generate PDF				

### Basic Level Reports Guide

The Basic reports are more streamlined than the Plus reports.

 Explore the results overview. Once you click on the "Proctoring reports dashboard," you'll see the Proctorio Gradebook, which shows the Exam Results for the class. Please note that Connect scores do not feed through to this reporting – to view student scores, please go to the regular Connect reports.

🔵 Pr	octorio Gra	debook	🍄 Proctorio Settin	ngs	Proctorio Map	Display 0	Options	Z Export Options
Pro	ctorio	Exar	m Results					
		Name		Sub	omission Time	Atte	mpt	
۲	L	Student	, Andreav Demo	03/	02/2020 04:27:31 am		1	
۲		Student	, Vuk Demo	03/	02/2020 09:23:19 am		1	
۲	1	Student	, Alekhya Demo	02/	27/2020 10:36:52 am		2	
۲	0.0	Student	, Alekhya Demo	02/	27/2020 10:31:31 am		1	
۲		Student	, Ana Demo	03/	02/2020 09:18:38 am		1	
۲		Student	, Javan Demo	02/	28/2020 04:39:29 pm		1	
۲	3	Student	, Andreav Demo	03/	02/2020 04:32:48 am		2	
۲		Student	, Mhe Pacific Nor	03/	11/2020 06:17:42 pm		1	
۲	(ES)	Student	, Mhe Pacific Nor	03/	16/2020 05:55:03 pm		2	

You'll see basic information on the time at which the student submitted their assignment, as well as the attempt number if you have allowed multiple attempts.

The eye icon on the left-most side indicates whether you have viewed an individual student record or not.

2. **Review individual students' assignment details**. To learn more about a particular student's proctored session, click on that student's name to open their detailed information. When you do so, you'll see a screen similar to the following.

👮 Proctorio G	radebook	Proctorio Settin	ngs 💿 Proctorio Map	🗄 Display Options	Export Options						
Proctori	io Exar	n Results									
	Name		Submission Time	Attempt							
•	Student,	Andreav Demo	03/02/2020 04:27:31 am	1							
•	Student	Vuk Demo	03/02/2020 09:23:19 am	1							
E			1						OB	ча	
		-		Belgrad	de, Belgrade, N/A a Serbia Борча 8166, 20.4721 )	Time	Metro code: N/A Radius: 12 [mi] zone: Europe/Belgrade	2	TELEKOM SRBIJA cellular intern 212.200.160.	a.d. et	
		E.		Danube		X			1		
00.00.03	00:00:06	00.00.09	00:00:12 00:00:15	00:00:18 00:0	0.21 00.00.24	00:00:27	00:00:30 00:00:	33 00:00:36	00:00:39	00:00:42	00:00:45

Within the student's individual record, you'll be able to view the recording of their proctored assignment session. You can use the gray timeline to skim through the recording or jump to particular points.

In addition, on the right-hand side of the screen, you'll see the following icons:



Clicking on these icons give you access to the following information (in order from top to bottom):

- Incident log Not available in Basic
- Room scan- Not available in Basic
- **Screen recording** Not available in Basic
- Geolocation You'll be able to see geolocation information for the particular student by clicking on the [icon] on the right-hand side of the screen. Geolocation could point to suspicious indicators for instance, if you would reasonably expect the student to be taking their proctored assignment in Chicago, but they've instead taken the assignment in Serbia. This could be an indication that they have "outsourced" the work.

- <sup>CC\*</sup> Annotate Not available in Basic
- ID Verification Not available in Basic
- Export PDF Allows you to export the student's individual reporting. To export reporting for an entire class, see the section below on the Export Options tab.
- 3. Other tabs

### **Proctorio Map**

This tab is not functional in Basic reports.

### **Display Options**

Display options allows you a range of options to select the information you want to make visible on your Proctorio reports. As shown in the screenshot below, many of these include information links that can provide more detail on the particular option.

Proctorio Gradebook	🔅 Proctorio Settings 🛛 💿 Pro	octorio Map 🚔 Display Options	Export Options
Display potential hardware issue events	Learn more abo	out detected potential hardware issu	ie events.
Display Suspicious IDs	Learn more abo	out suspicious ids.	
Gradebook Tour	Start Tour		
Sort by Last Name			
Display Help Icons			
Infinite PDF			
Show unmatched attempts	Learn more abo	out unproctored attempts.	
FERPA Controls	Hide ID	Learn more about FERPA contro	l <u>s</u> .
	Hide Names		
	Hide Grades		
	Hide Video		
	Hide Screen		
	Hide Location		

A few options to highlight:

- **Gradebook tour** Launch this any time to see an overview video from Proctorio on their reporting features.
- **Sort by last name** Proctorio's default is to sort by suspicion level. If you'd prefer to sort your reporting by student last name, toggle this on.
- **FERPA controls** Useful if you need to share reports and want to hide particular items from the reporting given privacy concerns.

### **Export Options**

Click on the Export Options tab when you need to export Proctorio results. You can select particular items you want to export to PDF, as shown below.



### **Customer Support**

There are multiple ways you can reach out to support if you encounter any technical issues.

### Connect CXG Support

1. You can visit the Connect CXG Support site directly to send an email, conduct a live chat or call: <u>https://mhedu.force.com/CXG/s/Cont</u>actUs ← → C ☆ 🌢 mhedu.force.com/CXG/s/ContactUs?external\_browser=2

CONTACT CXG SU	JPPORT - WORLDWIDE		ANNOUNCEMENTS
			No Upcoming Announcement
	All Products & Topics	>	
			Sunday
			12 PM - 12 AM
			Monday -Thursday
	<ul> <li>Connect Registration Support</li> </ul>	>	24 Hours
agent available for chat topic	Connect Student Product Support		Friday
			12 AM - 9 PM
	Connect Instructor Product Support	>	Saturday
	All Other Desiduate Sussest		10 AM - 8 PM
	All Other Products Support	>	
			McGraw-Hill Education Australia Pty. Ltd.
			Level 33, 680 George Street Sydney NSW 2000
			ABN: 98000544034
	USA & Canada: (800) 331 5094 🤳	>	Email: cservice_sydney@mheducation.com
			Finite: + 61 (2) 9011 0286

2. CXG Technical support phone number is 800-331-5094

☆ 🖻 🗰 😝 🗄

### **Proctorio Support**

 Proctorio support is available 24/7 simply by left-clicking on a PC or single click on a Mac on the Proctorio extension icon or via their support website: <u>https://proctorio.com/support</u>. As shown below, you can then click on Live Chat to chat with an agent, or Help and Support Center to see self-service documentation.



Any loss of network connectivity and the exam will end automatically, please make sure your current connection is stable during the entire exam.

The following information will be collected during the duration of the exam:

Your webcam •Your physical location •Your clipboard •Your mouse location •Your browser size •Your browser tabs and windows •Your head movements •Your eye movements •Your mouth movements •Your entire screen •Any website you visit •Any other applications running •Number of display screens connected

The results of your actions may result in policy violations, at this institution's discretion.

- 2. You can also email Proctorio at <a href="mailto:support@proctorio.com">support@proctorio.com</a>
- 3. Or call them at

This is Exhibit B referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021,

1 6 A Commissioner for taking Affidavits for British Columbia





# Graw Hill Connect + proctorio

# **Connect/Proctorio Instructor User Guide**

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Proctorio Support

# **Connect + Proctorio Instructor User Guide**

### Welcome

Welcome to the Connect + Proctorio User Guide. McGraw Hill has partnered with Proctorio to enable remote proctoring, browser-locking, and verification options in Connect's question bank assignments in titles copyright 2019 or later -- making it easy to increase the academic integrity of your assignments.

Proctorio functionalities within Connect are sorted into two levels: Basic and Plus.

- Basic functionalities are freely available.
- Plus functionalities will incur a \$15 one-time fee to your students for unlimited use during the duration of the course.

You will always have the choice to add Basic and/or Plus level functionalities to any question bank assignment, and can decide what functionalities to use on a per assignment basis.

There are two ways for students to pay for the Plus tier fee:

- Bundle the \$15 Proctorio fee with Connect
  - You can work with your McGraw-Hill rep to package the fee in with the cost of your other course resources. Doing this means your students will pay one fee for all of their resources and will not need to the \$15 fee separately in Connect. You will need to set this up in advance of your course start.
- Pay the \$15 Proctorio fee with the first proctored assignment
  - Your students will pay this one-time proctoring fee when they take their first proctored assignment.
  - There will be multiple notifications if you choose a Plus level functionality that will incur a fee. See more details in the **proctored assignment creation** section of this documentation.

As you might imagine, proctoring isn't typically popular with students. We strongly recommend taking these three steps for a successful proctoring rollout.

### Step 1: Talk to your students early and often about proctoring

- Provide them syllabus language we have some you can use!
- Discuss on the first day of class. Since we know students may not *always* read the syllabus, talk with them on the first day of class as well. Explain why you're using proctoring, what types of assignments will include proctoring, and what functionalities you'll typically be using.
- Provide system requirements: <u>https://procotorio.com/system-requirements</u>. Be sure to address any questions they might have on system requirements. Let them know if they'll need a webcam or microphone and that they'll need to use the Chrome browser. We have a system requirements guide you can use.

# Step 2: Assign your students the Student Orientation Video we've created on proctoring

• You'll find this video in the Connect Orientation Video bank in your Connect course. We advise assigning this for a point or two to get them to watch.

### Step 3: Set up a proctored practice assignment

• This allows your students to get familiar with the Proctorio pre-check process before they encounter it in a high-stakes exam. Also, if your students are going to need to make a payment, this will allow them to make that payment and get it out of the way for the remainder of the course.

### **Proctored Assignment Creation**

1. Proctoring, browser-locking, and verification functions can be added to assignments created from the Question Bank. To get started, click on add assignment and choose **Question Bank**.

fir connect	Xin Lini   My account   Help   Sign out ACC 202 Summer 2020 Proctorio
👫 🗎 Library 🗳 Performance 🗸	« My courses
section overview	Instructor view Student view
no messages to show	- Section info
Assignments to grade	Xin Lin6 Add your photo, email address.
Find out all you can do with Connect Assignments. View our success tips	Sections and colleagues
Question Bank           Create an assignment from end-of-chapter questions, test bank or your own question banks.	Section web address: If you are paining with an LMS, do not use the section web address. Click liters for further instructions for your students. https://comeet.nheducation.com/class/x-lir
<b>file attachment assignment</b> Create a manually graded assignment that your students can respond to with an attached file (Word documents, Excel spreadsheets, etc.).	Upload syllabus 🛓

2. Click on the chapter link to go into the content banks.

		Xin Lin6   My account   Help   Sign out
Graw connect		ACC 202 Summer 2020
create assignment rame your assig	ect a question source troduction to Managerial Accounting - Proctorio Pilot (8, Brewer)  Chapter 05 Chapter 06	
Enter student instructions (o	cancel	
	add questions organize assignment	
	Select a question source to add questions to your assig	nment.
	select source	
	or create a question	
cancel save & exit		continue

- | My account | Help | Sign out ACC 202 Summer 2020 fill connect × select a question source create assignment Introduction to Managerial Accounting - Proctorio Pilot (8, Brewer) name your assi « return to table of contents Chapter 05 UNNAME Chapter 05 Applying Excel - Algorithmic select Chapter 05 Building Your Skills - Static Enter student instructions ( Chapter 05 Concept Overview Videos select Chapter 05 Exercises - Algorithmic Chapter 05 Exercises - Static Chapter 05 Foundational 15 - Algorithmic Chanter 05 Equindational 15 - Statio cancel cancel save & exit
- 3. Select the question bank you want by clicking Select.

4. Once you have chosen the content you want to include in your assignment and have organized it as you so desire, hit **continue**.

			Xin Lin6   My account   Help   Sign out	
	onnect		ACC 202 Summer 2020	
Hill				
create as	signment / set policies / review & assign			
name	e your assignment: 👩			
Qui	z 1			Tips
Enter studer	nt instructions (optional)		5,75 questions assigned 50.00	and Tutorials
	add questions	organize assignment	view: list individually	<
		ec	dit pools v set all point values 100	
que	stion	question type	points	
Ex	ercise 5-1 Process Costing Journal Entries [LO5-1]	General Journal	10.00	
Ex Me	ercise 5-2 Equivalent Units of Production-Weighted-Average thod [LO5-2]	Worksheet	10.00	Tips
Ex Me	ercise 5-3 Cost per Equivalent Unit-Weighted-Average thod [LO5-3]	Worksheet	10.00	and Tu
Ex Me	ercise 5-4 Assigning Costs to Units-Weighted-Average thod [LO5-4]	Worksheet	10.00	Itorials
Ex Me	ercise 5-5 Cost Reconciliation Report-Weighted-Average thod [LO5-5]	Worksheet	10.00	<
cancel	save & exit		continue	

5. You'll now be on the policy-setting page, and will see a new proctoring option above your regular Connect assignment setting options. Note that by default, all proctoring options are turned off. To enable proctoring options, you will need to click on the blue toggle button.

		Xin	Lin6   My account	Help	Sign out
annect					
dit assignment / set policies / review & assign					
name your assignment: 👔					
Quiz 1					
ter student instructions (optional)					
set the start and due dates:					
start: July 24, 2020 @ 11:40 pm, EST edit	due:	mm/dd/yyyy	11:59p	ST	
Proctoring:					
To ensure academic integrity, proctoring provides browser locking ca and options for identity verification and remote proctoring. Learn mo	apabilities re.				
Enable proctoring options					

6. Once you do so, you will see the Proctorio settings that can be applied to your assignment. Enable a setting by clicking on that tile. When you do so, the tile will turn black and include a green checkmark in the upper right corner, indicating the setting has been turned on. In some cases, the tiles will open to an additional set of options you can customize. Click on the tile again to de-select that setting.

Settings that are part of the Plus level are indicated by the word "Plus" in the upper right corner. For more details of the individual settings, see Proctorio settings on next page.



7. Some tiles include a link that says **customize**. This means that they have additional options tied to the setting that you can choose and customize. For instance, within the browser-locking section, functionalities are grouped by behaviors you might want to stop students from engaging in. As an example, "Control content import or export" includes the following settings that change students' ability to import or export content.



8. Be sure to scroll down the page to see all recording, browser-locking, and verification options. At the bottom of the page, you'll see a Summary section that shows the options you've chosen, as well as an indication of any cost to test takers. If you are satisfied with your selected settings, click **Save** to lock in the settings for this assignment.

If you decide at this point that you do not want to add any proctoring settings to this assignment, simply click **Cancel** to return to the regular policy settings page.

### Summary What will be recorded during the exam վի է camera feed · computer screen Nothing will be restricted during the exam â What will be verified before the exam 8= test taker's screen is being recorded Cost for test takers × plus features per course: \$0 Total \$0 Save Cancel

 You now have proctoring enabled for this assignment and will be returned to the Connect policies page. If you have selected Plus level settings that will incur a fee for students, you will see this fee indicated. You can always edit your proctoring settings by clicking edit.

the proctoring options		
Proctoring settings selected	edit	Note:
Plus	\$15 USD (one time per course)	The cost is in addition to any partnership your institution may have with Proctorio.
Total cost for the student	\$15 USD	Students purchase access when they start the assignment.
		We urge you to inform students of all fees in advance.
gnment settings:		
		expand advanced setti

Please consider the notes we have indicated:

- If you see a cost, that cost is in addition to any partnership your institution might have on its own with Proctorio.
- Be aware that your students will be required to pay this one-time fee when they start the first proctored assignment.
- We strongly encourage you to talk with your students about all fees and proctoring use in advance. Things will go much more smoothly if your students know what to expect!

10. Finally, you can make any further policy changes you want to make to the regular Connect policies, then click **review & assign**.

Assignment settings:				expand advanced settings			
select the assignment category:	homework	practice	duiz	() exam			
review assignment settings:	These settings apply to this assignment only:         Intelligent Response Technology (IRT) Custom Policy         Autocomplete and dropdown lists availability for Chart of Accounts content            Both autocomplete and dropdown lists         OAutocomplete only (no dropdown lists)						
save & exit delete assignment				review & assign			

11. On the Review & Assign page, give your assignment a final view. You'll once again see an indication that proctoring is enabled, and you'll also see one last fee notification if a fee incurred. If you are happy with your assignment, click **assign**.

**NOTE:** Settings that you have selected for your proctored assignment will not carry over when you copy, share or duplicate the assignment or course. We are working to get this feature added soon.

edit assignmen	t / set policies / rev	iew & assign			
name your	assignment: 💡				
Quiz 1					
Enter student in	nstructions (optional)				
review an	d assign				
my sectior	IS			preview assignment - studer	it view Q
	Xin Lin Schiller, 13 apply policy edits to checked sections Plus and all Add-on	all my previously s (current section)			
my colleag	jues 👔		80	dd colleagues / select all /	clear all
apply polic     uncheck a sec     The proctoring     assignment, the	cy edits to all checked col tion only when you no longe policy settings do not carr a proctoring policy setting	league sections that share this r want the assignment to appear in 1 y over when an assignment is s s need to be reset for the new a	assignment hat section. copied or shared. Afte ssignment.	r copying or sharing an	
<ul> <li>attach files</li> </ul>	8 🕐				
<ul> <li>review pol</li> </ul>	icies edit				
<ul> <li>review que</li> </ul>	estions edit				
Proctorin	ig enabled				
Procto	ring settings selected				
Plu	IS	\$15 USD (one time per cou	rse)		
Tot	al cost per student	\$15 USD			
Save & Exit	Delete Assignment				Assign

12. You'll now be taken back to your course home page – and the new assignment you created will show in your assignment listing. You'll notice that the phrase "Proctoring enabled" will appear in the assignment title. This is automatically applied to any assignment where you have enabled proctoring functions in order to indicate to you and to your students which assignments have proctoring.

econnect			xin Lin6   My account   Heep   Sign out ACC 202 Summer 2020 Proctorio	
🖀 🖻 Library 🗳 Performance <del>-</del>			« My courses	
section overview			Instructor view Student view 🕑	
no messages to show		- <b>\$</b> -	- Section info	_
no assignments to grade Assignments Add Assignment	▼-	- 0	Xin Lin6 Add your photo, email address, office hours	Tips and Tutorials
Title	Shared Info Start-due Show/hig	le	Sections and colleagues	<
Proctoring Enabled. Quiz 1	07/24/20- none @	•	Section web address: If you are pairing with an LMS; do not use the section web address. Click here for further instructions for your students. https://connect.miteducation.com/class/x-lir	
			Upload syllabus 🛓	
			<ul> <li>Section performance </li> </ul>	
			There are no reportable assignment	

13. Please note that while you can click on Student View on this page, Student View will NOT allow you to preview the proctoring experience. If you want to see the proctoring experience from the student perspective, you can watch the Student Orientation Video on Proctorio, or you can ask your McGraw-Hill sales rep for a student access code.

14. Clicking on the info icon will provide a pop-up with an overview of the assignment details – including an indicator of the proctoring level enabled.

Assignments	+ Add Assignme	ent			Ţ	- \$-	?
Title			Shared	Info	Start-due	Show/hide	
Homewo	ork 1			0	07/26/20- none	۲	
Homew	ork 2			0	07/26/20- none	۲	
Proctoring Ena Quiz 1	bled:	close window 🗙		1	07/26/20- none	۲	
Created: 07/26/20	12:01 PM						
Start: 07/26/20 12:	:09 PM						
Questions: 5							
Points: 0.00							
Student Activity:	no						
Manual Grading:	No						
Proctoring Enable	ed: Plus - one time fee	per course \$15 USD					

15. If you already have your assignments created and want to enable proctoring, you can simply go into the assignment and click on **edit assignment** and navigate to the policy settings page.



16. To access Proctorio reporting, click on the assignment to see student's activities. If students have started the assignment, you will see their progress. To access proctoring reports, click proctoring reports dashboard. *Note: if you have only selected browser-locking features, you will not see any reporting.* 

Proctoring Enabled: Test 2	2
(3 questions, 15.00 points)           student activity         preview         policies         mess	age history essignment options
Student progress	student assignment view
Reports Proctoring reports dashboard View data on proctored assignments. reports	You have O students to grade
Assignment Results View and edit graded submissions, and see all student scores in high, medium and low ranges.	

17. Proctored recordings in the report can only be viewed using a Chrome browser with a Proctorio extension. The first time you click on the **Proctoring reports dashboard** to launch into the Proctorio report, you will be required to add the Proctorio extension. To install the Proctorio extension to your Chrome browser, click on the link in step 2. You only need to do this once.

++ 0	<ol> <li>Use Google Chrome. done.</li> <li>Install Proctorio Chrome Extension. dick here</li> <li>Done!</li> </ol>
Proctorio Inc. Scottsdale, Arizona.	
Privacy and Cookies Terms of Service	
Copyright © 2013-2017 Proctorio inc.	

1. Click on Add to Chrome

🚡 chrome v	veb store	🛱 Sign in
Home >	Extensions > Proctorio	
8	Proctorio         Add to Chrome           Offered by: proctorio.com         ★ ★ ★ ★ 72   Accessibility   ▲ 900,000+ users	
	Overview Reviews Support Related	
	Can Remote Proctoring Help Create Equal Opport.	

### 2. Then Add extension

a chrome web store	X Add "Proctorio"?	🏂 Sign in
Home > Extensions > Proctorio	It can: Read and change all your data on the websites you visit Display notifications	×
Proctorio       Offered by: proctorio.com       ★★★★★ 723   Accessible	Modify data you copy and paste Capture content of you streen Manage your downloads Identify and eject storage devices Add extension Current Overview Reviews Support Related	Checking
	PCCntrg     20	

18. For more detail on the reporting features, see the Reports section below.

þ	proc	ctorio							
									0 <sub>4</sub>
🔵 Pro	octorio Gra	idebook 🔅 Procte	orio Settings 🛛 🖲 Proctorio Map 📑	Display Options	Export C	ptions			
Pro	ctorio	์ Exam Resเ	ults						
		Name	Submission Time	Attempt	Score	Annotations	Abnormalities 🛛 🕹	Suspicion Level	
۲	Ω	Stu1, Rishi	07/24/2020 12:12:34 pm	1	N/A	0	0	7%	
۲	Ω	Smith, Jo	07/23/2020 02:45:36 pm	2	N/A	0	0	596	
	100	Smith Io	07/23/2020 02:44:30 pm	1	N/A	0	0	5%	
۲		Sitting 10							

### **Proctorio Settings**

Proctorio settings are sorted into four sections: Recording Options, Lockdown the Exam Environment, Verification Options, and Tools. To enable a setting for your assignment, simply click on that tile. When you do so, the tile will turn black and include a green checkmark in the upper right corner, indicating the setting has been turned on. Click on the tile again to de-select that setting. Some tiles include further options under "Customize." Settings that are part of the Plus level are indicated by the word "Plus" in the upper right corner. You can select as many or as few settings as you need for the assignment that you are creating.

### **Recording Options**

Record the test taker's environment during the exam.

### Record Video



**Record Video** enables a video recording from the student's webcam during the proctored assignment. This captures video of the student while the student is taking the assignment.

**Important**: In order to use this feature, students must have a webcam. If they do not have a webcam, they will not be able to take the assignment.

**Customize options**: With Record Video, you can opt to turn on the Verify Camera feature (a Plus feature) to ensure that the student's face is visible at all times during the proctored assignment

**Record Audio** enables an audio recording from the student's microphone during the proctored assignment. This captures an audio feed of the student while the student is taking the assignment.

**Important**: In order to use this feature, students must have a microphone. If they do not have a microphone, they will not be able to take the assignment.

**Customize options**: With Record Audio, you can opt to turn on the Verify Audio feature (a Plus feature) to ensure that the student's audio is working at all times during the proctored assignment



### **Record Screen**

**Record Audio** 



**Record Screen** records the student's device screen during the proctored assignment. This captures the actions that the student is taking on their computer/device.

**Important**: Students do NOT need a webcam to use this function. We recommend enabling this if you are allowing the students to access other webpages or programs during the proctored assignment.

**Customize options**: With Record Screen, you can opt to turn on the Verify Screen feature (a Plus feature) to ensure that the student's screen is being correctly recorded at all times during the proctored assignment.

### Record Web Traffic



**Record Web Traffic** records the web pages a student visits during the proctored assignment.

**Important**: If you have enabled browser-locking functions that do not allow students to visit other websites, you do not need to use this feature.

**Customize**: There are no customization options for this function.

### **Environment Scan**



**Environment Scan** records the student's environment during the proctored assignment by asking them to pan their webcam around their space. This lets you ensure the exam environment is free of distractions or other resources.

**Important**: Students must have a webcam to use this function. If they do not have a webcam, they will not be able to take the assignment.

**Customize options**: You can customize Environment Scan in two ways: 1) Opting to have the student do a scan only at the start of the proctored assignment, or 2) Intelligent Scan, which can trigger a scan at different points during the exam based on suspicious activities. To choose Intelligent Scan, you would click on the carat in the blue box to expand the option.

### Lockdown the Exam Environment

Prevent the test taker from accessing resources outside of the exam.

Note: The browser-locking functions are grouped to help organize related restrictions and functions.

### Control Access to Other Apps or Websites

\*Please read the following carefully.

**Control access to other apps or websites** groups functions that help you control whether students can access other tabs or programs.

**Important**: There are a number of customization options within this setting. Closely consider what you want your students to be able to do or not do as you read the descriptions below.

**Customize options**: The initial customization option allows you to choose between Lenient, Moderate, and Strict settings. Each of these settings allows different behaviors for students.

### Lenient

		Control level
	Control access to other apps or websites	
Control access to other apps or	Control whether test takers can access other tabs or programs.	✓ Allow the use of other programs.
Control whether test takers can access other tabs or programs.		Know the use of other websites.     Slock the use of other monitors.      Recommended:     To know which websites and anne the test taker.
Options: • Level: lenient Customize		used during the exam, we recommend the following recording options:  Record Screen PLUS Record Web Traffic PLUS

In the **Lenient** setting, shown above, students will be able to use other programs and access other websites by opening additional browser tabs. They will *not* be able to use a second monitor.

**Recommended Additional Considerations**: Because students have the freedom to use other programs or websites, you might want to consider enabling **Record Screen** and/or **Record Web Traffic**. These functions provide you a record of those sites or programs the student accessed (see definition of these functions above under the recording options). If you have not already enabled these options under recording settings, we provide fast link toggles here so that you can easily turn them on here. Please note that these are Plus level functions.

### Moderate



### Control access to other apps or websites (CONTINUED)

In the **Moderate** setting, shown above, students will *not* be able to access other websites. We do make an exception and white label any links included in their Connect assignment. For instance, if an assignment has a link that takes students to The New York Times, they will be able to access that specific link. Students will also be able to use other programs (such as Microsoft Word or Excel) and they will be able to use other monitors.

Additional Customizations: If you do not want students to use other monitors, toggle on the "Prevent the use of other monitors" button.

### When to Use:

- If you want to restrict students from opening other websites, but still allow them to use a program. Example: Student is taking a Connect quiz in Accounting and you want to allow them to work in Excel.
- If you want students to have access to in-quiz links from Connect.

### Strict



### Control access to other apps or websites (CONTINUED)

In the **Strict** setting, shown above, students will *not* be able to access other websites, other programs, or use other monitors. We sometimes refer to this as "force full screen" as the function forces the assignment window to take up the entire screen such that the student cannot open other windows.

Additional Customizations: In the Strict setting, you can adjust Tolerance. Tolerance specifies how long a student has to close any tabs or programs they might try to open. Options include:

- **30 seconds** Student has 30 seconds to close other windows or tabs before they are removed from the assignment.
- **15 seconds** Student has 15 seconds to close other windows or tabs before they are removed from the assignment. (Plus feature)
- **O seconds** Student is immediately removed from the proctored assignment if they try to open anything else. (Plus feature)

When to Use: If you want to completely stop students from using any other programs or sites.

Control content import or export		Disable the clipboard	•
Prevent content from entering or leaving the exam.	Control content	) Disable right-click	
Options: • <del>Disable the clipboard</del> • <del>Disable right-click</del>	Prevent content from en- tering or leaving the exam.	🖶 Disable printing	
Disable printing     Block downloads +  Customize	✓ Done	Block downloads PLUS	

**Control content import or export** groups functions that help you prevent students from taking content from the proctored assignment.

**Important**: There are a number of customization options within this setting. Closely consider what you want your students to be able to do or not do as you read the descriptions below.

### Customize options:

- **Disable the clipboard**. Prevents students from accessing the clipboard during the assignment.
- **Disable right click**. Ensures that students cannot access sub-menus to cut, paste, or copy assignment materials. **Note**: this also disables similar functions with Mac one-click.
- **Disable printing**. Prevents students from printing assignment materials.
- **Block downloads**. Prevents students from downloading other programs or materials during the proctored assignment. (Plus feature)

**Recommended Additional Considerations**: Enable as many or as few of these options as you need to fit your goals and concerns.

### **Prevent Tampering**



**Prevent tampering** prevents technical ways in which students could interfere with browserlocking options.

**Important**: If your institution has students connect through a VPN, they may have issues with this functionality. In this case, please inform your McGraw-Hill rep of your VPN requirements, and we can work with Proctorio to put adjustments in place.

**Customize options**: **Disable other browser extensions** prevents students from using browser extensions other than the Proctorio extension. Some nefarious extensions can mask activities or identities, affecting the browser-locking settings.

Ensure the test taker's identity and their performance during the exam.

### **ID Verification**

PLUS		■- Verification type	Auto ~
ID verification	ID verification		
Scan the test taker's ID with their camera before the exam. Options: • Verification type: Auto	Scan the test taker's ID with their camera before the exam. A Proctorio agent will verify it before the exam.		

ID Verification scans and captures the test taker's ID with their camera.

**Important**: Students will need a webcam to use this function, otherwise they will not be able to access the proctored assignment. ID verification takes place during the Proctorio pre-check steps.

### Customize options:

• Auto. The Auto ID check directs the student to hold up their valid photo ID to the webcam, then uses the webcam to take a capture of the student's ID for the recording.

**Note:** Proctorio does *not* use biometric facial recognition. The auto ID check simply does light verification to check that the document being held up is some form of ID.

### Integrity Agreement



**Integrity Agreement** asks the test taker to electronically sign an integrity agreement before taking the proctored assignment. Students will sign the integrity agreement as part of the Proctorio pre-check steps.

Customize options: None.

Additional Considerations: Peer-reviewed studies have shown that signing such an agreement can reduce dishonest behavior.
Tools that the test taker can use during the exam.

## Calculator

Calculator	= +	= Calculator type	✓ Basic Scientific
Enable a calculator dur-	Calculator		
ing the exam.	Enable a calculator during		
Options:	the exam.		
<ul> <li>Calculator type: Basic</li> </ul>			
Customize	V Bone		

**Calculator** provides students access to a calculator tool during the proctored assignment. Students will be able to access the calculator through the "Quiz Tools" box.

## Customize options:

- Basic Provides student with basic calculator functions
- Scientific Provides student with scientific calculator functions

## Whiteboard



**Whiteboard** provides students access to a whiteboard tool during the proctored assignment, which they can use as a scratchpad. Students will be able to access the whiteboard through the "Quiz Tools" box.

# Reporting

Proctorio reporting for an assignment becomes available in Connect once at least one student has completed and submitted a proctored assignment.

Important: Your Proctorio reports will differ depending on the functionalities you have used:

- Basic functions:
  - Browser-locking only: No reporting will show.
  - Video Recording only: Basic reports will show.
  - Video recordings will be available for 30 days from the date of the course's last proctored assignment.
- Plus functions enabled:
  - Plus-level reports will show.\*
  - Please note: if at any point during the course you have your students purchase Plus level functions, you will then have access to Plus level reports -- even when using only Record Video.
  - Video recordings will be available for 1 year from the date of the course's last proctored assignment.

## To access Proctorio reports:

- 1. Click on any active proctored assignment in Connect from your assignment listing.
- 2. You'll see the Student Activity screen, as shown below. Please note that if no students have started the assignment, you will simply see a note to that effect. If students have started the assignment, you'll see a screen similar to the one below. To access Proctorio reports, click on the blue **Proctoring reports dashboard** button.



## Plus Reports Guide

 Explore the results overview. Once you click on the "Proctoring reports dashboard," you'll see the Proctorio Gradebook, which initially shows the Exam Results for the class. Please note that Connect scores do not feed through to this reporting – to view student scores, please go to the regular Connect reports. Proctorio also considers each student access of the assignment as an attempt. Each time the student enters the assignment, Proctorio goes through the pre-check steps and a recording is captured. If your Connect assignment has one attempt set, but the student accesses the assignment three times, there will be three recordings listed.

The Exam results will show you at a glance which students have engaged in more suspicious behaviors. Proctorio indicates this in several ways:

- Color-coding.
  - Red indicates the student has engaged in more suspicious behaviors as compared to their classmates.
  - Yellow indicates a moderate suspicion level.
  - Green indicates a low suspicion level with comparatively few suspicious behaviors flagged.
- **Suspicion level**. Proctorio provides a percentage index informed by number and type of suspicious behaviors flagged.
- **Icons**. Different icons indicate certain behaviors Proctorio logged, such as exam collusion, or an attempt to download something. In addition to student activity, the settings you have put in place for an assignment may affect which icons show. For instance, if you are allowing the students to download materials, the icon for attempted download would never appear.

Students are sorted by suspicion level, with students of most concern listed at the top.

🔵 Proctorio Gradebook		torio Gradebook	Proctorio Settings		Proct	orio Map	Display 0	Options	ľ	Expo	ort Opti	ons	
Pro	Proctorio Exam Results												
		Name	Submission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Le	evel				
۲	C.	Student, Andreav	03/02/2020 04:27:	1	1	2	0	8	36%	•	<b>1</b>	ka	
۲	U	Student, Vuk De	03/02/2020 09:23:	1	3	0	1	3	39%	•	2	1	
۲		Student, Alekhya	02/27/2020 10:36:	2	3	0	0	З	35%	•			
۲		Student, Alekhya	02/27/2020 10:31:	1	3	0	0	2	21%	•			
۲		Student, Ana De	03/02/2020 09:18:	1	3	0	1	1	6%	•	2	ł	
۲		Student, Javan D	02/28/2020 04:39:	1	3	0	0	1	0%	•			
۲	133	Student, Mhe Pa	03/16/2020 05:55:	2	3	0	0		5%	•			

**Annotations** keeps a record of any notes that you, as the instructor, might take while watching a student's recording.

The eye icon on the left-most side indicates whether you have viewed an individual student record or not. The eye will have a slash through if you have not yet viewed that student's report.

2. **Review individual students' assignment details**. To learn more about a particular student's proctored session, click on that student's name to open their detailed information. When you do so, you'll see a screen similar to the following:

Student, Andreav 03/02/2020 04:27:	1 1	2	0		86%	• 💼	ka											
	.Video re	cording				Rect Angenesis A	- Galves - Bachaerthean	Frankan (Kenner) ala (Kenner)	<u>.</u>			• 4	2	.Scree	en rec	ordin	5	
		1							THE WAY IN	4 1910 -		- *						
	00:00:21 00	00:24 00:00:27	00:00:30	00:00:33	00:00:36	00:00:41	00:00:46	00:00:51	00:00:57	00:01:03	00:01:07	00:01:10	00:01:13	00:01:16	00:01:19	00:01:22	00:01:25	00:01:
The attempt ended when the test taker attempted to downle	ad a file during th	e quiz. Learn mo	re about this a	ilert.					3. Re	cordir	ng tim	eline						
(may indicate reasons for computer issues)								_										
C Internet type: cellular																		
Test taker had poor overall performance	4.000																	
Fest taker had poor internet performance	4. Com	iputer Pe	ertorma	ince														
Test taker had good computer performance	• • • • • • • • •																	
Test taker had reduced video quality for 19% of the example.	1																	
The exam was taken using Windows 10 on Chrome 81																		
The exam was taken using Windows 10 on Chrome 81 Learn more about Computer Performance Index																		

The information contained in a student's recording may vary depending on the settings you have put in place, as detailed below.

- 1. **Video recording**. If you enabled **Record Video**, this window will show the recorded video of the student taking the assignment. If you did not enable Record Video, this window will not show.
- 2. **Screen recording**. If you enabled **Record Screen**, this window will show the recorded video of the student's computer screen during the assignment. If you did not enable Record Screen, this window will not display.
- 3. **Recording timeline**. Here, the red/yellow/green coloring is applied to the recording timeline to indicate at what point a suspicious behavior happened. Red indicates a more concerning behavior, yellow a moderately concerning behavior, and green indicates little to no concern. You can click on a particular point in the recording timeline to see what happened at that point in the recording, and why Proctorio flagged that part.
- 4. **Computer performance**. Proctorio will show you a variety of metrics on the student's hardware and software performance, including internet and computer performance, video quality (if applicable), and the operating system & browser through which the student was taking the assignment.

5. Web traffic information. If you enabled Record Web Traffic, Proctorio will provide a list of the websites the student visited, and how long they spent on the site (see screenshot below.) You can also export this information as a CSV file. If you did not enable Record Web Traffic, this information will not show.



In addition to the previous image, you'll see a right-hand menu option on the screen that gives you access to more information.



Clicking on these icons give you access to the following information (in order from top to bottom):

- Incident log Gives you a second by second listing of incidents that occurred during the recording.
- **Room scan** Provides any & all room scan recordings that were required or triggered. Note that if you did not choose **Environment Scan**, you will not see any information when you click on this.

- EScreen recording Shows the screen recording capture. Note that this is shown by default in the right-hand window if you enabled **Record Screen**.
- Geolocation Shows where the student was taking their proctored assignment.
- **Annotate** Allows you to annotate a particular point of the recording with your own notes.
- ID Verification If you enabled ID Verification and Auto ID Check, this shows the capture of the student's ID.
- Export PDF Allows you to export the student's individual reporting. To export reporting for an entire class, see the section below on the Export Options tab.
- Make any necessary settings adjustments. Proctorio allows you to make a number of adjustments to the weighting of particular behaviors. This can save you time by directing Proctorio to focus in on those behaviors relevant to your proctored assignment and important to you.
  - 1. Click on the Proctorio Settings tab. Doing so will open up several options you can adjust, including Behavior Settings, Frame Metrics, and Exam Settings.

ctorio Gradebook O Proctorio Settin	gs 🛛 🖲 Proctorio Map 📄 🖂 Display Opti	ons 🛛 🗹 Export Options			
Proctorio Behavior Setting	gs				
Recommended	Lenient	Moderate	Group Exam	Open Note	Custom
Behavior settings recommended by Proctorio, based on the exam settings	Multiple behavior violations are required to trigger suspicion	Some behavior violations will trigger high suspicion levels	Allows multiple test takers and increased audio activity	Allows other applications and looking off screen	Set custom severity levels for behaviors
ecologa					
ese behavior settings allow you to set	the weight of suspicious behaviors using	preset configurations.			
Proctorio Frame Metrics					
roctorio ritarite medica	the off a superior of the basis of a selection is a	ha aith as hack as is an Whater an air is a second			
e severity of each metric sets the weig	th of a suspicious behavior in relation to t	he other behaviors. These metrics are			
lculated with each image. Each charac	teristic is derived for every image, regardl	ess if the setting is enabled or not. The			
verity of these metrics can be changed	d at any time which will result in a re-calcu	lation of the suspiciousness of a Proctor	no		
octored exam.					
( 🕋 )	(HARMA)				
	Birming				
Navigating Away	Keystrokes	Copy & Paste			
-	_	-			
(5 <)	(■話)	(8, 2)			
Browser Resize	Audio Levels	Head and Eve Movement			
Multi-Face	Leaving the Room BETA				
Proctorio Exam Metrics					
normalities compare one test taker's	actions to the rest of the exams in the clas	s. This will highlight statistically significa	int		
ferences in a test taker's behavior.					
mputer Based Abnormalities					
		- / #B \			
Navigating Away Keystrokes	Copy & Paste Browser Res	ize Mouse Movement			
FIEI¢					
Scrolling Clicking					

**2. Behavior Settings.** Behavior settings supply you with quick pre-sets to adjust the weighting of certain behaviors depending on assignment type or leniency.



- **Recommended.** Proctorio will adjust the items they flag based on the severity of the proctoring options you selected.
- **Lenient.** Proctorio will generally weight behaviors lightly, requiring multiple suspicious behaviors to trigger flags. You might select this on lower-stakes assignments, such as homework.
- **Moderate.** Proctorio will weight behaviors more severely, flagging suspicious behaviors earlier. You might select this on moderate-stakes assignments such as quizzes.
- **Group Exam.** Proctorio will not flag for items that logically go with group exams, such as multiple faces in the recording screen or increased audio levels. You might select this if giving a group assignment.
- **Open Note.** Proctorio will allow other applications and will not flag head & eye tracking. You might select this if you are giving an open book exam.
- **Custom.** If you would like to customize a behavior setting, choose this option.

3. **Frame Metrics.** Frame metrics allow you to adjust the severity of each metric, thereby setting the weight of suspicious behaviors in relation to other behaviors. These behaviors are collected on a per-frame basis and drive the suspicion scores seen in the Proctorio Exam Results Report page. Setting the weight of these flags determines

how critical a particular behavior is in relation to the other flags. These settings can be



The flags are weighted from 0 to 5, or green to red. If a behavior flag is set to 0, or green, then this is considered "off" and the behaviors will not count toward the suspicion level or be shown in the incident log. Increasing the weight of a behavior causes it to stand out more when the suspicion levels are calculated. Any flag set to maximum red on the scall will receive a 5, triggering high suspicion for a frame when detected.

To make adjustments to the flags, click on the toggle and slide it up or down the individual scale.

**4. Exam Metrics.** Exam metrics track abnormalities and compare a test taker's action to the rest of the students in the class. These metrics will highlight statistically significant differences in a student's behavior, and are tied to notifications in the individual student reports.

**Click on any of these metrics to enable tracking on that metric.** Also, please note that a blue question mark appears in the upper right corner of each tile when you mouse over it. If you forget what a particular item does, click on the blue question mark to be taken to a short video describing the function.

## a. Computer-Based Abnormalities.

### Proctorio Exam Metrics

Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior.



- **Navigating Away.** Notifies the instructor when a student spends significantly more or less time away from a quiz.
  - When to use: If you are allowing students to access other programs or webpages.
  - When NOT to use: If you have controlled access to other websites or programs using the browser-locking features.
- **Keystrokes.** Notifies you when a student has typed significantly more or less than others.
  - When to use: If you are giving a written exam or a multiple-choice exam. In a written exam, it might be suspicious if you would expect the students to be typing a lot, and one student had very few keystrokes. In a multiplechoice exam, it might be suspicious in general if they are typing at all.
  - When NOT to use: If you do not care to what extent a student is typing.
- **Copy & Paste.** Notifies you when a student has used copy/paste significantly more or less than others.
  - **When to use:** If you are giving a written exam or open note assignment and allowing students to copy/paste.
  - When NOT to use: If you have enabled browser-locking features to prevent students from copy/pasting.
- **Browser Resize.** Tracks whether a student has resized their proctored assignment window significantly more or less than others.
  - When to use: If you are giving an open note exam.
  - **When NOT to use:** If you have enabled browser-locking features to prevent students from leaving the exam window.
- **Mouse movement**. Tracks whether a student is moving their mouse significantly more or less than others.
  - **When to use**: Best for multiple choice exams when significant movement might indicate googling or other undesired behaviors.
  - **When not to use**: If you have enabled browser-locking features to control access to other web pages and programs, or if you have a written exam.

- **Scrolling**. Informs you if a student has been scrolling excessively in relation to others.
  - When to use: Any type of exam. An abnormally small amount of scrolling could indicate that a student had the answers in advance of the assignment.
- **Clicking**. Informs you if a student has been clicking more or less in relation to others.
  - When to use: Multiple choice exams (or any).
  - When NOT to use: If you have enabled browser-locking features to control access to other web pages and programs.

## b. Environmental Abnormalities



Abnormal number of faces detected will highlight test takers who may have received help from others during the exam.

- Audio levels. Flags increased audio levels.
  - When to use: If concerned about students talking to someone else during the proctored assignment.
  - When NOT to use: Group assignments, or if you know students could be taking their proctored assignment in a noisy place, such as a café or open library area.
- Head and Eye Movement. Informs you when the student is looking away more or less than others.
  - When to use: When enabling video recording, and if there is concern that students might be using another device (ex. phone or tablet) or notes during the assignment.
  - **When NOT to use:** If proctoring an open note assignment, head and eye movement might be reasonable as the student is using other resources.
- Leaving the Room. Indicates when the student leaves the room during the proctored assignment.
- **Multi-Face.** Indicates there is more than one face captured in the video recording.
  - **When to use:** When enabling video recording, and if there is concern that a student might talk with another person about the assignment.
  - When NOT to use: Group assignments. Note that if you choose the Group Exam Behavior Setting, multi-face indicators will not flag.

## c. Technical Abnormalities



Start Times will highlight test takers whose LMS start time does not match the Proctorio start time

- **Exam Duration.** Alerts the instructor when a student's assignment session is much longer or shorter than that of others. A much shorter exam duration could indicate that a student had answers in advance.
- Start Times & End Times. Indicates when a student's assignment start time or end time does not match their start or end time in Connect. This can indicate internet connection issues, or an attempt by the student to circumvent proctoring.
- **Exam Collusion.** An icon alert appears if a student has taken the exam at the same time and via the same internet connection as another student.
  - When to use: During online exams or proctored assignments, when it would be reasonable to expect that students are taking the proctored assignment from their own location.
  - When NOT to use: Live, in-person exams administered in the classroom or lecture hall. In such instances, students are in fact all taking the exam at the same time and in the same place.

## **Proctorio Map**

Clicking on the Proctorio Map tab will show you the geolocations of your students when they took the proctored assignments. For instance, in the example below, you can see green pins for the two students who took the proctored assignment.



Display Options provides a range of options to select the information you want to make visible in your Proctorio reports. As shown in the screenshot below, many of these include information links that can provide more detail on the particular option.

Proctorio Gradebook	🔅 Proctorio Settings 🛛 🤅	Proctorio Map	🟪 Display Options	Export Options	
Display potential hardware issue events	Learn more	about detected	potential hardware issu	ue events.	
Display Suspicious IDs	Learn more	about suspiciou	s ids.		
Gradebook Tour	Start Tour				
Sort by Last Name					
Display Help Icons					
Infinite PDF					
Show unmatched attempts	Learn more	about unprocto	red attempts.		
FERPA Controls	Hide ID	Learn m	ore about FERPA contro	ı <u>ls</u> .	
	Hide Name	s			
	Hide Grade	s			
	Hide Video				
	Hide Screen	n			
	Hide Locati	on			

A few options to highlight:

- **Gradebook tour** Launch this any time to see an overview video from Proctorio on their reporting features.
- **Sort by last name** Proctorio's default is to sort by suspicion level. If you'd prefer to sort your reporting by student last name, toggle this on.
- **FERPA controls** Useful if you need to share reports and want to hide particular items from the reporting given privacy concerns.

Click on the Export Options tab when you need to export Proctorio results. You can select particular items you want to export to PDF, as shown below.

Proctorio Gradebook	🔅 Proctorio Settings	Proctorio Map	Display Options	🖸 Export Options
Gradebook PDF	Report			
Download the Gradebook in	formation for all test t	akers in PDF format.		
Include the following section	ens:			
Exam Information				
Proctorio Exam Settings				
Proctorio Behavior Settings				
Test taker Results				
Attendance Report				
Generate PDF				

# Basic Level Reports Guide

The Basic reports are more streamlined than the Plus reports.

 Explore the results overview. Once you click on the "Proctoring reports dashboard," you'll see the Proctorio reports in Connect, which shows the exam results for the class. Please note that Connect scores do not feed through to this reporting – to view student scores, please go to the regular Connect reports.

🔵 Pro	octorio Gra	debook	Proctorio Setti	ngs	Proctorio Map	 isplay Options	Export Options
Pro	ctorio	Exa	m Results				
	Name		Sub	mission Time	Attempt		
٢	F	Student	t, Andreav Demo	03/	02/2020 04:27:31 am	1	
۲	QC).	Student	t, Vuk Demo	03/	02/2020 09:23:19 am	1	
۲	20	Student	t, Alekhya Demo	02/	27/2020 10:36:52 am	2	
۲		Student	t, Alekhya Demo	02/	27/2020 10:31:31 am	1	
۲		Student	t, Ana Demo	03/	02/2020 09:18:38 am	1	
۲		Student	t, Javan Demo	02/	28/2020 04:39:29 pm	1	
۲	C.	Student	t, Andreav Demo	03/	02/2020 04:32:48 am	2	
۲	0	Student	t, Mhe Pacific Nor	03/	11/2020 06:17:42 pm	1	
۲	(The second	Student	t, Mhe Pacific Nor	03/	16/2020 05:55:03 pm	2	

You'll see basic information on the time at which the student submitted their assignment, as well as the attempt number if you have allowed multiple attempts.

The eye icon on the left-most side indicates whether you have viewed an individual student record or not. The eye will have a slash through if you have not yet viewed that student's report.

2. **Review individual students' assignment details**. To learn more about a particular student's proctored session, click on that student's name to open their detailed information. When you do so, you'll see a screen similar to the following.



Within the student's individual record, you'll be able to view the recording of their proctored assignment session. You can use the gray timeline to skim through the recording or jump to particular points.

In addition, on the right-hand side of the screen, you'll see the following icons:



Clicking on these icons gives you access to the following information (in order from top to bottom):

- 🧖 Incident log Not available in Basic
- 📀 Room scan– Not available in Basic
- 🗄 Screen recording Not available in Basic

- Geolocation You'll be able to see geolocation information for the particular student by clicking on the [icon] on the right-hand side of the screen. Geolocation could point to suspicious indicators for instance, if you would reasonably expect the student to be taking their proctored assignment in Chicago, but they've instead taken the assignment in Serbia. This could be an indication that they have "outsourced" the work.
- <sup>CP</sup> Annotate Not available in Basic
- 💼 ID Verification Not available in Basic
- Export PDF Allows you to export the student's individual reporting. To export reporting for an entire class, see the section below on the Export Options tab.

## 3. Other tabs

## a. Proctorio Map

This tab is not functional in Basic reports.

## b. Display Options

Display options allows you a range of options to select the information you want to make visible on your Proctorio reports. As shown in the screenshot below, many of these include information links that can provide more detail on the particular option.

Proctorio Gradebook	🔅 Proctorio Se	ettings 🕘 Proc	torio Map	🕂 Display Options	Export Options	
Display potential hardware issue events		Learn more abou	it detected	potential hardware issu	ie events.	
Display Suspicious IDs		Learn more abou	it suspiciou	<u>s ids</u> .		
Gradebook Tour	Start Tour	r				
Sort by Last Name						
Display Help Icons						
Infinite PDF						
Show unmatched attempts		Learn more abou	it unprocto	red attempts.		
FERPA Controls		Hide ID	<u>Learn mo</u>	ore about FERPA contro	<u>ls</u> .	
		Hide Names				
		Hide Grades				
		Hide Video				
		Hide Screen				
		Hide Location				

A few options to highlight:

- **Gradebook tour** Launch this any time to see an overview video from Proctorio on their reporting features.
- **Sort by last name** Proctorio's default is to sort by suspicion level. If you'd prefer to sort your reporting by student last name, toggle this on.
- **FERPA controls** Useful if you need to share reports and want to hide particular items from the reporting given privacy concerns.

## c. Export Options

Click on the Export Options tab when you need to export Proctorio results. You can select particular items you want to export to PDF, as shown below.

Proctorio Gradebook	C Proctorio Settings	Proctorio Map	Display Options	🛃 Export Options							
Gradebook PDF Report											
Download the Gradebook information for all test takers in PDF format.											
Include the following sections:											
Exam Information											
Proctorio Exam Settings											
Proctorio Behavior Setting	gs										
Test taker Results											
Attendance Report											
Generate PDF											

# **Customer Support**

There are multiple ways you can reach out to support if you encounter any technical issues.

## Connect CXG Support

1. You can visit the Connect CXG Support site directly to send an email, conduct a live chat or call: <u>https://mhedu.force.com/CXG/s/ContactUs</u>

h mhedu.force.com/	CXG/s/ContactUs?external_browser=2		\$	⊗ ≯	e
CONTACT CXG	SUPPORT - WORLDWIDE		ANNOUNCEMENTS		
			No Upcoming Announcement		
	All Products & Topics	<u> </u>	CXG SUPPORT HOURS (USA Eastern Time)	1	
			Sunday 12 PM - 12 AM		
LIVE CHAT	Connect Registration Support	>	Monday -Thursday 24 Hours		
<ul> <li>agent available for chat topic</li> </ul>	Connect Student Product Support	>	Friday 12 AM - 9 PM		
	Connect Instructor Product Support	>	Saturday		
	All Other Products Support	>			
			McGraw-Hill Education Australia Pty. Ltd. Level 33, 680 George Street Sydney NSW 2000 ABN: 98000544034		
	USA & Canada: (800) 331 5094 🤰	>	Email: cservice_sydney@mheducation.com Phone: + 61 (2) 9011 0200 Eax: + 61 (2) 9011 0286		
	Other Global Regions	+	McGraw-Hill Education Singapore Pte. Ltd. 1 International Business Park, #01-15A,		

2. CXG Technical support phone number is 800-331-5094

## **Proctorio Support**

 Proctorio support is available 24/7 simply by left-clicking on a PC or single click on a Mac on the Proctorio extension icon or via their support website:

<u>https://proctorio.com/support</u>. As shown below, you can then click on **Live Chat** to chat with an agent, or **Help and Support Center** to see self-service documentation.



- 2. You can also email Proctorio at support@proctorio.com
- 3. Or call them at 1-866-948-9087

This is Exhibit C referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021.

A commission of for taking Affidavits for British Columbia



KNOWLEDGE BASE / PROFESSOR

## Professor: Remotely Monitored (Proctorio) Tests

3-Jan-2021 · Professor

Instructors can use Top Hat's remotely monitored testing functionality to control students' test-taking environment while also maintaining security and test integrity.

Readers of this article will learn the following:

- How to prepare for a remotely monitored Top Hat Test
- How to create a remotely monitored Top Hat Test
- How to administer a remotely monitored Top Hat Test
- How to take a remotely monitored Top Hat Test as a student
- · How to review post-test recordings
- · How to review grades and hand back a remotely monitored Top Hat Test
- How to make accommodations for time



(Music c/o www.bensound.com)

### Preparing for a Remotely Monitored Test

Before getting started, it is important to note the requirements students will need to meet in order to take a remotely monitored test in Top Hat.

- 1. Remotely monitored tests can only be taken on a laptop or desktop computer.
- 2. The test must be accessed through a Google Chrome browser.
- 3. The Proctorio web extension must be installed on the Google Chrome browser prior to starting the test (available for download for free in the Chrome Web Store).

Given the number of stringent requirements that can be enabled for a remotely monitored test (see below), it is highly advised that instructors take the following measures to reduce the risk of technical user errors and to ensure that their students are fully prepared:

Provide students with clear instructions on how to get set-up for the test with the proper device and browser

A Top Hat representative can provide instructors with an email template to send to their students with all of the necessary information.

Hold virtual office hours prior to the test to give students an opportunity to ask questions about the upcoming test-taking experience Instructions on how to hold virtual office hours in Top Hat can be found at Teaching Online: Virtual Office Hours.

#### Run at least one practice test with students

This will allow students to familiarize themselves with the process of accessing and completing a remotely monitored test in Top Hat. For the practice test, it is recommended to use the same question types that will be used on the actual test, since the interface for each question type varies. Step-by-step instructions for how to access and complete a remotely monitored test as a student can be found below.

#### Start the test 15 minutes before it is scheduled to actually begin

This serves as a "buffer" period so students can complete the exam pre-checks and address any last minute technical issues that may arise.

In instances where these preparation measures are not implemented, test administrators have been faced with large numbers of students attempting to open the test on an incompatible device, reaching out to the test administrator for technical assistance during the test, and mistakenly exiting the exam pre-checks.

Given the high-stakes nature of remote testing for both test administrators and students, it is necessary to have a reliable contingency plan in place come test day. The contingency plan should consist of:



A duplicate version of the test that can be administered with more lenient technical requirements Instructions on how to duplicate a test can be found here - Professor: Copying Content Within or Between Courses. Instructions on how to modify students' technical requirements for a test can be found below.

#### An open-book version of the test

For students that experience a last-minute technical or user error when trying to enter the remotely monitored test. Instructions on how to set-up and administer an open-book test can be found here - Professor: Non-Monitored (Open Book) Tests

### A clear protocol for what students should do if they experience issues while taking the test

For example, instructions on what to do if they lose connection or are pushed out of the test because they navigated away from the test page. Answers to these and other questions can be found here - Teaching Online: FAQs for Remotely Monitored Testing. In addition to communicating the protocol to students via email and/or posting it in a Learning Management System, instructors should consider writing the protocol in Pages and having it available as Review in the course, so it is easily accessible for students that exit the test. Instructions on how to write the protocol into Pages can be found here - Professor: Creating a Pages Content Item.

To illustrate the necessary degree of preparation that goes into creating and administering a remotely monitored test, consider an example in which a test administrator needs to deliver a remotely monitored exam to their students as soon as possible. In order to allow time for students to make sure they can meet all of the technical requirements (access to a computer, a webcam if necessary, etc.), to familiarize themselves with the process of accessing and answering questions in the test (passing pre-test diagnostic checks, saving their answers to each question as they go, etc.), and to notify the test administrator if they need accommodations (e.g because they cannot get access to a computer or will need extra time), a minimum preparation period of **5 days** prior to administering a remotely monitored test is recommended. Here is an example of what the preparation timeline would look between the decision to run a remotely monitored test and the administration of that same test.

Day 1	Create the test (including open-book and technical alternate versions of the test as a back-up) and practice test.*
Day 2	Email students to notify them of the test date, the requirements for taking the test, and where they can find the practice test.
Day 3	Review student participation in the practice test; field any questions or requests for accommodation as needed. Hold virtual office hours to answer questions about the upcoming test experience directly.
Day 4	Circulate protocol for in-exam issues via email/LMS/Top Hat, as well as final reminder for students to check that they can meet the technical requirements and take the practice test.
Day 5	Administer the test, starting at least 15 minutes early and checking the live Proctor Report to ensure all students have successfully entered the test (see below).
* Inctr	ructors that have single approximations into the local questions are created in a Word document, should consider using the Question Unload feature to easily impact their questions into Tap Hat. Details on this feature can be found here. Professor Question

\* Instructors that have single-answer multiple choice questions pre-created in a Word document, should consider using the Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import their questions into Top Hat. Details on this feature can be found here - Professor: Question Upload feature to easily import to e

### **Creating a Test**

To create a test or exam in Top Hat, instructors will start by clicking the blue "Create" button in the upper-left of the course content section and selecting "Top Hat Test."

COURSES AUTHORING MARKETPLACE			🔲 🕥 Top Hat 🗸	COURSES AUTHORING MARKETPLACE					
Introductory Psychology - PSY100H1 - 003 Juin Code: 197562	EBOOK STUDENTS	Introductory Psychology - PSY Juin Code: 197762							
Create	\Xi All Items 🔻	Private     Students have no access to these items	🙆 Assign 👻 👕 Present Folder 🔍	Create Content	Top Hat Classroom	Top Hat Textbook	👰 Top Hat Test	🙆 Assign 👻 🖀 🗑 Present Folder 🔹	
Week 3	19 hems 🔺	Week 3	Rename Delete	Question	Lake Attendance	Pages	Top Hat Test	Rename Delete	
Week 4	1 item	Contains 19 items		Discussion	Upload Slides				
🛛 💼 Week 6	Titems								
		Pre-Class	🖸 Assign 👻 👕 Present	Upload file	49 Whiteboard Sketch			🔯 Assign 👻 👕 Present	
		Chapter 3: Bioneuroscience		Folder	Tournament (Beta)				
		Private + Students have no access		Browse thousands of free qu	estions, textbooks, and slides in the N	farketplace. Find content			

#### **Test Settings**

Instructors will be required to give the test a title and to select a test type. There are two types of tests in Top Hat:

#### Non-Monitored

Non-monitored tests are suited for assessments such as low-stakes quizzes and open book exams. Non-monitored tests allow students to access tools and web pages outside of the test environment, while still allowing instructors to schedule, randomize and set timers for their assessments.

#### Monitored

Monitored tests are suited for assessments where the test environment must be invigilated such as summative exams. Instructors can choose from the following monitoring types:

#### Top Hat Monitoring (In-Class)

This type of monitoring is intended for live, in-person test environments where students are physically present at the test location. Students will require a unique code to enter the test, which is meant to be shared by the test administrator once all students are present and ready to begin the test. In class tests can be taken by students on either a laptop or mobile phone. Details on how to create and administer an in-class test can be found here - Professor: Top Hat Test Overview.

### Proctorio Secure Monitoring (Remote)

#### Professor: Remotely Monitored (Proctorio) Tests

This type of delivery is intended for a remote test set-up where students are meant to take their test at home. Instructors can enable a variety of requirements (outlined below) that students will have to meet in order to access the test. Remote tests can only be taken on a laptop.

	Test Settings
litle	
PSY10	IOH1 Final Exam
	Test Type
0	Non Monitored (Recommended for low stakes tests e.g. quizzes)
	Monitored (Recommended for high stakes tests e.g. exams)
Ð	Monitoring Type
0	Top Hat Monitoring
	<ul> <li>Lockdown options to monitor student devices (e.g. leaving the browser, taking a screenshot)</li> <li>Recommended for in-class only, as instructor presence is recommended to unlock students during the test</li> </ul>
	Proctorio <sup>™</sup> Secure Monitoring
	<ul> <li>Advanced options such as lockdown, recording student environment (video, audio, room scan etc.) and ID verification</li> </ul>
	Recommended for in-class and remote use
	<ul> <li>Detailed proctor report flagging suspicious behavior is made available once test is complete</li> </ul>

Instructors that select the Proctorio Secure Monitoring type will need to configure the requirements for a student to access the test as well as the limitations that will be imposed upon students once they have entered the test (including the tools they will have access to).

Instructors have the option to choose between Recommended and Custom configurations. Instructors that opt for a Custom configuration can mix-and-match the different parameters related to requirements for verification (i.e. what need is needed from a student to gain access to a test), lockdown, and recording to suit their needs. Here is a breakdown of the parameters an instructor can activate:

Verification Options		Lockdown Options	Recording Options
• Verify video • Verify audio • Verify desktop • Auto ID check	<ul> <li>Force fullscreen (0, 15 or 30 seconds)*</li> <li>Force single screen</li> <li>Block downloads</li> <li>Disable clipboard</li> </ul>	<ul> <li>Disable new or external tabs</li> <li>(i.e. only allow tabs for links embedded in the test)</li> <li>Force close additional tabs upon entry</li> <li>Disable printing</li> </ul>	Record video     Record audio     Record screen     Record web traffic     Record room

\*These times indicate how long a student can exit fullscreen before triggering a lockout

Instructors also have the option to choose from the Recommended configurations - Lenient, Moderate and Strict - which consist of pre-set arrangements of the parameters outlined above.

Instructors can also allow students to have access to a basic or scientific calculator and/or whiteboard tool within the test. These tools will be made available to students once they have gained access to the test.

Test Settings			Test Cattings		
			lest settings		
(n)       Remote Proctoring         Remote proctoring uses video recording, advanced machine learning, and facial detection to watch i delivering a reliable proctoring report on each student remotely taking the test.         Image: Advanced machine learning, and facial detection to watch i delivering a reliable proctoring report on each student remotely taking the test.         Image: Advanced machine learning, and facial detection to watch i delivering a reliable proctoring report on each student remotely taking the test.         Image: Advanced machine learning in the image is a student remotely taking the test.         Image: Advanced machine learning is a student remotely taking the test.         Image: Advanced machine learning is a student remotely taking the test.	r suspicious activity,	(%)         Remote Proctoring           Remote proctoring uses video recording, advanced delivering a reliable proctoring report on each stude           Image: State in the proctoring report on each stu	machine learning, and facial detection to wate nt remotely taking the test.	ch for suspicious activity,	
Recording Options		Lenient	Moderate	Strict	
Record video ③     Record audio ④					
🗹 Record screen 🛈 🔽 Record web traffic 🛈		Recording Options			
Record room		✓ Record video ①	✓ Record screen ①		
Lockdown Options		✓ Record web traffic ①			
Force fullscreen Moderate (15 seconds) * ① Disable printing ①		Lockdown Options			
☑ Only one screen ①		$\checkmark$ Force fullscreen moderate $\odot$	✓ Disable printing ①		
Block downloads ③ Close open tabs ③		✓ No tabs ①	Close open tabs ①		
Disable new tabs		Verification Options			
○ No tabs ③ ● Links provided in Test only ③		✓ Verify video ①	Verify desktop ①		
Verification Options		Tools Available for Students			
□ Auto ID check ①		Calculator Scientific * ①			
Tools Available for Students		Whiteboard ③			
Calculator Scientific * ()					
Vhiteboard ①		<ol> <li>Student Requirements</li> </ol>			
		<ol> <li>Students will need to install a Chrome web extens</li> <li>Students will need to have a working webcam</li> </ol>	ion		
	Cancel Confirm			Cancel	Confirm

Any student requirements will be listed below the settings, reflecting the parameters activated by the instructor in the settings shown above. All students require the Proctorio Google Chrome extension in order to take a remotely monitored test in Top Hat. If an instructor has enabled video and/or audio recording, students will also need a working webcam and/or microphone.

Instructors also have the ability to randomize question order for remote tests. Once an instructor has configured their test to the desired specifications, they can proceed with test creation by clicking *Confirm*.

#### **Drafting the Test**

To add text to the test, instructors can compose directly into the editor as a word processor or copy and paste their text into the provided space. Instructors should consider including instructions for their students such as time limits and suspicious behaviours that the proctoring tool will flag.



Highlighting a section of text will reveal the text formatting toolbar. For a detailed exploration of the formatting toolbar, instructors can refer to the following article:

• Professor: Formatting Toolbar in Pages

### **Creating Questions**

Questions can be added to test by hovering over the left margin of the page, clicking the blue plus sign that appears and selecting the question icon from the tool bar that extends.

### 2/18/2021

#### Professor: Remotely Monitored (Proctorio) Tests

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Construction of the con	PSY100H1 Final Dam		Unsaved Changes Save Clo	Se PSY100H1 Final Dam		Unsaved Changes	ve Clos
PSYLODHI Final Exam We want sho complete the exam. There are in remotely productor, maning your webcam and size are being reactions. We being calculated the following calculated the following calculated the following. A complete the calculated the foll					Create Word Answer Question		
For the output it is the instruction of the following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame and scheme are being recorded. The following school webcame ar		PSV100H1 Final Exam			Title: Exam Q1		
bu based forminants to complete leasan. This eace is seriouthy producting, manning your webcam and screen are being recorded. The following actions will be fagged supplicions:		F 51 100111 T mat Exam			Word Question & Answer		
<ul> <li>Moving out of view of the camera</li> <li>Attempting to space a different webgags</li> <li>Attempting to take screenholds of the text</li> <li>If a screenhold of text</li> <li>If a screen</li></ul>		You have 60 minutes to complete the exam. This exam is remotely proctored, meaning your webcam and screen are being recorded. The following actions will be flagged suspicious:			Question: What protects the central nervous system by cranial bones and coverings? Attach Image		
Attempting to take screenholds of the text		Moving out of view of the camera     Attempting to open a different webpage			CORRECT ANSWER meninges X		
Construction     C		Attempting to take screenshots of the test			Add another answer To answer correctly, students answers must be Case insensitive		
Cranding Options Controllers: 63 Participation: 0					Add another version New alternates week: This feature allows profession to write multiple versions of the same question based on a single theme. Each subset will be presented only one version of this question when you ank 2. Any participation/tomestores gradery you assign we logged to one question.		
Connectness: 6.3 Participation: 6				_	Grading Options		
					Correctness: 0.5 Participation: 0		
Circle Seve					Canol Seve		

Instructors that would like students to write different versions of the test can make use of multi-version and formula questions. Instructors can find more information on these question types in the following articles:

- Professor: Creating a Multi-Version Question (Exclusive to Pages)
- Professor: Creating a Formula Question (Exclusive to Pages)

Questions created in a Top Hat Test are set to a default grade scheme of 1 correctness point and 0 participation points. These values can be adjusted in the Grading Options section of each question.

#### Importing Questions

The import option in the toolbar allows instructors to embed existing Top Hat questions into their test. Clicking on the import icon will reveal a modal where they can select one or more questions from their Top Hat course. These questions may be standalone questions in the list of course content, in a Page, or be contained within another Test. Questions can be imported by placing a checkmark in the checkbox next to the question(s) to be added to the test and clicking "Import Questions." Questions will be added in the order in which they appear in the right hand pane of the modal. To re-order questions, instructors can simply click and drag them into their preferred order. Hovering over the title of the question will bring up a preview of that question.

H1 Final Dam	Unsaved Changes Save Close						Select Questions To Import	
		100		ENT Exercised Deselect Week 3	19 items	^	Exam Q1 What protects the central nervous system by cranial bones and coverings?	Remove
PSY100H1 Final Exam You have 60 minutes to complete the exam. This exam is remotely proctored, n	eaning your webcam and			Week 5 Week 5 Yeek 6	1 item 1 item 7 items	-	Exam Q2 A synapse is a -filed space between neurons.	Remove
screen are being recorded. The following actions will be flagged suspicious: <ul> <li>Moving out of view of the camera</li> <li>Attempting to open a different webpage</li> </ul>				Exam Q1 Exam Q2 Exam Q3			Exam Q3 Match the type drug with the corresponding effect on neurorecytors:	Remove
Attempting to take screenshots of the test			* •	Exam Q4 Exam Q5			Exam Q4 Which of the following is true of axons?	Remove
× •(4)© =		, in the second s	10	PSY100H1 Final Dam		-	Exam Q5 Click on the synapse.	Remove

It is important to note that when questions are imported into a Top Hat Test they carry with them their original correctness grade while the participation grade is changed to zero. For example, if an instructor created a question in their course content tree with the default grades of 0.5 for correctness and 0.5 for participation, when they import the question into their test it will maintain the 0.5 for correctness, but the participation grade will be set to zero. Instructors can edit the grade scheme on a per question basis by editing the Grading Options for individual questions once they have been imported into the test.

Instructors should be sure to save their tests regularly as they create and/or import questions by clicking the *Save* button in the top-right corner of the test editor. Once an instructor has saved the draft of their test they can return to the content section of their course by clicking *Close*.

### Administering a Remotely Monitored Test

Before administering the test they have created, instructors can adjust the Test Settings by selecting the test in the content tree and clicking *Settings* in the preview pane. The ability to adjust these settings is also pertinent for tests created in Top Hat prior to the release of the remote monitoring functionality that an instructor would now like to deliver remotely.

### 2/18/2021

### Professor: Remotely Monitored (Proctorio) Tests

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© Complete	🙆 Hand Back 👻	Assign 👻	Test Settings
Test Bank PSY 101 Midterm Exam Contains 2 items - Worth 1 point	Settings Export PDF	Edit Delete	Title PSY100H1 Final Exam
PSY101 Midterm Exam			<ul> <li>Test Type</li> <li>Non Monitored (Recommended for low stakes tests e.g. quizzes)</li> <li>Monitored (Recommended for high stakes tests e.g. exams)</li> </ul>
This exam is 60 minutes in length. No aids are permitted. Be sure to re save your answers as you go.	ead each question carefully and		Monitoring     Top Hat Monitoring     Lockdown options to monitor student devices ( a planning the browner, taking a presented)
Central Nervous System What protects the central nervous system by cranial bones and coverings?	Show Correct Answer Show Responses		Exclosing of the class of information and and in vertices (e.g. rearing the obvious), during a screening of the class only as instruction (e.g. rearing the obvious), during the test     Proctorio <sup>m</sup> Secure Monitoring     Advanced options such as lockdown, recording student environment (video, audio, room scan etc.) and ID     verification     Recommended for in-class and remote use
Synapse A synapse is a	Show Correct Answer Show Responses		Detailed proctor report flagging suspicious behavior is made available once test is complete
		[] Fullscreen	

To launch the test, instructors must first select the test in the content tree and then click Assign above the preview pane.

© Complete	😧 Hand Back 👻	Assign 👻
Test Bank PSY 101 Midterm Exam Contains 2 items + Worth 1 point	Settings Export PDF	Edit Delete
PSY101 Midterm Exam		
This exam is 60 minutes in length. No aids are permitted. Be sure to read each question ca save your answers as you go.	arefully and	
Central Nervous System     Show Correct Answer     S       What protects the central nervous system by cranial bones and coverings?	how Responses	
Show Correct Answer S	how Responses	
A synapse is a		[] Fullscreen

In the scheduling modal, instructors can input a start and end date, between which they intend for the test to be available to students. Instructors also have the option to impose a time limit on the test. If a time limit is applied, students will only have access to the test for the specified amount of time once they have started it. For example, in the image below, the test is scheduled to be available for a 48 hour window of time. A time limit of 60 minutes has also been applied, meaning that once a student has started the test (within the 48 hour window) they will only have 1 hour to complete it. If a student fails to complete the test before the timer expires, all saved answers on the test will be locked and the student will be forced out of the test.

Professor: Remotely Monitored (Proctorio) Tests

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Who	All students 🔻		
Available from	🔁 Aug 21, 2020	Ū 9:00	AM 👻
Available until	Aug 23, 2020	Ō 9:00	AM 👻
Time limit	Set time limit 🛈	60	Mins

Once the desired schedule and time limit have been set, instructors can click *Assign Test* to save the configuration. The test will become visible to students automatically at the specified start date and will disappear from their view at the end date, once the timer has elapsed, or once they have handed in their test (instructors can refer to the Taking a Remotely Monitored Test as a Student section below for full details). To manually end a test prior to its scheduled end time, instructors can remove the assignment schedule in the preview pane. Doing so will cause the test to disappear from student view and force out any students that were in the test (locking in any saved answers in the process).

Who: All Students	<ul> <li>Started on</li> <li>September 21, 2020 3:38 PM</li> </ul>	→ <sup>th</sup> Se	nds on eptember 21, 2020 3:41 PM	Edit	Remo
Fest Bank			Settings Expor	rt PDF Edit	Delete
Contains 2 items + Wor	th 1 point				
DCV	101 Midtorm Eva	~			
PSY	101 Midterm Exa	m			

### Taking a Remotely Monitored Test as a Student

When attempting to enrol in a course with the remote monitoring capability enabled, students will see Remote Proctored Exams listed as a required item at checkout. After paying for each required item, students will be able to proceed into the course. For full details on students' payment process when enrolling in a Top Hat course, instructors can refer to the following article:





Welcome Psycholo	to PSYCH100: Introductory gy - PSY100H1 - 003	1	Carlos and	
Professor: Top Hat	- Join Code: 957562			
Top Hat is the ac your learning be	ive learning platform that helps you engage with ore, during and after class.	Classroom		
This course requ	ires:	Cell involution v		
Classr	om	Presenting Practicing and Cantollautors 1		St II S I
View sli assignn	des, participate in class, and complete interactive ents and quizzes, all from your own personal device	Participant Community     Provide the second s		
Remot	e Proctored Exams (1 Course Access)			11
Used by	your professor to securely administer remote exams for	1º 8 0		

Once a test has been started, students will see it appear in the Assigned tab of their course. Prior to entering the test, they will be provided with list of actions to complete and avoid to ensure the test runs smoothly.



Before starting the test, students will need to have installed the free Proctorio web extension from the Google Chrome Web Store.

X Introductory Psychology - PSY100H1 - 003 Join Code: 957562 CLASSROOM ASSIGNED 3	0	۵
All Items     Unanswered <ul> <li></li></ul>		

Once a student has started a test, they will first see a detailed technical overview of what the remote proctoring tool will access and restrict.

### Professor: Remotely Monitored (Proctorio) Tests





Before you Begin
This exam will be monitored by Proctorio. Here's what you should know:
During the exam, the following will be restricted:
<ul> <li>Your browser will be in fullscreen mode during the exam preventing you from opening any other programs. If you leave the exam, it will end automatically.</li> </ul>
<ul> <li>Once you leave the exam you cannot resume the attempt. If you do not submit the exam and leave the outrig page, you will be automatically signed out.</li> </ul>
<ul> <li>Any loss of network connectivity and the exam will end automatically, please make sure your current, connection is stable during the entire exam.</li> </ul>
<ul> <li>You will not be allowed to open new tabs or windows during the exam.</li> </ul>
. You will not be allowed to right click the exam.
. You will not be allowed to print the exam.
<ul> <li>You will not be allowed to download or save any external files during the exam.</li> </ul>
The following information will be collected during the duration of the exam:
You webcam "Nou physical location - Your lidentity - Nour clipbage" - Nour mouse location - Nou however lise - Nour browser this and a window. Thus head incomenters Thour eye non-memory Nour mouth non-memoria - Nour entities screen - Any website you visit - Any other applications summing - Number of display screems connected.
The results of your actions may result in policy violations, at this institution's discretion.
Accessibility options:
Enable high visibility mode. Learn more about Proctario's accessed to Accessibility.

Before being proceeding to the next screen, students may see warnings if they...

#### Have multiple tabs open

Students will only see this warning if the test settings have been configured to require the closure of additional tabs prior to and/or throughout the test. If students see this warning, they simply need to close all tabs except the one in which they have the test open. Students will have a "click here" option to close these additional tabs automatically all at once. Students will not be able to proceed to the next screen until the additional tabs have been closed.

#### Have less than 2 GB of available RAM on their device

If students see this warning, it is recommended that they restart their computers to make more RAM available. Students can ignore this warning and proceed to the next screen, however you as the instructor will be able to see that they ignored the warning when you review the Proctor Report (see below).



Warning: Although your computer has enough RAM installed, only 0.49GB is available at this moment. This is at or below the minimum requirement of 26B. We recommend restarting your computer or closing other programs before proceeding. Learn more about what this means.

By continuing, you acknowledge that your exam is likely to crash. Your exam administrator will be notified you skipped this warning.

On the next screen, the proctoring tool will run a system diagnostics check to ensure the following:

#### A stable internet connection

If possible, students should connect their computer directly to their router with an ethernet cable to ensure the most stable connection. This diagnostic can take a few moments to run.

#### Access to the computer's microphone has been enabled

Students will see a pop-up in their browser prompting them to allow access to their computer's microphone. Note: students will not see this prompt if the audio requirement has been disabled (see the Creating a Remotely Monitored Test section above).

#### Access to the computer's webcam has been enabled

Students will see a pop-up in their browser prompting them to allow webcam access. Note: students will not see this prompt if the webcam requirement has been disabled (see the Creating a Remotely Monitored Test section above).



### Screen recording has been enabled for the desktop screen

Students will see a pop-up in their browser prompting them to select a screen to record. If the screen recording diagnostics test fails despite following the instructions in the pop-up, students will need to make sure they have allowed permission for screen recording with Google Chrome in their System Preferences (if using a Mac) or their Settings (if using a PC).

	System Preferences Edit View Window Help	🕒 🗇 🖵 🕏 🐨 🛋 1875 🏬 Fri 9:30 AM Top Hat 🔍 🌒 💳
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		Desktop
Crew Dark	<b>A</b>	
	End Chat     Click the lock to make changes.     Antorecetter	
	left corner of your screen and then go to System Preferences > Security and This exam requires desidop screen sharing. You must select your screen t	rom the prompt and then the share button will be
	Privacy > Privacy > Screen recording and check the box next to Goople and check the box next to Goople	approxitics. Test
	Ohrome.	
	If you are asked to Quit Chrome, you	
	Later	Re-test
	After that please try to take the Google	
	Chrome window out of full-screen mode and then do a retest and try to share	
	your screen.	
	Please do all of them and let me know if it worked	
	Type here and hit enter to chat.	

If a student fails the diagnostics check three times, a support chat window will automatically open, and a live Proctorio support agent will help the student troubleshoot the issue.

🔵 proctorio	
	System Diagnostics Test
	$ \underbrace{\bigcirc}^{\prime} \qquad ((\cdot \rho))^{\prime} \qquad \underbrace{\longmapsto}^{\times} \\ Webcam \qquad Connection \qquad Desktop $
Live Help: Now Chatting V	This exam requires desidop screen sharing. You must select your screen from the prompt and then the share button will be available. Learn more about System Dispositics Test.
We have automatically detected you are having issues starting the exam. Can we help?	
Type here and hit enter to chat	

Once the diagnostics check as been passed, the student will be able to proceed to the next screen, where they will see preparedness messaging and an initial webcam test will be run (if the webcam requirement is enabled).

System Diagnostics Test											
	Continuer yourself above?       Your exam is about to begin.         W Use Restroom.       W Use Restroom.         Get config.       Get config.         Bon't see yourself above?       Set ready.										
Ø	Next >										

If the ID verification requirement is enabled for the test, students will be prompted to hold up a piece of photo ID to the webcam within the green frame provided on the next screen. The image of the ID will be automatically captured once the ID is within in the green frame, however students also have the option to capture the image manually.



On the next screen, 5 photos of the student will be taken via the webcam to cross-reference with the photo ID. Using machine learning, the proctoring tool will verify a match between the ID and the webcam photos. Once a match as been verified, the student will be taken to the Exam Agreement page, where they will attest to the validity of the identity verification. If the ID verification requirement has been disabled for the test, students will be taken directly to the Exam Agreement page after the system diagnostics check. Clicking *I accept, begin exam now* will allow the student to proceed into the test. Note: when transitioning from the exam pre-checks to the test, it may take a few moments for the test to load during which time the screen may appear to be blank.



If the room scan requirement is enabled for the test, students will be prompted to sweep their webcam across the room in which they are taking the test (being sure to capture their desk space) upon entry. The recording of the room scan will be banked alongside students' post exam recordings, to be reviewed by the test administrator once the test is complete. It is

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### Professor: Remotely Monitored (Proctorio) Tests

important to note that the test officially begins for a student once a student clicks *I accept, begin exam now* on the Exam Agreement page (see above), meaning any delay in a student's completion of their room scan cuts into their exam time.



Once in the test, students will see the proctoring tool appear as a widget floating above the test screen. The widget shows the webcam recording in real time, so students have a point of reference to avoid moving out of frame or looking away from the test. If the webcam requirement has been disabled, there will be no webcam feed in the widget.

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		NDEX		🛱 🐨 Brown, Zach	0/5 answered	4	2 Hand-In
PSYCH 10	OH1 Final Exam					Quiz To	sols
	Section 1						
•	Exam Q1		0		PSVCH 100H1 Final Exam		
•	Exam Q2		0				
•	Exam Q3		0		You have 60 minutes to complete the exam. This exam is remotely proctored meaning your webcam and screen are recording	1000	
•	Exam Q4		0		for the duration of the exam. Navigating away from the exam page or moving out of the camera frame will be hagged as suspicious behaviour.		
•	Exam Q5		0		Section 1 Start a live char		
					What protects the central nervous system by created bones and coverings?           Word Answer:           Unarconned           Image: Comparison of the Blanks           A synapse is a		
					👿 tram Qs		

Via the widget, students can also open a live chat with a Proctorio support agent for assistance with any technical issues they may experience.

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PSYCH 100H1 Final Exam	3 Direct	$\rightarrow$	-	<ul> <li>Binds at same site</li> </ul>		Quiz Tools
Section 1						
😨 Exam Q1 🔹	4 Indirect	÷	-	A Binds at different site		<b>P</b>
Cxam Q2						
Exam Q3	Answered			Change your respo	nses to resubmit	100%
Exam Q4 O						
Exam QS O	Exam Q4					
Live Help: Now Chatting	Multiple answers: You can select more than one equition     A Conduct electrical activity     B Release chemical neurotransmitters     C Receive messages     D shittake electrical activity     E Speed up electrical activity  Uttacturemed      Receive message					
Type here and hit enter to chat	Exam Q5					
	Cack on the synapse.					

From the widget, students can also access a calculator and/or a whiteboard, if these tools have been made available to them in the Test Settings.



The widget can be collapsed if students need to view more of the test screen. When collapsed, hovering over the widget will reveal the options nested within.

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Coam Q1	DEVCU 100U1 Final From		Caser Q1	•	DSVCH 100H1 Final Exam	
😋 Exam (Q2 🔹	PSYCH 100H1 Final Exam		Canam Q2	•	PSYCH 100H1 FINALEXAM	<b>C</b>
Coam Q3 O	You have 60 minutes to complete the exam. This exam is remotely proctored meaning your webcam and screen are recording		Caam Q3	0	You have 60 minutes to complete the exam. This exam is remotely proctored meaning your webcam and screen are recording for the destination of the mean of the former of th	
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Cham Q5 O	Section 1		Caam Q5	0	Section 1	<b></b>
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If dictated in the Test Settings, students will be unable to open additional tabs in their browser while in the test (students can open new tabs to access links that are within the test itself, if their instructor has configured the test settings to allow this). If students attempt to take a screenshot of the test or navigate to a different browser window, the test screen will become blacked out and will only re-open once the screenshot tool has closed and/or they have returned to the test. The following are classified as suspicious behaviours and will be flagged on the Proctor Report:

- Navigating away from the test screen
- Resizing the browser (exiting fullscreen)
- Copy-pasting

If the webcam requirement is enabled for the test, the following additional behaviours will also be flagged as suspicious on the Proctor Report:

- Looking away from the test (based on head and eye movement)
- Multiple faces on camera

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Irregular behaviour detected			
Press and release shift key to resume			

If a student navigates away from the test page or attempts to take a screenshot, the test will become blacked out and a timer will begin counting down. The length of the timer will depend on the "Force fullscreen" duration configured in the Test Settings (0s, 15s or 30s). If the student does not return to the test page or close the screenshot tool before the allowed time elapses, the student will be forced out of the test. When forced out of a test, the student is taken back to the Assigned tab of the Top Hat course. They can re-enter the test, but will be forced to complete the pre-exam checks again (see above). This also applies to students that lose internet connection during the test.





Any unsaved responses will be lost when/if a student is forced out of a test or loses internet connect. For this reason, students will need to save their answers to each individual question in the test as they go. Students should be made aware that they can still revise their saved answers. If a student answers a question without saving their responses, a banner will appear after 60 seconds notifying them that they have unsaved responses, reminding them that they can still change their answers once saved, and providing them with a link to jump back up to the first question with an unsaved response in the test or to save all unsaved responses at once.



If a time limit has been applied for the test, students can click to reveal the countdown timer in the upper-right corner of the test window. The timer will continue to count down if a student navigates away from the test (or exits Top Hat entirely). The timer will begin counting down once a student has past the test pre-checks.



Tests will disappear from a student's view under the following conditions:

The student clicks *Hand In* at the bottom or upper-right corner of their test window If there are any unsaved responses on the test, the student will be notified before completing the hand-in.



#### The test timer runs out

Students will be notified that they have run out time and that their saved responses have been locked in.



#### The instructor ends the test manually

Students will be notified that they have run out time and that their saved responses have been locked in.

Upon exiting a test, students will be returned to the Assigned tab of the course, where the test will no longer appear. Students can confirm that their test has been submitted by checking their test entry in their Gradebook.

X Interoductory Psychology - F3710041-003 and code struct CLSSROW ASSeeding Generation	0 \$	X Introduct Join Code: 1 CLASSROOM	хоту Раусноlogy - РУУ100H1 - 003 <sup>отнод</sup> 1 Аббиета <u>анисекоок</u>				0 ¢
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• • •		A 2 submissions	waiting to be graded Hide submissions				
		Submission Date	Title	Answer			Total Points
		Mon Mar 30 2020	PSY100H1 Final Exam	Test details are hidden far this course			Ungraded
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and the second se		Graded Submissio	ns				
		Due Date	Title	Answer			Total Points
Assigned Homework & Review When your professor assigns terms for homework or review they will show a here. Lock it is reven it another glo you to		Tue Mar 24 2020	Quiz Q4  Which of the following is true of axons?	A - Conduct electrical activity B - Release chemical neurotransmitters			1/1 🗸
			Quiz Q3 Match the type drug with the corresponding effect on neurorecptant:	Agonist motches Replicates receptor action Antagonist motches Prevents receptor action Direct motches Binds at different site Indirect motches Binds at different site			1/1 🗸
			Quiz Q2     A synapse is a -blank1>-filled space between neurons.	blanki: fund			1/1 🗸

### **Reviewing Post Test Recordings**

The Post Test Recordings page catalogs all suspicious behaviour exhibited by students during the test for an instructor to review. If an instructor is administering a test asynchronously, they will want to end the test before viewing the recordings so that no data is changed while they are reviewing it. The test will automatically close if the instructor has pre-set a scheduled end date and time. The test can be ended manually by selecting the test in the content tree and clicking "End Test" at the top of the preview pane.

7	COURSES AUTHORING MARKETPLACE			📑 🕜 Top Hat 🗸
Intro	fuctory Psychology - PSY100H1 - 003	CONTENT GRAD	KOOK STUDENTS	
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Crea	te	\Xi All Items 🔻	In Progress	Proctor Report
	Week 3	19 items 🔺	Who:	End Test
0	Week 4	2 items 🔨	All students	CING TESK
0 💼	Week 5	1 item 🔨		· · · · · ·
0.1	Week 6	6 items 🔥	PSYCH 100H1 Final Exam Export	PDF Edit Delete
0 💼	Test Bank	5 items	Contains 5 Items + Worth 2.5 points	
• 0	PSYCH 100H1 Final Exam	Test in Progress		
			DSVCH 100H1 Einal Evam	
			PSICH IUUHI FIIIdi Exaili	
			You have 60 minutes to complete the exam. This exam is remotely proctored, meaning your webcam	nd
			screen are being recorded. The following actions will be flagged suspicious:	
			<ul> <li>Moving out of view of the camera</li> </ul>	
			<ul> <li>Attempting to open a different webpage</li> </ul>	
			<ul> <li>Attempting to take screenshots of the test</li> </ul>	
			Exam Q1 Show Correct Answer Show Response	
			What protects the central nervous system by cranial bones and coverings?	C3 Fullscreen

In order to view the Post Test Recordings, instructors will need to use a Google Chrome browser with the Proctorio web extension installed. Clicking *Post Test Recordings* will open the recordings page in a separate tab. Note: Post Test Recordings can take up to 10 minutes to load from the time a test is ended due to video processing speed and volume. If the recordings do not load immediately after a test has ended, instructors should try checking back in a few minutes.



In the Proctorio Gradebook tab, students will be organized by suspicion level, with the most suspicious tests appearing at the top.

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Pro	ctorio Gra	debook 🔘 Proctoria	o Settings 🛛 🛞 Proctorio Map	E Display Options	Export C	lptions					
ro	ctorio	Exam Resul	ts								
		Name	Submission Time	Attempt	Score	Annotations	Abnormalities				 
Þ		Taker, Test	03/27/2020 10:09:08 am	1	N/A	0	0	30%	•	ba	
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ø	5	Taker, Test	03/27/2020 10:27:48 am	1	N/A	0	0	14%	•	💼 🕰	
Ð	1	Montez, Maria	03/27/2020 11:50:20 am	1	N/A	0	0	14%	•	💼 🖻	
ø	7	Taker, Test	03/27/2020 11:45:04 am	1	N/A	0	0	13%	•	i 🖻	
в		Rogers, Roman	03/27/2020 11:54:37 am	1	N/A	0	0	12%	•	💼 🕰	

In the Proctorio Settings tab, instructors can adjust the metrics for suspicious actions. To make certain actions count as more or less suspicious than others, instructors can select one of the pre-set options (Recommended, Lenient or Moderate), with suspicion thresholds already calibrated (by default, metrics are initially set to the Lenient setting). Alternatively, instructors can customize the suspicion metrics by adjusting the slide rules to their preferred calibration. Note: certain metrics may be greyed out based on the requirements configured in the Test Settings.



After adjusting the metrics, the suspicion level of each student will have changed accordingly on the Proctorio Gradebook tab. For example, in the image below, the student that was at a 30% suspicion level on the Lenient setting has now changed to 52% to reflect the customized metrics.

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× 6	Montez, Maria	03/27/2020 11:50:20 am	,	N/A	0	1	29%	• •	0 @ <b>4</b>						
× 5	Taker, Test	03/27/2020 10:27:48 am	,	N/A	0	1	27%	•	b @4						
•	Taker, Test	03/27/2020 10:16:19 am	2	N/A	0	0	25%	•	e 🖂						
10	Taker, Test	03/27/2020 11:45:04 am	1	N/A	٥	1	24%	•	6 ea						
-	Rogers, Roman	03/27/2020 11:54:37 am	1	N/A	٥	0	15%	•	6 ea						
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Instructors can click into any student's entry to open up a breakdown of their test recording. The colour-coded timeline beneath their results will show when during their test a student exhibited suspicious behaviour (yellow indicates moderately suspicious behaviour, red indicates severely suspicious behaviour) based on the metrics in the Proctorio Settings tab. Instructors can play through the entire timeline or click on a specific point in the timeline to view and/or listen to a student's recording at that specific moment. (The images that follow show an example of a Proctor Report for test that had the webcam requirement enabled. Note that, if the webcam requirement for the test was disabled, webcam recording depicted on the left-hand side would not appear.)

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00:00:10	00:00:15	00:00:21	00:00:26	00:00:31	00:00:37	00:00:42	00:00:50	00:00:53	00:00:58	00:01:04	00:01:09	00:01:15	00:01:20	00:01:26	00:01:31	00:01:36	00:01:42	00:01:47
The att	empt ended whe	n the test tak	er left exam w	hen in full scre	en. <u>Learn mor</u>	about this ale	ert.											
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11	ternet type: resid	iential																
81	est taker had nor	r overall nect	ormance															

Instructors can review the Incident Log by selecting the webcam icon at the top of the menu on the right. The Incident Log provides a detailed breakdown of every action a student took while taking the test.

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loctor	IU EXAIII	Results																
	Name	Name		Submission Time		npt Sc	re Ann	lotations	Abnormalitie	↓ Suspic	sion Level							
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	6			00:01:24			Test ta	ker attempte	d to navigate a	way from the	juiz page							
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00:00:10	00:00:15	00:00:21	00:00:26	00:00:31	00:00:37	00:00:42	00:00:50	00:00:53	00:00:58	00:01:04	00:01:09	00:01:15	00:01:20	00:01:26	00:01:31	00:01:36	00:01:42	00:01:47

If the screen recording requirement was enabled, instructors can review a screenshot of a student's screen at any moment in the timeline by selecting the desktop icon in the menu on the right.


If the ID check requirement was enabled for the test, instructors can review a student's photo identity verification by clicking the ID card icon in the menu on the right.



If the room scan requirement was enabled for the test, instructors can scroll through a panoramic sweep of the room the student took their test in by clicking the scanning icon (the rightpointing arrow within a circle). Finally, instructors can view a student's geolocation at the time they were taking the test in the Proctorio Map tab.

ctorio Gradebook 🛛 🖗 Proctorio Settings	Proctorio Map	
FAIRBANK	Bertine Park 8.	
VORK	CEDARVALE	
TURK	HUMEWOOD-CEDARVALE	
0 A K W O O D - 1	AUGHAN 2 FOREST HILL SOUTH	
	Vaughan Rd	
Rogers Rd	HUMEWOOD	

Adjusting Test Grades & Handing Back

#### Professor: Remotely Monitored (Proctorio) Tests



#### Professor: Gradebook Overview

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Find a Student	Q			Clas: Bas	s Average: 1.89 / 2.50 ed on 5/19 graded items		m × w	Export	Find a Student	Q		Class	lon 5/2 Zach's Response	✓ 0.5/0.5 points	• × •	xport
	PSYCH 100	H1 Final Exam Clo	se K							PSYCH 100H1 P	Final Exam Close <		Answered Mar 27, 10:15 AM			
Student Name	- Exam Q1		0.5 @ Dami	Q2 /2.5	Cam Q3 /0.5	Cam Q4 /0.5	Coam QS	/0.5	Student Name v	Cam Q1	/0.5	Cham Q2 /0.5	• D		Can Q5	/0.5
Class Average		0.34 /	0.5	0.32 / 0.5	0.42 /0.5	0.45 / 0.5	0.37	/0.5	Class Average		0.32 / 0.5	0.29 / 0.5	Click on the synapse.		View Question Report 0.37	0.5
Siobhan Andrews			1.50	0.50	0.50	0.50		0.50	Slobhan Andrews		0.50	0.50				0.50
Andy Bernard			1.50	0.50	0.50	0.50		0.50	Andy Bernard		0.50	0.50	- Wet		Participation /0 Constituen /6	100
Zach Brown			1.50	0.50	0.0	0.50		0.50	Zach Brown		0.00	0.00	726	<	0	0
Mindy Capian		(	1.50	0.00	0.00	0.00		0.50	Mindy Caplan		0.50	0.00	where a			3.50
Danny Centray			1.00	0.50	0.5	0.50		0.00	Danny Condray		0.00	0.50	65.			3.00
Kendall Dawson		(	1.50	0.50	0.50	0.50		0.00	Kendall Dawson		0.50	0.50	- Caller			0.00
Jim Halpert			1.50	0.00	0.50	0.50		0.50	Jim Halpert		0.50	0.00				1.50
Erin Hannon		4	1.50	0.00	0.50	0.50		0.00 🗙	Erin Hannon		0.50	0.00	. 3			0.00
Stanley Hudson			1.50	0.00	0.5	0.50		0.00	Stanley Hudson		0.50	0.00	A mar		1	0.00
Kelly Kapoor			1.50	0.50	0.50	0.50		0.50	Kelly Kapoor		0.50	0.50	200			1.50
Logan Lee			1.50	0.50	0.00	0.50		0.50	Logan Lee		0.50	0.50	( shell	v	-	0.50
Gabe Lewis			1.00	0.00	0.50	0.50		0.00	Gabe Lewis		0.00	0.00	0.50	0.50		0.00
Kevin Malone			0.00	0.50	0.54	0.50		0.50	Kevin Malone		0.00	0.50	0.50	0.50		0.50
Angela Martin			1.50	0.00	0.50	0.50		0.50	Angela Martin		0.50	0.00	0.50	0.50		0.50
Oscar Martinez			1.50	0.00	0.54	0.50		0.50	Oscar Martinez		0.50	0.00	0.50	0.50		0.50
Maria Montez			1.00	0.50	0.50	0.00		0.50	Maria Montez		0.00	0.50	0.50	0.00		0.50
Roman Rogers		(	1.50	0.50	0.50	0.50		0.50	Roman Rogers		0.50	0.50	0.50	0.50		1.50
Michael Scott			1.00	0.50	0.5	0.50		0.50	Michael Scott		0.00	0.50	0.50	0.50		3.50
Jeremy Smith		4	0.00	0.50	0.50	0.50		0.50	Jeremy Smith		0.00	0.50	0.50	0.50		0.50

Once the necessary grade adjustments have been made, the test can then be handed back to students so they can review their responses relative to the correct answers. To hand back the test, instructors must navigate to the content section of their course, select the test in the content tree and click *Hand Back* at the top of the preview pane. Instructors can choose to hand back the test immediately, or at pre-set a time in the future. Instructors also have the option to include an end date for the hand back period, after which the test would disappear from student view (should they wish to leave students with their handed back test without an end date, instructors would simply click the *X* next to the end date field in the Hand Back modal).

& Complete	Hand Back 👻 😰 Assign 👻	© Complete	Hand back to: All students 🔻 🔘	Assign 👻
Test Bank PSY 101 Midterm Exam Contains 2 items - Worth 1 point	Settings Export PDF Edit Delete	Test Bank PSY 101 Midterm Exam Contains 2 items - Worth 1 point	Start:         Image: Theory of the start of the st	Edit Delete
<b>PSY101 Midterm Exam</b> This exam is 60 minutes in length. No aids are permitted. Be sure save your answers as you go.         Image: Central Nervous System         What protects the central nervous system by cranial bones and coverings?	to read each question carefully and Show Correct Answer Show Responses	PSY101 Midterm This exam is 60 minutes in length. No aids a save your answers as you go. Central Nervous System What protects the central nervous system by cranial b What protects the central nervous system by cranial b	A ware energy and energy students (Unassign)  Hand Back  Exam  are permitted. Be sure to read each question carefully and  Show Correct Answer Show Responses  bones and coverings?  Show Correct Answer Show Responses	
A synapse is a	Show Correct Answer Show Responses	A synapse is a	unun contecunitaria allam napatisas	[] Fullscreen

Once the test has been handed back, it will be highlighted in yellow in the content tree to indicate that the test and correct answers are visible for students to review. In students' view of the course, they will be able to review the test, their responses, and the correct answers.

4	Λ	Λ
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X Introductory Psychology - PSY100H1 - 003 Join Code: 957562		0 ¢
CLASSROOM ASSIGNED GRADEBOOK		
All Items  Vinanswered	PSYCH 100H1 Final Exam Text ended on March 27th 200	2/2.5 points
PSYCH 100H1 Final Exam Ends April 10th, 12:00 pm		
	PSYCH 100H1 Final Exam	
	You have 60 minutes to complete the exam. This exam is remotely proctored meaning your webcam and screen are recording for the duration of the exam. Navigating away from the exam page or moving out of the camera frame will be flagged as suspicious behaviour.	
	Section 1	
	<ul> <li>txam Q1</li> <li>0.5(0.5 points</li> <li>What protects the central nervous system by cranial bones and coverings?</li> <li>Your answer</li> </ul>	
	✓ meninges	
	Exam Q2	
	A synapse is a 🗸 fluid -filled space between neurons.	

#### Making Accommodations for Time

To accommodate students in need of extra time for a test, instructors must set specific test timers for those students. After setting the initial test schedule for all students (using the instructions outlined above), instructors can add student-specific timers by once again clicking the *Assign* button and clicking *Select Students* in the assign modal.

Who	Select Students		
Available from	🛅 Sep 10, 2020	Ū 12:00	PM 👻
Available until	🛅 Sep 15, 2020	Ū 12:00	PM 👻
Time limit	🗌 Set time limit 🕞		
			Assign Test

This will bring up a list of students from which specific students can be selected to have a longer timer applied to their test. Once the students have been selected, instructors can then input the accommodated test timer length in the assign modal. Instructors must then click *Assign Test* to apply the schedule with the accommodated timer for those students. Instructors can repeat this process as needed for each alternate timer they need to apply.

		Select Students		
3	Students Deselect		Search	Q
0	Student Name	Student Email 🜲	Student I	D \$
	Andy Bernard	zach.brown+andy@tophat.com	4567549	
	Angela Martin	zach.brown+angela@tophat.com	4567580	
	Danny Cordray	zach.brown+danny@tophat.com	4567563	
	Erin Hannon	zach.brown+erin@tophat.com	4567570	
	Gabe Lewis	zach.brown+gabe@tophat.com	4567567	
	Jim Halpert	zach.brown+jim@tophat.com	4567544	
	Kelly Kapoor	zach.brown+kelly@tophat.com	4567552	
	Kendall Dawson	zach.brown+kendall@tophat.com	4444666	
	Kevin Malone	zach.brown+kevin@tophat.com	4567559	
	Maria Montez	zach.brown+maria@tophat.com	4444638	l
	Michael Scott	zach.brown+michael@tophat.com	4567546	
			Cancel	Select Students (3)

In the example depicted below, an initial test schedule is applied such that the test will be available to all students from 12:00 PM on September 10th to 12:00 PM on September 15th, and students will have 60 minutes to complete the test once they start.



Two sets of accommodations are then applied to this test using the steps outlined above. The first set of accommodations allows 3 select students to have 75 minutes to complete the test once they start. The second set of accommodations allows 2 select students to have 90 minutes to complete the test once they start.





Left: Assign modal when applying first accommodation set Right: Assign modal when applying second accommodation set

Each distinct test timer (the initial 60 minute timer and the two sets of accommodations) can be reviewed and adjusted by clicking Edit in the corresponding scheduling bar above the preview pane.



#### Support

Should you require further assistance with Top Hat, our Support Team is here to help! You can contact us directly by way of email (support@tophat.com), the in app support button, the "Contact Support" button on this page, or calling us at 1-888-663-5491.

**Top Hat Success Center** 

Student Getting Started Professor Getting Started Status Recent Changes Back To Top Hat

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This is Exhibit D referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021

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#### Page 1 Record Room: Using Proctorio https://sjeccd.instructure.com/courses/20558/pages/record-room









Record Room prompts the student to show you his or her test environment during an exam. When this feature is enabled, the student is required to slowly scan the room and work area with his or her webcam or laptop. The student will be asked to do this randomly throughout the exam or after surpassing a certain level of suspicious behavior.

Record Room will last for 15 seconds. This time does count against exam time. Because of this, Proctorio recommends adding additional time to exams when Record Room is enabled.

Protocols for performing a room scan during Record Room are institution and instructor specific. That is, Proctorio recommends that instructors specify how to perform Record Room in the quiz instructions based on what the institution or instructor wants to see. Proctorio offers these general instructions to students on how to perform a room scan:

#### How do I perform a room scan?

A panorama of the room scan will be added to the Proctorio Gradebook. Instructors may review the student's room scans by selecting the Room Scan button.

This is a great feature for high stakes exams. It allows an instructor to see if the test taker is using any unauthorized materials, or if there are other computers or people in the room.

There are three settings for Record Room:

1) Record Room Off - Instructors may leave Record Room disabled so that Record Room is never triggered either at the beginning or during the exam.

2) Intelligent Scan - Students are asked to perform a Record Room scan at the beginning of the exam and at key intervals during the assessment (depending on the length of the exam). This setting will also respond to student activity depending on other settings selected and level of suspicion for each student. Suspicious behavior will trigger additional room scans. Students will perform room scans within the allotted exam time, so it is advisable to factor that time into the amount of time permitted.

3) Scan at Start - This setting will ask the student to perform the Record Room scan once, at the beginning of the assessment. This will occur a few minutes into the exam in order to fully capture the test environment. Room scans will be performed within the allotted exam time, so it is advisable to factor that time into the amount of time permitted.

This is Exhibit E referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021.

before me on 01 Mar 2021. A Commissioner for taking Affidavits for British Columbia https://itconnect.uw.edu/learn/tools/canvas/canvas-help-for-instructors/assignments-grading/proctorio/



🏫 > IT Connect > Teaching and Learning 🦻 Teaching and Learning Tools 🚿 Canvas Learning Management System 🚿 Canvas Help for Instructors and Staff > Assignments and grading > How to use Proctorio

Ηοι	← Assignments and grading
	Ally accessibility tool for Canvas
	Google Apps and Microsoft Office 365 LTI
	How to use Proctorio
	- Default and recommended settings for Proctorio
	- Online exam proctoring with Proctorio
	New Gradebook
Install	Recommendations for
You mu	exams online
only ac	About assignments in Canvas
Ste	Create an assignment
	Lock an assignment
	Create a 4.0 grade scale for Canvas assignments

# w to use Proctorio

On This Page

- Install Proctorio
- Enable Proctorio Secure Exam Proctor (Proctorio) in your Canvas course
- Publish Proctorio resources for students
- Create a quiz using online exam proctoring with Proctorio
- <u>Review recordings in Proctorio Gradebook</u>
- <u>Use Behavior Setting in Proctorio</u>
- Make accommodations for specific students
- Find Proctorio online help and support
- <u>Troubleshooting</u>

## Proctorio

ust always use the Google Chrome web browser when using Proctorio. The Chrome extension is tive when working in a Canvas quiz, and otherwise does not have access to your computer.

Steps	Actions
1.	Open Google Chrome.
2.	Visit <u>http://getproctorio.com</u> .

Manage 4.0 grade scales for	
Canvas assignments	

View a student's current score

Import and convert Canvas grades for submission

Canvas Gradebook: "Muted Assignments" setting for importing grades

Import ScorePaks into Canvas

About SimCheck plagiarism detection

ρ

Search for:

## **NEED HELP?**

Contact UW-IT

About UW-IT

- Under step 2, click to install the browser extension. A new tab will open to the chrome 3. web store.
- Click Add to Chrome, and a pop-up will appear. 4.
- 5. In the pop-up, click **Add extension**.

## Enable Proctorio Secure Exam Proctor (Proctorio) in your Canvas course

Enabling Proctorio in your course provides a convenient way for both you and your students to get set up and ready to use Proctorio in a quiz.

Steps	Actions
1.	In your Canvas course, in the course navigation, click <b>Settings</b> and then click the Navigation tab.
2.	Next to "Secure Exam Proctor (Proctorio)" select the three-dot menu, and click <b>+Enable</b> .
3.	Click <b>Save</b> .

### **Publish Proctorio resources for students**

A module that you can import into your course is available for you in Canvas Commons. The module contains a practice quiz and a page with information for students. Publish these resources when you are ready for students to access them.

Steps	Actions
1.	In your Canvas course, in the global navigation, go to <b>Canvas Commons</b> .
2.	Search for "Proctorio Resources for Students."
3.	On the module tile, click the title.
4.	On the far right, click the blue <b>Import/Download</b> button.
5.	From the list of courses you are teaching, select the course that you want to add the module to.
6.	Scroll down and click <b>Import</b> .

### Create a quiz

Steps	Actions
1.	In your Canvas course, <u>create a new quiz</u> , or <u>edit an existing quiz</u> . (See also <u>help for</u> <u>creating question banks</u> in Canvas.)
2.	On the <b>Details</b> tab, under the <b>Options</b> heading, select <b>Time Limit</b> , and enter a time in minutes in the text entry box.
3.	lf you select <b>Let Students See Their Quiz Responses</b> , be sure to also select <b>Only Once</b> <b>After Each Attempt</b> in order for Proctorio to work correctly.
4.	For the best student experience and proctoring results, Proctorio recommends displaying all questions at once, rather than selecting <b>Show one question at a time</b> .
5.	Under the <b>Quiz Restrictions</b> heading, select <b>Enable Secure Exam Proctor</b> . Once selected, you will notice that the "require an access code" setting will also be enabled; Proctorio manages this setting and the associated password for you. Do not change the access code.Note: Once you have enabled Proctorio on the quiz, the phrase <b>(Remotely</b> <b>Proctored)</b> will be added at the end of the quiz name. Do not change the quiz name.

- 6. Returning to the top of the page, navigate to the **Proctorio Settings** tab.
- 7. Under **Exam Settings**, click the tiles to select which data is recorded during the quiz. An enabled option will turn light blue. Hover your cursor over a tile to view a tip below, or click the blue question mark icon to visit the Proctorio support center to view a video or read additional explanation.

## Proctorio Exam Settings

Exam settings can not be changed once the first test taker has started the exam.



- Record Video captures the students webcam video during the quiz.
- Record Audio: The UW Privacy office does not recommend recording audio in order to preserve student privacy and the privacy of individuals sharing the environment.
- Record Screen: captures the test takers desktop image during the quiz.
- Record Web Traffic: Captures web pages visited or web searches during the quiz.
- Under Lock Down Options, select the restrictions to want to use for the quiz. The default options are appropriate for a closed note, closed book exam that does not allow web browsing.

Use the help links to learn more about or watch this <u>2-minute video overview of</u> <u>lockdown options</u>.

 Verification options are tied to the recording options you selected, and will verify the students system before starting the quiz.

**Note**: If you use Auto ID Check, students will be prompted to display photo ID to the camera before the quiz starts. It is only permissible to ask students to display their Husky Card photo ID.

- 10. If appropriate, select **In-Quiz Tools** for your students to use. Proctorio provides a regular or scientific calculator, and a whiteboard.
- 11. You can set **Behavior Settings** now, or return after the quiz to adjust these settings when reviewing recordings in the proctoring gradebook.
- 12. If you want to reuse these settings in the future, click **Create New Profile**, and enter a name and description for these settings. This will allow easy re-use in quizzes across courses in Canvas.
- 13. Click **Save** or **Save and publish** to save your quiz and settings.

### **Review recordings in Proctorio Gradebook**

After students complete the quiz, you can review the proctoring gradebook for flagged submissions, and review recordings to assess any flagged behavior. Proctorio flags to not confirm academic misconduct, but enable instructors to review and document student behavior recorded during the quiz.

### Access the Proctorio Gradebook

!	Steps	Actions
-	1.	Open your Canvas course in the Chrome browser.
	2.	Navigate to the quiz page.
	3.	In the right sidebar, in <b>Related Items</b> , click View Proctorio Gradebook.

Student quiz attempts are listed, sorted by suspicion level.

To review an individual student attempt, just click on the row to expand it.

Proctorio Gradebook	Proctorio Settings	Proctorio Map	Display Options	Export Options	
roctorio Exa	n Results				



You will see a thumbnail of the recorded video on the left, the screen capture of the student's desktop on the right, a timeline of the quiz attempt below, and an incident log at the bottom of the page. Click on the timeline to jump to flagged behavior, or use the incident log to see an overview of flagged behavior in the quiz attempt.

We recommend watching this 3-minute video overview of the Proctorio Gradebook.



More guidance can be found in the Proctorio Gradebook Guide (view and/or download)

### **Use Behavior Settings in Proctorio**

Behavior settings determine which behavior is flagged or highlighted in students quiz attempts by changing how it is weighted in the suspicion level. Behavior settings can be changed at any time, before, during, or after the quiz. You can use the preset configurations of the behavior settings by selecting the tile, or adjust each individually to scrutinize different behavior.

We recommend you view this 2-minute video overview of the behavior settings.



#### Make accommodations for specific students

Instructors can disable Proctorio for specific students, using the Moderate This Quiz feature in Canvas. You can also moderate the quiz to add time or attempts for students who experienced technical difficulties during the remotely proctored exam.

When proctoring is disabled for a student, they will need to use an exam password to start the quiz. This password is for the quiz, and not specific to the student. Provide the password to the testing center or alternate proctor for the student. Do not provide the password directly to the student, in order to prevent sharing of the password and circumventing remote proctoring.

During COVID-19 restricted operations, it might not be possible to safely arrange an alternate proctor. If this is the case, try these alternatives:

• The instructor or TA could schedule a Zoom meeting with the student, take remote control of the student's desktop in the Zoom meeting, and then enter the password for the student. Once the quiz

- is started, end the Zoom meeting, and allow the student to complete the quiz.
- Make a copy of the quiz that does not require Proctorio, and <u>assign it just to the students requiring</u> <u>accommodation</u>.

**Note**: To <u>moderate a quiz</u> in Canvas, it must first be published.

Follow these steps to disable Proctorio for specific students

### Actions Steps In your Canvas course, navigate to the quiz you wish to moderate. 1. 2. In the right sidebar, in the **Related Items** menu, click **Moderate This Quiz**. On the **Moderate Quiz** page, you should see the Proctorio icon in the header at the far right. In the row for the student requiring accommodation, in the Proctorio column, clear the 3. checkbox. Moderate Quiz Filter Search People Student Attempt Time Attempts Left Score Ramaswamy, Alysha finished in 2 minutes 3 1 1 If an exam is made flexible, then test takers will have the option to use Proctorio or take the exam with an approved proctor who has the exam password. Learn more about exam flexibility. Proctorio can also be disabled for certain test takers. If Proctorio is disabled for an individual, then they must take

#### MAKE EXAM FLEXIBLE

- 4. Click the **Change Proctorio Access Settings** button that appears. The settings will be saved, and the page will now display an exam password.
- 5. Provide the password to the alternate proctor.

the exam at the testing center, and cannot use Proctorio.

Find Proctorio online help and support

When you are signed into Canvas, you can access Proctorio's online help by clicking the Proctorio browser extension (shield icon)in the upper right corner of the browser.



**Note**: You will see this menu only when you are signed into Canvas. If you click the shield icon when outside of Canvas, you'll see the standard Google extension menu.

### Troubleshooting

If the Proctorio shield icon is red or yellow instead of gray



In the course navigation, click **Secure Exam Proctor (Proctorio)**. If you see a message that says, "Secure Exam Proctor Plugin Successfully Installed! Please return to your course." you are good to go.

If that doesn't solve the problem, try logging out of Canvas and then signing in again.



This is Exhibit F referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021

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Home

Modules

Office 365

Nearpod

Class Notebook

Panopto Recordings

Resour ces F&S Training > Pages > Exam Proctoring: Proctorio

# Exam Proctoring: Proctorio

Note: You can access Proctorio Support here . When you get there you'll see a chat button in the bottom left if you need it.

# Important: Until James says otherwise, EVERYTHING YOU DO WITH PROCTORIO MUST BE WITH THE CHROME BROWSER!!!!!

You can do everything else in Canvas using whatever browser you want, but if it has to do with Proctorio, it must be Chrome. If you forget this and accidentally try to make a change to a Proctored Quiz using a non-Chrome browser, please email James. It's not the end of the world but it is a pain in the neck and James would really like it if everyone could remember this.

Before you begin, I highly suggest assigning your students a "practice" proctored quiz before requiring it for a real assignment, exam, etc.

Here are links to guides from Proctorio Support:

- Proctorio Faculty Welcome Packet 📄
- <u>Canvas Proctorio Gradebook Guide</u> 
   <sup>™</sup>

- <u>Wilson College Proctorio Training</u> 
   <sup>d</sup>

Also here's a video showing how to activate Proctorio in your course and how to set it up within a quiz. What happens after students take the quiz will be added. I just wanted to get this much out to you ASAP. Link to faculty video a (or watch embedded below)

One thing I forgot in the video is that all proctored exams must be timed. If you don't put in a time limit, it'll prompt you to do so when you save the quiz. That's normal.



 $\sim$ 

Here's what the student experience is like. Student video link her 🖉 e or watch embedded video below. Also, here is a PDF you can share with your students to help them. 🗋

Additional Resources to View

Adding the Chrome Extension

https://youtu.be/7e-a8bt79HM @



Adding Proctorio to a Quiz

Page 2 Exam Proctoring: Proctorio: Faculty & Staff Technology Training https://onlinelearning.wilson.edu/courses/10/pages/exam-proctoring-proctorio

https://youtu.be/\_ba5R8BmOSo @



Exam Settings

https://youtu.be/Gm7O92BF-MU



**Recording Options** 

https://youtu.be/GxKZBIAicTI 🛛



**Behavior Settings** 

https://youtu.be/92MXs6YuReE



Lockdown Options

https://youtu.be/TbLDFUEKs-g 🖉



Verification Options

https://youtu.be/p8GPUMHQNqA @



Here are some videos about the "Proctorio Gradebook" which is what you'll use to review attempts for possible violations.

Accessing the "Proctorio Gradebook"

https://youtu.be/-pBW6p2S\_is



Examining a student's quiz behavior

https://youtu.be/gUDvBAUtNAI



Previous

Next 🕨

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# ARC Proctorio Faculty Guide



Proctorio is an online exam proctoring service and is fully integrated with Canvas. All faculty actions with Proctorio are performed within Canvas. Proctorio utilizes single-sign-on technology with Canvas, so there is no need to have a separate account outside of the learning management system. Adding Proctorio to a quiz can be done with a single click inside the Canvas quiz settings. Proctorio can be added to new quizzes, existing quizzes, and even course shells. The Proctorio gradebook is accessible within Canvas. Links to the Proctorio gradebook are added anywhere you would see a SpeedGrader link.

#### Section 1: Proctorio Installation

In order for Proctorio to function correctly, you will need to configure your computer with the Chrome extension.

 To begin, open Chrome - no other browser will work. Navigate to Canvas and choose your course. Click on "Settings" and then the "Navigation" tab. Locate the tool "Secure Exam Proctor" and move it to the top section of the screen. Click "Save" at the bottom of the screen.

Course Details Sections Navigation App	ps Fea
Drag and drop items to reorder them in the course navig	gation.
Home	<u>ت</u>
Announcements	∳ ن
Modules	\$\$ <b>*</b>
Discussions	\$\$ <b>*</b>
Grades	ŵ <b>•</b>
People	ŵ <b>•</b>
ARC Resources	ŵ <b>•</b>
Canvas Help	<u>ت</u> ې •
Student Course Evaluations	ŵ <b>•</b>
Instructor Course Evaluations	ŵ <b>•</b>
Secure Exam Proctor	ŵ <b>•</b>
Admin Course Evaluations	ŵ <b>•</b>
ARC Resources	ŵ <b>•</b>
Canvas Help	ŵ <b>•</b>
Course Design Standar is for the Online Educ	ation
Initiative	\$\$ <b>*</b>
@ONE Standards for Q ality Online Teaching	\$\$ •
Secure Exam Proctor	(ĝ) <b>•</b>
to the course home page.	
Assignments Page disabled, will redirect to course home page	\$\$ <b>•</b>

Save

2. A new button on the left-side navigation called "Secure Exam Proctor" will appear. Click this button.



3. You will be directed to a message indicating that a new Chrome extension needs to be installed. Click the link to install the extension on your browser. (Note: This is machine-specific. If you open this course from a different computer, that computer's Chrome browser will also need to install the extension). There will be three clicks to install. The left-navigation button "Secure Exam Proctor" will disappear once you have installed the Chrome extension.



### Section 2: Exam Set-up

4. All exams are authored directly in Canvas, using the Canvas interface. Proctorio works with all question types. It is as simple as clicking a checkbox to enable Proctorio on a quiz. This checkbox appears on the same quiz settings page where time limits, multiple attempts, etc. are normally set. Proctorio will automatically embed a description into the exam, along with the professor's description, that will tell students how to add the Proctorio software to their computer. Proctorio will also add "(Remotely Proctored)" to the title, which will alert students that they are about to take a proctored exam. This makes it easy for instructors, as they do not have to come up with messaging regarding the Proctorio system.



5. Once this checkbox is checked, Proctorio is enabled on the exam and the Proctorio Settings tab becomes available. This is where the Proctorio settings can be customized to meet the exact exam environment that fits this quiz.

Details	Questions	Proctorio Settings	

Within the Proctorio Settings tab, the Proctorio exam settings and behavior settings can be customized to meet the exam type. Links to the videos are within Canvas once you activate Proctorio, and they are also listed below.

### Proctorio Exam Settings

Proctorio utilizes intuitive tiles to enable or disable any functionality within the exam environment. There are three categories of exam settings: Recording options, Lockdown options, and Verification options. When an option is selected, it turns blue. Just click on it to de-select it.

#### **Recording Options Overview**

0	J			5
Record Video	Record Audio	Record Screen	Record Web Traffic	Record Room

The recording **Options** dictate what information will be collected during the exam.

**Note:** When you roll your mouse over each option, a question mark will appear on the top right corner which, when clicked on, will give you a brief video overview of that option.

- **Record Video:** This option will turn on the student's webcam and record the entire testing session. The video will automatically be analyzed for head movements, eye movements, and mouth movements.
- **Record Audio:** This option will turn on the student's microphone and record the entire testing session. The audio can be reviewed to determine if the student is talking to someone in the room and potentially relaying questions or answers.
- **Record Screen:** This option will capture the student's desktop, so you can see exactly what they were looking at throughout the exam. This will show if the student is using an unauthorized program or leaving the quiz for any reason.
- **Record Web Traffic:** This option will capture any website that the student goes to during the exam. Proctorio will record the URL as well as a screen capture of the site as they saw it. This is a great way to ensure students are only going to authorized websites during an exam.
- Record Room: Proctorio will intelligently ask the student to show a 360 degree view of their

#### Lock Down Options Overview



Lockdown Options set the restrictions on the student's computer during the exam. This will prevent students from using unauthorized materials.

**Note:** When you roll your mouse over each option, a question mark  $\bigcirc$  will appear on the top right corner which, when clicked on, will give you a brief video overview of that option.

- Force Fullscreen: This option will open the exam in full screen mode and is a standard lockdown browser function. Forcing full screen will not let the student leave the exam to use other websites or programs.
- **Only One Screen:** This option will force students to unplug any other monitors prior to starting their exam. This ensures that there are no notes or websites on another monitor during the exam.
- **Disable New Tabs:** This will prevent students from going to other websites during the exam where they could potentially get answers to exam questions or collaborate with other students.
- **Close Open Tabs:** This ensures there are no tabs open prior to starting the exam. This will force students to close any other websites they may have open, such as a YouTube page with course lectures.
- **Disable Printing:** This option will prevent students from printing the exam or taking screenshots of the exam. This will ensure that the exam questions are not distributed.
- **Disable Clipboard:** This prevents students from copying and pasting, ensuring that exam content is not lifted from or inserted into the quiz page.
- **Clear Cache:** This will remove all traces of the exam from the student's computer after the exam has completed. This will prevent high-tech means of exam distribution.
- **Disable Right Click:** This option prevents the student from right clicking.
- Force Completion: This option ensures that students complete the exam in a single setting and can be used for high stakes exams.

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#### Verification Options Overview



Verification options are used to ensure that the student is the right student and that their hardware is not just working, but is set up correctly. This ensures that the data in the gradebook is of high quality.

**Note:** When you roll your mouse over each option, a question mark  $\bigcirc$  will appear on the top right corner which, when clicked on, will give you a brief video overview of that option.

- Verify Video: This option will ensure that the student is clearly visible in the webcam feed. This will verify that the webcam is collecting images, the lighting is proper, and that the student is not pointing the camera at the ceiling.
- Verify Audio: This option makes sure that the audio levels in the room are appropriate and that the microphone levels are adequate. This will ensure that Proctorio can distinguish the white- noise of the room from a talking level and that the student is not taking the exam in a noisy environment.
- Verify Identity: This will ask students to hold a photo identification card to the camera before they can take their exam. Proctorio will automatically detect driver's licenses, school IDs, and passports. This information will be made available for instructor review in the gradebook.

At this point, the exam set-up is complete. After saving the exam (and publishing) it will be ready for students to take.

#### Proctorio Behavior Settings

Proctorio also offers the ability to change the way that the exam suspicion levels are calculated at any time. Through the Proctorio Settings tab in the gradebook, the behavior settings can be changed to designate the activities which a faculty member considers suspicious. To make this process simple, Proctorio creates a number of pre-built profiles that highlight different types of suspicious behavior.

**Note:** When you roll your mouse over each option, a question mark will appear on the top right corner which, when clicked on, will give you a brief video overview of that option.



By changing the behavior settings, weights of specific actions are changed and suspicion levels will be instantly re-calculated. This can be used to hone in on particular actions or can be tuned to find the exact right profile for your exam environment. By switching to the "Moderate" settings the gradebook shows much more red and yellow than previously, when "Lenient" was used.

The Proctorio Exam Metrics (Computer Based Abnormalities, Environmental Abnormalities, and Technical Abnormalities) include other options that you can select.

#### Section 3: Exam Review

The Proctorio gradebook is directly integrated in to Canvas. A link to the Proctorio gradebook will appear directly below any "SpeedGrader" link. This allows the Proctorio gradebook to be accessed from the Quiz view page as well as the Canvas Gradebook.



When accessing the Proctorio gradebook, all of the student's submissions will be available and sorted by the most suspicious exams. Proctorio will automatically analyze the student's attempt for over 20 different behaviors as well as compare each student's behavior to the rest of the class. This gives tremendous insight into all actions during the exam. Proctorio uses a simple red/yellow/green display to show which attempts require attention. See the image on the next page.

TOCLO		Floctono Settings	Processionap	Display C	porte a					
		Name	Attempt	Score	Submission Time	Annotations	Abnormalities	Suspicion Level 🔻	Behavior Preview	
Þ		Three, Proctor Student	1	0	08/04/2015 12:31:01 pm	0	2	50%		= 4
ø		Four, Proctor Student	4	0	07/29/2015 10:06:30 am	0	2	37%		
۲		Four, Proctor Student	5	0	07/29/2015 11:17:28 am	0	3	37%	-	==
Ħ	-	Four, Proctor Student	3	0	07/29/2015 10:02:45 am	0	2	30%	-	
Ð		Three, Proctor Student	2	0	08/04/2015 12:33:50 pm	0	0	19%		=4
ø	5	Seven, Proctor Student	1	0	07/29/2015 10:26:27 am	0	1	19%		

Clicking on a row will open the video player for that attempt. This will display all the information that was recorded during the exam in an easy to use format. This includes full recordings of the student's webcam, microphone and desktop (when enabled). In this example, the student's webcam feed is on the left and the desktop recording is on the right.

Proctorio provides standard video controls to review the exam. The video player can play, pause, fast forward, go in slow motion, advance by one frame, or rewind by one frame . This makes it simple to review the video and audio.



### Section 4: Support

Proctorio provides 24/7 support to answer any questions that may come up regarding setting up or reviewing an exam. Help can be accessed directly within Canvas. Proctorio provides "Learn more" links that are scattered throughout the quiz set-up and the gradebook which will launch to the appropriate article within the Proctorio help center. Proctorio also provides the ability to start a live chat with a support agent directly within Canvas.

### Section 5: Additional Information

- Proctorio will ONLY work (for both instructors and students) with the Chrome browser (the software is actually an Extension of Chrome). Because of this limitation, smartphones and tablets will not work, even if the device has the Chrome browser.
- Students who stand up and leave the computer are recorded as "looking away from the screen" in the Incident Log.
- Frequently Asked Questions
- Set up a practice quiz to ensure that students understand how to interact with Proctorio exams and have received the green light on their computer software and equipment in advance of the actual test period. The use of this practice test is up to the professor to decide.

### Statements for your syllabus:

#### For instructors using a webcam and Record Video feature:

Online exams and quizzes within this course may require online proctoring. Therefore, students will be required to have a webcam (USB or internal) with a microphone when taking an exam or quiz. You and your screen will be recorded during the exam and **(depending on options chosen by instructor)** any screenshots and URLs of any websites you visit will also be recorded. Students understand that this remote recording device is purchased and controlled by the student and that recordings from any private residence must be done with the permission of any person residing in the residence. To avoid any concerns in this regard, students should select private spaces for the testing. Students with concerns may discuss location of an appropriate space for the recordings with their instructor. Students must ensure that any recordings do not invade any third party privacy rights and accept all responsibility and liability for violations of any third party privacy concerns. Setup information will be provided prior to taking the proctored exam.

#### For instructors using just the Record Screen and Lock Down features:

Online exams and quizzes within this course may require online proctoring. Your screen will be recorded during the exam and **(depending on options chosen by instructor)** any screenshots and URLs of any websites you visit will also be recorded. Students must ensure that any recordings do not invade any third party privacy rights and accept all responsibility and liability for violations of any third party privacy concerns. Setup information will be provided prior to taking the proctored exam

This is Exhibit H referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021.

A Commissioner for taking Affidavits for British Columbia





#### Expand All

#### Canvas

- Access Canvas
- Import Content
- into Your Canvas
- Course
- Upload Your
- Syllabus
- Share Your
- Syllabus
- Review the
- Course-Launch
- Checklist
- Publish Your
- Canvas Course
- . .
- Understanding
- Your Canvas
- Courses Menu

## HIGH-STAKES TESTING IN CANVAS

In the event that you will be conducting high-stakes testing in Canvas, you may want to use Proctorio, a remote proctoring service that enables the instructor to exert some control over their students' testing environment. The stepby-step guidelines below explain how to set up Proctorio and the services it can offer, as well as some

**recommendations for avoiding common pitfalls** with the tool.

In addition, you might find the following resources useful:

 A video introduction to Proctorio created by Professor Sasha Tomic from the Woods College of Advancing Studies

- Get Started In Canvas
- Design Your Course
- Assignments and Grades
  - Get Started With Assignments
  - Get Started With The Gradebook
     Student View Of Grades
     Take Attendance
     In Canyas
    - Grade with

A comparison of the the benefits of using Pr**b29**rio vs. Zoom for remote proctoring

- Our Remote Assessment FAQ, which provides more detailed guidance on your remote assessment options
- Guidance on how to Introduce Proctorio to Students

Please note that there are some accessibility concerns related to Proctorio. The settings that are known to cause difficulty are flagged below, and you can learn more on our **Accessibility in ERI** page. It's also worth noting the **concerns some have raised** that Proctorio, like other tools driven by algorithms, can inadvertently disadvantage students of color or others who don't fit the norm around which the algorithm was built.

# SETTING UP PROCTORIO REMOTE PROCTORING SERVICE

The following directions will guide instructors through the set up of the Proctorio Remote Quiz Proctoring tool in Canvas which provides remote proctoring support for higher-stakes quizzes and exams created in Canvas. If students are looking for help with Proctorio, they can consult this <u>Proctorio User Guide for Students</u>.

Note: Proctorio works *only* with the Quiz feature in Canvas and will not integrate with third-party or publisher-provided quizzing tools. You'll want to ensure you are comfortable with the features of <u>Canvas quizzing</u> before proceeding with Proctorio.

Enable Remote Proctoring:

Step 1: Ensure that you are using Google Chrome as your browser. Proctorio will not work in other browsers. You can download Chrome at no cost if you do not already have it

on your device.

Step 2: Download the <u>Proctorio extension</u> for Google Chrome.

Step 3: Open an existing "quiz" in Canvas or create a new quiz. (For tutorials on creating quizzes, review the <u>Getting</u> <u>Started with Quizzes</u> resource.)

Step 4: In the Canvas quiz settings, scroll down to the "Quiz Restrictions" and click on "Enable Proctorio Secure Exam Proctor" (as pictured).

#### **Quiz Restrictions**

	Require an access code
	Filter IP Addresses
Z	Enable Proctorio Secure Exam Proctor

Step 5: Once you have enabled Proctorio, you will see that some additional settings will automatically populate. The "require an access code" box will automatically be selected, and you will be notified that Proctorio will manage the password. The "Proctorio Settings" tab will also appear at the top alongside "Details" and "Questions."

#### **Quiz Restrictions**

	Proctorio is managing this password. Learn more.
	•••••
	Filter IP Addresses
<b>v</b>	Enable Proctorio Secure Exam Proctor
	Remote proctor settings can be controlled from the Proctorio

Step 6: Scroll back to the top of the quiz settings page, and click on the "Proctorio Settings" tab.

			13	31
			Points 0 (Not Published	:
Details	Questions	Proctorio Settings		
Quiz 1				

Step 7: Adjust Proctorio settings per your preferences. Please see our **Recommendations for Exam Settings** if you are seeking some additional guidance when setting up your exam.

- Proctorio exam options include:
  - Record Video records the students webcam
  - Record Audio records using the student's computer microphone
  - Record Screen records the student's computer screen
  - Record Web Traffic records the URL and a screenshot of any websites visited
  - Record Room prompts the student to record their surrounding



- Lock down options include:
  - Force Full Screen requires quiz/exam to be full-screen
  - Only One Screen requires only one monitor be active
  - Disable New Tabs prevents student from

opening new tabs on browser

- Close Open Tabs closes other open tabs on browser
- Disable Printing disables printing during quiz/exam
- Disable Clipboard prevents copy/cut/paste during exam
- Block Downloads blocks student's ability to download during exam/quiz
- Clear Cache clears browser history and cache during exam/quiz
- Disable Right Click disables the student's ability to right-click (can pose accessibility challenges – learn more at our page on Accessibility in ERI)
- Prevent Re-entry requires the exam to be completed in one sitting and will end the exam due to any disconnection (can pose challenges for students with unstable internet connection)



- Verification Options Include:
  - Verify Video requires student to confirm video set-up pre-exam

- Verify Audio requires student to confirm audio set-up pre-exam
- Verify Desktop requires student to confirm screen recording pre-exam
- Verify Identity requires student to show photo-ID pre-exam (can pose accessibility challenges – learn more at our page on Accessibility in ERI)
- Verify Signature requires student to digitally sign an academic integrity agreement (can pose accessibility challenges – learn more at our page on Accessibility in ERI)

▼ Verification Opt	ions		
<b>O</b> <sup>©</sup>	<b>P</b>		
Verify Video	Verify Audio	Verify Desktop	Verify ID
~			
Verify Signature			

- In-Quiz Tool Options include:
  - In-quiz Calculator provides students with a calculator that can be used during the quiz
  - Whiteboard provides students with a whiteboard students can use as 'scratch paper' during the quiz



Step 8: Optionally, you can set Proctorio Behavior Settings which allow you to adjust the sensitivity the system has to specific suspicious behaviors, or you can use the recommended settings.

- Behavior Settings include:
  - Recommended Proctorio accounts for your exam settings and auto-populates behavior settings
  - Lenient Students must commit multiple behaviors that Proctorio deems violations to trigger suspicion
  - Moderate Some behavior will trigger high suspicion levels
  - Group Exam Allows multiple test-takers and will not trigger suspicion for audio levels, head or eye movement
  - Open Note Allows students to open other tabs, copy and paste, and will not trigger suspicion for head or eye movements
  - Custom Allows the instructor to build their own settings from scratch



Step 9: You can choose to create a new profile to save your chosen settings for future quizzes/exams, or you can skip this step and simply "save" or "save and publish" your exam with the current Proctorio settings.

	1
Cancel	Save & Publish
	Cancel

If you need immediate assistance, visit

https://proctorio.com/support and scroll down to Start Live Chat, available 24/7. If you are logged into Canvas and have a Quiz open, you can also access **Proctorio's support resources**. Please keep in mind that issues with student computers might be difficult to resolve in a tight timeframe, so consider options for back-up plans and accommodations.

# ADDRESSING CONCERNS ABOUT PROCTORIO

Instructors using Proctorio in Fall 2020 have reported a number of difficulties with students getting kicked out of an

exam before completing it. To avoid this problem, **436** recommend considering alternatives to Proctorio, such as including an honor pledge on a Canvas quiz, using minimal Proctorio settings that will be less likely to overload students' internet bandwidth (see below), or <u>using Zoom to</u> proctor an exam. See a table comparing some options and limitations for both Proctorio and Zoom to help you make an informed decision about what will work best for your course.

## Recommendations for exam settings:

Moderate and even lenient settings often work best, as the strictest options sometimes unintentionally punish students for things they might do out of habit or with no intention of cheating, such as use of certain keyboard shortcuts and pop-ups from other apps. The recommendations below sometimes help in reducing stress and streamlining the process:

- Among the lock-down options, it is best to avoid "Force full screen;" instead, use a combination of other restrictions as needed. Among the recording options, "Record screen" takes screen shots whenever a student performs certain actions like mouse clicks, so it can provide a way to detect inappropriate behavior. If you need to use Force full screen, allow the most lenient option for re-entry in case a student makes a mistake.
- Rather than "Prevent Re-entry," select Allow re-entry as connectivity issues are the most common reason for students to be removed from an exam. The report available through the Proctorio Gradebook will allow you to verify this.
- Use verification options for every monitoring tool you will apply, so students have a chance to make sure these are working before the exam begins

Tips for troubleshooting:

Share this information with students in advance, for best efficiency during an exam:

- Restart your computer before an exam
- As you are getting started, if you are prompted for an access code:
  - Make sure you are on Chrome and have the Proctorio extension
  - Logout of Canvas and click the Proctorio extension shield. In the menu which opens, roll over "This can read and change site data" and make sure "On all Sites" is selected, then try to re-enter the exam.
  - Logout of Canvas and clear the cache on your browser, then try to re-enter.
  - Uninstall and reinstall the extension and then try again.
- If you need immediate assistance during an exam, click the Proctorio shield in your browser which will have a link to support for as long as you are in a Quiz, or visit https://proctorio.com/support and scroll down to Start Live Chat, available 24/7.

Contact Us CTE Home Log In
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# Proctorio Quick Start Guide





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The Online Education Initiative (OEI) has partnered with Proctorio to provide California Community Colleges with computer-based proctoring solutions that give faculty control over testing environments, controls, and abnormalities. Proctorio integrates seamlessly with leading Learning Management Systems (LMS), including Canvas, to provide additional and enhanced functionality, without needing to leave the LMS. The Proctorio Quick Start Guide is designed to help faculty quickly activate and apply Proctorio in their online courses and exams.

## **TECHNICAL REQUIREMENTS & INSTALLATION**

### Hardware and Software Technical Requirements

	Windows XP SP3 Windows Vista Windows 7 Windows 8 Windows 10	Mac OSX 10.6+	Ubuntu 12.04+ Debian 7++ OpenSuSE 12.2++ Fedora Linux 17	Chrome 42+
Hard Drive Memory Requirements	250MB	250MB	250MB	250MB
<b>Processor Requirements</b>	Intel Pentium 4 or later	Intel	Intel Pentium 3 / Athelon 64 or later	Intel, or ARM
ROM ROM Memory (Minimum)	4GB	4GB	4GB	2GB
Computer Microphone	ANY	ANY	ANY	ANY
Webcam Resolution (Minimum)	320x240 VGA resolution (minimum) internal or external.	320x240 VGA resolution (minimum) internal or external.	320x240 VGA resolution (minimum) internal or external.	320x240 VGA resolution (minimum) internal or external.

### Activating Proctorio in the Course Shell & Installing the Browser Extension

Important note: If the settings referenced in the steps below are not visible, Proctorio may need to be installed in the course. Installation can be completed using either the "key and secret" or "one-click-email" methods. For support, please contact your home college Distance Education Coordinator or an OEI representative.

- 1. Begin by opening a current version of Chrome, then navigate to the target Canvas course shell. Proctorio will not work properly without using a current version of Chrome internet browser.
- 2. In the left hand navigation for the course shell, select Settings. Select the Navigation tab and locate Secure Exam Proctor included in the list of disabled settings in the bottom portion of the window. Drag-and-drop Secure Exam Proctor to the enabled settings section located in enabled settings portion of the window. Click Save at the bottom of the window. Secure Exam Proctor should now be activated and accessible as an active item in the left-hand navigation.
- 3. Once activated as a navigation item, select **Secure Exam Proctor** and follow the prompts to install the Proctorio Chrome browser extension.

Congratulations! Proctorio is now active in the course and ready to be configured for your course's quizzes and exams.

## CONFIGURING EXAMS AND QUIZZES

At the discretion of the faculty member test options can be enabled, disabled, and configured in any combination to establish an ideal test environment which includes exam monitoring, student hardware and software controls, and student authentication options.

#### **Recording Options**

Recording Options allow for the optional collection of information during the course of an exam. Instructors have the option of enabling the recording of video, audio, desktop activity, web traffic and visual information from the physical examination environment of exam participants.



Record Video. Record video records the webcam feed of exam participants. It uses a built-in facial recognition technology to track head and eye movement to help determine if the participant was looking at their exam screen or looking around the room.



Record Audio. Record audio records the microphone feed of exam participants. The recorded audio is reviewable within the gradebook to help determine if the participant was talking with anyone else during the exam.



Record Screen. Record screen records activity on the computer desktop of exam participants. This allows the instructor to determine whether any unauthorized programs or websites were accessed during the exam.



Record Web Traffic. Record web traffic records the websites visited during an exam which are then generated as hyperlinks for instructor review.



Record Room. Record room prompts the student to give a 360-degree view of their immediate test taking environment.

#### **Lockdown Options**

Lockdown Options are preventative tools that put restrictions and controls on the examination environment. They can block access to materials during an exam and prevent unintended exam distribution.



Force Full Screen. Force Full Screen expands the browser window to the entirety of the computer screen to prevent the exam participant from accessing programs outside of the exam environment.



Only One Screen. Only One Screen prevents the exam participant from using dual monitors.



Disable New Tabs. Disable New Tabs prevents exam participants from opening new tabs on their internet browser.



Close Open Tabs. Close Open Tabs prompts the exam participant to close all open browser tabs and windows before beginning the exam.



Disable Printing. Disable Printing is designed to prevent the printing and redistribution of exams.



Disable Clipboard. Disable Clipboard prevents exam participants from using keyboard shortcuts which can be used to import and export exam material.



Clear Cache. Clear Cache will delete temporary internet files for the exam once the exam is submitted by the exam participant. This option is designed to prevent the retention and redistribution of electronic exam materials.



Disable Right Click. Disable Right Click prevents the exam participant from accessing the right-click toolbar. This option is designed to prevent copy/paste functionality.



Force Completion. Force Completion ensures that the exam participant attempts the exam only once by disabling the ability to restart an exam after a first attempt.

#### **Verification Options**

Verification Options help to validate the identity of the exam participant. When the record video and/or record audio options are enabled, it is recommended to enable all three verification options.



Verify Video. Verify Video verifies that the exam participant's webcam is operating correctly, that the exam environment is properly lit, and the image of the exam participant is framed appropriately.



Verify Audio. Verify Audio confirms that the testing environment for the exam participant is quiet enough to capture ambient sound.



Verify Identity. Verify Identity prompts the exam participant to scan a government or school-issued identification card.

### **Saved Profiles for Exam Settings**

Profiles for exam settings can be created and used to quickly enable a customized combination of exam settings and options in Proctorio. To create a new exam settings profile, first create and configure an exam to the desired combination of settings options. Second, select the **Create New Profile** button, then name the profile. Multiple profiles can be saved and edited for future use.

## PROCTORIO GRADEBOOK

The Proctorio Gradebook is a post-exam dashboard-styled report which presents any suspicious information collected by Proctorio through the course of the exam. The Proctorio Gradebook is separate from the standard LMS gradebook and can be located in the Quizzes section of the course shell. Included in the guide is a captioned image which describes features of the Proctorio Gradebook.

Eye" icon. Ondicates whether or not the exam has been	Score. Indicates exam score as submitted by instructor or LMS	Abnormalities. Indicates how many exam abnormalities exist in	Behavior Preview. Indicates level of suspicious behavior on a green-yellow-red scale.
		attempts.	Identity Icon. Indicates suspicious identify verification
roctorio Gradebook Proctorio Settings	Proctorio Map Display Options		
Name	Attempt Score Submission Time	Annotations Abnormalities	Suspicion Level 🔻 Behavior Preview 🖣
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			Collusion Icon. Indicates possibility of exam participant collusion

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The Online Education Initiative (OEI) is a collaborative effort among California Community Colleges to ensure that significantly more students are able to complete their educational goals by increasing both access to and success in high-quality online courses.

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### **Proctorio Gradebook Overview - Canvas**

The Proctorio Gradebook displays high-level information about each remotely proctored exam to provide a quick visual indication of what should be investigated further. You can then go into an individual student's attempt for additional information.

**1.** Click on **Quizzes** from the left side panel.

	Home	
Account	Announcements	ø
(A) Dashboard	Assignments	
e	Discussions	
Courses	Grades	
	People	
Calendar	Pages	Ø
Ē	Files	Ø
Inbox	Syllabus	
(?) Help	Outcomes	Ø
	Quizzes	
	Modules	Øð
	Conferences	
	Collaborations	
	Settings	

- **2.** Choose the quiz you wish to review and click on it.
- **3.** Choose **View Proctorio Gradebook** from the right-side panel.

Related Items	
ណ៍ Quiz Statistics	
ŵ Moderate This Quiz	
SpeedGrader™	
🔵 View Proctorio Gradeboo	k

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**4.** The new page will populate displaying the Proctorio Gradebook. It contains the information that was collected during the remotely proctored exam.

Pro Pro	Proctorio Gradebook 🌼 Proctorio Setti		ttings	Proctorio Map	🚔 Display Options					
Pro	ctorio <mark>E</mark> x	am Results								
	Na	ame	Sub	mission Time	Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level	
Ś	На	arris, Calvin	03/	12/2018 12:17:35 pm	1	5	0	2	100%	
ø	Fla	anders, Ned	03/	12/2018 12:17:35 pm	1	5	0	2	100%	
ø	Tu	icci, Stanley	03/	26/2018 04:02:07 am	1	5	0	1	57%	
Ś	De	ern, Laura	02/	22/2018 12:35:25 pm	1	5	0	1	25%	
Ś	Co	ooper, Sheldon	02/	21/2018 06:09:17 pm	1	5	0	1	17%	
Ś	La	nninster, Tyrion	03/	04/2018 05:56:11 pm	1	5	0	1	17%	

- **5.** The Proctorio Gradebook contains the following information:
  - Student Name
  - Submission Day/Time
  - Attempt Number
  - Score
  - Annotations
  - Abnormalities
  - Suspicion Level

The suspicion level is a percentage that represents low, medium or high suspicion for an exam. The suspicion level is a quick calculation based on the aggregation of frames during the exam which were deemed suspicious and the detection of abnormal behavior. The Proctorio Gradebook will color code and list students by a suspicion score to highlight the suspicious attempts for review.

The suspicion indicators will be listed from highest level, with percentage ranking (indicated in red), to the lowest level (indicated in green), which enables the instructor to quickly scan a class or assessment group and identify those that may need further review.

- 6. Proctorio Settings in the Proctorio Gradebook will display two options:
  - Proctorio Behavior Settings
  - Proctorio Exam Settings (the Exam Settings will become locked after an exam has been started by a test taker).



👷 Proctorio Gradebook	Proctorio Settings	Proctorio Map	E Display Options	Export Options						
▼ Proctorio B	ehavior Settin	gs								
										J.
Recomm	nended		Lenient		Moderate	Group Ex	kam	Open Note		Custom
Behavior settings re Proctorio, based on	commended by the exam settings	Multiple behar required to tri	vior violations are gger suspicion	Some be	ehavior violations will trigger picion levels	Allows multiple test take increased audio activity	ers and	Allows other applications and off screen	looking	Set custom severity levels for behaviors
These behavior settings	s allow you to set the we	ight of suspicious b	ehaviors using prese	configurations.						<u></u>

# The **Proctorio Frame Metrics** will compare one test taker's actions to the rest of the exams in the class.

Customize Behavior Settings
 Proctorio Frame Metrics
 The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.
 Learn more about frame metrics
 Navigating Away
 Keystrokes
 Copy & Paste
 Copy & Paste
 Lead and Eye Movement
 Suspicious IDs

Abnormalities will be shown in the Proctorio Gradebook and the details can be viewed under the exam video player. If you want this data to be collected, ensure the Record Video and Record Audio exam settings are enabled for the assessment. The abnormalities are controlled by the Behavior Settings, which turn each abnormality on or off.

When combined with behavioral, environmental, and technical abnormalities, the machine learning within Proctorio's platform is able to strategically identify the students that need review, and then easily flag and identify specific violations in an exam attempt. Proctorio flags suspicion based on the instructors criteria when applying the behavior settings.



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#### **Computer Based Abnormalities**















#### **Environmental Abnormalities**



#### **Technical Abnormalities**



7. The **Proctorio Map** will display where all the test takers have taken the exam. Depending on the location, it could display local locations or tests taken globally.



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8. **Display options** will provide a variety of ways to change how Proctorio Gradebook is displayed. FERPA controls will hide the test-taker's personally identifiable information in case information in the Proctorio Gradebook needs to be exported and/or shared.

Display potential hardware issue events		Learn more abo	ut detected potential hardware issue events.
Display Suspicious IDs		Learn more abo	ut suspicious ids.
Gradebook Tour	Start Tou	IF	
Sort by Last Name			
Display Help Icons			
Infinite PDF			
Show unmatched attempts		Learn more abo	ut unproctored attempts.
FERPA Controls		Hide ID	Learn more about FERPA controls.
		Hide Names	
		Hide Grades	
		Hide Video	
		Hide Screen	
		Hide Location	

**9. Export Options** will allow you to export the current quiz to a PDF. Proctorio provides several options to customize the PDF.

#### Gradebook PDF Report

Download the Gradebook Information for all test takers in PDF format.
Include the following sections:
Exam Information
Proctorio Exam Settings
Proctorio Behavior Settings
Test taker Results
Attendance Report
Generate PDF

#### **ID** Image Export

Download all test taker ID images. Each ID will be watermarked with your name and a timestamp.

Download ID Images

# proctorio

#### **10. Proctorio Exam Results**

If you need more details on a particular attempt, clicking on that row in the gradebook will display the Exam Video Player. You will be able to see a timeline that shows suspicion levels throughout an exam attempt as red, yellow or green.

Proctorio	o Exam Resu	ılts																			
	Name	Submission T	ime	Attemp	t Score	e Anr	otations	Abnormalitie	is ⊈ Sus	picion Level											
۰ 🚰	Student, Shelby Den	no 03/12/2020 0	2:43:08 pm			0	0		0	46%	•										
		9							1 10 10 10 10 10 10 10 10 10 10 10 10 10	La parameter de la parameter d	A strange of L Sectorem with the sector of the sector o		0 -		4 K + 1 						9 9 9 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	n na da																				
00:00:06	00:00:11 00:00	17 00:00:22	00:00:28 0	00:00:33	00:00:38	00:00:44	00:00:49	00:00:55	00:01:00	00:01:05	00:01:11	00:01:17	00:01:22	00:01:27	00:01:33	00:01:38	00:01:43	00:01:49	00:01:55	00:02:01	00:02:06

#### Proctorio Exam Video Player Icons

The recording can be controlled with video playback controls. Each button contains a title tag. This shows a small description if you hover over the button for a few seconds.



The **Incident Log** will display any potential incident based on the instructor's settings. Each flag has its own messaging in the incident log. The Incident Log can be viewed by clicking the Proctorio icon at the top of the information toolbar on the right side of the screen.



The Incident Log automatically scrolls during play to keep up with the video player.

Elapsed Time	Incident
00:00:00	📢 Audio recording available
00:00:01	Audio levels in the room increased above the threshold
00:00:04	
00:00:06	Test taker was looking away from the quiz page
and the second se	



The **Display Room Scan** tool will display the student's room scan attempts when the Record Room option is enabled.



During the room scan, the student is prompted to record a 360-degree video of their exam environment. Once completed the student resumes their attempt.

To playback the room scan, simply click and drag the cursor to the right. If there were multiple room scans you can select the individual attempt by selecting the small dots.

The **Display screen recording** will allow the instructor to view exactly what the test-taker was seeing on their monitor.



This can include other programs, websites, etc.

The **Display Location** Information will record location and internet information when the test taker begins their remotely proctored exam.



The geo-location data can be accessed from the globe icon within the Proctorio exam video player toolbox on the right side.

The **Display Annotations** option will allow the instructor to leave comments on the test taker's video on a frame by frame basis. These comments can be exported along with the PDF for future reference in case of a grade inquiry.



Annotations can be color coordinated to highlight their relative suspicion. The color of the annotation can be selected by clicking on the desired color box. The annotated frame will show up in the timeline at full height and in the color that was selected. This will also cause the section in the overall timeline to turn red. This is to give an indication that this area of the video should be looked at.

The number of annotations for a video is displayed on the annotations icon in the toolbox.



#### Adding an annotation

To add the annotation, simply click the annotations icon in the Proctorio exam video player toolbox on the frame you wish to leave a note for. Enter your message and click the "Save Annotation" button.

#### Updating an annotation

To make a change to an existing annotation, go to the frame with the annotation and click the annotations icon. This will load the previous annotation into the text area for editing. When complete, click the "Save Annotation" button.

#### Deleting an annotation

To delete an annotation, go to the frame with the annotation and click the annotations icon. This will load the previous annotation into the text area for editing. Erase all the content within the text area. When complete, click the "Save Annotations" button.

#### Incident Log Filter



There are three view states:

- Proctorio Incidents Only
- Professor Annotations Only
- Both Proctorio Incidents and Professor Annotations

#### **Display Identification**

Enabling the Verify ID option will require the test taker to hold up his or her ID card to the camera during the exam pre-checks. The image can be reviewed in the Proctorio exam video player in the Gradebook.



Proctorio uses machine learning to scan and automatically detect ID cards such as driver's licenses and test taker's IDs. When Proctorio detects an ID, it will automatically capture the image and display it in the Proctorio Gradebook.

Proctorio will automatically highlight ID cards that are suspicious. That could include IDs that are blurry, damaged or of an unrecognized format. These IDs will be shown with a red ID icon.



#### **Display PDF export options**

You can export the current quiz to a PDF file. Proctorio provides options to customize the PDF. The only page that is required is the Summary page.



You can customize the PDF enabling and disabling different pages:

- Incident Log
- Abnormalities
- Exam Settings
- Professor Annotations

#### Exam Review - Attempt Ended Messaging

Proctorio records the reasons why exam attempts ended to give full context as to what happened during the exam.

The attempt ended when the test taker submitted the exam. Learn more about this alert.

Attempts that were ended for suspicious reasons will contain a red flag within the Gradebook row.

#### **Computer Performance Index**

The index will give you the full details about the test taker's computer and internet connection when going through the System Prechecks, as well as, throughout the exam.

To display all the collected data click anywhere on the Computer Performance Index to expand it.



Show details
Computer Performance Index
(may indicate reasons for computer issues)

Internet type: residential
Student had good overall performance
Student had good internet performance
Student had good computer performance
Student had good computer performance
Student had reduced video quality for 15% of the exam
The exam was taken using Windows 8.1

The Proctorio Computer Performance Metrics are a measure of the test-taker's machine when taking an exam. These values take into account the computing power of the machine and the internet connection.

#### Web Traffic Index

This option will record any web page visited during the exam. When you enable this option, the URL of the website will be collected as well as a screenshot of the page that the test taker is visiting.

To ensure that these events are recorded in the Incident Log, the Navigating Away behavior setting must be set to have a weight of one or more.

#### **Abnormalities**

Abnormal behaviors are calculated with respect to the rest of the class and are factored into the suspicion level. Test taker's who have behaviors that are slightly different from the rest of the exam session will be highlighted.

There must be more than three attempts to calculate the exam abnormalities. It is encouraged to only use this information after all exams have been completed.

This is Exhibit Kreferred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021.

A Commissioner for taking Affidavits for British Columbia





## **Proctorio Gradebook Overview - Moodle**

The Proctorio Gradebook displays high-level information about each remotely proctored exam to provide a quick visual indication of what should be investigated further. You can then go into an individual student's attempt for additional information.

- 1. Open the course with the Proctorio enabled quiz.
- 2. Click on the exam you wish to review.
- 3. On the next page simply click 'View Proctorio Gradebook'.

This exam will be monitored by Proctorio. Learn more about Proctorio.

Time limit: 1 hour Grading method: Highest grade Attempts: 1 View Proctorio Gradebook Preview quiz now

4. The new page will populate displaying the Proctorio Gradebook. It contains the information that was collected during the remotely proctored exam.

🔵 Pro	octorio Gra	debook 🔅 F	Proctorio Settings	Proctorio Map	Display Options					
Pro	ctorio	Exam Res	sults							
		Name	Sub	omission Time	Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level	
Ś		Harris, Calvin	03/	12/2018 12:17:35 pm	1	5	0	2	100%	2
Ø	a ca	Flanders, Ned	03/	12/2018 12:17:35 pm	1	5	0	2	100%	2
Ś	100	Tucci, Stanley	03/	26/2018 04:02:07 am	1	5	0	1	57%	
Ś	(3)	Dern, Laura	02/	22/2018 12:35:25 pm	1	5	0	1	25%	
Ø	0	Cooper, Sheldo	on 02/	21/2018 06:09:17 pm	1	5	0	1	17%	
ø	24	Lanninster, Tyr	ion 03/	04/2018 05:56:11 pm	1	5	0	1	17%	

- 5. The Proctorio Gradebook contains the following information:
  - Student Name
  - Submission Day/Time
  - Attempt Number
  - Score



- Annotations
- Abnormalities
- Suspicion Level

The suspicion level is a percentage that represents low, medium or high suspicion for an exam. The suspicion level is a quick calculation based on the aggregation of frames during the exam which were deemed suspicious and the detection of abnormal behavior. The Proctorio Gradebook will color code and list students by a suspicion score to highlight the suspicious attempts for review.

The suspicion indicators will be listed from highest level, with percentage ranking (indicated in red), to the lowest level (indicated in green), which enables the instructor to quickly scan a class or assessment group and identify those that may need further review.

- 6. Proctorio Settings in the Proctorio Gradebook will display two options:
  - Proctorio Behavior Settings
  - Proctorio Exam Settings (the Exam Settings will become locked after an exam has been started by a test taker).

The **Behavior Settings** do not turn off the collection of data, this is done through the Exam Settings. Instead, they set the weight of the Behavior Flags. The Behavior Settings are customizable and can be changed at any time. Behavior Settings should reflect the type of exam that is being given.





## The **Proctorio Frame Metrics** will compare one test taker's actions to the rest of the exams in the class.

▼ Customize Behavior Settings

Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.



#### **Computer Based Abnormalities**



#### **Environmental Abnormalities**

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#### **Technical Abnormalities**



5. The **Proctorio Map** will display where all the test takers have taken the exam. Depending on the location, it could display local locations or tests taken globally.



6. **Display options** will provide a variety of ways to change how Proctorio Gradebook is displayed. FERPA controls will hide the user's personally identifiable information in case information in the Proctorio Gradebook needs to be shared.

Display potential hardware issue events		Learn more abou	t detected potential hardware issue events.
Display Suspicious IDs		Learn more abou	t suspicious ids.
Gradebook Tour	Start Tou	ır	
Sort by Last Name			
Display Help Icons			
Infinite PDF			
Show unmatched attempts		Learn more abou	t unproctored attempts.
FERPA Controls		Hide ID	Learn more about FERPA controls.
		Hide Names	
		Hide Grades	
		Hide Video	
		Hide Screen	
	1000	Hide Location	

7. **Export Options** will allow you to export the current quiz to a PDF. Proctorio provides several options to customize the PDF.



#### **Gradebook PDF Report**

Download the Gradebook information for all test takers in PDF format. Include the following sections:

Exam Information	
Proctorio Exam Settings	
Proctorio Behavior Settings	
Test taker Results	
Attendance Report	
Generate PDF	

#### **ID** Image Export

Download all test taker ID images. Each ID will be watermarked with your name and a timestamp.

Download ID Images

#### 8. Proctorio Exam Results

If you need more details on a particular attempt, clicking on that row in the gradebook will display the Exam Video Player. You will be able to see a small timeline that shows suspicion levels throughout an exam attempt as red, yellow or green.



#### Proctorio Exam Video Player Icons

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The geo-location data can be accessed from the globe icon within the Proctorio exam video player toolbox on the right side.

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#### Incident Log FIIter



There are three view states:

- Proctorio Incidents Only
- Professor Annotations Only
- Both Proctorio Incidents and Professor Annotations

#### **Display Identification**

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#### **Display PDF export options**

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You can customize the PDF enabling and disabling different pages:

- Incident Log
- Abnormalities
- Exam Settings
- Professor Annotations



#### **Exam Review - Attempt Ended Messaging**

Proctorio records the reasons why exam attempts ended to give full context as to what happened during the exam.

The attempt ended when the test taker submitted the exam. Learn more about this alert.

Attempts that were ended for suspicious reasons will contain a red flag within the Gradebook row.

#### **Computer Performance Index**

It will give you the full details about the test taker's computer and internet connection when going through the System Prechecks as well as throughout the exam.

To display all the collected data click anywhere on the Computer Performance Index to expand it.



The Proctorio Computer Performance Metrics are a measure of the student's machine when taking an exam. These values take in account the computing power of the machine as well as the internet connection.


#### Web Traffic Index

This option will record any web page visited during the exam. When you enable this option, the URL of the website will be collected as well as a screenshot of the page that the test taker is visiting.

To ensure that these events are recorded in the Incident Log, the Navigating Away behavior setting must be set to have a weight of one or more.

#### **Abnormalities**

Abnormal behaviors are calculated with respect to the rest of the class and are factored into the suspicion level. Test taker's who have behaviors that are slightly different from the rest of the exam session will be highlighted.

There must be more than three attempts to calculate the exam abnormalities. It is encouraged to only use the information after all exams have been completed. Affidavit of John Trueman sworn before me on 01, Mar 2021.

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This is Exhibit L referred to in the

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### **Recommendations for Proctorio Settings for DSS Students**

Below are recommendations and considerations for faculty with students with disabilities in their courses and when setting proctoring settings on Proctorio. Please refer to each student's Course Accessibility Letter to verify if any of these settings below may affect a student's test-taking experience with Proctorio.

#### Lockdown Options:

- <u>Force Full Screen</u> may prevent a DSS student with an accessible software accommodation from using the program during the exam. DSS recommends disabling this setting for these students.
- <u>Disable Extensions</u> will likely prevent DSS students from using <u>Kurzweil Read the Web</u> Chrome extension. DSS recommends disabling this setting for students who have Kurzweil as a testing accommodation.
- <u>**Re-entry Options**</u> in the event a DSS student is removed from the exam due to disability-related behaviors that would enable Proctorio to do so, DSS recommends considering appropriate options for this setting.

#### **Proctorio Frame Metrics:**

- <u>Audio Levels</u> sensitivity of this setting may flag a DSS student with a need to vocalize and read aloud questions to the exam, due to their disability. DSS recommends minimizing the severity of this setting for students who come forth with this concern to faculty.
- <u>Head and Eye Movement</u> sensitivity of this setting may flag a DSS student with a tendency to move their head and eyes more frequently due to their disability (i.e. ticking). DSS recommends minimizing the severity of this setting of this setting for students who come forth with this concern to faculty.
- <u>Leaving the Room</u> sensitivity of this setting may flag or remove a DSS student from the exam with a restroom break accommodation. DSS recommends minimizing the severity of this setting for students with this accommodation.

#### Proctorio Exam Metrics:

- Environmental Abnormalities:
  - <u>Audio Levels</u> sensitivity of this setting may flag a DSS student with a need to vocalize and read aloud to themselves questions on the exam, due to their disability. DSS recommends minimizing the severity of this setting for students who come forth with this concern to faculty.
  - <u>Head and Eye Movement</u> sensitivity of this setting may flag a DSS student with a tendency to move their head and eyes more frequently due to their disability (i.e. ticking). DSS recommends minimizing the severity of this setting of this setting for students who come forth with this concern to faculty.
  - Leaving the Room sensitivity of this setting may flag or remove a DSS student from the exam with a restroom break accommodation. DSS recommends minimizing the severity of this setting for students with this accommodation.

### **Proctorio Settings for DSS Students Frequently Asked Questions**

This provides responses to commonly asked questions about Proctorio and disability accommodations. Please visit the CSUF IT website to review an in-depth list of <u>Proctorio Faculty Frequently Asked Questions</u>.

# **1**. What are the steps to ensure my student gets their K3000 Read the Web accommodation for their exam proctored with Proctorio?

Please follow the steps we have available on our webpage that show you <u>How to Adjust Settings on Proctorio</u> <u>for Kurzweil Accommodation</u>.

# 2. What can I do with Proctorio settings if a student with a disability expresses concerns about frequent eye or head movement during their exam or if they have a restroom break accommodation?

DSS recommends that students reach out to faculty before the exam to communicate and express any potential disability-related behaviors that may be flagged or may result in Proctorio removing them from the exam session. Professors are encouraged to reduce the security severity on the exam or take into consideration the experience of the student when reviewing the suspicion report produced by Proctorio.

• To reduce down the security severity of the exam, under <u>Proctorio Behavior Settings</u>, you can select an alternate behavior such as 'Lenient' or set custom severity levels by selecting 'Custom'. For more information on each setting, click the blue question mark.



 Review and, if necessary, adjust the weight of 'Head and Eye Movement' and 'Leaving the Room' under <u>Proctorio Frame Metrics</u>. These metrics help set the weight of a suspicious behavior in relation to other behaviors.



 Review the <u>Proctorio Exam Metrics</u> - abnormalities compare one test taker's actions to the rest of the students in the class.



• Once you have selected the Remote Proctoring Options you want, click <u>Create New Profile</u> to save these settings for future use.

f you would like to reuse these settings in the future, you can save them in a new profile	
CREATE NEW PROFILE	

• In the <u>Save Profile pop-up</u>, 1) select an icon for your profile; 2) give it a Name, 3) Description, 4) check whether or not you want this group of settings to be your Default Profile, and 5) Click save when finished.

Save this profile to your Proctorio account for later use.	
Name:	
High Security	
Description	
Description:	
Everything but the kitchen sink turned on	
Default Profile: 🕢 🕢	
5 Save	Close

• Now under <u>Saved Profiles</u> you will have an option to select for future exams.



 The bottom row of buttons relate to your exam. You can click <u>Save</u> and come back to add additional details (i.e., allow students to see responses, add the due date, etc.) and/or add exam questions or if you are ready for students to take the exam, click 'Save & Publish.'



#### **Proctorio Tech Support:**

- Email: <a href="mailto:support@proctorio.com">support@proctorio.com</a>
- Phone Number: (480) 428-4089

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This is Exhibit M referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021. ſ (

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### Basic Getting Started Blackboard Guide

- 1. Always use the Chrome web browser when interacting with a Proctorio-enabled exam.
- 2. Make sure you have the Proctorio Chrome extension installed.
- 3. You can install it from here.
- 4. Click on Step 2 to add the extension to Google Chrome.

Proctorio Chrome Extension

This course requires you to install an extension into your browser.



- 5. Select Add to Chrome button and then Add extension.
- 6. When you are on your course page in Blackboard, you can access 24/7 live chat for any questions you may have.
  - To access live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser.



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- 1. Log into Blackboard and choose the course where you want to add/edit a quiz
- 2. You will need to add the tool to each course that will use Proctorio. Navigate to the Content menu in the course that will use Proctorio.

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			My Institution	Courses	Community	Services	System Admin
8					0		
Proctorio 102 💿 Content						۵. 🕨	Edit Mode is:
● <u><u></u></u>							
✓ Proctorio 102 Content ☺							
Home Page							
Build Content V	Assessments v Tools	Partner Content					
Content 🔳							
Discussions							
Groups		It's time	to add content				
Tools		Use functio	ons above to add it.				
Help							
Course Management							
- Control Panel							
Content Collection							
Course Tools							
▶ Evaluation ☉							
Frade Center							
Users and Groups							
Customization							
Packages and Utilities							
нер							
X Quick Unenroll							



3. Click the Tools menu or Build content and add the Secure Exam Proctor tool.

a proctorio					💄 Sir Devi	n Collins 🧧 🔻 😃
		My Institution	Courses	Community	Services	System Admin
8 Proctorio 102 💿 Content				-	۵	Edit Mode is:
© t₊ O ⊡ ♥ Proctorio 102 Content ⊙						
Home Page Build Content  Assessments	Tools V Partner Content	ř				
Content  Con	Discussion Board Blogs Journals Wikis Groups Tools Area Blackboard Collaborate	e to add content tions above to add it.				
Course Management Control Panel Content Collection Course Tools	Achievements Secure Exam Proctor More Tools					

4. Create a Secure Exam Proctor link with the following information:

Parameter	Value
Name	Secure Exam Proctor
Permit Users to View this Content	Yes
Track Number of Views	No
Date Restrictions	NONE

IMPORTANT: DO NOT CHANGE THE TOOL LABEL, IT MUST REMAIN OR BE SET SPECIFICALLY TO "Secure Exam Proctor" FOR THE TOOL TO WORK CORRECTLY.



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prostono				Mulpetitution	Courses	Community	Condicar	Sustam Admin	a
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- 5. Click "Submit" to save the tool link.
- 6. Verify Secure Exam Proctor is in the course menu.

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7. Select "Content" from the menu on the left hand side

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Self and Peer Assessment

Mobile Compatible Test

9. Create a New Test

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10. Add a Description and Instructions as needed

# proctorio

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- 11. Click "Submit"
- 12. Create questions and once done click "Submit" again
- 13. Proctorio Recommends selecting "All at Once" under "Test Presentation". Slow

connection speed and frequent page changes could cause an unwanted loading delay between each question.

TEST PRESENTATION	
All at Once     Present the entire test on one screen.	
<ul> <li>One at a Time</li> <li>Present one question at a time.</li> <li>Prohibit Backtracking</li> </ul>	
Prevent changing the answer to a question that has already been submitted.	
Randomize Questions Randomize questions for each test attempt.	



### **Enabling Proctorio**

- 1. Navigate to "Content" again and choose your assessment
- 2. Click on the arrow pointing down next to the exam title and choose:

Edit the Test Options

3. Check the box next to "Set Timer". Proctorio exams must have a time limit set.

Set Timer Set expected comp before they begin t	letion time. Selecting this option also records completion time for this test. Students will see the timer option he test.
60	Minutes
Auto-Su	bmit ON
OFF: The ON: Tes	e user is given the option to continue after time expires. t will save and submit automatically when time expires.

4. Scroll down and under Proctorio Settings click the box to enable Remote

Proctoring

#### **PROCTORIO SETTINGS**

Remote Proctoring

5. Choose your Proctorio Settings



#### PROCTORIO SETTINGS

Remote Proctoring

▼ Hide Proctorio Settings

#### Saved Profiles

#### Proctorio Exam Settings

Exam settings can not be changed once the first test taker has started the exam.

```
    Recording Options
```

Q			•••	
Record Video	Record Audio	Record Screen	Record Web Traffic	Record Room

Record Screen will capture the test taker's desktop for the entire exam, allowing you to see exactly what they were seeing on screen.

6. If you wish to reuse the same Proctorio settings in the future, you can save them in a new profile.

If you would like to reuse these settings in the future, you can save them in a new profile.

**CREATE NEW PROFILE** 

7. Once you select "Remote Proctoring" the password will be automatically filled in and handled by Proctorio.



8. Select "Submit"

This is Exhibit N referred to in the Affidavit of John Trueman sworn before me on 04 Mar 2021. (

A Commissioner for taking Affidavits for British Columbia



#### **E-Campus**

Support Miami Regionals myMiami

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# E-Campus Faculty and Staff

**Using Proctorio** 

Proctorio Troubleshooting & Support (FAQ)

## **Using Proctorio**

Regionals | E-Campus Faculty and Staff | Get Help with Campus Systems | Proctorio | Using Proctorio



### **Using Proctorio**

Miami University uses Proctorio for remote proctoring of high-stakes online exams. Although there is no Proctorio report that unequivocally indicates academic misconduct, Proctorio may assist faculty with promoting academic integrity. Proctorio's Canvas integration not only creates a secure online testing environment but also makes it easy for faculty to enable it to be used for proctoring any timed Canvas Quiz (aka exam) in any course. Proctorio works within the Chrome web-browser and offers flexible features that may be enabled: such as lockdown browser and recording of video, audio, and/or screen activity. For more information about Proctorio including recommendations and pro tips, visit our Proctorio: Considerations, Recommendations, & Pro Tips website. This guide covers the following:

- Proctorio Settings
- Getting Started
- <u>Viewing Proctoring Results</u>
- Special Note For Accessibility Considerations
- Proctorio Syllabus Statement

### **Proctorio Settings**

E Lockdown Options						
▼ Lock Down Opti	ions					
Force Full Screen	2 Only One Screen	3 Disable New Tabs	4 Close Open Tabs	5 Disable Printing	6 Disable Clipboard	
7 Clear Cache	8 Disable Right Click	9 Prevent Re-entry				

1. Force Full Screen: This setting opens the exam in 'full-screen mode' and is a standard lockdown browser function. Forcing full screen will prevent students from leaving the exam to use other websites or computer programs. The student will not be able to minimize the exam or navigate away from the exam page. If they do, their connection to the exam will be terminated. In other words, they will be kicked out. When paired with the Only One Screen setting, Proctorio creates an effective preventive measure, ensuring students do not use outside resources on their computer during the exam. The length of time before a student is kicked out of the exam can be adjusted to suit different test requirements.

There are three settings for Force Full Screen:

- Lenient (30 seconds) Allows students to be out of Full Screen for 30 seconds before they are removed from the exam.
- Moderate (15 seconds) Allows students to be out of Full Screen for 15 seconds before they are removed from the exam.

- Severe (immediate) Students are removed from the exam immediately upon exiting Full Screen.
- 2. **Only One Screen:** This setting forces students to disconnect extra monitors prior to starting the exam, ensuring there are no notes or websites on another monitor during the exam. When paired with the Force Fullscreen setting, Proctorio creates an effective preventive measure, ensuring students do not use outside resources on their computer during the exam.
- 3. **Disable New Tabs:** This setting prevents students from opening new tabs during the exam after the exam has begun. However, it does not mean that the student will not have access to other website content. If a student opens extra tabs before the exam begins, then they will still be able to access those tabs. When also paired with the Close Open Tabs setting, the student is unable to access websites during the exam.

There are three settings for Disable New Tabs:

- *Tabs Allowed:* Students are permitted to open additional tabs within the Chrome browser.
- *Disable New Tabs:* Students cannot open additional tabs within the Chrome browser.
- *In Quiz Links Only:* Students are permitted to access links provided by the instructor within the quiz.
- 4. **Close Open Tabs:** This setting closes all other open tabs, ensuring there are no other tabs open prior to starting the exam. When paired with the Disable New Tabs setting, students will be unable to access other websites during the exam.
- 5. Disable Printing: This setting prevents students from either physically printing the exam or virtually 'printing' the exam (making a digital copy) via keyboard shortcuts or right-click. This is a preventive measure ensuring students cannot share exam questions and answers. When paired with the Disable Right Click and Disable Clipboard settings, your exam cannot be shared.
- 6. Disable Clipboard: This setting prevents students from copying and pasting, ensuring that content is not copied from or inserted into the Quiz page. This is a preventive measure so that students cannot share exam questions or answers. When paired with the Disable Right Click and Disable Printing settings, your exam cannot be shared.

- 7. Clear Cache: This setting removes all traces of the exam from the student's computer immediately after the exam is submitted/completed, preventing high-tech strategies for sharing the exam.
- 8. **Disable Right Click:** This setting prevents students from right-clicking within the exam window, which protects against accessing the print menu, page source, and developer tools via the mouse.
- 9. Prevent Re-entry (Not recommended): This setting allows instructors to choose whether students may re-enter the exam, re-enter the exam with approval from Proctorio, or submit the exam in one sitting without exception. It may be enabled to prevent students from receiving potentially unauthorized help off-camera while the remote proctor is not recording.
  - Allow Re-entry: Allows students to re-enter the exam (Recommended).
  - *Re-entry with Agent:* Authorizes Proctorio staff to allow students back into the exam.
  - *No Re-entry:* Prevents re-entry of the exam, regardless of the reason.

**NOTE:** LockDown options are not compatible with all screen readers. If you have a student requesting accommodations, please read the special note on Accessibility.



- 1. **Record Video:** This setting will turn on the student's webcam and record the viewing area for the entire testing session. The video will automatically be analyzed for head movements, eye movements, and mouth movements. You will want to verify that a student has a proper webcam before the exam starts by enabling the Verify Video option within the Additional Exam Settings.
- 2. Record Audio: This setting will turn on the student's

microphone and record all audio for the entire testing **\$93**0. While not automatically analyzed like the video recording, the audio may be reviewed to determine if the student is talking to someone in the room which may be compromising the integrity of their exam submission. You will want to verify that the student has proper microphone levels before the exam starts by enabling the Verify Audio option within the Additional Exam Settings.

- 3. **Record Screen:** This setting will capture the student's desktop screen, so you can see exactly what they were looking at throughout the exam. Proctorio will take screenshots when the following are triggered:
  - a. Student answers a question
  - b. Student clicks the mouse
  - c. Student copies values
  - d. Student pastes values
  - e. Student resizes their browser
  - f. Student leaves the exam page

The screenshots are available within the video player by accessing the Exam Replay mode. Because only one screen can be recorded, we recommend pairing this setting with the Only One Screen lockdown setting.

- 4. Record Web Traffic: This setting will capture all other websites students access while taking the exam. Proctorio will record the URL, as well as, a screen capture of the site as the student saw it. The captured web traffic is available for review in the Incident Log of the Proctorio exam video player. If you also want these events recorded in the incident log, you will also need to set the Flag New Windows or Tabs behavior setting with a weight of one or more.
- 5. **Record Room (Not recommended):** This setting prompts the student to literally record the room to show you their test environment during an exam. With this setting enabled, students are required to slowly scan the room and work area with their webcam or laptop and will be asked to do this randomly throughout the exam or after surpassing a certain level of suspicious behavior. Record Room takes 15 seconds, which does count against exam time. Because of this, it is recommended that you add time to exams to account not only for the 15-second room scan but also for the time it takes the student to set their work station back up and time it takes to refocus on the exam when Record Room is enabled. Proctorio

offers these general instructions (below) to students on **199** to perform a room scan. Additionally, it is recommended that you also provide specific instructions for what you want them to do during the room scan in your Canvas Quiz instructions.

#### How do I perform a room scan?

Procotrio Says: A panorama of the room scan will be added to the Proctorio Gradebook. Instructors may review the student's room scans by selecting the Room Scan button. This is a great feature for high stakes exams. It allows an instructor to see if the test taker is using any unauthorized materials, or if there are other computers or people in the room.

#### There are three settings for Record Room:

- *Record Room Off* This setting leaves Record Room disabled so that Record Room is never triggered.
- Intelligent Scan This setting asks students to perform a Record Room scan at the beginning of the exam and at key intervals during the testing session (depending on the length of the exam). This setting is also responsive and will trigger according to the student's activity, depending on other settings selected and level of suspicion. Suspicious behavior will trigger additional room scans.
- Scan at Start This setting asks students to perform a Record Room scan once, at the beginning of the testing session and will occur a few minutes into the exam.

**NOTE:** Record Room may be difficult, or nearly impossible, for students with motor disabilities. See <u>the special note on</u> <u>Accessibility</u>.



Verify ID will require the test taker to show a photo identification card before beginning the exam.

1. Verify Video: This setting ensures that the student is clearly

visible in the webcam viewing area, as well as, verify that the webcam is collecting images, the lighting is proper, and that the camera is angled properly.

- 2. Verify Audio: This setting ensures that the audio levels in the room are appropriate and that the microphone levels are adequate, as well as, verifying that Proctorio can distinguish the ambient noise of the room from a talking level.
- 3. Verify ID (Not recommended): This setting requires students to hold up their Miami ID to the camera during the exam prechecks to be photographed. The image can be viewed in the Proctorio exam video player.

**NOTE:** Verify ID may be difficult, or nearly impossible, for students with motor disabilities. See the special note on Accessibility.

🖃 In Quiz Tools	
▼ In-Quiz Tools	
+- ×÷	
1 Calculator	2 Whiteboard

This option allows test takers to use a scratch pad on-screen

- 1. **Calculator:** The calculator feature can add another layer of exam security to your exams by keeping the student's mathematical processes and attention inside the quiz. Enabling this feature will drastically minimize head and eye movement suspicion flags as the student will not have to look away from the screen when performing calculations. The calculator tool, in concert with the Record Screen setting, will allow instructors to keep an eye on the types of equations and calculations performed by the student during an exam. The calculator feature has two different options: *Basic* and *Scientific*.
- 2. **Whiteboard:** With the whiteboard tool, the student's use of paper notes during the exams will no longer be necessary and can be completely replaced by this feature. This feature will

drastically minimize head and eye movement suspicion hags as the student will not have to look away from the screen when utilizing a whiteboard. The student can access the whiteboard at any time during the exam and the following tools will be available:

- Pencil tool
- Paint Bucket tool
- Text/Type tool
- Undo the last action
- Clear entire board

### **Getting Started**

#### STEP 1:

• <u>Install Google Chrome</u>. Google Chrome is the required browser for both instructors and students in order to use Proctorio.

#### STEP 2:

- Using the Google Chrome browser, locate the Canvas course in which you'd like to add Proctorio.
- Click on "Settings" in the left-hand navigation menu of the course.
- Click on the "Navigation" tab.
- Locate Secure Exam Proctor.
- Click the three dots and select "+ Enable" (or drag-and-drop to the upper portion of the Navigation links).
- Click "Save" at the bottom of the page.

#### STEP 3:

- Using the Google Chrome browser, create or open and edit the quiz for which you'd like to use Proctorio.
- You will be prompted to <u>install the Chrome Proctorio Extension</u>. Follow the instructions to do so.
- On the Details page of the quiz (in edit mode), check and enter the time limit for the quiz. All quizzes using Proctorio must be timed.
- Scroll down on the Details page, and click "Enable Proctorio Secure Exam Proctor."
- The Proctorio Settings tab will now show up at the top of the quiz.

- Mark the settings as you wish.
- Click "Save" or "Save and Publish."

### **Viewing Proctoring Results**

To view the post-exam proctoring data analytics, either:

- Navigate to the Canvas Quiz you wish to review under Quiz in the left-hand course navigation and click "Proctorio Gradebook" on the right (under the SpeedGrader button), or
- Scroll to the Canvas Quiz you wish to review in the course Gradebook and click the downward-facing arrow next to its title and select "View Proctorio Gradebook."

Once the Proctorio Gradebook is loaded, all of the test takers' attempts will be displayed, sorted by suspicion level.

You may click along the timeline (the dotted line above the timeline) to jump to different points in the video. The webcam icon in the top-right will open the Incident Log that will also flag moments of interest.

The Behavior Settings (strictness level) can be changed post-exam in the "Proctorio Settings" tab at the top.

Please note: The "Suspicious Score" generated by Proctorio should be used only as a reference. Actual student behaviors may be affected by various environmental factors. Therefore, it is recommended that you conduct further investigation.

### Special Note For Accessibility Considerations

Proctorio may be used to monitor exams but there are specific accessibility considerations. The application presents barriers for screen reader users, text-to-speech software users, and people with limited mobility if settings are not adjusted properly. Use one of these two solutions:

#### **OPTION 1**

Use the Exam Flexibility feature available through the Moderate Quiz options in Canvas to turn off Proctorio for individual students in your course. Review Enable Proctorio Exam Flexibility Video for instructions.

To address accessibility concerns in Proctorio, the following setting adjustments must be made:

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- 1. Turn off all LockDown Options.
- 2. Turn off the Record Room Recording Option.
- 3. Turn off the Verify ID Verification Option.

Text to speech software will not integrate with any of the LockDown features. Users with limited mobility cannot independently use ID Verification and Room Scan features.

You will still have access to remaining monitoring features including record video, audio, screen, and web traffic. You can make the setting adjustments for the entire class or <u>duplicate the quiz</u> and use the <u>Assign</u> <u>a Quiz to an Individual Student</u> to make the quiz with recommended accessibility settings available only for eligible students.

### **Proctorio Syllabus Statement**

#### □ Academic Integrity and Online Proctoring

In this course, we will use Proctorio for proctoring your exams and/or quizzes. Similar to having an instructor in the room monitoring students during an in-class exam, Proctorio is a digital tool for monitoring student academic integrity on key assessments. There are a variety of ways (settings) that Proctorio may be used to monitor online assessments including recording your computer screen, recording your internet browser use, and using a webcam and microphone to record your actions and your surroundings during the exam.

To use Proctorio, you will need to:

- Purchase or borrow a webcam and microphone. Only built-in or external webcams, microphones, and speakers are accepted. Virtual recording tools are not accepted and will need to be uninstalled before testing. All potential acts of dishonesty will be handled through the procedures outlined in the Miami University Academic Integrity Policy.
- Use Google Chrome. It can be downloaded at this website: https://www.google.com/chrome/browser/desktop/
- Download and install the Proctorio Chrome Extension once you click to begin a quiz. (getproctorio.com)
- Show your photo ID (Miami ID or driver's license).

- Wear appropriate attire/clothing, and do not wear hats **204** sunglasses.
- If your instructor requires a recording of you and your surroundings, you will need to test from a computer with webcam, microphone, and strong internet connection (we recommend using wired high-speed). Consider taking your exam on campus if this is not available to you off-campus. Contact your instructor for options concerning testing on campus.

For assessments that require recording your actions and your surroundings:

- Proctorio records your photo ID (Miami ID or driver's license).
- Proctorio identifies and records your testing location based on your IP address.
- Proctorio records your desktop(s) when completing quizzes/exams.
- Proctorio records your surroundings while testing. Seek permission from any third parties before testing. Students accept all responsibility and liability for violations of any third party privacy concerns.
- Proctorio will "flag" potential cheating behaviors, and a report will be generated for the instructor.

It would be a good idea to complete the practice quiz and tutorial before your official exam or quiz so that:

- You become familiar with the Proctorio.
- You can be sure it works within the testing environment being used before your test.
- Click on Quizzes or Modules in the left-hand navigation of the course to access the Practice Quiz.

Support and troubleshooting tips:

- For any technical issues with Proctorio, please use either their chat support or call Proctorio at (866) 948-2039.
- To access the Proctorio Chat Support: On an exam page in Canvas, click the Proctorio Shield located in the upper-right corner of Google Chrome. (View the image below to see where the shield is located.) Once you click the shield, select "Live Chat" to initiate a chat with Proctorio, and get immediate assistance.

Click here for more information regarding Proctorio's Privacy and

### Have More Proctorio Questions?

Proctorio Troubleshooting & Support (FAQ) Proctorio Considerations & Pro Tips

🏷 Return to Home

#### **Contact Us**



### E-Campus at the Regional Campuses

My Miami. My Future. My Way. Miami University Regionals' online programs are designed to offer students the richness of a premier education and the flexibility of learning at the location of their choice. Whether you are interested in a single course or an entire degree, we have a path to success for you.



### Iam **Miami**

### Offices

Hamilton: 316 Mosler Hall Middletown: 101 Thesken Hall <u>ecampus@MiamiOH.edu</u> 513-217-4003

#### **Important Links**

- Accreditation
- E-Campus Faculty and Staff
- State Authorization
- Online Essentials for Students

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- □ Equal Opportunity □ Families and Employees
- Land Acknowledgement
   Privacy Statement
- □ Title IX Statement □ Report an Accessibility Issue
- □ Annual Security and Fire Safety Report
- Report a Website Problem

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This is Exhibit O referred to in the Affidavit of John Trueman sworn before me on <del>01 M</del>ar 2021

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#### Search Teaching Tools

### Proctorio Exam Settings | Closed-Book/Closed-Internet

These recommendations are for closed-book/closed-internet exams using most question types:

▼ Recording Options



Record Room will require the test taker to show their entire test environment at intervals based on the option selected.

#### ▼ Lock Down Options



Close Open Tabs prevents access to unauthorized material by requiring any other webpages to be closed before starting the exam.

#### ▼ Verification Options



Verify Video will ensure the webcam is working, pointed in the right direction, and their face is clearly visible

#### ▼ In-Quiz Tools



This option allows test takers to use a scratch pad on-screen

#### Figure 1: Recommended for Most Exams Settings.

- Red X a setting that eLearning does not recommend.
- Red (box) a setting that may cause difficulties for students with visual impairments.
- Purple (box) a setting that might be necessary to allow students to use external tools (e.g., an IPA Keyboard Editor for special symbols).

#### Settings that should be set:

- 1. Record Video
- 2. Record Audio
- 3. Record Screen
- 4. Record Room do not enable if students with visual impairments will be taking
- 5. Force Full Screen (Lenient or Moderate)
- 6. Only One Screen
- 7. No New Tabs
- 8. Close Open Tabs
- 9. Disable Printing
- 10. Disable Clipboard do not select if students need to copy from another app
- 11. Block Downloads
- 12. Clear Cache
- 13. Disable Right Click do not select if students need to copy from another app
- 14. Verify Video
- 15. Verify Audio
- 16. Verify Desktop

### Settings that are not recommended:

- 1. Prevent Re-entry
- 2. Verify Signature

Did you find it helpful? Yes No

Modified on: Mon, Aug 3, 2020 at 10:27 AM

#### Proctorio campus support

#### □ (855) 675-0755

teachingtools@umsystem.edu

#### More articles in Proctorio

#### Proctorio

- Determining if Proctorio is right for my class
- Initially setting up Proctorio
- Adding Proctorio to a Canvas Quiz
- Teaching tips for Proctorio
- Understanding the Proctorio gradebook
- Adding a Proctorio Syllabus Statement
- Preparing students to take a test with Proctorio
- Proctorio's privacy policies
- Accessibility concerns in Proctorio
- >> See all 17 articles
## eLearning Training sessions

Dec 8 10am

Canvas Overview for Instructors

Dec 9 10am Delivering Lecture Content with Panopto on PCs

Dec 10 1pm Canvas Overview for Instructors

# Site navigation

- Home
- Solutions
- Forums
- Login

# **Useful Sites**

- Mizzou's Canvas login
- UMKC's Canvas login
- Missouri S&T's Canvas login
- UMSL's Canvas login
- IT Status
- Tech Support
- Office of eLearning

# Contact

#### □ teachingtools@umsystem.edu

#### Columbia

(855) 675-0755coursehelp@missouri.edu

#### Kansas City

- □ (855) 675-0755
- □ its@umkc.edu

#### St. Louis

- □ (855) 675-0755
- Irl@umsl.edu

This is Exhibit P referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021. 1

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Search

Q

# Proctorio Exam Settings | Minimal Settings

These settings are intended as a model for instances where students have issues with web cameras, microphones, or slow internet connections, as well as instances where privacy concerns may be an issue. These settings are also suitable for students relying on screen readers:



Figure 3: Recommended Minimal Settings.

- Red X a setting that eLearning does not recommend
- · Red (box) a setting that may cause difficulties for students with visual impairments
- · Blue X a setting that should not be used will cause problems with this recommended setup
- · Blue (box) a setting that is required to make this setup work correctly
- Purple (box) a setting that might be necessary to allow students to use external tools (e.g., an IPA Keyboard Editor for special symbols)

#### Settings that should be set:

- 1. Record Screen
- 2. Record Web Traffic
- 3. Force Full Screen turn on if students need access to other sites or materials
- 4. Only One Screen
- 5. Now New Tabs turn on if students need access to other sites or materials
- 6. Close Open Tabs
- 7. Disable Printing
- 8. Disable Clipboard do not select if students need to copy from another app
- 9. Block Downloads
- 10. Clear Cache
- 11. Disable Right Click do not select if students need to copy from another app
- 12. Verify Desktop

# Settings that are not recommended:

- 1. Record Video
- 2. Record Audio
- 3. Record Room
- 4. Prevent Re-entry
- 5. Verify Video
- 6. Verify Audio
- 7. Verify Signature
- 8. Verify ID

Modified on: Mon, Aug 3, 2020 at 10:26 AM

#### Proctorio campus support

✔ (855) 675-0755 (tel:18556750755).
 ▼ teachingtools@umsystem.edu (mailto:teachingtools@umsystem.edu).

#### More articles in Proctorio

- Proctorio (/support/solutions/articles/11000084097-proctorio)
- Determining if Proctorio is right for my class (/support/solutions/articles/11000084298-determining-ifproctorio-is-right-for-my-class)
- Initially setting up Proctorio (/support/solutions/articles/11000084254-initially-setting-up-proctorio)
- <u>Adding Proctorio to a Canvas Quiz (/support/solutions/articles/11000091391-adding-proctorio-to-a-canvasquiz)</u>
- <u>Teaching tips for Proctorio (/support/solutions/articles/11000086046-teaching-tips-for-proctorio)</u>
   <u>Understanding the Proctorio gradebook (/support/solutions/articles/11000084208-understanding-the-</u>
- proctorio-gradebook)
   Adding a Proctorio Syllabus Statement (/support/solutions/articles/11000084321-adding-a-proctorio-
- syllabus-statement)
- Preparing\_students to take a test with Proctorio (/support/solutions/articles/11000084323-preparing\_students-to-take-a-test-with-proctorio)
- <u>Proctorio's privacy policies (/support/solutions/articles/11000084764-proctorio-s-privacy-policies)</u>
- <u>Accessibility concerns in Proctorio (/support/solutions/articles/11000085024-accessibility-concerns-in-proctorio)</u>

See all 17 articles (/support/solutions/folders/11000015240)

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Search

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Q

# Proctorio Exam Settings | Open Digital Textbook

These settings can be used to launch tests in courseware from inside Canvas quizzes. It is recommended that the content in the courseware be password protected. A link and the password should be provided in a **Text (no question)** "question."



Figure 2: Recommended Third-Party Tools Settings.

- Red X a setting that eLearning does not recommend
- · Red (box) a setting that may cause difficulties for students with visual impairments
- · Blue X a setting that should not be used will cause problems with this recommended setup
- · Blue (box) a setting that is required to make this setup work correctly
- Purple (box) a setting that might be necessary to allow students to use external tools (e.g., an IPA Keyboard Editor for special symbols)

#### Settings that should be set:

- 1. Record Video
- 2. Record Audio
- 3. Record Screen
- 4. Record Screen required since browser is not locked down
- 5. Record Web Traffic required since browser is not locked down
- 6. Record Room do not enable if students with visual impairments will be taking
- 7. Only One Screen
- 8. Close Open Tabs
- 9. Disable Printing
- 10. Disable Clipboard do not select if students need to copy from another app
- 11. Block Downloads
- 12. Clear Cache
- 13. Disable Right Click do not select if students need to copy from another app
- 14. Verify Video
- 15. Verify Audio
- 16. Verify Desktop
- 17. Auto ID Check do not enable if students with visual impairments will be taking

## Settings that are not recommended:

- 1. Prevent Re-entry
- 2. Verify Signature

Note: After August 1, 2020, courses using McGraw-Hill Connect courseware with copyright dates of 2019 or later should be able to use McGraw-Hill's integration with Proctorio without any additional cost to students. Please contact <u>autoaccess@umsystem.edu (mailto:autoaccess@umsystem.edu)</u> to check on the availability of this integration with your title.

Modified on: Mon, Aug 3, 2020 at 10:21 AM

Proctorio campus support

#### 2 (855) 675-0755 (tel:18556750755)

teachingtools@umsystem.edu (mailto:teachingtools@umsystem.edu)

#### More articles in Proctorio

- <u>Proctorio (/support/solutions/articles/11000084097-proctorio)</u>
- Determining if Proctorio is right for my class (/support/solutions/articles/11000084298-determining-ifproctorio-is-right-for-my-class)
- Initially setting up Proctorio (/support/solutions/articles/11000084254-initially-setting-up-proctorio)
- <u>Adding Proctorio to a Canvas Quiz (/support/solutions/articles/11000091391-adding-proctorio-to-a-canvasquiz)</u>
- Teaching tips for Proctorio (/support/solutions/articles/11000086046-teaching-tips-for-proctorio)
- Understanding the Proctorio gradebook (/support/solutions/articles/11000084208-understanding-theproctorio-gradebook)
- <u>Adding a Proctorio Syllabus Statement (/support/solutions/articles/11000084321-adding-a-proctorio-syllabus-statement)</u>
- Preparing students to take a test with Proctorio (/support/solutions/articles/11000084323-preparingstudents-to-take-a-test-with-proctorio)
- Proctorio's privacy policies (/support/solutions/articles/11000084764-proctorio-s-privacy-policies)
- <u>Accessibility concerns in Proctorio (/support/solutions/articles/11000085024-accessibility-concerns-in-proctorio)</u>

See all 17 articles (/support/solutions/folders/11000015240)

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Contact Us

# **Recommended Proctorio Exam Settings**

Proctorio settings will differ depending on the kind of test you are giving. To access these Proctorio Settings, you will need to access a Proctorio test in your class with Google Chrome and the Proctorio Secure Exam Monitor extension enabled. The following are three academic scenarios and some general recommendations. Please choose the option closest to how your assessment is structured:

- 1. For most exams in Canvas (i.e. closed book exams).
- 2. For exams using third-party tools (i.e. open digital textbook exams).
- 3. Minimal settings recommendations (i.e. students with technical difficulties, requiring accommodations for visual impairments, or due to other circumstances).

# General Principles:

- Less is more: do not be more restrictive or more vigilant than you need to be. Sometimes setting things to a very high level produces more problems than it fixes.
- Settings interact: some settings, such as Force Full Screen modify other settings.

# Settings we do not recommend:

- Setting **Record Room** to **Intelligent Scan** this will cause students to have to stop and complete a room scan in the middle of a question, breaking the train of thought. Also note that **Record Room** with either setting, may be difficult for students with some kinds of impairments to complete properly.
- Setting Force Full Screen to Severe (0s) with this set, students who innocently try to magnify the screen with Ctrl/Cmd + or use Ctrl/Cmd-f to try to find a question they bypassed, or some other Control or Command-key shortcuts, can be booted out of the test and logged out of Canvas without warning.
- Setting **Re-entry Options** to **No Re-entry** this setting prevents students who have been forced out of the test from returning to it without the ability to finish it, even if their time has not expired.
- Verify ID is a setting that is difficult for a user with visual impairment to complete due to the way it is implemented.
- Verify Signature is virtually impossible for users dependent on Screen Readers to use due to the way it is implemented, and may be ineffective for users with old forms of ID.

Please email keeplearning@umystem.edu if you have questions or feedback.

Modified on: Mon, Aug 3, 2020 at 10:29 AM

#### Proctorio campus support

#### □ (855) 675-0755

teachingtools@umsystem.edu

#### More articles in Proctorio

#### Proctorio

Determining if Proctorio is right for my class Initially setting up Proctorio Adding Proctorio to a Canvas Quiz Teaching tips for Proctorio Understanding the Proctorio gradebook Adding a Proctorio Syllabus Statement Preparing students to take a test with Proctorio Proctorio's privacy policies Accessibility concerns in Proctorio

>> See all 17 articles

#### eLearning Training sessions

Dec 8 10am Canvas Overview for Instructors

Dec 9 10am Delivering Lecture Content with Panopto on PCs

Dec 10 1pm Canvas Overview for Instructors

# Site navigation

- Home
- Solutions
- Forums
- Login

# **Useful Sites**

- Mizzou's Canvas login
- UMKC's Canvas login
- Missouri S&T's Canvas login
- UMSL's Canvas login
- IT Status
- Tech Support

• Office of eLearning

# Contact

#### □ teachingtools@umsystem.edu

#### Columbia

- 🗆 (855) 675-0755
- □ coursehelp@missouri.edu

#### Kansas City

- □ (855) 675-0755
- □ its@umkc.edu

#### St. Louis

- 🗆 (855) 675-0755
- □ Irl@umsl.edu

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# Instructors guide to Proctorio

Proctorio is an online proctoring tool integrated in WebCampus Quizzes. Proctorio makes it easier to take proctored exams/quizzes. Students can take an exam on any computer with internet connection at their convenience within the exam availability window. During the exam, Proctorio records students' screen activities, their physical movements and the testing environment. The recording will be available for you to review.

Jump to the topics below:

# <u>General information (/tlt/instructional-design/instructional-technology-</u> <u>resources/web-conferencing/online-test-proctoring/proctorio/instructors#general-</u> <u>info)</u>

<u>Recommended settings for exams (/tlt/instructional-design/instructional-technology-</u> <u>resources/web-conferencing/online-test-</u>

proctoring/proctorio/instructors#recommended-settings)

<u>Commonly asked questions (/tlt/instructional-design/instructional-technology-</u> <u>resources/web-conferencing/online-test-proctoring/proctorio/instructors#common-</u> <u>questions)</u>

# **General information**

# What do faculty and students need for Proctorio to work?

- Proctorio requires the use of the Google Chrome browser and the Proctorio extension. Proctorio only works in Chrome. Download the Chrome browser and the Proctorio extension if needed.
  - Chrome download link (https://www.google.com/intl/en/chrome/)
  - Proctorio extension download link (https://getproctorio.com/)
- Students will need a webcam and a microphone connected to their computer (not iPad or other tablet device) with internet connection (wired internet connection highly recommended). The following link contains information on webcam alternatives (/tlt/instructional-design/instructional-technologyresources/web-conferencing/online-test-proctoring/proctorio/webcamalternatives) when webcams are not available.
- Students need their UNR student ID or a government-issued photo ID for the

identity check.

# How do faculty use Proctorio? Step 1: Enabling Proctorio for a course

Proctorio is an option under Quiz settings. Proctorio must be enabled in a course before the option is available in the settings.

To enable Proctorio:

Step 1: Go to the course Settings.

# Step 2: Click on the Navigation tab.

# **Step 3:** Scroll down to the lower section of the page and find **Secure Exam Proctor** (**Proctorio**).

Home	Course Details Sections Navigation	Apps Feature Options
Announcements		
Modules	Drag and drop items to reorder them in the course na	avigation.
Assignments	Home	
Grades	Announcements	:
Quizzes	Modules	:
Library Guide	Assignments	:
Discussions	Grades	:
Collaborations	Quizzes	:
Conferences	Library Guide	:
Conferences	Secure Exam Proctor (Proctorio)	:
Syllabus	Drag items here to hide them from students. Disabling most pages will cause students who visit those pages to the course home page.	be redirected to
Pages	MyLab and Mastering Page disabled, won't appear in navigation	:
People	Macmillan Higher Education Page disabled, won't appear in navigation	:
Settings	Discussions This page can't be disabled, only hidden	:



[Figure 1] Screenshot of the WebCampus dashboard, with a left-rail of options, such as "Settings," "People" and "Quizzes." The "Settings" option is highlighted in blue as it has been toggled. The "Settings" menu has multiple tab options, including "Navigation," "Course Details," "Sections," "Apps" and "Feature Options." The "Secure Exam (Proctorio)" option is highlighted with an orange oval, showing users where to click/drag to enable the option.

Step 4: Drag and move it to the upper section or right-click on the three dots to enable it.

**Step 5:** Click **Save**. Proctorio has been enabled. It will be available as one of the options for quizzes.

Note: You won't see any changes in the course navigation menu. If you see the Secure Exam Proctor (Proctorio) link on the course menu, you are not using Chrome or the Proctorio extension is not installed. Click on that link and you will be directed to download the Chrome browser and/or the extension.

## Step 2: Enabling Proctorio for an exam/quiz

Follow these steps to require proctoring on an exam:

**Step 1:** Go to **Quizzes** on the course menu and add a new quiz. Or you can click on an existing one.

**Step 2:** In **Edit** mode, under **Details**, scroll down to the **Quiz Restrictions** section, and check "**Enable Proctorio Secure Exam Proctor**". [See Figure 2 for a visual example]

	Quiz Restrictions
Quiz Restrictions	Require an access code
Require an access code	Proctorio is managing this password. Learn more.
Filter IP Addresses	•••••
Enable Proctorio Secure Exam Proctor	Filter IP Addresses
	Enable Proctorio Secure Exam Proctor
	Remote proctor settings can be controlled from the Proctorio Settings tab

[Figure 2] Screenshot of the Proctorio Quiz edit mode with the "Quiz Restrictions" window that includes "Require an access code", "Filter IP Addresses" and "Enable Proctorio Secure Exam Proctor" options with checkboxes to turn them on or off. An orange arrow with two branches points users to the corresponding areas of the Quiz Restrictions dialog box for "Require an access code" and "Enable Proctorio Secure Exam Proctor".

**Step 3:** Once this option is checked, the **Time Limit** option is automatically enabled as Proctorio requires a time limit for the quiz. In addition, the quiz **access code** is filled with a random passcode. this passcode should not be shared with students. When students take the exam, the passcode will be automatically entered (it happens in a second and they may not even notice it).

**Note:** Students will be prompted to enter the passcode when using the wrong browser, or if the Proctorio extension is not installed on Chrome. This forces them to use Chrome and to be proctored.

**Step 4:** Once the Proctorio option is turned on, the **Proctorio Settings** tab is also available, with many options for you to choose from, such as recording options, lock down options, verification options, behavior settings, etc. [See Figure 3 for a visual example]

Details	Questions	Proctorio Settings

[Figure 3] Screenshot of the "Proctorio Settings" tab that becomes available after "Enable Proctorio Secure Exam Proctor" option is turned on. The screenshot includes the "Details" tab and an option to rename the quiz, a "Questions" tab and the "Proctorio Settings" tab. Users can click "Proctorio Settings" to toggle options under that tab.

Step 5: Click on any options you'd like to include. [See Figure 4 for a visual example]





[Figure 4] Screenshot of the "Proctorio Settings" tab with a "Saved Profiles" option and "Proctorio Exam Settings" option. "Proctorio Exam Settings" menu is expanded, showing additional options for "Recording Options" and "Lock Down Options." A pointer is shown pointing at the Record Audio icon, and a question mark icon that is present in the upper right corner of the icon is circled. Text below is circled in orange, reading "Record Audio will capture audio from the microphone for the entire exam, allowing users to listen to the test taker's exam environment.

**Step 6: Save** (or **Save and Publish**) the quiz. Once saved, the quiz name will change, with the words "*Remotely proctored*" added to the name).

**Note:** Proctorio will perform a computer system pre-check on the audio (microphone), video (webcam), computer desktop, and internet connection before the exam begins. This process usually takes approximately 3-5 minutes (in some cases it may take up to 10-15 minutes). If a room-scan is required, it takes even longer. Make sure you add an extra 15-20 minutes to the exam availability window (i.e., available from and until date/time).

## **Step 3: Adjust Proctorio settings**

Instructors have full control of the **exam settings** (i.e., what Proctorio enables or disables when students take the exam) and **behavior settings** (i.e., what behavior is to be flagged).

For exam settings, there are three main sets of options:

- Recording options
- Lock down options
- Verification options

Exam settings need to be decided before students take the exam and cannot be changed after exam attempts. For behavior settings, you can either customize the configuration or choose from the pre-sets. Behavior settings can be changed at any time.

To make Proctorio work for them, faculty are recommended to learn more about different options for exam settings and behavior settings.

Proctorio has detailed instructions on how each option works on their support website. However, the instructions are only available when you are logged into WebCampus in the Chrome browser. The best place to learn the granular details is in a quiz in your course.

Under **Proctorio Settings**, each tile represents an option you can choose. When you mouse over a tile, the tile highlights with a brief description appearing below and a question mark in the upper right-hand corner. A click on the question mark will take you to the instructions (or video tutorial) on that option. Please take some time to familiarize yourself with different options.



[Figure 1] Screen capture of the Proctorio Settings tab with the Proctorio Exam Settings section expanded. The Recording Options section is expanded and the following text is circled: Record Audio will capture audio from the microphone for the entire exam, allowing you to listen to the test taker's exam environment. There is a callout on a question mark icon that lives on one of the recording option tiles that says 'A click on the question mark will take you to the instruction'.

## How to review Proctorio exam results?

The exam results are available under Proctorio Gradebook.

Click on **View Proctorio Gradebook** and you will be taken to the results page, where you can view the recordings. [See Figure 5 for a visual example]

Published Pre	eview	🔊 Edit	:	Related Items
Quiz 1 (Remotely Proctored)				M Quiz Statistics
				🕸 Moderate This Quiz
This exam is proctored by Proctorio.				SpeedGrader™
				😟 View Proctorio Gradebook

[Figure 5] Screenshot of the Quiz Status page with the Quiz name visible and the "Related Items" menu to the right of the screen with "Quiz Statistics," "Moderate This Quiz," "SpeedGrader" and "View Proctorio Gradebook" as menu options. "View Proctorio Gradebook" is circled with an orange oval, showing users where to click to access their Proctorio gradebook.

The first time you visit the page, the gradebook tour (a video tutorial of how to use the gradebook) will come up. We recommend you complete the tour. You can turn it off by clicking anywhere on the screen. The tour can be viewed again under the **Display Options** tab.

Proctorio records the entire exam session of each student. The **Suspicion Level** is based on the Behavior Settings. You can click on each recording to view the details. [See Figure 6 for a visual example]

Proctorio Gradebook	🌣 Proctorio Settings	Procto	orio Map 🔤 Displa	ay Options 🛛 🗹	Export Options
roctorio Exa	m Results				
Name	n	otations	Abnormalities	Suspicion Level	
		0	2	85%	• 1
		0	2	65%	•
		0	2	42%	

[Figure 6] Screenshot of the Proctorio system with multiple tab options, including "Proctorio Gradebook," "Proctorio Settings," "Proctorio Map," "Display Options," and "Export Options." The "Proctorio Gradebook" option is selected, showing individual recordings from each student's examination. Example data is shown, with the student's names obscured.

# Recommended settings for common types of exams

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There are three sets of options under exam settings: Recording Options, Lock Down Options, and Verification Options.

- The **Recording options** control the information that Proctorio will record during the exam.
- The **Lock Down options** help increase the security during the exam.
- The **Verification options** help ensure the student's hardware works properly and his/her face is clearly visible within the recording. It helps ensure the quality of the recording and remind students of school policies regarding academic integrity.

There are two in-quiz tools you can choose: **Calculator** and **Whiteboard**. Whiteboard is like a on-screen notebook or scratch pad.

We recommend selecting as many available options in the Exam Settings as is applicable to your exam. It is good to have a record of student testing behaviors. As you review the recordings, you get to know how Proctorio works and what settings work better for your course. Proctorio is fully automated using AI technology, with no human proctors watching. Having a better understanding of how it works really help you take full advantage of this technology.

# Exams with no web resources allowed, either closed book/notes or open (physical) book/notes

In this type of exams, students are not allowed to use any external resources, especially web resources. These settings (see the screenshot below) ensure students will not be able to use any resources on their computer. Exams with open physical book or notes can also use these exam settings as they ensure students only use what is allowed.

Recording room, especially the desk area including the computer students use to take the exam, is recommended for this type of exams. There are two options for **Record Room: Scan at Start**, or **Intelligent Scan**. Scan at Start requires students to scan their room and the desk area using a webcam at the beginning of the exam to make sure no other people are in the room and no resources are on the desk. Intelligent Scan requires students to show their room and the desk area at the beginning of and during the exam. Allow extra exam time if this option is selected. If testing environment is not a concern, you may choose to disable **Record Room**.



# The screenshot below shows what options to enable for the exams with no web resources allowed.



[Figure 1] Screen capture of the Proctorio Exam Settings with different options. Under the Recording Options, Recording Video, Record Audio, Record Screen, Record WebTraffic, and Scan at Start (Record Room) are selected. Under Lock Down Options, Moderate (Force Full Screen), Only One Screen, No New Tabs, Close Open Tabs, Disable Printing, Disable Clipboard, Block Downloads, Clear Cache, Disable Right Click are selected. Under Verification Options, Verify Video, Verify Audio, Verify Desktop, Auto ID Check (Verify ID) are selected.

# Exceptions

If students need to use copy-paste function in the exam, do **NOT** enable these three lockdown options - **Disable Printing**, **Disable Clipboard**, and **Disable Right Click**. If students need to download a file in the exam question to view or respond, do **NOT** enable the **Block Download** option.

### Exams with open web resources

This type of exams allows students to use (specific) web resources and external applications. The settings shown in the screenshot below allow students to open web pages and use external application (e.g., a computer program) during the exam. It is recommended you notify students what applications and web pages are permitted in the exam instruction.

The screenshot below shows what options to enable for the exams with open web resources. (Note: For the Record Room option, you may choose either Scan at Start or Intelligent Scan.)



[Figure 2] Screen capture of the Proctorio Exam Settings with different options. Under the Recording Options, Recording Video, Record Audio, Record Screen, Record WebTraffic, and Intelligent Scan (Record Room) are selected. Under Lock Down Options, Only One Screen, Close Open Tabs, Disable Printing, Disable Clipboard, Block Downloads, Clear Cache, Disable Right Click are selected. Under Verification Options, Verify Video, Verify Audio, Verify Desktop, Auto ID Check (Verify ID) are selected.

# Exceptions

If students need to use copy-paste function in the exam, do **NOT** enable these three lockdown options - **Disable Printing**, **Disable Clipboard**, and **Disable Right Click**.

If students need to download a file in the exam question to view or respond, do **NOT** enable the **Block Download** option.

## **Behavior settings**

Behavior settings help determine a student's suspicion level. The behavior settings can be customized, or you can use one of the presets. These settings will dictate the way Proctorio (the AI technology) flags suspicious behaviors. Unlike exam settings, behavior settings can be adjusted during and after the exam in order to better scrutinize certain behaviors.

For Behavior Settings, we suggest taking the default option, **Recommended**, as that setting is configured based on the exam settings you have chosen, and it is a good starting point when reviewing the suspicion level. You can always adjust the settings during and after the exam.

The screenshots below show the Recommended behavior settings for an exam with open web resources.

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[Figure 1] A screen capture of the Proctorio Behavior Settings showing the Recommended settings tile selected. The screen capture also shows a Proctorio Frame Metrics section with several metrics on suspicious behavior. A callout states: 'The metrics can be changed, and the suspicion level of certain behavior will be re-calculated'.



# Proctorio Exam Metrics Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior. **Computer Based Abnormalities** Copy & Paste Navigating Away Browser Resize Mouse Movement Abnormal movement of the mouse will highlight test takers who interacted with the quiz page less than the rest of the class. Environmental Abnormalities Audio Levels Head and Eye Multi-Face Leaving the Room Movement Environmental abnormalities track changes in the test taker's testing environment Technical Abnormalities Exam Duration Exam Collusion Start Times End Times Abnormal exam duration will highlight test takers who have finished significantly faster or slower than the rest of the class.

[Figure 2] Screen capture of the Proctorio Exam Metrics interface. The 'Navigating Away' option and the 'Browser Resize' option are selected under the Computer Based Abnormalities section. The 'Leaving the Room' option is deselected under the Environmental Abnormalities section.

To make Proctorio work better for you, we recommend learning more about how each setting works. Mouse over a tile and a question mark will appear in the upper right-hand corner. A click on the question mark will take you to the instructions (or video tutorial) on that option.



[Figure 3] Screen capture of the in-context help interface as shown by a question mark icon (circled) that appears overlaid on top of the 'Keystrokes' icon in the Exam Metrics interface.

# **Commonly asked questions** How to adjust the settings for a flexible Proctorio exam?

Proctorio can be configured to give students the flexibility to take their exams remotely with Proctorio or in person with the **<u>University Testing Center (/testing-center)</u>**.

(**Note:** Please contact the Unviersity Testing Center at least two weeks in advance to request the service.)

To do this, go to **Moderate This Quiz**, and navigate to the section underneath the student list. Click on the button **Make Exam Flexible**.

Search reopie						Filte
] Student	Attempt	Time	Attempts Left	Score	<b>2</b> 5	Ó
]			1			<ul> <li>✓</li> </ul>
			1			
			1			C
]			1			~
]			1			~
			1			<b></b>

[Figure 1] Screen capture showing the Moderate Quiz interface. Below the moderation area, there is a red arrow pointing at the 'Make Exam Flexible' button.

This will generate the exam passcode which you will share ONLY with the University Testing Center. You will then select the students (by unchecking the box under the Proctorio column) who will take the exam in person at the University Testing Center. Click on the **Change Proctorio Access Settings** button when done.

Moderate Quiz									
Search People						Filter			
Student	Attempt	Time	Attempts Left	Score	52	٥			
			1						
			1						
			1						
			1			0			
			1						
			1						
If an exam is made flexible, then test takers will have the option to use Proctorio or take the exam with an approved proctor who has the exam password. Learn more about exam flexibility. Proctorio can also be disabled for certain test takers. If Proctorio is disabled for an individual, then they must take the exam at the testing center, and cannot use Proctorio. CHANGE PROCTORIO ACCESS SETTINGS settings changed, update when finished									
MAKE EXAM FLEXIBLE									

[Figure 2] Screen capture of bottom portion of the Moderate Quiz interface with the a red arrow pointing at the Change Proctorio Access Settings button, and a red box around the check marks in the Proctorio column.

The students unchecked from the Proctorio column will be able to take the exam in person at the University Test Center.

# What if students have problems during the test?

Students should contact Proctorio via Live Chat when they encounter any technical issues. The Live Chat is available by clicking on the Proctorio Extension icon (the small shield) in the Chrome browser and selecting Live Chat.





[Figure 1] Screen capture of the Chrome browser window with the shield button in the browser URL bar [marked by a (1)]. A pop-up window is shown with a 'Live Chat' button marked by a (2).

Live Chat can also be accessed by visiting the support at the **Proctorio website.** 

<u>(https://proctorio.com/support)</u> Scroll down about a half of a page, and select Start Live Chat. Support by email is available at <u>support@proctorio.com</u>

<u>(mailto:support@proctorio.com)</u>, or by phone at (480) 428-4089 or toll-free (866) 948-9248.



[Figure 2] Screenshot of the Proctorio Live Chat page with an arrow pointing at the 'Start Live Chat' button.

To avoid problems, the following suggestions may be shared with students:

- Do not attempt to take the exam on a tablet or mobile device. A computer plugged into a power source should be used.
- Use a reliable internet connection. Hard-wire into the internet when possible. Internet hotspots are not recommended.
- Before starting the exam,

- Restart the computer
- Close all other apps they may have open
- Close all other tabs on Chrome
- Clear browsing history

## What if students are asked for a passcode?

Students should never be prompted for a passcode or access code when they are in Chrome with the Proctorio extension installed. When this happens, it means Proctorio is being blocked on their computer. To fix this, try the following:

- Make sure the Chrome browser is up to date.
- Uninstall and reinstall the Proctorio extension.
- Clear cache and cookies.
- Site Access Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots in the top right-hand corner of your browser -> More Tools -> Extensions. Here you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites". After completing these steps, refresh the exam page to check if the issue is fixed.
- Restart the computer. Computers need to be restarted if they haven't been rebooted in a while.

# What if students get a message about insufficient RAM for the test?

Students may still begin the test. It is best to open up a Live Chat as Proctorio's Support Desk has a lot of tips and tricks to ensure this gets resolved without causing any issues.

Office Contact Information



Instructional Design: (775) 682-6798 (tel:7756826798)

Classroom Support: (775) 784-6085 (tel:7757846085)

Beneficial Design: 8 a.m. - 5 p.m. | Classroom Support: 8 a.m. - 8 p.m.

This is Exhibit T referred to in the Affidavit of John Trueman sworn before me on 01 Trac 2021.

A Commissioner for taking Affidavits for British Columbia
# Proctorio - Online Test Proctoring

## Proctorio

Richland now has Proctorio to use with online testing. Proctorio is a platform for online test proctoring that protects the integrity of the test in the online testing environment.

Proctorio has a number of built-in "Lock Down 2 (https://proctorio.zendesk.com/hc/en-us/articles/200714605-Lock-Down-Options) options that faculty can use on any quiz. For some of the more advanced options (Recording 2 (https://proctorio.zendesk.com/hc/en-us/related/click?

data=BAh7CjobZGVzdGluYXRpb25fYXJ0aWNsZV9pZGkEJw33CzoYcmVmZXJyZXJfYXJ0aWNsZV9pZGkEiGT3Czo LbG9jYWxISSIKZW4tdXMGOgZFVDoldXJsSSI8L2hjL2VuLXVzL2FydGljbGVzLzIwMDc0MDEzNS1SZWNvcmRpbmc tT3B0aW9ucy1PdmVydmlldwY7CFQ6CXJhbmtpBg%3D%3D--bbae269ac5697cb3d63c2210c413f0207c72b291) and Verification & (https://proctorio.zendesk.com/hc/articles/204980847) ), there is a fee of \$5 per student, per quiz. If you would like to use these settings, please contact your Dean and Online Learning.

## **Getting Started**

The following explains what an Instructor needs to do to get stated using Proctorio. Note: This needs to be done for each course Proctorio is used in.

- 1. You must be using <u>Chrome web browser.</u> 

  e <u>(https://support.google.com/chrome/answer/95346?</u> <u>co=GENIE.Platform%3DDesktop&hl=en)</u>
- 2. Download the Proctorio Chrome Extension 2. (https://getproctorio.com/).
- 3. Add Proctorio to your Course Navigation links. [This step needs to be done for each course.]
  - Go to Settings in your course
  - Click on the Navigation tab
  - Scroll down and look for "Secure Exam Proctor" and drag it into the "Navigation items for the course" (top area) of your screen. [Note: Even though you are moving this into the course navigation, the actual tab will be hidden from Instructors and students.
  - Scroll down and click Save.

### Adding Proctorio to a Quiz

Once you've added Proctorio to your class, the next step is to add it to a quiz. Below are the directions for adding Proctorio to a Quiz:

- 1. Navigate to the quiz you would like to add Proctorio to.
- 2. Click on the Edit button.
- 3. Scroll down to the Quiz Restrictions area.
- Check Enable Proctorio Secure Exam Proctor. [Note: You must be using Chrome and have the <u>Proctorio</u> <u>Chrome Extension</u> 
   <u>Chrome Extension</u> 
   <u>(https://getproctorio.com/)</u> installed to see this option.]

- 5. Click the link to the Proctorio Setting tab.
- 6. *Make sure to unclick the "Record Video" option so that it is grayed out, not blue.* This is automatically enabled but is a paid feature that most quizzes will not need to utilize.

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- 7. Click on any <u>"Lock Down" Options et (https://proctorio.zendesk.com/hc/en-us/articles/200714605-Lock-Down-Options)</u> you would like to enable or disable. <u>Blue indicates the option is selected, gray indicates that it's not selected.</u> [IMPORTANT NOTE: For some of the more advanced options (<u>Recording et (https://proctorio.zendesk.com/hc/en-us/related/click?</u> <u>data=BAh7CjobZGVzdGluYXRpb25fYXJ0aWNsZV9pZGkEJw33CzoYcmVmZXJyZXJfYXJ0aWNsZV9pZGkEiGT3</u> <u>CzoLbG9jYWxISSIKZW4tdXMGOgZFVDoldXJsSSI8L2hjL2VuLXVzL2FydGljbGVzLzlwMDc0MDEzNS1SZWNvcm</u> <u>RpbmctT3B0aW9ucy1PdmVydmlIdwY7CFQ6CXJhbmtpBg%3D%3D--</u> <u>bbae269ac5697cb3d63c2210c413f0207c72b291</u>) and <u>Verification et (https://proctorio.zendesk.com/hc/articles/204980847)</u>), there is a fee of \$5 per student, per exam. If you would like to use these settings, please contact your Dean and Online Learning.]
- 8. Scroll down and click Save or Save and Publish if you are ready for your students to view your quiz.
- 9. The words "(Remotely Proctored)" will now show up after the name of your quiz when you and your students view it in your course Modules.

For more on the Proctorio Exam Settings, see the following page and video -<u>https://proctorio.zendesk.com/hc/en-us/articles/200762504-Exam-Settings</u> (<u>https://proctorio.zendesk.com/hc/en-us/articles/200762504-Exam-Settings</u>)

#### **Lockdown Options**

Faculty can freely use any of the following Lock Down options for their Quizzes.

- force full screen
- one screen only
- disable new tabs
- close open tabs
- disable printing
- disable clipboard
- block downloads
- clear cache
- disable right click
- prevent re-entry

For more information on how to use Proctorio, see the <u>User Guides</u> <u>La \_(https://proctorio.zendesk.com/hc/en-us/categories/200052095-Professor-Support)</u>.

\*\*QUICK TIP: Some faculty have been setting up practice exams with the Proctorio settings so that way students can make sure things are working correctly before they take their real exam.

#### How does Proctorio work for Students?

Proctorio requires the use of the <u>Chrome web browser</u> <u>(https://support.google.com/chrome2488wer/95346?</u> co=GENIE.Platform%3DDesktop&hl=en) and students must use/install the <u>Proctorio Chrome Extension</u> <u>(https://getproctorio.com/)</u> as well. Proctorio is active when they log into the exam and is deactivated when they log out.

Share the following page with students for tips on <u>Using Proctorio</u> (<u>https://richland.instructure.com/courses/1862076/pages/using-proctorio</u>).

#### **Student Directions for Quiz**

The following information should be provided to students if you are using Proctorio for your quiz. Edit and tweak as needed for your specific course and Proctorio use.

You can copy the following information and paste it into your exam directions or message it to your students.

This quiz is being proctored using Proctorio. To get things set-up follow the directions on this page - <u>https://proctorio.com/support#settingUp</u> rate: <u>https://proctorio.com/support#settingUp</u>

When you are taking your quiz, the following actions will be disabled. [Remove options you are not using.]

- force fullscreen
- one screen only
- disable new tabs
- close open tabs
- disable printing
- disable clipboard
- block downloads
- clear cache
- disable right click
- prevent re-entry

If you have any problems or questions, with Proctorio, you can contact them using the following methods:

- Access a live support chat 24/7. To access this live chat, click on the gray shield icon in the top right-hand corner of your Chrome browser.
- By phone at (866) 948-9248
- By email at <u>support@proctorio.com (mailto:support@proctorio.com)</u>

Additional information for students on installing and using Proctorio can be found in the Proctorio Canvas Student Guide: Canvas Student Guide rage (https://cdn.proctorio.com/guides/canvas/test-taker/gettingstarted.pdf)

#### **Additional Student Directions**

Jill Feinstein created some of her own Proctorio directions for students and they are shared below. Feel free to copy and tweak as needed.

I am going to be using a proctor software called Proctorio which requires you to use google chrome as your browser and to download an add on for the browser. Here is the directions on how to get this done: <u>https://cdn.proctorio.com/guides/canvas/test-taker/getting-started.pdf</u> r (https://cdn.proctorio.com/guides/canvas/test-taker/getting-started.pdf)

Proctorio software is designed to help minimize cheating by locking down your browser so you cannot open up any other windows, software or tabs while taking the exam. I do not use the webcamera portion of it so you can ignore that part of the directions. If your internet goes out or goes goofy and you have to leave the exam to fix it. Close the browser window as it will not initiate Proctorio to submit the exam and fix the problem and then open up your browser and get back into the exam. Keep in mind that your time on the exam will keep going even if you are not logged in. The exams are timed and designed to be taken without book or notes. Sometimes Proctorio will not close the exam properly and will give you buffering screen, if you clicked submit on the exam and it does that, just close the browser and then you can go back into Canvas to double-check that your exam submitted correctly (It has always done so in the past.).

In case you run into this problem when taking the exam. You don't need an access code. You need to make sure that you are in google chrome when taking the quiz and make sure that all other windows and tabs are closed.

Here is what Proctorio says to do if you get an access code prompt:

Access Code Prompts You should not receive an access code; if you do, please contact our support via chat as noted under the Live Chat instructions. Also, here are additional steps to help resolve Access Codes errors:

1. Google Chrome Version - Please make sure that your Google Chrome is up to date. You can check this by clicking on the three dots icon in the top right-hand corner of your screen, then Help, then About Google Chrome, and the first thing you should see is your Google Chrome version. If it's not up to date, please select the option to update it.

2. Re-Install the Extension - Please uninstall the Proctorio extension by clicking on the shield icon in the top right corner of your browser and re-install the extension from www.getproctorio.com 
(http://www.getproctorio.com/).

3. Clear Cache and Cookies - Head to the three dots -> more tools -> clear browsing data -> time range should be set on All-time -> Check Cookies and Cached images -> click clear data.

4. Incognito Access - Some Proctorio features will require the use of incognito access. If your instructor has one or more of these features turned on, you will not be able to take an exam unless incognito access is allowed. When requested by the instructor, incognito access gives Proctorio permission to run normally in all tabs during an exam. For example, instructors may choose to track websites visited during the exam to ensure academic integrity. Incognito access permits this function in both normal and private modes. You can enable

incognito access from the extension window. • Click the Chrome menu on the browser toolbare the top right.
• Select More Tools -> Extensions. • Find the Proctorio extension and click on Details. • Scroll Down and find Allow in incognito section. © 2019 Proctorio Inc. Confidential & Proprietary • Toggle it on

5. Site Access - Make sure that the Proctorio extension is allowed on all sites. To check this, please go to the three dots icon in the top right-hand corner of your browser -> More Tools -> Extensions, and you'll see the list of all extensions installed. Locate the Proctorio extension, click on Details and in the "Site access" section choose "On all sites". After any of these steps, please refresh the exam page to check if the issue is fixed.

6. Access through Different Link - Fully log out of Canvas and then re-login. Once logged back in, try accessing the exam through a different link. Go in through modules, assignments, quizzes, grades, etc. See if any of these links will allow you to get into the exam without an access code. Also, make sure that within the title, it has the words (Remotely Proctored) or (Secure Browser).

7. Disable all Extensions Except for Proctorio - In the extensions tab, check your extensions and disable all the extensions except Proctorio (one could potentially block Proctorio). Head to the three dots in the top right corner of your Chrome browser -> More Tools -> Extensions.

8. Restart your computer - Computers need to be restarted if they have had a reboot in awhile. If the access code is still displaying, fully restart your computer which will close any open applications. Once restarted, head back to the exam within the Canvas LMS.

9. Reset your Google Chrome - Head to the three dots in the top right corner of your Chrome browser -> Settings -> Scroll down to Advanced Settings and click it -> Restore settings to their original defaults. You will have to add the Proctorio extension again. Add the extension here. Once you have added the extension, go back to the exam page, reload it and try again.

10. Proxy Settings - Proctorio doesn't encourage the use of virtual proxy networks. It will be necessary to disable them if you're experiencing issues with your connection. For help disabling local proxy software, please see the following guides: 

Disable Local Proxy Server (Windows), © 2019 Proctorio Inc. Confidential & Proprietary
Disable Local Proxy Server (Mac OS X).

11. Add another Google Account - Sign in with your Google account. Select your image from the top right corner and select Manage Account -> Add Account. Add the Proctorio extension and open Canvas. Try to start the exam.

This is Exhibit U referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021. 1

A Commissioner for taking Affidavits for British Columbia

#### CHARLES W. DAVIDSON COLLEGE OF ENGINEERING SAN JOSÉ STATE UNIVERSITY

# **Proctorio Settings**

Proctorio exam set up View Proctorio Gradebook

## Proctorio exam enabling

Once Proctorio has been added to the navigation menu of your Canvas course, you can enable Proctorio secure exam in a quiz.

#### Step 1: Create a new quiz

	Points 0 (Not Published :
Details Questions Mastery.Paths Proctorio Settings	
FinalExam	
Quiz Instructions: 12pt v Paragraph v   B I U Δ v Δ v T² v   言 v ≔ 机 v   タ v 図 v 図 v 図 v 図 v I ひ 囲 v バ が	
	(†) 0 words

Step 2: Enter a check in the checkbox of Enable Proctorio Secure Exam Proctor

Quiz Type	Graded Quiz
Assignment Group	Final Exam
	Options
	Shuffle Answers
	✓ Time Limit 120 Minutes
	Allow Multiple Attempts
	Let Students See Their Quiz Responses (Incorrect Questions Will Be Marked in Student Feedback)
	Show one question at a time
$\backslash$	Quiz Restrictions
	Require an access code
)	Filter IP Addresses
	Enable Proctorio Secure Exam Proctor

#### **Quiz Restrictions**

<ul> <li>Require an access code</li> <li>Proctorio is managing this password. <u>Learn more</u>.</li> </ul>
•••••
Filter IP Addresses
<ul> <li>Enable Proctorio Secure Exam Proctor</li> <li>Remote proctor settings can be controlled from the <u>Proctorio Settings</u> tab</li> </ul>

## **Exam Settings**

Step 4: The exam settings are organized into four options, and you can adjust the settings depending on your exam methods. If you enable an option, the option will turn light blue

- 1. Record Video: If you enable the recording options, students must it will automatically analyze for students' head movement, eye, and mouth movement
- 2. Lock Down set up can prevent students from opening unauthoried application / documents
- 3. Verification verify student identity and computer system
- 4. In Tool: deternmine what tools you allow students to access

#### Proctorio Exam Settings

Exam settings can not be changed once the first test taker has started the exam.

#### ▼ Recording Options



Record Web Traffic will capture screenshots and URLs of any website visited during the exam.

#### ▼ Lock Down Options



Block Downloads will prevent test takers from downloading or saving any type of file during the exam and automatically end the session.

#### Verification Options



These options determine what will be verified prior to the exam.

#### In-Quiz Tools



These options determine what tools the test taker will have access to during the quiz.

### Step 5: View Exam Settings Summary

▼ Exam Settings Summary	
Exam Security	Required Bandwidth
	Audio     Video       Screen     Overhead
Recording features enabled	Minimum 0.244 Mbps
Locked down environment	Recommended 0.664 Mbps
Pre-exam Verification	US National Average 11.400 Mbps

The exam security is based on the combination of the options selected.

#### Step 6: Abnormal Behaviors Settings allow you to see the level of a suspicious behaviors students have during the exam in relation to the the settings you have



#### Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.



Leaving the Room

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#### ▼ Proctorio Exam Metrics

Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior.

#### Computer Based Abnormalities





Computer Based abnormalities track test taker interaction with the quiz page

#### Environmental Abnormalities



Environmental abnormalities track changes in the test taker's testing environment

#### Technical Abnormalities



Abnormal exam duration will highlight test takers who have finished significantly faster or slower than the rest of the class.



## How To View Gradebook

The Proctorio Gradebook will present students' suspicious information through the course of the exam. When the Proctorio exam is ended, you can click this exam to view the result.

Step 1: Click View Proctorio Gradebook

al Exam with Proc	orio (Remotely Proctored)			a Quiz Statistics	
	ond (Kemotery Proctored)			భి Moderate This C	Quiz
				🕁 Download All Fi	les
			$\backslash$	(♡) SpeedGrader™	
			X	🔵 View Proctorio	Gradebook
				Submission Deta	ls:
				Time:	5 minutes
		/i		Current Score:	0 out of 2 *
Quiz Type	Graded Quiz			Kept Score:	0 out of 2
Points	2			* Some question	is not vet graded
Assignment Group	Final Exam				
Shuffle Answers	Yes			1 Attempt so far	
Time Limit	10 Minutes			() <u>View Previou</u>	<u>s Attempts</u>
Multiple Attempts	No			Take the Quiz A	<u>gain</u>
View Responses	No			(Will keep the highe	st of all your
One Question at a Time	No			scores)	
Proctorio	On				

<u>Home</u>											0,	
LockDown Browser	🔵 Proctorio Gradebook 🛛 🌼 Pro	octorio Settings 💿 Proctorio Map	Display Options	Export C	ptions							
<u>Announcements</u> Modules	Proctorio Exam Re	sults										
Assignments	Name	Submission Time	Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level	1				
Quizzes		04/22/2020 11:16:55 am	1	0	0	0	45%		)			
Zoom	×.								Pice Dice	Judge 1 1 of 1		
Discussions							RO	ws her hage 2	5 V Disp	aying, i-i of l		

Step 3: Click the tab to view the suspicious report of the student

#### Proctorio Exam Results

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	Name		Submissio	n Time	Atten	npt S	core Anr	notations	Abnormalities	↓ Suspici	ion Level				230
•			04/22/202	0 11:47:30 am		1	0	0	0		57%				×
Compute (may india (may india) (may india)	er Performal cate reasons fir rnet type: resid taker had dec taker had goo taker had goo taker had red exam was take taker started ormance issue	en the test take nce Index or computer is dential tent overall per or internet per od computer p uced video qu en using Mac C the exam with es might occur <u>puter Perform</u>	er reached the sues) formance formance erformance ality for 49% o DS X 10.14.6 of 0.1GB of free due to hardw ance Index	f the exam n Chrome 81 RAM, even thou are insufficienc	ugh Proctorio	about this ale	Prior to enterin	ng the exam, th	ie test taker wa	is warned that	t	00.04.03	00.04.20	00.04.41	Show details
Web Trai (websites The test ta	ffic Index visited by the aker visited 1 v	test taker duri website during	ing the exam)												Show details

There must be more than three attempts to calculate the exam abnormalities. Please check back later. Learn more about this alert

This is Exhibit V referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021

-A Commissioner for taking Affidavits for British Columbia



# PROCTORIO (ONLINE PROCTORING)

Santa Ana College Distance Education, Cesar Chavez Building Room A-101, (714) 564-6725, DistEd@sac.edu

Proctorio will only work in Chrome with the Proctorio Chrome Extension installed. The extension is required by both faculty and students.

### INSTALL PROCTORIO CHROME EXTENSION

The Proctorio extension can be installed directly from Canvas. Install the Proctorio Chrome extension by clicking the **(A) Secure Exam Proctor (Proctorio)** link on the Course Navigation Menu. On the Proctorio Chrome Extension screen, click the **(B) Install Proctorio Chrome Extension** link.

Home Secure Exam Proctor (Procto- rio)	Proctorio Chrome Extension This course requires you to install an extension into your br	'owser.
Syllabus Modules Grades	* * ¢	Install Google Chrome.
Discussions	$\left( \begin{array}{c} \phi \\ \phi \end{array} \right)$	<ul> <li>Install Proctorio Chrome Extension.</li> <li>B http://getproctorio.com</li> </ul>
		3 Done!

### ADD PROCTORIO TO A QUIZ IN CANVAS

Proctorio can be added to newly created or existing quizzes in Canvas. While in Chrome, in the Quiz Options under the Quiz Restrictions section, click the check box next to **Enable Secure Exam Proctor** to select it.

Quiz Restrictions	
Require an access code	
Filter IP Addresses	
Enable Proctorio Secure Exam Proctor	

## CONFIGURE THE PROCTORIO SETTINGS

Once selected, a **Proctorio Settings** tab will appear at the top of the quiz page. Click the tab to access the Proctorio settings.

Settings	Questions	Proctorio Settings	
Quiz Instru B I ⊞ - ⊲	uctions: ⊻ <u>A</u> ▼ & & II	▲ • J、 臣 壹 遭 遭 × <sup>t</sup> × <sub>t</sub> 臣 臣 兀 • 日 ¶ ¶• Font Sizes • Paragraph •	HTML Editor
See Proc	ctorio Settings		



**Once** a student has taken the quiz, the Proctorio Exam Settings <u>cannot</u> be changed. Only the sensitivity that indicates suspicious behavior can be adjusted. Exam setting features cannot be added or removed from an exam with student attempts.

## EXAM RECORDING, LOCK DOWN, VERIFICATION, AND IN-QUIZ TOOL OPTIONS

**Exam Recording Options** include Record Video (records student on web cam), Record Audio (records audio in the room), Record Screen (screen capture), Record Web Traffic (logs all web sites visited), Record Room (requires student to "scan" the room with the web cam).

Lock Down Options include Force Full Screen (prevents access to other applications or websites), Only One Screen (prevents use of two screens), Disable New Tabs, Close Open Tabs, Disable Printing, Disable Clipboard, Block Downloads, Clear (Browser) Cache, Disable Right Click (menu), Prevent Re-Entry (requires the student to complete the test in one sitting).

**Verification Options** ensure that the computer hardware is working properly, including Verify Video (web cam), Verify Audio (microphone), and Verify Desktop (screen capture). Additional options all faculty to Verify ID (requires student to "show" picture ID to web cam), and Verify Signature (requires student to E-Sign an agreement or exam contract).

**In Quiz Tools** allow instructors to provide an onscreen Calculator (Basic or Scientific), and Whiteboard for use by the students during the exam.

## PROCTORIO BEHAVIOR SETTINGS

Proctorio Behavior Settings determine how Proctorio will weight suspicious student behavior during the exam, and what will be flagged for faculty review. The Behavior Settings include Recommended (based on selected exam settings), Lenient (multiple behavior violations are required to trigger suspicion), Moderate (some behavior violations will trigger high suspicion levels), Group Exam (allows multiple test takers and increased audio activity), Open Note (allows other applications and looking off screen), and Custom (allows the instructor to configure custom behavior settings).



**Questions about a Proctorio Exam Settings?** Proctorio Exam Settings have built in explanations. Hover over a settings, then click the question mark icon that appears in the upper right corner. A short video will automatically be launched that will explain in detail the selected exam setting. A written summary will also appear below the setting.

## ACCESSING THE PROCTORIO GRADEBOOK

The Proctorio Gradebook can be accessed by opening the Quiz in Canvas, then clicking the **View Proctorio Gradebook** button on the right sidebar menu.

➢ Published Preview  S Edit	:	Related Items
Final Exam (Remotely Proctored)		M Quiz Statistics
		<u>ිම Moderate This Quiz</u>
Instructions		(♡ <u>SpeedGrader™</u>
Our Final Exam is similar to our prior quizzes, but is based largely on:		🖉 View Proctorio Gradeboo
<ul> <li>Information Systems Development unit</li> </ul>		
<ul> <li>Videos that you have viewed along the way and discussion board topics</li> </ul>		
<ul> <li>Questions regarding concepts of Excel and Access</li> </ul>		
<ul> <li>You will not be using Excel nor Access on the exam and will not be asked any step-by-step questions. (Your project work is your assessment for those applications.)</li> </ul>	•	



The View Proctorio Gradebook button on the sidebar menu will only appear after there are student attempts on the quiz. Chrome must be used in order to view the Proctorio Gradebook, it will not display in any other browser.

## PROCTORIO GRADEBOOK

The Proctorio Gradebook provides an overview of the Proctorio Exam Results and Analytics.

Proctorio Grade	ebook 🔅 Proctor	io Settings	Proctorio Map	E Display Options						
roctorio E	xam Results	S				•	~ ~			
3	Name	5 Sub	mission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Level		
zi 🙎	Student 1	10/1	7/2018 09:20:05 pm	1	122	0	2	52%	9	
۹	Student 2	10/1	1/2018 07:54:53 am	1	148.4	0	2	4696		
2 3	Student 3	10/1	7/2018 12:24:09 pm	1	118.9	0	0	4196	-	
st 📥	Student 4	10/1	7/2018 08:30:59 pm	1	107.6	0	1	3196		

- 1. Tabs are provided for instructors to view the Proctorio Gradebook (displayed), Proctorio (Behavior) Settings, Proctorio Map (location of each student took the exam), and Display Options.
- 2. Web cam picture of the person who took the exam. This can be compared to the Canvas profile picture, as well as the ID picture (if the student was required to show it).
- 3. Student name
- 4. If the attempt has been viewed, an eye icon ( ∞) will be displayed. If the attempt has not been reviewed, an eye icon with a line through it ( ∞) will be displayed.
- 5. Submission date and time
- 6. Annotations, or the number of notes that have been entered for an attempt.
- 7. Abnormalities, or the number of actions that were significantly different than the rest of the exam takers.
- 8. Suspicion Level, or the calculated suspicion level based on the selected behavior settings. The most suspicious attempts will appear at the top.
- 9. Color coded suspicion level where green indicates low, yellow indicates moderate, and red indicates a high suspicion level.



For a "tour" of the Proctorio Gradebook, click the **Display Options** tab and then the **Start Tour** button in the Gradebook Tour field. The Gradebook Tour will provide a guided exploration of the features of the Proctorio Gradebook. It is recommended that instructors view this tutorial.

👲 Proctorio Gradebook	🏟 Proctorio Settings	Proctorio Map	🛬 Display Options			
Display tampering events	Learn r	more about sam tam	npering.			
Gradebook Tour	Start Tour					

## VIEWING STUDENT ATTEMPTS WITH PROCTORIO

To view a student attempt on Proctorio, from the Proctorio Gradebook Home Page click on the student name to be reviewed. It is recommended to always review the first few students regardless of their suspicion rating. The Proctorio Student Attempt page allows instructors to view the student submission, including webcam video, screen recording, audio recording, and provides some analytics of the suspicious behavior.

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2	10	6.7	1000	Elapsed Tim	ne -		Incide	ent										6
	A	126		00:16:19			Test ta	ker was lookinį	g away from th	ne quiz page	2							
	Y		- 11	00:16:22														Ę
	7	• • 7	J	00:16:24			nto Au	dio recording a	vailable									
	1-6		10				AUGIO	evels in the roo	mincreased	soove the pries	noio							
			*	00:16:25														<b>•</b> ).
2														4	4			
2																		
00:01:07	00:02:10	00:03:14	00:04:18	00:05:21	00:06:25	00:07:36	00:08:39	00:09:43	00:10:46	00:11:50	00:12:54	00:13:57	00:15:01	00:16:04	00:17:08	00:18:11	00:19:15	00:20:19
Computer Performance Index (may indicate reasons for computer issues)     Internet type: residential   Test taker had decent overall performance   Test taker had poor internet performance   Test taker had sood computer performance   Test taker had sood computer performance							<ul> <li>Display Incident Ebg</li> <li>Display Room Scan</li> <li>Display Screen Recording</li> <li>Display Location Information (Map &amp; GPS Coordinate Display Annotations</li> <li>Display Identification (Include Web Cam Picture &amp; If</li> </ul>						inates) & ID					
Te	Test taker had reduced video quality for 4% of the exam								2.0	Display PDF Export Options								
Th	ie exam was ti	ken using Wind	lows 10 on Chr	ome 69									,					
Learn m	nore about Co	mputer Perform	ance Index															
Abnorr (e.g. con The test	mal changes nsistently talki t taker's value	in audio level ng or in noisy ro is an outlier	s highlights t iom)	est takers tha	at had signifi	cant changes	s in audio ac	tivity through	out the exar	n.								Show detail

- 1. Webcam video with video playback controls.
- 2. Incident Log which will detail the suspicious activity and the time in the video that it occurs.
- 3. Timeline slide bar allows instructors to view any portion of the video. The timeline will be color coded with the suspicion level, with yellow and red indicating suspicious behavior.
- 4. Suspicious activity will be displayed taller and may be color coded to indicate the suspicion level.
- 5. Exam Index will provide analytics for the student's submission. This may include information about video quality, audio quality, head movements, and exam duration.
- Exam Submission Menu will have options to view the different logs including the Incident Log (default), Room Scan, Screen Recording, Location Information (including map & GPS coordinates), Annotations, Identification (including web cam picture & ID), and PDF Export Options.

## PROCTORIO SUPPORT

Proctorio Support is available to both faculty and students. Students can contact Proctorio Support during an exam by clicking the Blue Shield Icon located in the upper right of the screen.



Instructors can access Proctorio support by clicking the link provided in the Proctorio Module

(<u>https://proctorio.zendesk.com/hc/en-us</u>), which provides self-help documents, videos, Supoort Request form, and live chat options; by calling (866) 948-9248; or by Email at <u>Support@Proctorio.com</u>.

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This is Exhibit W referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021.

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A Commissioner for taking Affidavits for British Columbia

# USFSM Proctorio Faculty Guide



E-LEARNING SERVICES University of South Florida Sarasota-Manatee • 8350 N. Tamiami Trail • Sarasota, FL 34243 (941) 359-4295 • www.usfsm.edu

Proctorio is fully integrated with Canvas and all faculty actions are performed within Canvas. Proctorio utilizes single-sign-on technology with Canvas, so there is no need to have a separate account outside of the learning management system. Adding Proctorio to a quiz can be done with a single click inside the Canvas quiz settings. Instructors who choose to include Proctorio in their course will need to add the following statement to their course syllabus.

"All students must review the syllabus and the requirements including the online terms and video testing requirements to determine if they wish to remain in the course. Enrollment in the course is an agreement to abide by and accept all terms. Any student may elect to drop or withdraw from this course before the end of the drop/add period.

Online exams and quizzes within this course may require online proctoring. Therefore, students will be required to have a webcam (USB or internal) with a microphone when taking an exam or quiz. Students understand that this remote recording device is purchased and controlled by the student and that recordings from any private residence must be done with the permission of any person residing in the residence. To avoid any concerns in this regard, students should select private spaces for the testing. The University library and other academic sites at the University offer secure private settings for recordings and students with concerns may discuss location of an appropriate space for the recordings with their instructor or advisor. Students must ensure that any recordings do not invade any third party privacy rights and accept all responsibility and liability for violations of any third party privacy concerns. Setup information will be provided prior to taking the proctored exam. For additional information about online proctoring you can visit the <u>online proctoring student FAQ</u>."

Adding Proctorio to a course will include the LTI, getting started guides for students and faculty, and a practice exam. Proctorio can be added to new quizzes, existing quizzes, and even course shells. The Proctorio gradebook is accessible within Canvas. Links to the Proctorio gradebook are added anywhere you would see a SpeedGrader link.

#### **Faculty Section 1: Proctorio Installation**

In order for Proctorio to function correctly, you will need to configure your computer with the Chrome extension. To begin, open Chrome – no other browser will work. Navigate to Canvas and choose your course. Click on "Settings" and then "Navigation". Locate the tool "Secure Exam Proctor" and move it to the top section of the screen. Click "Save" at the bottom of the screen. A new button on the left-side navigation called "Secure Exam Proctor" will appear. Click this button. You will be directed to a message indicating that a new Chrome extension needs to be installed. Click the link to install the extension on your browser. (Note: This is machine-specific. If you open this course from a different computer, that computer's Chrome browser will also need to install the extension.) The left-navigation button "Secure Exam Proctor" will disappear once you have installed the Chrome extension.

#### **Faculty Section 2: Course Integration**

Proctorio has developed a "one click course installation" technology that adds Proctorio to a course by simply answering a question. Proctorio will provide a special link, that can be shared between administrators and faculty, which activates this functionality when clicked. When accessing a course that does not have Proctorio for the first time, a banner will appear at the top of the browser asking if you would like to add Proctorio to your course. By clicking "Yes", the course will automatically add the LTI, add professor and student guides, and create a practice exam for students. This allows Proctorio to be added to a course without any complicated configurations or integration guides. The process is completed in a matter of seconds.

All exams are authored directly in Canvas, using the Canvas interface. Proctorio works with all question types. It is as simple as clicking a checkbox to enable Proctorio on a quiz. This checkbox appears on the same quiz settings page where time limits, multiple attempts, etc. are normally set.

Proctorio will automatically embed a description into the exam, along with the professor's description, that will tell students how to add the Proctorio software to their computer. Proctorio will also add "(Remotely Proctored)" to the title, which will alert students that they are about to take a proctored exam. This makes it easy for instructors, as they do not have to come up with messaging regarding the Proctorio system.

Quiz Restrictions	
Require an access code	
Filter IP Addresses	
Enable Proctorio Secure Exam P	roctor

Figure 1: Enabling Proctorio on a quiz

Once this checkbox is checked, Proctorio is enabled on the exam and the Proctorio Settings tab becomes available. This is where the Proctorio settings can be customized to meet the exact exam environment that fits this quiz.



Figure 2: Proctorio Settings tab within Canvas Quiz Settings page.

Within the Proctorio Settings tab, the Proctorio exam settings and behavior settings can be customized to meet the exam type. Proctorio utilizes intuitive tiles to enable or disable any functionality within the exam environment. There are three categories of exam settings: Recording options, Lockdown options, and Verification options.

#### Proctorio Exam Settings

Exam settings can not be changed once the first student has started the exam

Learn more.

▼ Recording Options



Learn more

Lock Down Options



Learn more.

Verification Options



#### Figure 3: Proctorio Exam Settings

The recording options dictate what information will be collected during the exam.

- **Record Video:** This option will turn on the student's webcam and record the entire testing session. The video will automatically be analyzed for head movements, eye movements, and mouth movements.
- **Record Audio:** This option will turn on the student's microphone and record the entire testing session. The audio can be reviewed to determine if the student is talking to someone in the room and potentially relaying questions or answers.
- **Record Screen:** This option will capture the student's desktop, so you can see exactly what they were looking at throughout the exam. This will show if the student is using an unauthorized program or leaving the quiz for any reason.
- **Record Web Traffic:** This option will capture any website that the student goes to during the exam. Proctorio will record the URL as well as a screen capture of the site as they saw it. This is a great way to ensure students are only going to authorized websites during an exam.
- **Record Room:** Proctorio will intelligently ask the student to show a 360 degree view of their room when there are excessive head movements, eye movements, or audio events during the exam.

This will provide insight as to what is on the student's desk or if there are other people in the room. The recorded video is stitched into a panorama within the gradebook.

Lockdown Options set the restrictions on the student's computer during the exam. This will prevent students from using unauthorized materials.

- Force Full Screen: This option will open the exam in full screen mode and is a standard lockdown browser function. Forcing full screen will not let the student leave the exam to use other websites or programs.
- **Only One Screen:** This option will force students to unplug any other monitors prior to starting their exam. This ensures that there are no notes or websites on another monitor during the exam.
- **Disable New Tabs:** This will prevent students from going to other websites during the exam where they could potentially get answers to exam questions or collaborate with other students.
- **Close Open Tabs:** This ensures there are no tabs open prior to starting the exam. This will force students to close any other websites they may have open, such as a YouTube page with course lectures.
- **Disable Printing:** This option will prevent students from printing the exam or taking screenshots of the exam. This will ensure that the exam questions are not distributed.
- **Disable Clipboard:** This prevents students from copying and pasting, ensuring that exam content is not lifted from or inserted into the quiz page.
- **Clear Cache:** This will remove all traces of the exam from the student's computer after the exam has completed. This will prevent high-tech means of exam distribution.
- Disable Right Click: This option prevents the student from right clicking.
- Force Completion: This option ensures that students complete the exam in a single setting and can be used for high stakes exams.

Verification options are used to ensure that the student is the right student and that their hardware is not just working, but is set up correctly. This ensures that the data in the gradebook is of high quality.

- Verify Video: This option will ensure that the student is clearly visible in the webcam feed. This will verify that the webcam is collecting images, the lighting is proper, and that the student is not pointing the camera at the ceiling.
- Verify Audio: This option makes sure that the audio levels in the room are appropriate and that the microphone levels are adequate. This will ensure that Proctorio can distinguish the white-noise of the room from a talking level and that the student is not taking the exam in a noisy environment.
- Verify Identity: This will ask students to hold a photo identification card to the camera before they can take their exam. Proctorio will automatically detect driver's licenses, school IDs, and passports. This information will be made available for instructor review in the gradebook.

At this point, the exam set-up is complete. After saving the exam (and publishing) it will be ready for students to take.

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#### Faculty Section 4: Exam Review

The Proctorio gradebook is directly integrated in to Canvas. A link to the Proctorio gradebook will appear directly below any "SpeedGrader" link. This allows the Proctorio gradebook to be accessed from the Quiz view page as well as the Canvas Gradebook.

Related Items	
₩ Quiz Statistics	
Moderate This Quiz	
⊘ SpeedGrader™	
🔵 View Proctorio Gradebook	

Figure 4: Proctorio gradebook link on Quiz view page.

When accessing the Proctorio gradebook, all of the student's submissions will be available and sorted by the most suspicious exams. Proctorio will automatically analyze the student's attempt for over 20 different behaviors as well as compare each student's behavior to the rest of the class. This gives tremendous insight into all actions during the exam. Proctorio uses a simple red/yellow/green display to show which attempts require attention.

The suspicion levels are based on the current professor settings. Behavior settings can be changed at any time and the suspicion levels will be re-calculated instantly

Learn mo	ore.									
Proctorio Gradebook		yk Proctorio Settings Proctorio Map		Display Op	tions					
		Name	Attempt	Score	Submission Time	Annotations	Abnormalities	Suspicion Level 🔻	Behavior Preview	
ø		Three, Proctor Student	1	0	08/04/2015 12:31:01 pm	0	2	50%		= #
ø	The second secon	Four, Proctor Student	4	0	07/29/2015 10:06:30 am	0	2	37%	•	
۲		Four, Proctor Student	5	0	07/29/2015 11:17:28 am	0	3	37%		==
ø		Four, Proctor Student	з	0	07/29/2015 10:02:45 am	0	2	30%		
۲		Three, Proctor Student	2	0	08/04/2015 12:33:50 pm	0	0	19%		==
ø	30	Seven, Proctor Student	1	0	07/29/2015 10:26:27 am	0	1	19%		

Proctorio Exam Results

Figure 5: Proctorio gradebook within Canvas

Clicking on a row will open the video player for that attempt. This will display all the information that was recorded during the exam in an easy to use format. This includes full recordings of the student's webcam, microphone and desktop (when enabled). In this example, the student's webcam feed is on the left and the desktop recording is on the right.



Figure 6: The Proctorio video player.

Proctorio provides standard video controls to review the exam. The video player can play, pause, fast forward, go in slow motion, advance by one frame, or rewind by one frame. This makes it simple to review the video and audio.

#### **Proctorio Behavior Settings**

Proctorio also offers the ability to change the way that the exam suspicion levels are calculated at any time. Through the Proctorio Settings tab in the gradebook, the behavior settings can be changed to designate the activities which a faculty member considers suspicious. To make this process simple, Proctorio creates a number of pre-built profiles that highlight different types of suspicious behavior. This puts you as the instructor, back in control of the proctoring process. The ability to change settings allows you to continually gain insight on the exam and ensures that the reporting is always accurate to what you are truly interested in viewing.



These behavior settings allow you to set the weight of suspicious behaviors using preset configurations.

#### Figure 7: Proctorio Behavior Settings

By changing the behavior settings, weights of specific actions are changed and suspicion levels will be instantly re-calculated. This can be used to hone in on particular actions or can be tuned to find the exact right profile for your exam environment. By switching to the "Moderate" settings the gradebook shows much more red and yellow than previously, when "Lenient" was used.

#### **Faculty Section 5: Support**

Proctorio provides 24/7 support to answer any questions that may come up regarding setting up or reviewing an exam. Help can be accessed directly within Canvas. Proctorio provides "Learn more" links that are scattered throughout the quiz set-up and the gradebook which will launch to the appropriate article within the Proctorio help center. Proctorio also provides the ability to start a live chat with a support agent directly within Canvas.

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This is Exhibit X referred to in the Affidavit of John Trueman sworn before me on 07 Mar 2021.

A Commissioner for taking Affidavits for British Columbia





**Best Practices** 

Proctorio Contact Info Phone: 480-428-4076 Live Chat: <u>here.</u> Professor Support: <u>here.</u>

# Proctorio is a proctoring tool that is as easy to use as it is powerful. It ensures academic integrity by:

- Recording video of the student while they take an exam
- Recording audio of the student's surroundings
- Actively locking down the test environment
- Reporting student activity (such as copy/paste or visiting other websites)
- Detecting abnormal behavior

## Important information for your students:

- Proctorio's cost model allows for unlimited exams per student account, and it is University pay. Your students **will not have to pay** for any exams.
- Students **Do Not** have to schedule their exam with Proctorio.
- Chrome is the only browser the Proctorio extension works with.
- Students should have any Ad-Blockers disabled before entering exams.
- If a student needs help during the exam, they can start a Live Chat with the Proctorio Support Team.
- If students have dual monitors, they must go into their computer display settings and disable any screen display to the second monitor. Otherwise they will spend more time changing this during the Verification process.
- Students **do not** lose exam time while verifying their equipment and ID before the exam begins.

Before using Proctorio for an Exam or Quiz, we recommend that Professors create a "Practice Exam" to allow students an opportunity to test their equipment and experience the exam verification process. You can also use this setup to create a Proctorio Settings Profile to be re-used for future exams.

- Contact your Instructional Designer for help deciding which settings work best for your Exam type. The settings all depend on how much access you want your students to have to the internet or other resources on their computers.
- Students should be aware of what will be locked down while they take their Exam.

These are the Proctorio Exam Settings we recommend each faculty use:

## **Recording Options**

- We suggest selecting all five options, this allows for a more secure review of student behavior during the exam.
- These options <u>cannot be changed</u> once the first student begins the exam.
- Recording Options



Record Video will capture video from the webcam for the entire exam, giving insight to the test taker's exam environment.

## **Lock Down Options**

- Only use **"Force Full Screen"** if you want students to ONLY be able to see the Exam/Quiz. \*Note: If students need to access Word, Excel, etc. then you will have to select **"Full Screen Off"** for this option.
- Only use **"No New Tabs"** if you do not want your students accessing other websites during the exam. If there are specific websites they need, you can select **"In Quiz Links Only"**. Just be sure any sites needed are included in the quiz question.
- **Important: "Clear Cache"** will **delete** any documents students have open, or open during the exam. Only use this feature for exams where students must download an answer sheet. Once they close out of the Exam, the document will delete so they cannot share the questions/answers.
- Note: You will have to select "**Prevent Re-entry**" and specify as "**No re-entry**" as there are three options for this lock down.

## ▼ Lock Down Options



Close Open Tabs prevents access to unauthorized material by requiring any other webpages to be closed before starting the exam.

## **Verification Options**

- We suggest selecting all five options, this allows for a more secure review of student behavior during the exam.
- These options <u>can be changed at any time</u> are useful only **after** all students have completed the exam.



Verify Signature requires the test taker to sign an agreement before beginning the exam

## **In-Quiz Tools**

- These tools are useful because you will be able to monitor student use of them after the exam. Calculator Options
- There are only two types of Calculators: Basic and Scientific.



Verification Options





This option allows test takers to use a scratch pad on-screen

## **Proctorio Behavior Settings**

These settings allow you to set the weight of suspicious behaviors using present configurations. They <u>can be changed</u> at any time, or customized depending on the weight of suspicious behavior you prefer.

• The "Recommended" settings are more than acceptable, unless you wish to customize. However, until you have used these settings and understand them, it is not recommended to use "Custom".



These behavior settings allow you to set the weight of suspicious behaviors using preset configurations

## **Proctorio Frame Metrics**

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled of not. The severity of these metrics can be changed <u>at any time</u> which will result in a **re-calculation of the Suspicious Level** in the Proctorio Gradebook.


### **Proctorio Exam Metrics**

Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior.

• These abnormalities <u>do not</u> influence student grades, they only influence the "Suspicious Level" within the Gradebook.

### **Computer Based Abnormalities**

• If customizing, we highly recommend using **"Navigating Away"** and **"Copy & Paste"** to flag these excessive behaviors.

**Computer Based Abnormalities** 



Abnormal clicking will highlight test takers who interacted with the quiz page less than the rest of the class

### **Environmental Abnormalities**

• If customizing, useful to select all.

Environmental Abnormalities ?



Abnormal head movement will highlight test takers who looked away from the camera significantly more or less than the other test takers.

• **"Exam Collusion"** is highly recommended as it will highlight students who took the exam at the same time and on the same network.

**Technical Abnormalities** 



Exam Collusion will highlight test takers who took the exam at the same time on the same network

### Once you have selected all your Proctorio Exam Settings you will see the following:

If you would like to reuse these settings in the future, you can save them in a new profile.

CREATE NEW PROFILE

Once created, you can re-use these settings for other exams under "Saved Profiles" at the top of the Proctorio Settings tab in each Quiz or Exam.

# DEPARTMENT OF ONLINE AND DIGITAL LEARNING

FOX SCHOOL OF BUSINESS

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This is Exhibit Y referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021.

A Commissioner for taking Affidavits for British Columbia

### Using Proctorio in Canvas

Created by Kara Renee Blake, last modified on Apr 17, 2020

#### What is Proctorio?

Proctorio is an automated proctoring software that works within your **Google Chrome** browser to monitor activity during exam/quizzes. It is integrated directly into Canvas' quizzes and offers a flexible service of ID Verification, computer lock down, secure browser settings, admin and faculty controls, content protection, recording of video, audio, and screen activity, and analytics.

#### Jump To:

- Minimum System Requirements for Test Takers
- Minimum System Requirements for Instructors
- Enabling Proctorio for A Class (Repeated For Each Course)
- Activating Proctorio in Canvas (Test Takers & Instructors)
- Configuring Proctorio for A Test (Instructors)
- Taking Exams/Quizzes that Uses Proctorio (Test Takers)
- Viewing Proctoring Results (Instructors)
- Using Proctorio For Handwritten Exams
- **Technical Problems**
- Helpful Resources

#### Minimum System Requirements for Test Takers:

- 1. Updated Operating System- Windows 7+ or MacOS 10.11+ (smartphones or tablets will NOT work)
- 2. 250 MB of free disk space and 2 GB of Free RAM
- 3. A current version of the Google Chrome browser. The Proctorio extension must be installed (see installation instructions below). Students will be led through installing the extension while taking the quiz, but instructors will need to install it beforehand.
- 4. Upload Speed of 0.092 Mbps 0.244 Mbps2
- 5. A webcam
- 6. A microphone (usually part of the webcam).
- 7. A quiet room to take the test
- 8. If required, student ID

#### Minimum System Requirements for Instructors:

- 1. A Windows or Mac computer (smartphones or tablets will NOT work)
- 2. A current version of the Google Chrome browser. The Proctorio extension must be installed (see installation instructions below). Students will be led through installing the extension while taking the quiz, but instructors will need to install it beforehand.
- 3. High speed Internet connection

You can learn more about technical requirements at https://proctorio.com/system-requirements. \*\*

#### **Enabling Proctorio for Canvas Course (Instructors)**

\*\*Note: This must be repeated for EACH canvas course)\*\*

Each course must have Proctorio enabled before it is available for use in quizzes.

#### 1. Go to Course Settings, select Navigation tab

2. Locate "Secure Exam Proctor(Protorio)" and move it to the top half of the screen, so the tool is visible. Click SAVE.

Spring 2020		Course Details	Sections	Navigation	Apps	Feature Op
Home						
Chat		Drag and drop items	to reorder the	em in the course	navigation.	
Discussions		Home				
Modules		Chat				:
Announcements	Ø	Discussions				:
People	ø	Modules				:
Files	Ø	Secure Exam	Proctor (Pro	ctorio)		÷
Pages	ø	Announceme	nts			:
Syllabus Collaborations	Ø Ø	Drag items here to h Disabling most pages will	ide them from cause students w	students. ho visit those pages	to be redirect	ed to
Conferences	Ø	People This page can't b	e disabled, only l	nidden		:
Grades	ø	Files Page disabled, w	ill redirect to cou	rse home page		:
Assignments	ø	Research Hel	o on't appear in na	visation		:
Outcomes	ø	Zoom Page disabled, w	on't appear in na	vigation		:
Settings		Pages Page disabled, w	ill redirect to cou	rse home page		:
1		UT Canvas Ap	ps	- institut		:

3. The button for "Secure Exam Proctor" may not appear in your navigation, but Proctorio options are now available in quiz settings.

#### 287

#### Activating Proctorio in Canvas (Test Takers & Instructors)

Both student and teachers need to configure their computer in order for Proctorio to function. If students do not install the Proctorio Chrome Extension, they will not be able to take Canvas exams that require it.

Proctorio only runs during the exam and directly in the Chrome browser, therefore no software is downloaded to your computer

- <u>Open Google Chrome (No other browser will work)</u>
   Users will need to open a current version of Google Chrome to create/take proctored exams. If you don't have Google Chrome, use the link to install the browser https://www.google.com/chrome/
- 2. Install Proctorio Chrome Extension
  - To use Proctorio, the user will need to install the extension into their Google Chrome browser.
  - In Google Chrome, navigate to your Canvas course and Select "Secure Exam Proctor" or "Proctorio" in the left navigation. .
  - Follow the prompts to install the Proctorio Chrome browser extension



· When a user clicks on the provided link, https://getproctorio.com/, they will directed to another tab and asked to add the extension to their Google Chrome browser



· In the upper right hand corner, there should be a notification box confirming the installment of Proctorio to Google Chrome



The user should then close the https://getproctorio.com/ tab and return to their course on Canvas. Once the user has refreshed the page, they should see a "success" message on the Proctorio page of their Canvas course. .



• If Proctorio disappears from the Navigation, do not panic! This is another indication that the Chrome extension has been installed correctly.

#### **Configuring Proctorio for A Test (Instructors)**

ETS S

\*\*Proctorio doesn't require exams/quizzes to be scheduled in advance.\*\*

\*\*Proctorio settings CANNOT be changed once you preview a quiz or have students or TAs take the quiz.

Reminder: You MUST use Google Chrome when using Proctorio.

#### In your Canvas course,

- 1. Click on Quizzes in the left Navigation menu.
- 2. Create a new quiz or select the quiz that you would like to use with Proctorio. ox⇒ Quiz

_		
Home	Search for Quiz	+Quiz
Syllabus		
Announcements	<ul> <li>Assignment Quizzes</li> </ul>	
Assignments	0.111	
Quizzes	a Quizi 0 Questions	0 :
Discussions		
Grades		
People		

3. On the Details tab of your Quiz, check the Time Limit box & enter a time in minutes. Proctorio cannot be enabled on untimed guizzes. To add extra time for students with SSD accommodations, use the "Moderate this Quiz (Links to an external site.)" link after you Save & Publish the guiz.



- 4. Scroll down to the Quiz Restrictions area.
- 5. Select Enable Proctorio Secure Exam Proctor

Quiz Restrictions	
Require an access code	
Filter IP Addresses	
Enable Proctorio Secure Exam Proctor	

Once checked, Proctorio will auto-complete the Require an access code option. Do not change this access code.

Quiz	Restrictions
	Require an access code
	Proctorio is managing this password. <u>Learn more</u> .
	•••••
	Filter IP Addresses
	Remote proctor settings can be controlled from the Proctorio Settings tab

\* Reminder, Proctorio requires a time limit for the quiz, if you have not already set one you will be prompted to upon trying to Save.

റ	ntions	
~	perons	

e p tie tie	
Shuffle Answers	
Error: The time lim	it must be a number.
✓ Time Limit	Minutes
Allow Multiple	Attempts

6. Allow students to skip questions and return to them later. Otherwise, if students lose their internet connection, they may not be able to get back in and finish the quiz.

#### 7. Scroll down to the Assign area.

a. In the Due Date field, enter the date/time the exam is due in Due Date. Anything submitted after that will be flagged late.

b. The Availability From/Until fields dictate when the exam opens and closes for students

#### 8. Click the link to the Proctorio Settings tab.

9. Under the Proctorio Settings tab, select the options that best fits your exam environment. To enable or disable an option, click on the associated tile. Enabled Proctorio settings are light blue. Hovering over options will display tooltips at the bottom and a "?" icon that links to additional information.

#### Proctorio Settings Options:

· Monitoring quiz activity - Record video and/or audio to make sure student is not receiving unacceptable help.

Announcements	Detaile Overlage Desited of Aller
Assignments	Detains Questions Proctono settings
Discussions	Saved Profiles
Grades	
People	Proctorio Exam Settings
Pages	Exam settings can not be changed once the first test taker has started the exam
Files	
Syllabus	Losro more about evam settings
	Lean nore about exam settings.
Quizzes	▼ Recording Options
Proctorio	
Modules	
Conferences	
Collaborations	
Research Help	Record Video Record Audio Record Screen Record Web Traffic Record Room
Attendance	Record Audio will capture audio from the microphone for the entire exam, allowing you to listen to the test taker's exam environment.
Course Recordings	
Settings	Learn more about recording options.
	▼ Lock Down Options
	Image: Street on the
instructure com/courses/1220592	/auittac/1220204/adit#proctorio_tab

• Browser lockdown - With the Lock Down Options, Instructors can control what students can or cannot do during the exam to increase security during test taking.

#### ▼ Lock Down Options



Selecting some options will suggest related options, display additional options or will auto-select others.

- Force Full Screen expands the exam to fill the student's entire screen. This will prevent access to other resources
  - Only One Screen will detect if your student has a second monitor plugged in.
- Selecting Disable New Tabs will display additional options. Choosing Tabs Allowed and In Quiz Links Only will disable "Force Full Screen".

Option 1: Tabs Allowed: Students are permitted to open additional tabs within the Chrome browser. This

Option 2: Disable New Tabs: Students cannot open additional tabs within the Chrome browser.

Option 3: In Quiz Links Only: Students are permitted to access links provided by the instructor within the quiz.

- Close Open Tabs forces students to exit out of any other Chrome tabs, other than the current one in your exam.
- Disable Printing prevents students from printing the exam
- Disable Clipboard prevents students from copying text from the exam
- Block Downloads prevents students from downloading files during exam, including the exam itself, and will automatically end the session \*\*Students who are kicked out of the exam will not be able to resume their attempt if **Prevent Re-entry** is NOT enabled\*\*
- **Clear Cache** Disable Right Click prevents students from copy/paste text
- Prevent Re-entry controls when and if a student can get back into an exam once they are kicked out.

Option 1: Allow Re-entry permits students to re-enter the exam.

Option 2: Re-entry with Agent authorizes Proctorio's staff to allow students back into the exam.

Option 3: No Re-entry denies re-entry of the exam regardless of the reason.

• Verification (Pre-Exam Check) - Verify video, audio and/or desktop to ensure the webcam, microphone, desktop recording are working. For ID verification, you can require the test taker to hold up their photo id to their webcam BEFORE beginning test taking.

• Allowing In-Quiz Tools- Give test takers the option to use calculators and/or whiteboards to perform calculations or work out problems using a scratch pad on-screen

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+ - ×÷	70 - F
Calculator	Whiteboard

#### Proctorio Behavior Options:

Behavior settings allows you to set the weight of suspicious behavior using preset configurations ▼ Proctorio Behavior Settings



The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. This can be changed at ANY TIME (even post-testing) which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam. Green represents Low Suspicion, Yellow represents Medium Suspicion and Red represents High Suspicion

▼ Proctorio Frame Metrics



#### Proctorio Settings Tips:

• If you are using Proctorio for more than one exam, use a saved profile to easily apply your favorite settings to quizzes. To do this, click Create New Profile at the bottom left of your exam's Proctorio Settings.

If you would like to reuse these settings in the future, you can save them in a new profile.	
CREATE NEW PROFILE	
Notify users this quiz has changed	Cancel Save & Publish Save

- If you are planning on having your students take an exam in a busy computer lab, it is suggested to disable the Verify Video or Verify Audio features.
- Avoid enabling the "Record Room" feature. With this setting activated, students will be asked at a random moment during the test to provide a panoramic view by
  moving their webcam. This can be distracting and time consuming since some monitors are not easily moved.
- Reminder, Proctorio saved settings CANNOT be changed once the quiz has been previewed or taken by you/students/TAs. If you are unfamiliar with Proctorio, please create a practice quiz first!

10. Scroll down and click Save if you are still planning on editing the quiz more or click Save & Publish if you would like your students to now see the quiz.



#### Taking Exams/Quizzes that Uses Proctorio (Test Takers)

Once the Proctorio extension has been installed and configured, the student should now be able take the quiz/exam.

Reminders: You MUST use Google Chrome. It is suggested that test takers have AT LEAST 2GB of free RAM. Tp free up RAM, close all apps beside Chrome before you take your Exam. Not doing so may result in exam failure.

In your Canvas course,

- 1. Click on Quizzes in the left Navigation menu.
- 2. Select the Exam you are instructed to take.
- 3. After reviewing the exam instructions, click Take the Quiz button.



If you do not have Proctorio Chrome Extension installed, you will see a red warning graphic in the quiz instructions section.



iii. In a new tab in the Chrome Web Store will open with Proctorio displayed. Click Add to Chrome.



iv. Click Add-extension in the pop-window.

It can: Read and change all your data on the websites you visit Display notifications				Add "Proctorio"?
Read and change all your data on the websites you visit Display notifications				
Display notifications		ou visit	a on the websites you visit	and change all your data on
				y notifications
Modify data you copy and paste			ste	data you copy and paste
Capture content of your screen				
Manage your downloads				
Identify and eject storage devices			vices	y and eject storage device:

v. A confirmation window box will open indicating that the extension has been installed. You should now see a grey shield in your browser window.



- vi. Close any open tabs and return to the quiz. vii. Select Take the Quiz button to continue to Step 4.
- 4. Proctorio will now become active and inform the test taker on what will be recorded and restricted during the exam. If your computer is not properly setup, a warning box will appear. To continue, you must resolve the issues.

#### **Before you Begin**

This exam will be monitored by Proctorio. Here's what you should know:

	g the exam, the following will be restricted.
• Your bi progra	rowser will be in <b>fullscreen mode</b> during the exam preventing you from opening any other ms. If you leave the exam, it will <b>end automatically</b> .
Any los connec	ss of network connectivity and the exam will end automatically, please make sure your current ction is stable during the entire exam.
You wil	Il not be able to begin the exam until you disconnect additional screens or monitors.
You wil	Il not be allowed to open new tabs or windows during the exam.
You wil	Il not be allowed to <b>right click</b> the exam.
You wil	Il not be allowed to <b>download or save</b> any external files during the exam.
The fe	ollowing information will be collected during the duration of the exam:
Your m browse moven	icrophone •Your webcam •Your physical location •Your clipboard •Your mouse location •Your er size •Your browser tabs and windows •Your head movements •Your eye movements •Your mouth nents •Your entire screen •Any other applications running •Number of display screens connected
The res	sults of your actions may result in policy violations, at this institution's discretion.
Access	ibility options:
	high visibility mode.
Enable	

5. When available, Click the "Start exam pre-checks" button

Start exam pre-checks

- 6. Proctorio will run a System Diagnostics Test. The system check will verify that the test taker's physical location can be accessed, the microphone is working properly, the webcam is accessible and the computer hardware and connection are sufficient.
  - If the instructor has enabled video and audio monitoring, Proctorio must be given permission to access webcam and microphone
     \*\*If setup difficulties occur, Proctorio will provide troubleshooting resources as seen in the image below.



7. Depending on the exam setup, Proctorio willperform a webcam image check



- · perform a microphone levels test
- perform a room scan

٠

8. The last screen before entering the exam is the "Exam Agreement". Proctorio will ask to verify that the test taker is the person taking the exam. Click "I accept, begin exam now"

By clicking "I agree" I represent and warrant that I, Cockrell Engineering, am the person whose name is associated with the login used in this assessment system. I understand the prohibited actions and code of conduct as described in the applicable policy of this Institution. If over the age of 18, I acknowledge that I have read and agree to the <u>Terms of Service</u>, and to the <u>Privacy Policy</u>. If under the age of 18, I understand that when my parent or legal guardian provided consent to the Institution for my access to the Services, they consented to the same terms and privacy policy. If I or my parent or legal guardian have any questions, we will contact Proctorio before clicking "I agree" or otherwise using the Services.

l accept, begin exam now »

During the exam, Proctorio will capture a test taker's movements and send the video and other data to the instructor for review. Any activity that might not be allowed will be flagged and the instructor will decide if any action is necessary once the video and data has been reviewed.

To avoid technical issues during the test, it is encouraged that the students complete a sample test with Proctorio before taking the real exam.

#### Viewing Proctoring Results (Instructors)

1. To view the post-test results, open the proctored quiz and then select View Proctorio Gradebook near the top-right. (Proctorio Gradebook can also be accessed from a pulldown menu in the quiz column of Canvas Gradebook).





3. To view the recording of a test taker, click on the column to display the video timeline. Instructors can playback the recording of the webcam and screen as well as click along the timeline to jump to different points in the video.



 Depending on the Proctorio exam settings, Instructors will be able to a. View Incident Report with flagged moments during test taking

		Q
Elapsed Time	Incident	
00:00:23	Test taker attempted to change zoom level or re-size the browser	Ē
	Test taker attempted to navigate away from the quiz page	6
00:00:23	Test taker attempted to navigate away from the quiz page	
00:00:24	ିର୍ଦ୍ଧ 👳 Test taker attempted to navigate away from the qui z page	

b. Review Room Scan

c. Provide Feedback At Specific Timestamps



d. Review Identification e. Export Quiz Data

The Behavior Settings (strictness level) can also be changed post-test in the "Proctorio Settings" tab at the top.

<image>

 Image: Weater in the example of the e

▼ Proctorio Frame Metrics



#### **Using Proctorio For Handwritten Exams**

Instructors can upload a scan of their paper-only test to Canvas and ask students to hand write their answers. When done, the students can show their answers to their webcam and email a photo of their answer sheet. All of this will need to be done before the allotted exam time.

To ensure students are not utilizing any resources, the instructor can enable the following Proctorio Settings options

- Record Screen
- Record Web Traffic
- Record RoomClose Open Tabs (optional)

Do not enable the "disable new tabs" and "force full screen" features, if students will need to open their email to send themselves or the instructor a copy of their answer sheet.

#### **Technical Problems?**

When it comes to troubleshooting, here a few general tips we recommend for test takers

1. Click the "lock" icon in your web browser. Make sure you have allowed access to your webcam and microphone.



2. Check to make sure that you are working in Google Chrome and have the proper extension installed.

3. Re-install Proctorio extension to make sure it is up-to-date.

Watch the two step process:



- Close Canvas, reopen it and then reenter the quiz.
   Close and restart Chrome, log into your Canvas Course and re-enter the quiz. 6. Restart your computer

If problems still occur, Proctorio offers 24/7 tech support to students via email support@proctorio.com, or phone at (480) 428-4089 or toll-free (866) 948-9248.

You can also use the "live chat" feature found under the shield icon.



For more information on Proctorio, go to https://proctorio.com/platform.

#### More Helpful Resources:

Proctorio & UT Canvas Demo & Discussion - School of Nursing Remote Proctoring with Proctorio- School of Nursing General Proctorio Support Professor Support Student Support

#### **Related articles**

Using Proctorio in Canvas

proctorio canvas kb-how-to-article

Z Confluence Documentation | Web Privacy Policy | Web Accessibility Z



This is Exhibit Z referred to in the Affidavit of John Trueman sworn before me o<del>n 6</del>1 Mar 2021.

( 1

A Commissioner for taking Affidavits for British Columbia





### **Proctorio Basics**

#### Proctorio at TTU

Proctorio is our online proctoring tool with identity verification, test monitoring, and a number of other feature to ensure academic integrity. It is integrated with Blackboard and does not require any changes to the content of your course and no extra software downloads are necessary. Google Chrome is <u>required</u> for both instructors and students. No other browser will work with Proctorio.

#### **Recommendations & Preparations**

- Faculty must let students know that they will be required to use Proctorio to proctor their exams so they can have the equipment required to use the tool.
- Proctorio requires students to have a webcam and a microphone on the computer that they use to take the exam. We recommend students using an external webcam instead of the webcam that is built into their computer.
- Students should prepare by having the required equipment as well as the Secure Exam Proctor tool added as an extension to Google Chrome. (These steps are shown in the Installing Proctorio section of this document.)



Secure Exam Proctor Tool

• Exam Re-Entry -- We recommend allowing re-entry to an exam. There are three options available: Allow Re-entry, No Re-entry, Re-entry with an agent. We recommend <u>allowing re-entry</u> because Internet and computer problems are going to occur. These can include Internet problems, device problems, and loss of electricity which could affect both Internet and devices. If you don't allow re-entry or allow re-entry with an agent either the instructor will have to reset the exam by ignoring the attempt or an agent with Proctorio will have to grant them access to the exam.

Proctorio Settings - Click Prevent Re-Entry to see the 3 options > Select Allow Re-entry







When you click on the Prevent Re-entry option, you will get a short video explaining the option. To Allow Re-entry you will select Do Not Enable. The box should not be highlighted to allow the students to re-enter.





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• Resetting an Exam -- Exams can be reset in Blackboard by either ignoring an attempt or clearing an attempt. You will want to ignore the attempt and by doing this a record of the attempt is kept in Blackboard in case it needs to be accessed for any reason. When you ignore an attempt, the student can then restart the exam. DO NOT clear an exam attempt in Blackboard. That will delete the attempt completely and the only record of the attempt is that the exam attempt was cleared.

Full Grade Center > Find Student's Exam cell > click small down-arrow in cell to see shortcut menu > Choose View Grade Details



#### Grade Details > Click Ignore Attempt to allow reset for student

								Jump
User	Column Proctorio Trainin	ng (Remotely P	roctored) (Test) < >					
Current Grade:	Needs Grading 😔 out o Grade based on Last Grade Due: None Calculated Grade	f 100 points Ex d Attempt	kempt					
	View Attempts						_	
Attempts Manual Override	Column Details Grad	le History						
						Delete La	st A	♥ Go
Date Created Da	ate Submitted (or Saved)	Value	Feedback to Learner	Grading Notes	Actions			
Aug 11, 2020 10:16:22 AM Au	ug 11, 2020 10:18:15 AM leads Grading)				View Attempt	Clear Attempt	Ignore Altempt	

Synchronous Exams -- We do <u>not</u> recommend giving exams synchronously using Proctorio. When giving an exam using Proctorio synchronously, all of the students are accessing the exam and going through the pre-exam checks at the same time. This can cause some issues with the pre-exam checks Proctorio does.





#### Installing Proctorio (One-time Task)

- Both instructors and students need to configure their computer before Proctorio will function.
- If students do not install Proctorio, they will not be able to take a Blackboard test that requires it.

### Installing Google Chrome:

- 1. Download <u>Chrome</u>, if necessary.
- 2. Open Chrome. **No other browser will work**. Navigate to Blackboard then click into the desired course. Go to the desired page of the course that you want the tool to show.
- Click on the Tools menu at the top of your course (under the Banner) > More Tools > and locate the tool "Secure Exam Proctor." Click on it and create a link in your course (do not change the name of the tool). Click Submit and then click on the newly created link.

Build Content 🗸 Assess	nents 🗸 Tools 🗸 Partner	r Content 🗸	
Tools 🗸 Partner Conter	nt 🗸		
Discussion Board	Access WebAssian	NBC Learn	
Blogs	Achievements	NBC Learn Plavist	
Journals	Announcements	OfficeMix	
Wikis	Blackboard Collaborate Scheduling Manager	Pearson Custom Integration Scripted Links Updater	
Groups	Blackboard Collaborate Ultra	Pearson Custom Tools	
Tools Area	Blackboard Help	Pearson's MyLab & Mastering	
Yellowdig	Calendar	(Tools)	
Achievements	Cengage Learning MindLinks™	Portfolios	
PlayPosit	Tools	Portfolios Homepage	
GoReact	Contacts	Purchase Course materials	
McGraw-Hill Content	Content Market Tools	Research and Adopt Course Materials	Design in Table 10
Pearson's MyLab & Mastering (Content)	Course Messages	Roster	Proctorio training
Mediasite - Link to	Email	Secure Exam Proctor Tool	
Presentation(s)	Foliotek	Skilsoft	Build Content V Assessments V Tools V Partner
Mediasite - Upcoming Presentation	Glossary	Tasks	
Cengage Learning MindLinks <sup>ma</sup>	McGraw-Hill Campus	Turning Account Registration	Welcome to Proctorio Training
WilevPLUS	McGraw-Hill Higher Education	WilevPLUS	hannet
Blackboard Collaborate	My Grades		
A CONTRACTOR OF A CONTRACTOR O			

4. A screen will load indicating that a new Chrome Extension will need to be installed. Click the link to install on your browser. (Note: This is machine specific. If you open this course from a different computer, that computer's Chrome will also need to install the Extension.) Next, click the link to install the Proctorio Chrome Extension. Click the Add to Chrome button to add this extension. You will see a small pop-up box for "Add





Proctorio" -- click the Add Extension button on that pop-up message to complete the process.



- 5. After the extension is installed, close the new open tabs in your browser until you get back to Blackboard where you see the Proctorio Chrome Extension Screen. Click the Home icon to return back to your course page.
- 6. The newly created link should show at the bottom of your course page. You will need to drag and drop the tool to the highest possible place on the page directly above the quiz/test that requires Proctorio. Click on the newly created link that is showing (Secure Exam Proctor Tool).
- 7. A message reading "Secure Exam Proctor Plugin Successfully Installed! Please return to your course" will appear. Navigate back into your course by clicking the Home icon.
- 8. You will see a shield in the top right of your screen (to the right of the address bar), that will show the Proctorio support link as available if the extension has been added.
- 9. If you do <u>not</u> see the shield icon, you will need to click on the "puzzle piece" icon to see a list of your extensions. Click the "pin" icon beside Proctorio in order to pin it to your browser. You should then see the "shield" in the upper-right corner of the browser.







- 10. When you click the "shield" icon, it will take you to their help and support center or live chat with a Proctorio support team member. (This is a good tool for students to use if they have problems getting Proctorio set up on their device.)
- 11. If you happen to receive an error message (screenshot below), you will need to make sure that Chrome is up-to-date, uninstall the Proctorio extension, and then re-install the Proctorio extension. These steps will resolve the error message.

Oops! That request didn't work out. Please try again.

Enabling Proctorio for a Class (Repeated for Each Course)

Even after the Proctorio Chrome extension has been installed on a machine, each course must enable Proctorio before the option is visible in quiz settings.

- Click on the Tools menu (found under the Banner area) > More Tools > locate the tool "Secure Exam Proctor." (see screenshots above)
- 2. Click on it and create a link in your course (do not change the name of the tool).
- 3. Click **Submit** and then click on the newly created link.
- 4. A message reading "Secure Exam Proctor Plugin Successfully Installed! Please return to your course" will appear. Navigate back into your course.

#### **Enabling Proctorio for a Test**

Follow these steps to require proctoring on a given exam:

Questions? Contact us at <u>blackboard@ttu.edu</u> or 806-742-5933.





- Create a quiz/test. Go to the quiz/test that is deployed in your course. With Edit mode (turned on), navigate to the quiz/test and click on the drop-down to choose "Edit the Test Options."
- 2. You will set your usual setting and dates, making sure to NOT select the Force Completion option.
- 3. Scroll to the bottom of the page and checkmark the box labeled "Remote Proctoring."
- 4. Select the settings for the exam and lock down options (see Proctorio Settings and Best Practices sections below), and click **Submit** at the bottom.
- 5. Note that **any use of Proctorio requires a time limit**; there is not a way to require proctoring on an untimed test.
- 6. Proctorio has its own lockdown browser (in fact, the Respondus lockdown browser option disappears once the Chrome Extension is installed).
- 7. If you need to turn off proctoring for individual students, return to the quiz itself, click the edit menu arrow, and click on "Proctorio Availability Exceptions". You can uncheck boxes for individual students under the webcam icon. When you click "Change Proctorio Access Settings" you will be shown a unique exam password that should be given to the proctoring center or live proctor for the students for which you are creating exceptions.

### **Proctorio Settings**

 Each of the Proctorio options has a question mark in the top right corner when scrolled over. When you click on that question mark, it will take you to a short video or webpage explaining that option. You will also see this question mark when you scroll over the section title. An explanation of the setting is also below the setting as you scroll over them.

### Recording Options:

 This is where you will select what you want recorded while the student is taking the exam.

Recording Options







### Lock Down Options:

- These settings will increase the security during the exam. These are the settings you will set to prevent opening tabs while in the exam and the re-entry options.
- Disable New Tabs -- There are three options in this setting. If you have a link that the students need to access during the exam, you will need to select the In Quiz Links only option.



### Verification Options:

• These options all you to have the system verify that the tools the students will be using are functioning properly. You may also require students to show their ID before accessing the exam to verify identity.

Verification Options







In-Quiz Tools:

- There is a Calculator and Whiteboard option available. These are tools students may access without having to use an external calculator. Select these options if you want them to use the tools. If you are using the record screen option, the use of these tools will be recorded.
  - ▼ In-Quiz Tools



### Exam Settings Summary:

• This section contains information about how secure your exam is. This information is based on Proctorio settings. This section also provides the amount of bandwidth required.

Required Bandwidth	
Video	Overhead
Minimum	0.092 Mbps
Recommended	0.168 Mbps
	Required Bandwidth Video Minimum Recommended

### Proctorio Behavior Settings:

• If you choose a pre-configured behavior setting and then change any of the settings, it will change to Custom. The question mark on each setting gives you some information about the setting.





Proctorio Behavior Setti	ngs 📀	
Recommended	Lenient	Moderate
Behavior settings recommended by Proctorio, based on the exam settings	Multiple behavior violations are required to trigger suspicion	Some behavior violations will trigger high suspicion levels
		F
Group Exam	Open Note	Custom
Allows multiple test takers and increased audio activity	Allows other applications and looking off screen	Set custom severity levels for behaviors

### **Proctorio Frame Metrics:**

• These setting are determined by the behavior settings. They flag individual behavior that you will see in the Proctorio grade book. Your configurations will determine the severity of the flags.

▼ Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.



### Proctorio Exam Metrics:

• These metrics monitor the student's actions. It can monitor actions such as keystrokes, if the student is navigating away from the exam and if they are copying/pasting.





#### Proctorio Exam Metrics

Abnormalities compare one test taker's actions to the rest of the exams in the class. This will highlight statistically significant differences in a test taker's behavior.

Computer Based Abnorm	alities				
			× ×		
Navigating Away	Keystrokes	Copy & Paste	Browser Resize	Mouse Movement	Scrolling
Clicking					

### **Environmental Abnormalities:**

• Anything that might be abnormal during the exam such as Multi-face in the camera view and head and eye movement are monitored in this area.

**Environmental Abnormalities** 



### Technical Abnormalities:

• Any technical issues that might occur are monitored in this area.

**Technical Abnormalities** 



### **Create Profile:**

• Once you get your Proctorio settings the way you want them, you can create a profile to use with other exams. Keep in mind that if you use a different computer or delete the Proctorio extension, these profiles will no longer be available.





If you would like to reuse these settings in the future, you can save them in a new profile.

#### CREATE NEW PROFILE

Save this profile to your Proctorio account for I	ater use.	
Name:		
Semester Exam		
Description:		
Setting for Semester Exam		
		G
Default Profile:		
	Save	Close





### Viewing Proctoring Results

 To view the post-test results, find the exam you wish to review in the course Grade Center, select the downward facing arrow next to its column name and click "View Proctorio Gradebook."



Once the Proctorio Gradebook is loaded, all of the test takers attempts will be displayed, sorted by suspicion level.

🔮 Pri	octorio Gradebook	Directorio Settings	Proctorio Map	🗄 Display Option	S			
	Name		Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level	
Ħ		55 pm	1	67	0	6	100%	
ø		31 pm	1	59	0	7	100%	
ø		20 pm	1	96	0	5	100%	
ø		58 pm	1	88	0	4	100%	
æ\$		38 am	1	83	0	6	100%	

2. You may then click on the student line and the identity verification information for that student will be shown.







- 3. Instructors can click along the timeline (actually the dotted line ABOVE the timeline) to jump to different points in the video. The webcam icon in the top-right will open the Incident Log that will also flag moments of interest. The timeline shows green, yellow, or red to indicate the suspicion level of the actions during those times.
- 4. Scrolling down from there leads to the attempt information, such as Internet type and performance, computer performance, computer used, and more.
- 5. The Behavior Settings (strictness level) can be changed post-test in the "Proctorio Settings" tab at the top and the suspicion levels will be re-calculated instantly.
- 6. Right Side Icons (all of these options are based on the Proctorio Settings):



- Webcam Icon -- Displays the incident log. This details when there was audio or when the test taker looked away from the computer screen.
- Scan the Room Icon -- If you required the student to scan the room prior to the exam, this is where you will find the room scan.
- Camera Icon -- Shows the student taking the exam and the students screen.
- World Icon -- Gives information about the location in which the student took the exam, and what type of Internet was used.



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- Book Icon -- Allows the instructor to annotate the information provided by Proctorio.
- Name Badge Icon -- Gives information about the student's identity.
- Adobe Icon -- Allows the instructor to generate a PDF.

### Syllabus Statement

Any faculty member wanting to use Proctorio will be required to include the statement below within their syllabus:

All students must review the syllabus and the requirements including the online terms and video testing requirements to determine if they wish to remain in the course. Enrollment in the course is an agreement to abide by and accept all terms. Any student may elect to drop or withdraw from this course before the end of the drop/add period.

Online exams and quizzes within this course may require online proctoring. Therefore, students will be required to have a webcam (USB or internal) with a microphone when taking an exam or quiz. Students understand that this remote recording device is purchased and controlled by the student and that recordings from any private residence must be done with the permission of any person residing in the residence. To avoid any concerns in this regard, students should select private spaces for the testing. The University library and other academic sites at the University offer secure private settings for recordings and students with concerns may discuss location of an appropriate space for the recordings with their instructor or advisor. Students must ensure that any recordings do not invade any third party privacy rights and accept all responsibility and liability for violations of any third party privacy concerns. Setup information will be provided prior to taking the proctored exam. For additional information about online proctoring, you can visit the <u>online proctoring student FAQ</u>.

### Quiz Description Information

The following may entered as part of the instructions for each proctored exam. May also be included in the syllabus.

This exam is remotely proctored using Proctorio.





- The only browser that you may use with this proctored quiz/test is the most recent version of Chrome.
- To ensure a stable testing environment, take the exam on a desktop/laptop as opposed to a mobile device. Note the technical requirements for Proctorio minimum system requirements for testing.
- You must have the Proctorio extension to take this quiz/test.
- Make sure your internal or external webcam and microphone are enabled and working properly.
- Have a valid ID ready to present at the start of the quiz/test.
- NO ACCESS CODE is necessary to complete this quiz/test.
- If you cannot access the quiz/test, please contact Proctorio Technical Support by clicking on the Proctorio extension (a gray shield) in the upper right corner of your browser.

### **Best Practices**

The help links below will only be available if you are using Chrome and are logged in to Blackboard.

- Use a saved profile to apply your favorite settings with a single click. Proctorio Profiles allow you to quickly set your preferred Proctorio exam and behavior settings across all of your courses. You will have to be logged into Chrome with the extension enabled to use and create profiles.
- You may create as many profiles as you would like. This way you can quickly set exam settings for everything from open note quizzes, to a high stakes final. This will produce consistently measured suspicion levels for similar types of assessments. You may also preset your preferred behavior settings for gradebook review or adjust the behavior settings from within the gradebook later.
- You will never have to worry about documenting your favorite settings to ensure your exams and quizzes are uniform in all of your courses. You can use Proctorio the way you prefer throughout courses.
- You can change the severity of suspicion (behavior settings > lenient-moderatesevere) even after a quiz is over, and it will immediately "re-grade" the student videos. This allows you to dial in the settings after an exam to only see suspicious student in the areas of your interest.
- Require students to take a practice test first (not for points) so they can resolve any technical issues before the first real exam.
- In the Proctorio Exam Settings, it's a good idea to engage ALL the tools under "Lock Down Options." In the test options area, however, enable the "force completion" can lead to numerous and distracting requests to reset exams.





 Avoid the setting "Record Room" since students will be asked at a random moment during the test to provide a panoramic view by moving their webcam, and some monitors are not easily moved.

#### Known Issues

- Proctorio will ONLY work (for both instructors and students) with the Chrome browser - the software is actually an Extension of Chrome. Because of this limitation, smartphones and tables will NOT work, even if the device has the Chrome Browser.
- Students who stand up and leave the computer are recorded as "looking away from the screen" in the Incident Log.

This is Exhibit AA referred to in the Affidavit of John Trueman sworn before me on 04 Mar 2021.

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# Proctorio Settings for Teachers

A companion guide to Proctorio settings for teachers to use when adding Proctorio to tests in their Canvas courses.

### Setting up Proctorio in Canvas

**Step 1** - In your active class click on Settings from the Left Navigation then select the Navigation tab at the top of the screen. **Step 2** - Find the "Secure Exam Proctor (Proctorio) entry and drag it to the top half of the screen. Click the save button at the bottom of the page to save the changes.

**Step 3** - Click on the Proctorio tab to the left if it is visible. Proctorio will verify that you are using Chrome and have installed the Proctorio Chrome extension which are both required to use Proctorio for faculty and students.

**Step 4** - The tab will disappear once Proctorio is functioning properly. If the extension is turned off or removed from Chrome then the Proctorio tab will be visible once again to initiate the setup.

### **Accessing Quiz Proctorio Settings**

1. Create a new quiz OR open an existing quiz in your Canvas course. You will see the new Proctorio tab.





3. Once active, Proctorio will disable the password since it controls entry to the exam. The Proctorio settings tab will now be accessible.

### **Quiz Restrictions**


### Proctorio Monitor Settings: (What can be viewed in the Proctorio Gradebook)

For further information login to Canvas and then click on this link <u>Proctorio Study Guides</u> to view the Proctorio guides. In each section of the Proctorio settings, there is also a "Learn more about..." link. These are direct links to the Proctorio tutorials for that section.

**Saved Profiles**: Teachers can have multiple profiles to match the quiz type such as closed book and open book tests.

**Recording options**: what Proctorio will record and can be reviewed by the teacher. The 5 options are toggles so any combination of the options can be selected.







Record Web Traffic

### Web traffic:

Screen:

Records the sites and URLS that are visited during the test.

This will also apply to dual monitors.

This is a video displaying activities taking place on the monitor.



### Room:

The student will be required to turn the camera around the room.

### Lock Down Options - Restricted activities during the test



Force Full Screen





Disable New Tabs



Close Open Tabs



Disable Printing





Block Downloads



Clear Cache



Disable Right Click

**Force full screen:** Students can't display multiple apps or programs on same screen.

**Only one screen:** Dual monitors will not be permitted. Students must unplug the  $2^{nd}$  monitor.

**Disable new tabs**: Students can't open new tabs once the test is open.

**Close open tabs**: Students must close all tabs before the test will open.

**Disable printing**: Students can't print the test.

**Disable clipboard**: Students won't be able to take screenshots or save to clipboard.

**Block downloads**: Students will not be able to download files while taking the test.

**Clear cache:** after the test is taken Proctorio will clear browser cache to erase all traces of the test

**Disable right click:** Students can't right the mouse to select and copy test items.

Updated Companion Guide to Proctorio - Office of Teaching and Learning 801-863-8255



# **Prevent Re-entry into quiz**: If students leave the exam, Proctorio will not allow students to reenter the test.

### Verification Options (done by students prior to taking the test)





Verify Signature

**Verify Video**: Ensure face is visible and properly placed

**Verify Audio**: Ensure Proctorio can detect sound in room

**Verify Desktop**: Ensure desktop is viewable and recorded

### Verify ID:

Student must show ID to the web camera. This will be recorded and can be viewed by the monitor or teacher in the Proctorio gradebook.

### Verify Signature:

Student will be required to sign a form before opening the test. This will be recorded and can be viewed by the monitor or teacher in the Proctorio gradebook.

### Proctorio Gradebook: Located under Speedgrader on the quiz page

Q	Incident log
•	Room scan
Ē	Screen recording
0	Student location
с. Ф	Annotations (to be written by teacher)
	Display identification-this occurs at the beginning when student displays ID before taking the test.
1=	Export report to PDF options

### Tips, tricks, and processes

- 1. Reminder-requires Chrome browser AND the Proctorio Chrome extension for faculty and students.
- 2. When in "test student" view teachers can preview the test but Proctorio will not activate.
- 3. When a student signs into the test, Proctorio will require that they look into the web camera with sufficient clarity that their eye movements can be tracked. Glasses inhibit the recognition process and should be removed during the verification process. Once they are cleared by Proctorio they can put their glasses back on to take the test.
- 4. Do a practice quiz beforehand so teachers and students can make sure everything works before they take the real exam. You could include a couple essay questions in the practice quiz so students can leave feedback on their experiences with setting up Proctorio.

### **Recommended Proctorio Settings (blue means the option is selected)**

### **Recording Options:**

Recording Options



Record Video will capture video from the webcam for the entire exam, giving insight to the test taker's exam environment.

Record both video and audio as well as screen and web traffic. Record room is optional.

### Updated Companion Guide to Proctorio - Office of Teaching and Learning 801-863-8255

### Lock Down Options

▼ Lock Down Options



Close Open Tabs prevents access to unauthorized material by requiring any other webpages to be closed before starting the exam.

### Select:

- 1. Force Full Screen is not allowed
- 2. Allow only one monitor
- 3. Select "In Quiz Links Only" from the tab options
- 4. Close open tabs (this would occur prior to the actual test being displayed.
- 5. Disable all the test copying mechanisms.
- 6. It is recommended that students be allowed to re-enter the quiz.

### **Technical Abnormalities:**

This section is where Proctorio will flag individual students based on extreme deviation from the other students test norms. For example, if a student takes 30 minutes to take the test instead of the class average of one hour.

### **Technical Abnormalities**



Exam Collusion will highlight test takers who took the exam at the same time on the same network

### Select all 4 options.

This is Exhibit BB referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021

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# **Resources and Information on Proctorio**

Please watch the instructional video on Proctorio (and review the information below.

*Please feel free to contact faculty members April Benjamin* (<u>*abenjamin@vinu.edu</u></u>) <i>and Andrew Corless* (<u>*acorless@vinu.edu*</u>) *if you have any questions.*</u>

### **INSTALLING PROCTORIO (ONE-TIME TASK)**

Both instructors and students need to configure their computer before Proctorio will function. If students do not install Proctorio, they will not be able to take a Blackboard test that requires it.

To install:

- 1. Download Chrome if necessary.
- 2. Open Chrome. **No other browser will work.** Navigate to Blackboard and then click into the desired course.
- 3. Click on the Tools menu and locate the tool "Secure Exam Proctor". Click on it and create a link in your course (it does not need to be available to students). Click Submit, then click on the newly created link. *Alternative*: Go to your course and click the "+" sign at the top left corner of the screen just under the course name and then click "tool" link. Give it a name for type and then select "Secure exam Proctorio"
- 4. A screen will load indicating that a new Chrome Extension will need to be installed. Click the link to install on your browser. (Note: this is machine-specific. If you open this course from a different computer, that computer's Chrome will also need to install the Extension).
- 5. After the extension is installed, click "Done".
- 6. Click on the newly created link again.
- 7. A message reading "Secure Exam Proctor Plugin Successfully Installed! Please return to your course." will appear. Navigate back into your course.

### ENABLING PROCTORIO FOR A CLASS (REPEATED FOR EACH COURSE)

Even after the Proctorio Chrome extension has been installed on a machine, each course must enable Proctorio before the option is visible in quiz settings.

- Click on the Tools menu and locate the tool "Secure Exam Proctor". (On the VU Blackboard Menu, click more tools and you will see this option. *Alternative*: Go to your course and click the "+" sign at the top left corner of the screen just under the course name and then click "tool" link. Give it a name for type and then select "Secure exam Proctorio"
- 2. Click on it and create a link in your course (it does not need to be available to students).
- 3. Click Submit, then click on the newly created link.

4. A message reading "Secure Exam Proctor Plugin Successfully Installed! Please return to your course." will appear. Navigate back into your course.

### **ENABLING PROCTORIO FOR A TEST**

Follow these steps to require proctoring on a given exam:

- 1. Create a quiz/exam. In Edit mode, navigate to the quiz and click "Edit the Test Options", and scroll to the bottom.
- 2. Checkmark the box labeled "Remote Proctoring."
- 3. Select the settings for the exam and lock down options (see Best Practices below), and click Submit at the bottom.
- 4. Note that any use of Proctorio requires a time limit; there is not a way to require proctoring on an untimed test.
- 5. Proctorio has its own lockdown browser.
- 6. If you need to turn off proctoring for individual students, return to the quiz itself, click the edit menu arrow, and click on "Proctorio Availability Exceptions". You can uncheck boxes for individual students under the webcam icon. When you click "Change Proctorio Access Settings" you will be shown a unique exam password that should be given to the proctoring center or live proctor for the students for which you are creating exceptions.

### VIEWING PROCTORING RESULTS

- To view the post-test results, find the exam you wish to review in the course Grade Center, select the downward facing arrow next to its name and click "View Proctorio Gradebook". Once the Proctorio Gradebook is loaded all of the test takers attempts will be displayed, sorted by suspicion level. There are examples on the Grade Center page.
- 2. Instructors can click along the timeline (actually the dotted line ABOVE the timeline) to jump to different points in the video. The webcam icon in the top-right will open the Incident Log that will also flag moments of interest.
- 3. The Behavior Settings (strictness level) can be changed post-test in the "Proctorio Settings" tab at the top.

### **BEST PRACTICES**

# The help links below will only be available if you are using Chrome and are logged in to Blackboard.

- Use a saved profile to apply your favorite settings with a single click. Proctorio Profiles allow you to quickly set your preferred Proctorio exam and behavior settings across all of your courses. You will have to be logged into Chrome with the extension enabled to use and create profiles.
- You may create as many profiles as you would like. This way you can quickly set exam settings for everything from open note quizzes, to a high stakes final. This will produce consistently measured suspicion levels for similar types of assessments. You may also preset your preferred behavior settings for gradebook review or adjust the behavior settings from within the gradebook later.
- You will never have to worry about documenting your favorite settings to ensure your exams and quizzes are uniform in all of your courses. You can use Proctorio the way you prefer throughout courses
- You can change the severity of suspicion (behavior settings > lenient-moderate-severe) even after a quiz is over, and it will immediately "re-grade" the student videos. This allows you to dial in the settings after an exam to only see suspicious students in the areas of your interest.
- Require students to take a practice test first (not for points) so they can resolve any technical issues before the first real exam.
- In the Proctorio Exam Settings, it's a good idea to engage ALL the tools under "Lock Down Options". In the test options area, however, enabling the "force completion" can lead to numerous and distracting requests to reset examinations.
- Avoid the setting "Record Room" since students will be asked at a random moment during the test to provide a panoramic view by moving their webcam, and some monitors are not easily moved.

### KNOWN ISSUES

• Proctorio will ONLY work (for both instructors and students) with the Chrome browser (the software is actually an Extension of Chrome). Because of this limitation, smartphones and tablets will not work, even if the device has the Chrome browser.

- Students who stand up and leave the computer are recorded as "looking away from the screen" in the Incident Log.
- •

### **TEST DESCRIPTION INFORMATION FOR STUDENTS**

The information below is a compilation of instructions that can be used for students, depending upon the type of test and proctoring conditions being used.

This exam is remotely proctored using Proctorio.

- The only browser that you may use with this proctored quiz is the most recent version of Chrome.
- Chromebooks can be used to take exams.
- You must have a camera on your laptop to take the exam.
- To ensure a stable testing environment, take the exam on a desktop/laptop as opposed to a mobile device. Note the technical requirements for Proctorio minimum system requirements for testing.
- You must have the Proctorio extension to take this quiz.
- Make sure your internal or external webcam and microphone are enabled and working properly.
- Have a valid ID ready to present at the start of the quiz
- A \$5 payment is necessary to begin any quiz/exam. Have a credit card ready!
- If you cannot access the quiz, please contact Proctorio Technical Support by clicking on the Proctorio extension (a gray shield) in the upper right corner of your browser.

\*\*First Time Proctorio Add On—Please Do at least 24 hours prior to testing to insure you have everything set up properly.\*\*

### Setting Up Proctorio:

1. Install Google Chrome. When you're ready to take a proctored exam you will need to use Google Chrome with the Proctorio extension. Launch Chrome or download the browser to your computer.

2. Install the Proctorio Extension

Install the Proctorio Chrome extension. This process is automatic and only needs to be done once. The extension will update automatically.

### 3. Take your Exam

Simply navigate to your learning management system (Canvas, Blackboard, Moodle etc.) and start the proctored exam issued by your instructor—and best of luck to you!

### Additional Proctored Testing Information for Students

### Why Proctorio?

Instead of finding a person to proctor your exam, Vincennes University has purchased online proctoring software called Proctorio that allows you to take the test at home, at the library, anywhere—without a live proctor.

Proctorio isn't a person looking at you through your webcam. Instead, it's a system of computers that keep an eye on you while you take the test. This system will work with you to record your exam whenever you are ready. Only your instructor and the testing center administrators will have access to these recordings.

When you take your exam, you will access it like you normally would through I-Learn. Proctorio will use your webcam to record you during the exam. It will also record everything that is on your computer screen.

You will need the following:

- Webcam
- Microphone (most webcams have a microphone built in)
- Google Chrome as your internet browser in order to take your proctored exams.
- Proctorio's Google Chrome plug-in

### How do I setup Proctorio?

The only thing you will need to do is install the Proctorio plug-in and Google Chrome if you don't already have it.

- 1. Install Google Chrome (Links to an external site.)
- 2. Install Proctorio (Links to an external site.)

(00:36 mins, Get Proctorio Faculty Guide Transcript (Links to an external site.))

3. Once you've downloaded the plug-in, you'll need to enable one very important feature. Open Chrome, go to **Windows**, then select **Extensions.** Scroll down until you see the Protorio plug-in. Check the box next to **Allow in incognito** (see graphic below). You are now done with installation.

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### What can I use in Proctorio?

While taking exams with Proctorio, you will be provided with a built-in whiteboard and scientific calculator (below). You can use these tools while taking your exam.

### Important

If you are in I-Learn and are stuck or if you have a question about Proctorio, simply click on the gray shield in the top right corner of your Chrome browser. This will open up a chat window with Proctorio support, who are available 24/7.



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before me on 01-Mar 2021 A Commissioner for taking Affidavits for British Columbia

# **Proctorio Support Documentation**

Support Documentation index for all UW-Milwaukee Proctorio material

### Who should use this?

• Any individual or group who is using or supporting the use of Proctorio

### **Quickstart Guides**

- Proctorio Instructor's Getting Started Guide
- Detailed Guide of Proctorio Exam Settings
- What Hardware and Software do Instructors need to use Proctorio?
- Instructor Guides and Questions by Topic
- Instructor Proctorio FAQ
- <u>Creating an Exam with Proctorio Canvas Quiz</u>
- <u>Creating an Exam with Proctorio 3rd Party Tool</u>
- <u>Recommended Settings for Certain Exam Types</u>
- <u>Accessibility Tools (Screen Readers and Magnifiers) Recommended Settings</u>

### Get Help

- How do Instructors get help with Proctorio?
- How do my Students get help with Proctorio?
- <u>Troubleshooting Guides</u>
- Problems installing Chrome Extension
- What to do when you get an "Access Code" Error Message with Proctorio

### **Supporting Remotely Proctored Students**

- Proctorio Student Getting Started Guide
- <u>Student Proctorio FAQ</u>
- Email to Students Template
- Proctorio Syllabus Statement
- What Hardware and Software do my Students need to take an Exam?
- How to Prepare Your Students for Online Proctoring
- Enabling/Disabling Proctorio for Specific Students
- <u>Student Proctorio Guide (PDF)</u>
- How do I give Students extra Time or Attempts on a Canvas Quiz?

### Privacy/Data Security

- FERPA Compliance
- FERPA and Proctorio
- How is Student Privacy Protected?
- Privacy Concerns and Proctorio Extension

### **ALEKS Integration Support**

- <u>ALEKS + Proctorio Instructions (Using Direct URL)</u>
- ALEKS + Proctorio Instructions (Using LTI Launch URL)

### MacGraw-Hill Connect Integration Support

- MacGraw-Hill Connect + Proctorio Instructions (Deep Linking)
- MacGraw-Hill Connect + Proctorio Instructions (NOT Deep Linking)

### Support contacts

### Proctorio Support

Proctorio offers outage information, as well as a wide range of technical just-in-time support 24/7. Anyone supporting or using Proctorio may contact the vendor through the following methods.

- Proctorio Support Information Page: <u>https://proctorio.com/support</u>
- Proctorio Support Live Chat:
  - Live Chat is available via the Proctorio Chrome plug-in extension icon when within Canvas
  - Live Chat is also available by navigating to https://proctorio.com/support. Then, locate and click on START LIVE CHAT .
- Proctorio Support Email: <u>support@proctorio.com</u>

#### **UW-Milwaukee Proctorio Support**

Proctorio support is available from the following campus groups and individuals. These support personnel are trained primarily in the pedagogical use of Proctorio, and how it is integrated within UW-Milwaukee. Tier 1 technical support should be requested from Proctorio directly (see above).

- CETL, Learning Technology Commons
  - Email | cetl@uwm.edu
  - Microsoft Teams | http://bit.ly/cetlsupport
  - Lane Sunwall | CETL, Teaching, Learning and Technology Consultant
- Edward Price | CETL, Teaching, Learning and Technology Consultant
- Kathy Pinkowsky | L&S Web and Data, Instructional Technologist

Owner:Lane S.Group:UW-Milwaukee Center for Excellence in Teaching and LearningCreated:2020-04-14 12:34 CSTUpdated:2021-02-04 10:40 CST

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# Proctorio Settings

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# **Recording Options**

Proctorio's Recording Options determine what is recorded while students take the exam. You can choose some, all, or none of the recording options.

For example, if you do not want to require students to have a webcam and microphone for the exam, you can disable Record Video, Record Audio, and Record Room.

**Important:** Recording Options cannot be changed after a student has started the exam.



For more information, refer to <u>Do my students need a mic and a webcam to use Proctorio?</u> in the FAQ section of this document.

### **Record Video**



Record Video enables a student's internal or external webcam and records a video of the student for the duration of the exam. Proctorio automatically analyzes the video for suspicious head, eye, and mouth movements that could indicate cheating and flags those behaviors in a video for your review after the exam is completed.

### Important:

• Test takers must have a webcam to enter the exam if this feature is enabled. Students cannot use their smartphones as webcams at this time.

- When the exam is over, instructors can access the recorded webcam video via the <u>Proctorio Gradebook link</u> beneath the Speed Grader link in the Canvas quiz. Note that there may be a delay between when the exam ends and when the recording is available.
- To ensure a test-taker's webcam is working **before** the exam starts, enable <u>Verify Video</u> in Additional Exam Settings.

Click here for more details about the Record Video feature.

### **Record Audio**



The Record Audio feature turn enables a student's internal or external microphone and records the student's audio during the exam. Proctorio automatically analyzes the audio for the test taker talking with others in the room and for fluctuations in noise levels that could indicate cheating. Proctorio then flags suspicious behaviors in a recording for your review after the exam is completed.

### Important:

- Test takers must have a microphone (internal, external, headset, etc.) to enter the exam if this feature is enabled. Students cannot use their smartphones as microphones at this time.
- When the exam is over, instructors can access the recorded audio via the <u>Proctorio Gradebook link</u> beneath the Speed Grader link in the Canvas quiz. Note that there may be a delay between when the exam ends and when the recording is available.
- To ensure a test-taker's microphone is working **before** the exam starts, enable <u>Verify Audio</u> in Additional Exam Settings.

### Click here for more details about the Record Audio feature.

### **Record Screen**



The Record Screen feature records screen shots of activity on the desktop of the student's computer. You can later use the Exam Replay Mode in Proctorio Gradebook's video player to view a timeline of the student's on-screen activity as they were taking the exam.

**Important:** Because Proctorio can only record one screen, it is recommended that you enable the <u>Only One Screen</u> lockdown setting to prevent the student from using an additional monitor whose activity cannot be recorded.

### Click here for more details about the Record Screen function.

### **Record Web Traffic**

▼ Recording Option	ns					
Q		Ē				
Record Video	Record Audio	Record Screen	Record Web Traffic	Record Room		
Record Screen will capture the test taker's desktop for the entire exam, allowing you to see exactly what they were seeing on screen.						

The Record Web Traffic feature captures any website that the student goes to in the Chrome browser during the exam. Proctorio will record the URL (web address) and a screen capture of the student's view of the website.

You can review the Incident Log of the Proctorio exam video player to view screen shots of websites the student visited on a timeline.

To ensure Proctorio records websites in the Incident Log, you must set the Navigating Away behavior for the Canvas quiz to a weight of one or more. See screenshot below.



### Click here for more details about the Record Web Traffic feature.

### Record Room Scan

<u>The Record Room feature</u> requires students to show you (via webcam recording) their test surroundings during an exam. This feature allows you to see if students are using any unauthorized materials or if there are other people or computers present. When this feature is enabled, students are prompted to slowly rotate their webcams or laptops 360 degrees to scan the room.

The Record Room process lasts for 15 seconds, which counts against the students' exam taking time, so Proctorio recommends adding additional time to exams when Record Room is enabled.

Instructors can review the student's room scans in the Proctorio Gradebook by selecting the Room Scan button.

### Record Room Options



**Record Room Off** – Students will never be prompted to rotate webcam/laptop to do a 360 degree recording of the room.

**Intelligent Scan** - Students receive prompts to perform a Record Room scan at the beginning of the exam and at intervals during the exam, based on the length of the exam. Suspicious behavior will also trigger additional room scans.

Scan at Start – Students are prompted to perform a single Record Room scan a few minutes into the beginning of the exam.

Click here for more details about the Record Room Scan feature.

## Lock Down (Lock Down Browser) Options

You configure Lock Down Options to set restrictions on students' computers while they are taking an exam in order to prevent students from accessing unauthorized content or copying your exam.

### Important:

• You can run an exam with Lock Down Options (Lock Down Browser) only. In other words, you can set Lock Down Options without enabling recording options such as webcam recording, audio recording, room scan, and screen recording. Or you can use the Lock Down Options in conjunction with other features such as Webcam and Audio Recording Options to increase online proctoring security. For more information about running your exam without a webcam/mic, see can I enable Proctorio on a quiz that I already created in Canvas?

Yes, just go to the Canvas quiz, click Edit, scroll down, and click Enable Proctorio.

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- Do my students need a mic and a webcam to use Proctorio?
- Lock Down Browser Options cannot be changed after a student has started the exam.



### Force Full Screen



Standard browser lockdown feature that opens exam in full-screen mode. <u>Force full screen</u> and does not let students exit the exam screen to open/view other websites or programs.

If enabled with <u>Only One Screen</u>, Proctorio prevents students from accessing outside resources on their computers during the exam.

With Force Full Screen, the student cannot minimize the exam or navigate away from the exam page to open a website or use another program. If a student attempts to navigate away, Proctorio removes the student from the exam, and the exam is automatically submitted. Instructors can determine the length of time before Proctorio removes a student is removed from an exam.

### Force Full Screen Options





Moderate (15s)



Lenient (30 seconds) - Students can be out of Full Screen for 30 seconds before being removed from the exam. Students are warned before they leave Full Screen mode.

**Moderate (15 seconds)** - Students can be out of Full Screen for 15 seconds before being removed from the exam. Students are warned before they leave Full Screen mode.

**Severe (immediate)** - Students are removed from the exam immediately upon exiting Full Screen. **Important:** With the Severe setting, students who leave Full Screen Mode are **immediately ejected from the exam without warning.** If you have the Prevent Re-entry feature enabled, students will not be able to resume their attempt.

Click here for more information about the Force Full Screen feature.

## Only One Screen



The Only One Screen option forces students to unplug additional monitors before the exam starts to ensure the student cannot access notes or websites via another monitor.

When enabled with Force Fullscreen, Proctorio prevents students from accessing outside resources on their computers during the exam.

Click here for more details about the Only One Screen feature.

### No New Tabs



This option prevents students from opening *new* tabs during the exam.

**Important:** If students have tabs open before the exam begins, they will still be able to access these tabs unless you also enable the Close Open Tabs feature. When No New Tabs is used in conjunction with the Close Open Tabs feature, the student is unable to access websites during the exam.

### No New Tabs Options



Tabs Allowed - Students are allowed to open additional tabs in their Chrome browsers.

Disable New Tabs - Students are not allowed to open additional tabs within their Chrome browsers.

In Quiz Links Only - Students are allowed to open links that the instructor has inserted in the Canvas quiz.

Click here for more details about the No New Tabs option.

### **Close Open Tabs**



Before the exam starts, the Close Open Tabs feature closes any open tabs in students' browsers.

**Important:** When No New Tabs is used in conjunction with the Close Open Tabs feature, the student is unable to access websites during the exam.

Click here for more information about the Close Open Tabs option.

### **Disable Printing**



Disable Printing prevents the student from printing the exam either by right-clicking or using a keyboard shortcut.

**Important:** When used in conjunction with Disable Right Click and Disable Clipboard, Proctorio prevents students from sharing your exam questions with others.

Click here for more information about the Disable Printing option.

### **Disable Clipboard**



Disable Clipboard prevents students from copying and pasting, which ensures that students cannot paste content into the Canvas quiz page. It also prevents students from copying and sharing exam questions with others.

**Important:** When used in conjunction with Disable Right Click and Disable Printing, Proctorio prevents students from sharing your exam questions with others.

Click here for more information about the Disable Printing option.

### **Block Downloads**



Block Downloads prevents students from downloading files during the exam, including the exam, itself, or any files from external sources.

### Important:

- If a student attempts to download a file, the student is immediately removed from the Canvas quiz without warning. If you have the Prevent Re-entry feature enabled, students will not be able to resume their attempt.
- Do NOT enable this feature if you have links to files in your quiz that students must download.

Click here for additional information about Block Downloads.

### **Clear Cache**



Clear Cache removes all elements of the exam from the students' computers after the exam ends. The feature clears any temporary files stored in the student's browser cache or hard drive that were created while the student was taking the exam. This is another feature that prevents students from distributing your exam to others.

Click here for more information about the Clear Cache feature.

## Disable Right Click



Disable Right Click prevents students from right-clicking during the exam, which prevents them from using a mouse to Copy, Paste, Print, or Save information.

Click here for more details about the Disable Right Click feature.

### **Prevent Re-entry**



The Prevent Re-entry feature allows you to determine whether your students may re-enter the exam if Proctorio has removed them from an exam for any reason.

This feature prevents students from cheating off camera while the remote proctor is not recording.

### Prevent Re-entry Settings



Allow Re-entry – Always allows students to re-enter the exam.

**Re-entry with Agent -** Students may re-enter the exam with approval from a Proctorio representative.

No Re-entry – Students cannot re-enter the exam for any reason.

Click here for more details on the Prevent Re-entry feature.

## **Verification Settings**

Verification options allow you to verify the student's identity and that their hardware set up correctly and working.

**Important –** Verification Settings cannot be changed after a student has started the exam.

Verification Options











Verify Desktop will ensure the desktop recording is working and properly recorded.

**Verify Video** - Verifies that the webcam is collecting images, the lighting is proper, and that the student is visible in the webcam. <u>Click here for more information about the Verify Video feature.</u>

**Verify Audio** - Verifies the microphone is working and that audio levels in the room and microphone recording levels are adequate. <u>Click here for more information about the Verify Audio feature.</u>

**Verify Desktop** – Verifies that the student's recording of their computer's screen is functioning properly. <u>Click here for</u> <u>more information about the Verify Desktop feature.</u>

Auto ID Check - Requires students to hold up an ID to the webcam before the exam starts in order to be photographed. Proctorio uses artificial intelligence to evaluate and flag pictures of the IDs for irregularities. <u>Click here for more</u> <u>information about the Auto ID Check feature</u>. (Note that UWM does not have the Live ID feature that the Proctorio documentation mentions.)

**Verify Signature** – Requires a student to enter a signature (using a mouse) to attest they will adhere to academic integrity policies. <u>Click here for more information about the Verify Signature feature.</u>

# In-Quiz Tools

Proctorio's In-Quiz tools provide an area where students can use a calculator or draw on a whiteboard. Using these features rather than handheld calculators and physical scratch paper can minimize suspicious student head and eye movements, and the student work in the calculator and whiteboard can be recorded by the <u>Record Screen feature</u>.

Important: In-Quiz Tool Settings cannot be changed after a student has started the exam.

In-Quiz Tools



This option allows test takers to use a scratch pad on-screen

### Calculator

Proctorio offers students a basic or scientific calculator option. Click here to learn more about the Calculator feature.



### Whiteboard

Proctorio offers students a whiteboard that they can draw or write on during the exam using a mouse.

Click here to learn more about the whiteboard feature.

# **Proctorio Behavior Settings**

In the Proctorio Behavior Settings section, you can change the weight of how different suspicious behaviors are calculated and what will be flagged for instructor review. In other words, the Proctorio Behavior Settings allow you to determine what you deem to be suspicious test-taking behavior. Then the behavior you weight as being most suspicious is flagged for your review in the student exam videos.

Proctorio provides you with pre-built profiles that adjust the weight of different behaviors for you, or you can select Custom and adjust settings on your own.

**Important:** Even after students have taken the exam, you can adjust the metrics in order to re-calculate the weight of certain types of suspicious behavior in the exam.



Note that behavior settings do not affect what kind of information is recorded or how much information is recorded during the online proctoring session. Instead, the Behavior Settings simply determine what kinds of behaviors are flagged for your review by setting the weight of <u>Frame Metrics/Behavior Flags</u>.



**Important:** At this time, you cannot change the weight of the Leaving the Room behavior.

Click here for more information on Behavior Settings.

## **Proctorio Exam Metrics - Abnormalities**

The Proctorio Exam Metrics - Abnormalities section uses specialized analytics to compare one test taker's behaviors to the rest of the students in the class to identify outliers. Note that you must have at least three test takers for Proctorio to be able to calculate abnormalities. Proctorio analyzes student behavior in a number of areas to determine outliers – students whose test taking behaviors were substantially different from the rest of the class. For example, if one student had very few keyboard strokes compared to the rest of the class, it could indicate that student copied and pasted answers into the exam.

Proctorio examines three types of test taking behavior abnormalities:

<u>Computer-Based Abnormalities</u> – Compares a student's interaction with the quiz, mouse clicks, scrolling, keystrokes, copy/pasting, etc.

<u>Environmental Abnormalities</u> – Analyzes the test-taking environment to identify students whose head and eye movements indicate they are repeatedly looking away, possibly to materials they should not be accessing, or if the room had unusual noise, etc.

<u>Technical Abnormalities</u> – Analyzes start and stop times for the exam to indicate whether a student finished significantly ahead of peers, whether two students might have worked together on the exam (Exam Collusion), and more.



Click here to learn more about exam abnormalities.

## Profile

Once you have configured all your Proctorio settings for an exam, save the settings to be quickly applied to another exam by creating a Proctorio Profile that saves your settings. You can create multiple Proctorio Profiles. For example, you could create separate profiles for high-stakes exams, paper exams, third-party tool exams, and so on.

To create a profile, simply configure the Proctorio settings in a Canvas quiz, and click the Create New Profile button at the bottom of the page.



Click here for more information on Profiles in Proctorio.

# FAQ

### Can I enable Proctorio on a quiz that I already created in Canvas?

Yes, just go to the Canvas quiz, click Edit, scroll down, and click Enable Proctorio.

### Do my students need a mic and a webcam to use Proctorio?

It depends on your Proctorio settings for the exam. If you have any of the settings listed below enabled, students will need a webcam and/or microphone to take your exam. If you don't have any of the following settings enabled, you can still enable Proctorio to lock down test takers' browsers without requiring use of a webcam and/or microphone to take your exam.

If *any* of these settings are enabled for an exam, students must have a webcam and/or mic to take the exam:

- Recording Options Record Audio, Record Video, and Record Room.
- Verification Options Verify Video, Verify Audio, and Auto ID Check.




#### Can my students use a mobile device as a webcam?

No, students must use a PC, Mac, or Chromebook with an updated Chrome browser. Click here for system requirements.

#### Can my students take an exam with Proctorio on a mobile device?

No, students must use a PC, Mac, or Chromebook with an updated Chrome browser. Click here for system requirements.

#### Can I watch the students live (via their webcams) as they take the online exams?

No, instructors can review recordings of students taking exams in the Proctorio Gradebook after the exam is complete. Note that there may be a delay before the recordings appear.

#### What if I have a student who needs extra time or attempts?

You can use the Moderate Quiz feature in Canvas, as you would with any Canvas quiz.

#### Can I save my Proctorio settings for future semesters?

Yes, you can save multiple Proctorio profiles for re-use in other exams across classes and semesters.

#### Do students need a password to enter my Proctorio exam?

No, if you are using Proctorio with Canvas quizzes, students will simply click the Canvas quiz to enter the Proctorio online proctoring portion of the exam.

#### Is there a maximum time limit for quizzes?

The time limit is 8 hours.

#### Who can see the videos of the students taking the test?

People who are listed as Instructors and TA Graders in the Canvas course are the people who can watch the student video. The video will be available after the

This is Exhibit EE referred to in the Affidavit of John Trueman sworn before me on 01 Mar 2021

A Commissioner for taking Affidavits for British Columbia



#### $\equiv$ Menu

# proctorio

Proctorio is an online proctoring tool designed to help ensure academic integrity. It's integrated into Canvas and available at no charge to students to use. Please be strategic when you choose the quiz you want to use Proctorio on as we have a limited number of licenses to cover all of UW Oshkosh.

# Am I required to use online proctoring?

No. The use of Proctorio is optional. If you decide to use it you can determine the extent of proctoring you want to do. If you didn't want to record the video of your students taking the test you could turn that feature off.

# Installing Proctorio on your computer

Both students and faculty must use the Google Chrome web browser and install the Proctorio Chrome plugin. If students do not use the Google Chrome browser with the plugin they will not be able to take the test.

- Download Chrome
- Installation instructions for installing Proctorio Plugin

# How do I set it up?

- You need to activate it in your Canvas course by choosing;
  - "Settings > Navigation (tab)"
  - Selecting the three dots next to the button "Secure Exam Proctor"
  - Choose "Enable"
  - Save

# Proctorio Options and Settings

After activating Proctorio on your quiz you will get a new tab next to the "Questions" tab.

<u>Details</u>	Questions	Proctorio Settings	

Below are the available Proctorio setting options.





#### • Force Full Screen

Allows you to choose if the browser window should be at full screen and how long yo**358** will allow the browser to not be at full screen. Your options here are

- Lenient
- Moderate
- Severe

#### • Only One Screen

Can a student have more than one screen attached? If selected the student would need to unplug the second monitor.

• No New Tabs

Disables tabs other than the one taking the test.

• Close Open Tabs

Students would need to close any other open tabs.

• Disable Printing

Prevent students from printing the test

• Disable Clipboard

No copying to the clipboard will be allowed

- Block Downloads
- Clear Cache

When the student exits the quiz the cache is cleared

• Disable Right Click

Disallows right-clicking (easy access to copy/paste)

• Prevent Re-entry

If a student leaves an exam Proctorio will not allow them to reenter the test

( Read more about all of the Lock Down Options )

# <image><image><image><image><image><image><image><image><image><image><image>

Can Proctorio Detect sound in the room?

• Verify Desktop

Ensures desktop is viewable

• Verify ID:

Students would need to show ID to the web camera. This does not need to be a Titan**359** can be anything you want them to use.

• Verifiy Signature

Students will be required to sign a form before opening the test. This will be recorded.

( Read more about the Verification Options )







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# Exam Metrics

Compare one test-takers actions to the rest of the class.

#### **Computer-Based Abnormalities**



#### **Environmental Abnormalities**



#### **Technical Abnormalities**



( Read more about the Behavior Settings )

# **Further Reading**

Below are links to Proctorio documentation answering common student questions and instructor guides. **361** 

- Browser-Permissions (PDF)
- How\_Does\_Proctorio\_Process\_Data\_Flyer (PDF)
- Misconceptions FAQ (PDF)
- Proctorio Welcome Packet General (PDF); Contains;
  - faculty getting started guides
  - frame metrics

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Emergency and Safety Information

#### Resources

Accessibility Get Directions Media Relations Work at UW Oshkosh



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A Commissioner for taking Affidavits for British Columbia



# **Proctorio Welcome Packet**

Your institution has recently given you the option to enable Proctorio secure proctoring settings on your online exams to protect the academic integrity of your course.

Within this packet, we have included:

- Introducing Proctorio Syllabi Language
- Proctorio Start Up Guide
- Proctorio Test Taker Guide
- Exam Environment Guide
- Proctorio Misconceptions Frequently Asked Questions
- Privacy and Data Security Practices

If you have any questions regarding the Proctorio integration, we highly recommend you visit our <u>Help Center</u> or start a support chat with one of our expert support staff members, available 24/7/365. Simply click on the Proctorio shield icon in the upper right hand corner of your browser to start a chat.

Thank you for choosing Proctorio and best of luck with your online exams!

# Syllabi Description • US Higher Education

Instructions: Paste the following information below into your course syllabus.

#### **Proctorio is a Learning Integrity Platform**

This course will use Proctorio, a remote proctoring solution designed to protect the integrity of this course's assessments. As your instructor, I've chosen the secure exam settings required by this course and only I will make a judgment as to any potential academic integrity violation.

#### **Equity and Fairness**

The reason I've chosen Proctorio for this course is to make education more equal, by giving each student an opportunity to earn the grades they deserve. The US Federal Government also requires that all schools have a process in place for verifying student identity to protect against Federal Student Aid (FSA) fraud.

#### Privacy

Proctorio is a trusted platform for remote proctoring because of its commitment to student privacy. Proctorio uses single sign-on through our LMS and only I or approved individuals, here at our institution, will have access to your exam data. Proctorio never requires personally identifiable information from students and Proctorio will never sell your data to third parties. Read more about <u>Proctorio's approach to privacy</u>.

#### Security

Proctorio only runs during your exam and as an extension in your browser. This means that Proctorio works within a sandbox and has limited access to your computer system.

All student data is kept safe using zero-knowledge encryption, meaning student data is scrambled and unreadable by anyone outside of our institution's learning platform. Even Proctorio can't see your exam data. Proctorio also engaged with a third party security company to ensure that all of Proctorio's security systems are up to date and functioning properly. Read <u>the full security audit here.</u>

Read more about **Proctorio security**.

#### **Getting Started**

Before getting started on your first exam, make sure to follow the instructions in <u>Proctorio's Quick Start</u> <u>Test Taker Guide</u> for the extension. To verify your computer system meets the requirements, take the practice quiz. This will ensure that everything will run smoothly on the day of the exam.

If after reading the Quick Start Test Taker Guide if you have any trouble while using Proctorio, you can reach out to Proctorio support for troubleshooting. Proctorio support is available 24/7 and can assist in troubleshooting any extension related issues before, during and after your exam. You can contact Proctorio support via email at <a href="mailto:support@proctorio.com">support@proctorio.com</a> or by starting a live chat by clicking the Proctorio extension's shield icon.



# **Proctorio Faculty Start Up Guide**

Please note, the Proctorio integration is customized based on the platform you are using. The workflow and interface may potentially be different from the ones below.

- 1. Always use the **Chrome web browser** when interacting with a Proctorio-enabled exam.
- 2. Make sure you have the Proctorio Chrome extension installed.
- 3. You can install it here.
- 4. Click on Step 2 to add the extension to Google Chrome.



- 5. Select the Add to Chrome button and then Add Extension.
- 6. You should then see a shield icon in your browser menu.



Done!

7. You are now ready to start using Proctorio!

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# How to Enable Proctorio on an Exam

- 1. Log into your platform and choose the course where you want to add or edit an exam.
- 2. Navigate to the exam that you want to enable Proctorio on.
- **3.** Navigate to the exam editing options.
- **4.** If Proctorio has not already been enabled on the exam for you, you will need to enable it for your exam. Please find an example of adding Proctorio to an exam below\*:

Remote Proctoring

Enable Proctorio Secure Exam Proctor

\*Please note, this may look different in your instance and/or Proctorio may already be enabled on your exam.

5. The Proctorio Settings will then be applied and you can save your exam.

# How to Use the Proctorio Gradebook

The Proctorio Gradebook displays high-level information about each remotely proctored exam to provide a quick visual indication of what should be investigated further. You can then go into an individual student's attempt for additional information.

- 1. Navigate to the Proctorio Gradebook within your platform.
- **2.** The new page will populate displaying the Proctorio Gradebook. It contains the information that was collected during the remotely proctored exam.

octorio 103	Grade Center						🛈 🖡 tati	/ode is: ON
						O, 500	rch by student name	
Proctorio	Gradebook 🔅 Proctorio S	Settings 🕘 Proctorio Map	🗄 Display Options	C. Professi	onal Review			
• <u>1</u>	Name Jeffrey Nguyen	Submission Time 05/21/2016 02:19:50 am	Attempt	Score 8	Annotations 3	Abnormalities 6	↓ Suspicion Level 77%	• 64
•	Ruby Nash	06/21/2016 02:19:51 am	1	8	3	5	75%	
» 👂	Isaac Saunders	08/16/2017 01:28:07 pm	1	9	2	5	67%	•
• <b>(</b>	Marilyn Owen	07/12/2017 11:03:10 am	1	8	2	4	59%	•
© 🌡	Guillermo Newman	05/23/2017 12:12:21 pm	1	9	1	3	54%	•
# <b>(</b>	Beverly Gregory	08/16/2017 11:31:38 am	1	7	2	3	46%	•
× (	Olivia Bowers	05/23/2017 10:46:27 am	1	8	2	3	40%	•
ani 🖸	Louis Schultz	05/20/2017 10:54:35 am	1	9	1	3	38%	

**3.** The Proctorio Gradebook will provide a suspicion level for each test-taker. The suspicion level is a percentage that represents low, medium or high suspicion for an exam. The suspicion level is a quick calculation based on the aggregation of frames during the exam which were deemed suspicious based on settings dictated by the instructor. The Proctorio Gradebook will color code and list students by a suspicion score to highlight the suspicious attempts for review.

The suspicion indicators will be listed from highest level, with percentage ranking (indicated in red), to the lowest level (indicated in green), which enables the instructor to quickly scan a class or assessment group and identify those that may need further review.

- 4. Proctorio Settings in the Proctorio Gradebook will display two options:
  - Proctorio Behavior Settings
  - Proctorio Exam Settings (the Exam Settings will become locked after an exam has been started by a test taker).

The **Behavior Settings** do not turn off the collection of data, this is done through the Exam Settings. Instead, they set the weight of the Behavior Flags. The Behavior Settings are customizable and can be changed at any time. Behavior Settings should reflect the type of exam that is being given.



The **Proctorio Frame Metrics** will compare one test taker's actions to the rest of the exams in the class.

Exam Analytics for the exam attempt will be shown in the Proctorio Gradebook and the details can be viewed under the exam video player. If you want this data to be collected, ensure the Record Video and Record Audio exam settings are enabled for the assessment. These Exam Analytics are controlled by the Behavior Settings, which turn each of the Exam Analytics on or off.

When combined with behavioral, environmental, and technical metrics, the machine learning within Proctorio's platform is able to strategically identify the students that need review, and then easily flag and identify specific violations in an exam attempt. Proctorio flags suspicion based on the instructors criteria when applying the behavior settings.

**5. Display options** will provide a variety of ways to change how Proctorio Gradebook is displayed. FERPA controls will hide the test-taker's personally identifiable information in case information in the Proctorio Gradebook needs to be exported and/or shared.

Display potential hardware issue events		Learn more abou	t detected potential hardware issue events.
Display Suspicious IDs		Learn more abou	it suspicious ids.
Gradebook Tour	Start Tou	ır	
Sort by Last Name			
Display Help Icons			
Infinite PDF			
Show unmatched attempts		Learn more abou	t unproctored attempts.
FERPA Controls		Hide ID	Learn more about FERPA controls.
		Hide Names	
		Hide Grades	
		Hide Video	
		Hide Screen	
		Hide Location	

6. Export Options will allow you to export the current quiz to a PDF. Proctorio provides several options to customize the PDF.

Gradebook PDF	Report
Download the Gradebook inf	ormation for all test takers in PDF format.
Include the following section	าร:
Exam Information	
Proctorio Exam Settings	
Proctorio Behavior Settings	
Test taker Results	
Attendance Report	
Generate PDF	

7. Proctorio Exam Results - If you need more details on a particular attempt, clicking on that row in the gradebook will display the Exam Video Player. You will be able to see a timeline that shows suspicion levels throughout an exam attempt as red, yellow or green.

Proctorio	Exam Results					
	Name	Submission Time	Attempt S	core Annotations	Abnormalities	Guspicion Level
۰ 🚰	Student, Shelby Demo	03/12/2020 02:43:08 pm	1	0 0	0	46% 🧧
	And the second					

**Proctorio Exam Video Player Icons -** The recording can be controlled with video playback controls. Each button contains a title tag. This shows a small description if you hover over the button for a few seconds.



The **Incident Log** will display any potential incident based on the instructor's settings. Each flag has its own messaging in the incident log. The Incident Log can be viewed by clicking the Proctorio icon at the top of the information toolbar on the right side of the screen.



The Incident Log automatically scrolls during play to keep up with the video player.

The **Display Room Scan** tool will display the student's room scan attempts when the Record Room option is enabled.



During the room scan, the student is prompted to record a 360-degree video of their exam environment. Once completed the student resumes their attempt.

To playback the room scan, simply click and drag the cursor to the right. If there were multiple room scans you can select the individual attempt by selecting the small dots.

The **Display screen recording** will allow the instructor to view exactly what the test-taker was seeing on their monitor.

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_	-	-	-

This can include other programs, websites, etc.

The **Display Location** Information will record location and internet information when the test taker begins their remotely proctored exam.



The geo-location data can be accessed from the globe icon within the Proctorio exam video player toolbox on the right side.

The **Display Annotations** option will allow the instructor to leave comments on the test taker's video on a frame by frame basis. These comments can be exported along with the PDF for future reference in case of a grade inquiry.



Annotations can be color coordinated to highlight their relative suspicion. The color of the annotation can be selected by clicking on the desired color box. The annotated frame will show

up in the timeline at full height and in the color that was selected. This will also cause the section in the overall timeline to turn red. This is to give an indication that this area of the video should be looked at.

The number of annotations for a video is displayed on the annotations icon in the toolbox.

#### Adding an annotation

To add the annotation, simply click the annotations icon in the Proctorio exam video player toolbox on the frame you wish to leave a note for. Enter your message and click the "Save Annotation" button.

#### Updating an annotation

To make a change to an existing annotation, go to the frame with the annotation and click the annotations icon. This will load the previous annotation into the text area for editing. When complete, click the "Save Annotation" button.

#### **Deleting an annotation**

To delete an annotation, go to the frame with the annotation and click the annotations icon. This will load the previous annotation into the text area for editing. Erase all the content within the text area. When complete, click the "Save Annotations" button.

#### **Incident Log Filter**



#### There are three view states:

- Proctorio Incidents Only
- Professor Annotations Only
- Both Proctorio Incidents and Professor Annotations

#### **Display Identification**

Enabling the Verify ID option will require the test taker to hold up his or her ID card to the camera during the exam pre-checks. The image can be reviewed in the Proctorio exam video player in 1the Gradebook.



Proctorio uses machine learning to scan and automatically detect ID cards, such as driver's licenses and test taker's student IDs. When Proctorio detects an ID, it will automatically capture the image and display it in the Proctorio Gradebook.

Proctorio will automatically highlight ID cards that are suspicious. This could include IDs that are blurry, damaged or of an unrecognized format. These IDs will be shown with a red ID icon.

#### **Display PDF export options**

You can export the current quiz to a PDF file. Proctorio provides options to customize the PDF. The only page that is required is the Summary page.



#### You can customize the PDF enabling and disabling different pages:

- Incident Log
- Exam Analytics
- Exam Settings
- Professor Annotations

#### **Exam Review - Attempt Ended Messaging**

Proctorio records the reasons why exam attempts ended to give full context as to what happened during the exam.

The attempt ended when the test taker submitted the exam. Learn more about this alert.

Attempts that were ended for suspicious reasons will contain a red flag within the Gradebook row.

#### **Computer Performance Index**

The index will give you the full details about the test taker's computer and internet connection when going through the System Prechecks, as well as, throughout the exam.

To display all the collected data click anywhere on the Computer Performance Index to expand it.

	Show details
Computer Performance Index	
(may indicate reasons for computer issues)	
A Internet type: residential	
Student had good overall performance	
K Student had good internet performance	
Student had good computer performance	
Student had reduced video quality for 15% of the e	xam
The exam was taken using Windows 8.1	

The Proctorio Computer Performance Metrics are a measure of the test-taker's machine when taking an exam. These values take into account the computing power of the machine and the internet connection.

#### Web Traffic Index

This option will record any web page visited during the exam. When you enable this option, the URL of the website will be collected as well as a screenshot of the page that the test taker is visiting.

To ensure that these events are recorded in the Incident Log, the Navigating Away behavior setting must be set to have a weight of one or more.

#### **Exam Analytics**

Exam Analytics are calculated with respect to the rest of the class and are factored into the suspicion level. Test taker's behavior that drastically differs from the average behavior found within the class during the exam attempt may be flagged.

There must be more than three exam attempts within the class to calculate the Exam Analytics. It is encouraged to only use this information after all exams have been completed.



# **Proctorio Quick Start**

Guide for Test Takers

Hello, and welcome to Proctorio!

Proctorio is the leading Learning Integrity Platform, designed to securely expand learning opportunities for students everywhere. By using Proctorio, you are supporting equality in education, and in turn protecting the value of educational degrees.

We know you value your privacy, and we do too. So, before you get started, there is some **important privacy information you should know:** 

- **No personal information required** We never require the collection of personally identifiable information (PII).
- We will tell you before we record any exam data No one is watching you and there are no programs running in the background. Proctorio is only running while you take your exam.
   Once you are done, it turns off.
- We utilize Zero-Knowledge encryption to keep your data safe Zero-Knowledge means we know nothing about the encrypted data on our servers. This unique design means nothing leaves your computer until after it is encrypted and it is never unencrypted until it is unlocked by an authorized school official. It's not just end to end encryption, it's a zero-knowledge system.
- This means **only your instructor or approved individuals at your institution have access** to your exam recordings and data.

Because Proctorio runs as a Google Chrome extension, you can uninstall and install it whenever you want. It is also important to remember that all exam settings are determined by your instructor and/or your school, not Proctorio.

# You're almost ready to start your exam!

Before we begin, please know that every Learning Management System (LMS) is different and that your Proctorio experience may vary depending on the LMS you are using.

• First, make sure you are using Google Chrome. You can <u>download Google Chrome</u> and install it if you don't already have it on your computer.



• Then open Chrome and head over to <u>getproctorio.com</u> to install the Proctorio Google Chrome extension.



- Make sure you have a properly-working webcam and microphone and that you are using the latest version of Google Chrome:
  - Check to make sure your camera works in Chrome at <u>https://webcamtests.com/</u>. Click the "Test my Cam" button and wait for the test to complete.
  - Check that your microphone works in Chrome at <u>https://www.onlinemictest.com/</u>.
     Click the play button. If the lines move when you talk, your mic is working.
  - To update your version of Google Chrome go to <u>https://support.google.com/chrome/answer/95414</u>

If the camera or microphone are having any issues, please fix those issues before starting your exam.

# Now, it's time to take your exam!

- First, we recommend you restart your computer, which will free up available memory (RAM).
- Head over to your institution's LMS (where you would access your assignments and exams).
- Enter your course and select the right exam.
- Once you select the exam, Proctorio will start automatically.
- Before your exam begins, you will be taken through a series of *pre-checks*. These will establish and verify your internet connection, operating system, camera, and microphone.
- Depending on the exam settings, you may also be asked for permission for camera and microphone access. You must click "Allow" to continue.

For Public Distribution - September, 2020



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**Testing Area** 

Testing was completed successfully. The results are displayed in the

"Webcam Information" table. Please do not forget to leave a review

about your webcam.

If your camera or microphone fails the pre-check please set their permissions to **allow** by clicking the padlock icon (upper left) or broken camera icon (upper right) of the Chrome address bar.

Connection is secure Your information (for example, passwords or credit card numbers) is private when it is sent to this site. Learn more	× OR	Camera blocked  This page has been blocked from accessing your camera. Always allow https://Ims.example.com to access your camera Continue blocking camera access
Camera $\longrightarrow$ Allow -	] _	Camera: FaceTime HD Camera (Display) ( 🔻

- Depending on the exam settings, you may also be required to show your ID card.
- Depending on the exam settings, you may be asked to share your screen. The "share" button will be disabled until you click on the screen you want to share:

#### **STEP 1: SELECT THE SCREEN**



#### **STEP 2: CLICK SHARE**



 macOS Catalina (10.15) users may experience an *error* when attempting to share their screen. The solution is take the browser out of full-screen mode *before sharing*. To do this, move your mouse cursor to the upper left hand corner of the browser window, exposing the green browser window button and click it.



• Note: if your instructor has set a time limitation for your exam, the exam time will not begin until *after* you have completed Proctorio's pre-check process and the exam starts.

Once you've made it through the pre-checks, you are ready to go! Good luck!

# **Need support?**

If you need additional assistance, Proctorio's Support staff is ready to help you! You can contact Support through one of the following ways:

1. Proctorio's Live Chat can be accessed by clicking on the extension icon and starting a chat once you are in the exam.



2. Email Support at <a href="mailto:support@proctorio.com">support@proctorio.com</a>

Last updated: 06/05/2020





# Helpful Tips for Test Takers

**Exam Environment Best Practices** 

Before entering an exam, it is important to make sure that your exam environment is set up for success. The following tips will allow you to go through your exam with as little technical difficulties and distraction as possible:

- Approach your online exam like you would any in-person exam on campus.
- Try to take a practice exam to ensure all of your hardware, the Proctorio Extension, and your internet connection are working properly before entering the Proctorio assessment.
- Try sitting at a kitchen, coffee, or dining table with suitable natural or artificial light and a blank wall behind you.
- If your camera is having trouble picking up your image, it is likely a lighting or a background issue.
  - Try adjusting the height or angle of your webcam, lowering your webcam or raising it, or possibly turning it from one side to another to find the perfect lighting.
  - Try moving closer to or further away from the webcam. Sometimes if we sit too close or too far the webcam and the system has difficulty picking up our features.
  - Try finding a different spot to take your exam that has a less distracting background.
     Sometimes when your background is too busy with posters, pictures, colors or designs, it can be difficult to differentiate your features and identify you.
  - Think like you're taking a selfie. If there is too much of a light in the front of you (perhaps from a lamp) or behind you (perhaps from open windows), some of your facial features may become difficult to see.
- If you wear glasses, you may experience glare from the reflection and the system may have difficulty picking up your image.
  - To fix this, try adjusting the angle of your head a bit and focus on the screen rather than the webcam.
  - You can also adjust the brightness on your computer to reduce the glare on your eyeglasses.
  - Lastly, if all else fails for the identity verification process you can take off your glasses so that the webcam and system can pick up your image. Once this process is over you can put your glasses back on and resume your exam.

• Talk to your parents, siblings, roommates, and pets before taking the exam. Make sure they're all aware you need to be alone and uninterrupted during the entire exam.

#### **A Friendly Reminder**

Proctorio takes test takers' privacy very seriously and makes every effort to secure test taker's data. Proctorio operates a browser extension within a sandbox that limits its access to your device's personal files and information. This also means you can uninstall the Proctorio Extension immediately after an exam.

In addition to operating as a browser extension, Proctorio secures all of exam-related data in three layers. The last of which is Zero Knowledge Encryption. This means that no one but your instructor and approved administrators at your institution will have access to your exam-related data. Proctorio doesn't even have access to the data on our servers.

You can learn more about Proctorio's unique approach to protecting your privacy at <a href="https://proctorio.com/about/privacy">https://proctorio.com/about/privacy</a>.



# **Proctorio Misconceptions FAQs**

# General

#### Q: Proctorio is basically malware/spyware, isn't it?

**A:** No, spyware indicates that the program is secretly stealing information from the owner of the device without the user knowing. Our program makes the user fully aware of what permissions are required to access a Proctorio exam before entering the exam. Our program only runs during an exam as a browser extension, so it runs within a sandbox and is limited in its access to the user's personal computer.

# **Q:** Once I install Proctorio, will it always be running in the background of my computer?

**A:** No, Proctorio only runs during the exam. Since it is a browser extension, it can be uninstalled immediately after an exam is submitted and reinstalled in time for the next exam.

#### Q: Why are students forced to download Proctorio?

**A:** Proctorio never forces anyone to do anything. Proctorio requires all of its partnered institutions to provide alternative forms of proctored assessment to students. It is also important to note that Proctorio runs as a browser extension and can be uninstalled and reinstalled as many times as the test taker chooses.

#### **Q: Does Proctorio use facial recognition?**

**A**: No, we use gaze detection instead, which is an extremely important distinction from a privacy perspective. Facial recognition is the collection and measurement of an individual's unique facial geometry, which is considered biometric data. Gaze detection is only used to see if a test taker is looking away from the screen for an extended period of time, if there are other people present in the test-taking environment, or if the test taker has left the exam for any reason.

#### Q: Does Proctorio access test takers' personal computer files or data?

**A:** No, Proctorio is a browser extension and operates within the browser extension sandbox. Therefore, its access to the test takers' personal computer is limited.

#### Q: Is your product's design to capitalize on instructors' mistrust of students?

**A:** No, our product's sole purpose is to ensure and protect the integrity and value of an online course or exam.

#### Q: Why don't you allow bathroom breaks during your exams?

**A:** Actually, Proctorio encourages instructors to allow bathroom breaks during longer exams. However, it is the instructor's final call on whether or not test takers can leave the exam area and re-enter. Proctorio has no control over this.

# **Q**: It would be preferred if the institution wasn't using an outside company and was using a way of assessment through the school system instead.

**A:** Unlike some of our competitors, Proctorio integrates directly within the exam administrating platform and authenticates the users via Single Sign On, which means that no extra credentials are needed and there is no need to access another third-party site. Proctorio aims to mimic an in-class or testing center experience by only allowing the instructor to review student behavior during exams and make all determinations regarding behavior.

# **Room Scan Setting**

#### Q: Why is Proctorio forcing me to do a room scan?

**A:** Proctorio has no default settings. The room scan is an optional setting that your instructor must enable for your exam. They may do this to ensure that no tools are used for the exam outside the camera's field of view (e.g. mobile phone, notepad or textbook). Only your instructor can and will evaluate the room scan.

If you still feel uncomfortable with the room scan, please contact your institution. Most institutions offer an alternative option.

#### Q: Is the room scan required to do for the whole test?

**A:** No. If the room scan setting has been chosen by your instructor, you will be prompted to record a room scan at the beginning of the exam and again during the exam if required.

#### Q: Is the room scan required to do for the whole test?

**A:** No. If the room scan setting has been chosen by your instructor, you will be prompted to record a room scan at the beginning of the exam and again during the exam if required.

#### Q: Do I lose exam time during the pre-check process or the initial room scan?

A: No. The exam timer does not start until after the pre-checks are complete.

For room scans, the time continues to run, but your instructor will have set aside a little more time for this. However, you should complete the room scan immediately and return to your exam in order not to lose any additional time.

# **Behavior**

#### **Q: Does Proctorio monitor students' bodies?**

**A:** Proctorio does not monitor students' bodies. The monitoring and recording of test takers' faces is not dictated by the Proctorio software, but by the instructor or the institution. Only they dictate which settings are enabled during an exam and only they have access to the exam recordings and are able to make determinations on academic integrity violations.

#### Q: How do you decide what behavior counts as "cheating"?

**A:** Proctorio doesn't determine which behavior is considered cheating. Only the instructor or the institution can dictate what type of behavior is considered as an infringement on the integrity of the exam. Instructors can also review all exam attempts to verify that any flagged behavior was truly infringing on the integrity of the exam.

#### Q: How do you dictate what "normal" behavior is?

**A:** The Proctorio software does not dictate what is considered "normal behavior". Behavior is flagged based on its stark irregularity compared to the behavior found in other exam attempts. After the exam is finished, the instructor is able to review the exam attempt by the given test taker and make the final decision on whether or not the behavior actually infringes on their exam's academic integrity.

#### Q: What do you do with test takers whose eyes move around a lot?

**A:** Proctorio does not track eye movements. Instead, instructors can enable settings to ensure test takers are consistently interacting with the exam during their exam attempt.
# Q: What if a student looks at the clock to check the time? Or if a student tends to move around a lot? Will they be flagged?

**A:** Subtle movements, such as the ones mentioned, are not likely to be flagged as the system isn't extremely sensitive in most cases. Even if such actions are flagged, the instructor is able to review the exam attempt and judge whether the given behavior was actually dishonest or not.

## **Data Security**

### Q: Will Proctorio ever sell or share test takers' exam-related information?

A: No. Proctorio never sells or shares test takers' exam-related data to third parties.

#### Q: What happens if there is a data breach?

**A:** Proctorio encrypts exam-related data in three layers in transit and at rest, so exam-related data never leaves the test taker's computer unencrypted. At rest, exam-related data is stored with zero-knowledge encryption, allowing the data to be inaccessible or completely useless to any individual other than the approved school administrators. This includes employees at Proctorio.

### Q: Where is student data being held? On campus?

**A:** Test taker data is stored in secure geographically-relevant Microsoft Azure data centers close to the institution itself.

### Q: What happens to students' data if an institution ends their contract with Proctorio?

**A:** Proctorio keeps the stored data for 30 days after the end of the contract, unless otherwise specified by the institution. At the end of the 30 days, the data is either transferred to the institution or destroyed.

### Q: Can students access the exam data ever?

**A:** No. The only people that can access and unencrypt the exam-related data are the instructors and approved school administrators. They, themselves, can only access the data within their testing platform and can't download the data at any point.

### Q: Where is the data center of Proctorio located?

**A:** Data is stored in Microsoft Azure data centers that are located geographically near the partnered institution. This included all of our EU based partnerships, in full compliance with GDPR.

#### **Q:** Will European data ever be transferred to the U.S.

**A:** No. All exam-related data collected from institutions in the EU will stay in the European data center at Frankfurt, Germany, in full compliance with GDPR.

## **Data Collected**

### **Q: Does Proctorio collect biometric information?**

**A:** Biometric information can include facial recognition, keystroke fingerprinting, or voice recognition. Proctorio does store video and audio recordings of test takers, which are not considered biometric data. With zero-knowledge encryption these recordings are rendered useless and inaccessible to anyone other than the exam administrators or approved individuals at the institution.

### **Q: Does Proctorio monitor keystrokes?**

**A:** We do not make use of keystroke fingerprinting. We do track keystroke anomalies, as in if the test taker is pressing keys, to ensure that the test taker is still at the computer and interacting with the exam.

# **Q**: Does Proctorio require students to input biometric information or personally identifiable information to enter an exam?

**A:** No, Proctorio never requires test takers to upload biometric information or enter additional PII to enter an exam. Instead, test takers simply sign into their LMS to access their exam.

### Q: Are the images of scanned test takers' IDs stored?

**A:** Images of the ID are only stored for the identity verification process. They are collected, submitted to the verifier, and stored with zero-knowledge encryption so that no one but authorized individuals or the instructor can access these images.

## Exam Environment

#### Q: I don't want my instructor to see my bedroom. What do I do?

**A:** We always recommend test takers to take their exams in a place where they won't be distracted or bothered when possible. We also recommend that test takers take their exams in a more neutral setting like the living room or the dining room when possible.

### Q: I live with a lot of roommates, will I get flagged for them making noise?

**A:** We always recommend that test takers explain their living situation to their instructor before the exam. That way the instructor can customize the exam settings to fit their and their students' needs and/ or environment.

### Q: What happens if the webcam isn't able to pick up my image?

**A:** There are multiple reasons that this could be happening. But to fix this, try moving the webcam around, sometimes the angle that it is currently sitting at makes it hard to capture your features. It also may be an issue with the background. When a background is too busy or irregular, it can be hard to detect your features. If possible, you can try moving to a space that has a more plain background.

### Q: I wear glasses and the webcam isn't picking up my image?

**A:** You may be experiencing glare from the reflection with the lenses. To fix this, try adjusting the angle of your head a bit and focus on the screen rather than the webcam. You can also turn down the brightness on your computer.



# **Test Taker Privacy**

Maintaining test taker privacy is at the core of our product, not an afterthought.

That's why only approved administrators are allowed to access your data and we never require additional Personally Identifiable Information to enter an exam.

### Three Layers are Better Than One

All test taker data is secured and processed through three layers of encryption:

01

Transmission into the datacenter is only over TLS 1.2 or 1.3 and, if the client supports it, we use Perfect Forward Secrecy (PFS). Data at rest within the data center is encrypted using AES-256 and is FIPS 140-2 compliant. All data centers are ISO 27001 certified, SOC 2 attested. <u>03</u>

Lastly, the zero-knowledge layer is secured using AES-GCM, using encryption keys never shared with Proctorio.

iKeepSafe Coalition

CA Student Privacy Cert.

Student Privacy Pledge

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### Zero-knowledge Encryption

Proctorio utilizes zero-knowledge encryption, which means Proctorio has zero access to the encrypted data on its own servers. This unique design ensures that nothing leaves the test taker's computer until it has been encrypted, and data is only decrypted when unlocked by an authorized official. It's not just end-to-end encryption, it's a zero-knowledge system.

### **Recognized for Prioritizing Privacy**

Proctorio has been recognized by The IKeepSafe Coalition for meeting the highest data security and privacy standards, making Proctorio the first and only remote proctoring software to earn their certifications, which includes FERPA, COPPA, and the California Student Privacy Certification.

Proctorio has proudly signed the Student Privacy Pledge and has been a continuous facilitator in discussions, surrounding the increase and improvement of the security of test taker data and privacy. FERPA

COPPA

No. S208730 Vancouver Registry

### IN THE SUPREME COURT OF BRITISH COLUMBIA

**BETWEEN:** 

PROCTORIO, INCORPORATED

PLAINTIFF

AND:

IAN LINKLETTER

DEFENDANT

### AFFIDAVIT

### **Arvay Finlay LLP**

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