

Proctorio Basics

Proctorio at TTU

Proctorio is our online proctoring tool with identity verification, test monitoring, and a number of other features 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 or Microsoft Edge are required for both instructors and students.

Recommendations & Preparations

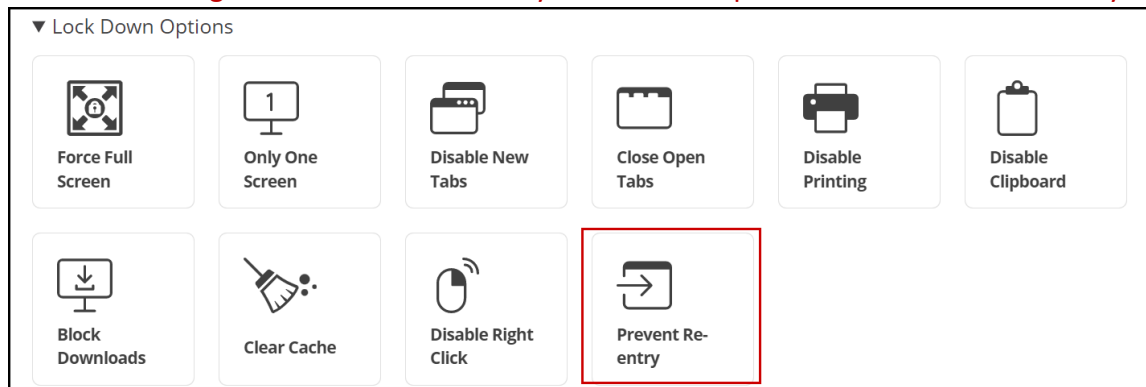
- Faculty must let students know that they will be required to use Proctorio to proctor their exams so they can have the equipment required to use the tool.
- Students should prepare by having the required equipment as well as the [Secure Exam Proctor tool](#) added as an extension to Google Chrome or Microsoft Edge. (These steps are shown in the Installing Proctorio section of this document.)



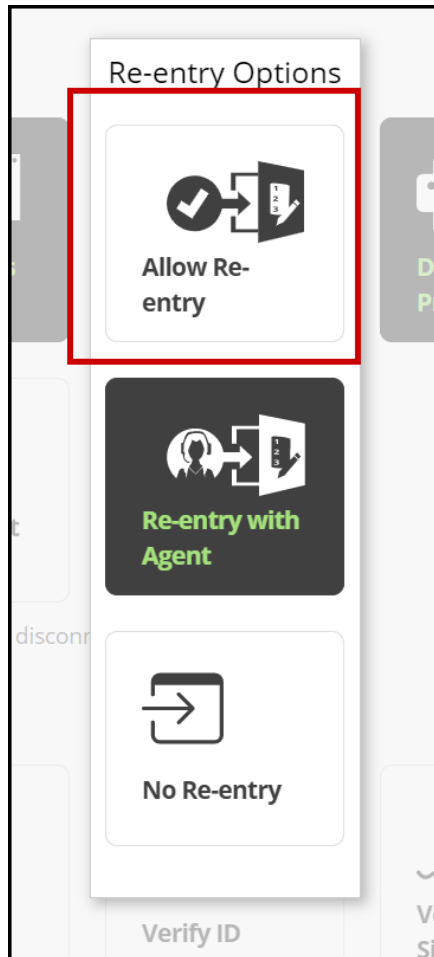
Secure Exam Proctor Tool

- [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 allowing re-entry 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 choose 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

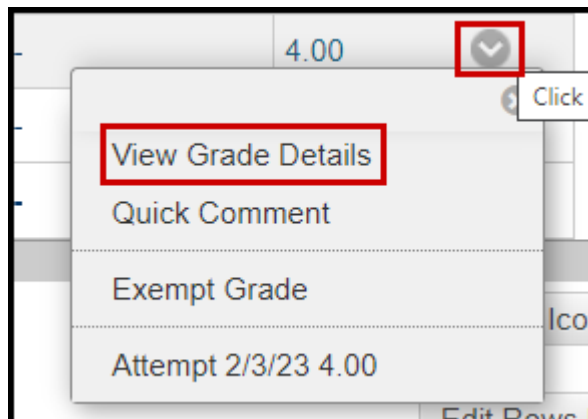


The box should not be highlighted to allow the students to re-enter.



- [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 drop-down arrow in the cell to see shortcut menu > Choose View Grade Details](#)



Grade Details > Click Ignore Attempt to allow reset for student.

User: [User Name] > Column: Practice Quiz (Test)

Current Grade: 4.00 out of 10 points **Exempt**
 Grade based on Last Graded Attempt
 Due: None
 Calculated Grade: 4.00
 View Attempts

Attempts | Manual Override | Column Details | Grade History

Date Created	Date Submitted (or Saved)	Value	Feedback to Learner	Grading Notes	Actions
Feb 3, 2023 1:56:30 PM	Feb 3, 2023 1:57:04 PM (Completed)	4.00			View Attempt Clear Attempt Ignore Attempt

Synchronous Exams -- We do not 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.

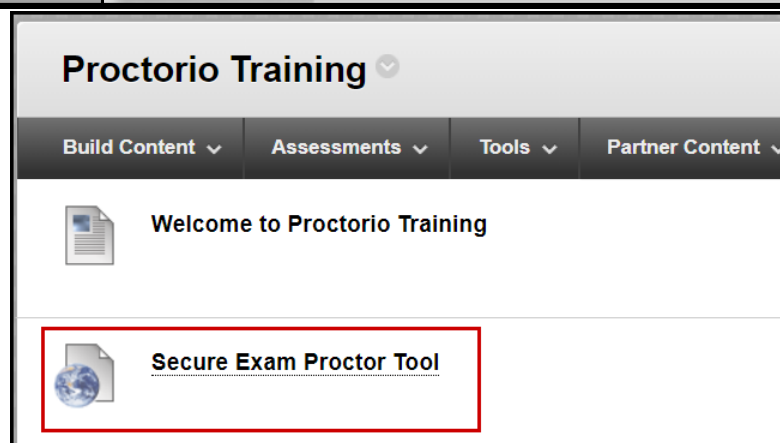
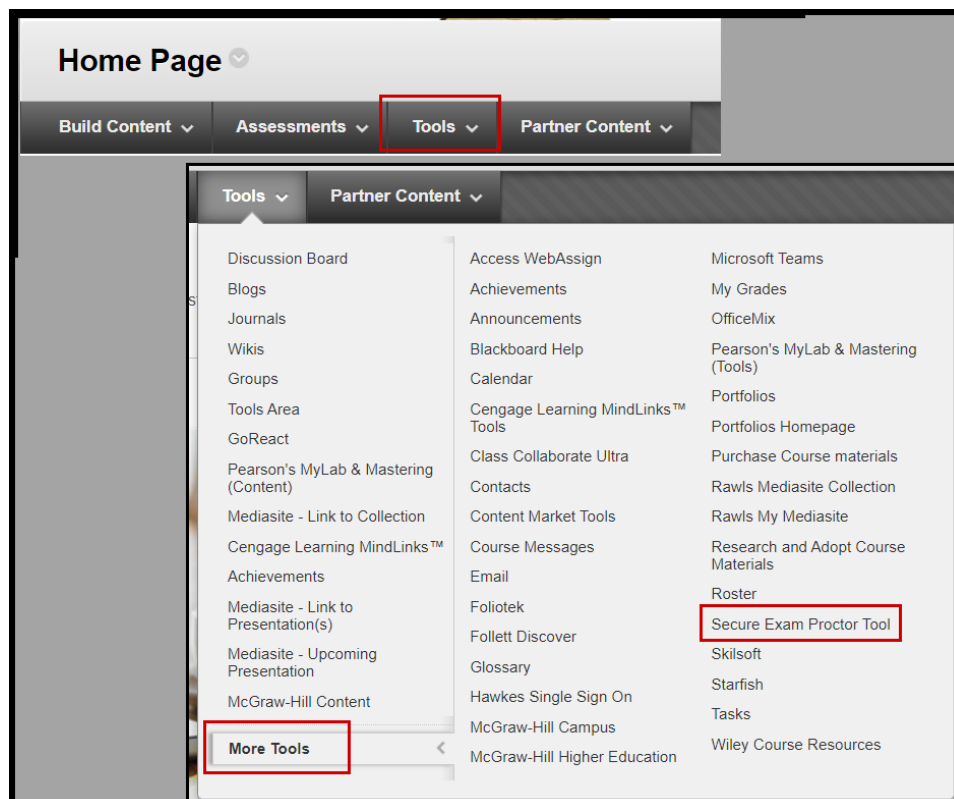
Installing Proctorio

- 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.

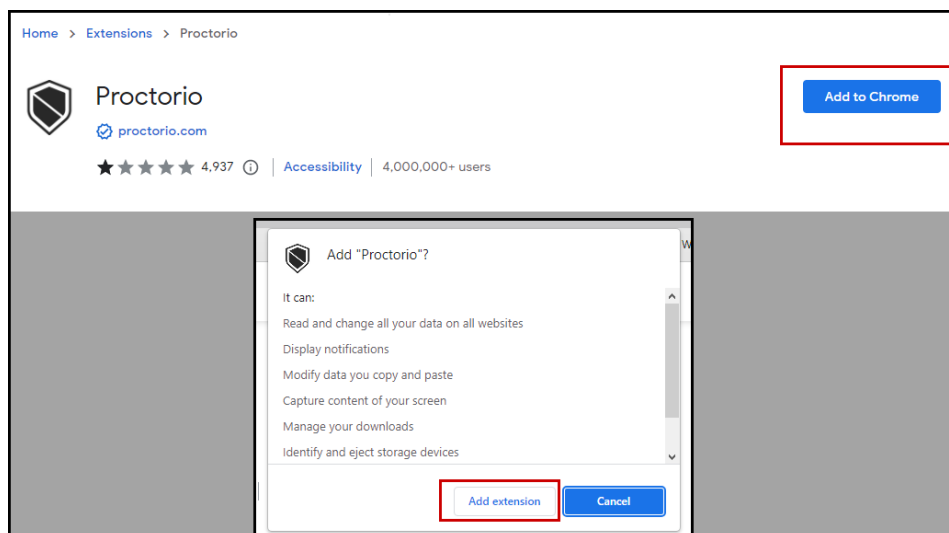
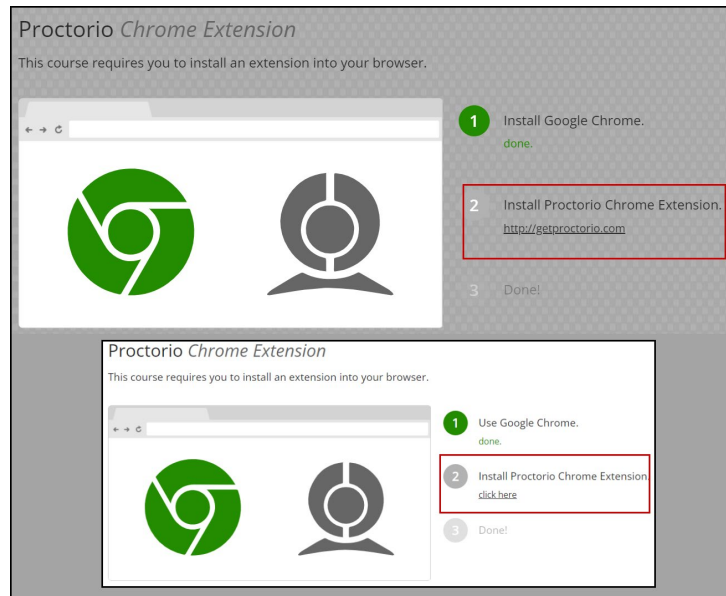
Installing the Secure Exam Proctor Tool

1. Download [Chrome](#), if necessary.

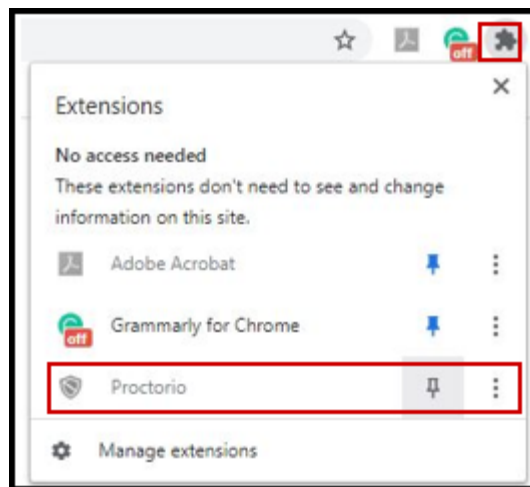
2. Open Chrome or Microsoft Edge. Navigate to Blackboard then click into the desired course. Go to the desired page of the course where you want the tool to show.
3. Click on the **Tools menu** at the top of your course (under the Banner) > **More Tools** > and locate the tool "**Secure Exam Proctor.**" 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.



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. Click on the newly created link that is showing (Secure Exam Proctor Tool).
7. 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.
8. If you do not 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.



9. 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.)

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.

1. 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:

1. 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


1. 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


Record Video


Record Audio


Record Screen



Record Web Traffic


Record Audio will capture audio from the microphone for the entire exam, allowing you to listen to the test taker's exam environment.


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.


▼ Lock Down Options



Force Full Screen



Only One Screen



Disable New Tabs



Close Open Tabs



Disable Printing


Disable Clipboard


Block Downloads


Clear Cache


Disable Right Click



Prevent Re-entry


Only One Screen prevents notes or unauthorized materials to be hidden on a second screen.


Verification Options


- These options allow 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


Verify Video


Verify Audio


Verify Desktop


Verify ID



Verify Signature

Verify Video will ensure the webcam is working, pointed in the right direction, and their face is clearly visible.


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



Calculator



Whiteboard




This option will allow test takers to perform calculations using an on-screen calculator.

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.

▼ Exam Settings Summary

Exam Security

Recording features enabled

Locked down environment

Pre-exam Verification

Required Bandwidth

Audio

Video

Screen

Overhead







Minimum	0.244 Mbps
Recommended	0.664 Mbps
US National Average	11.400 Mbps

The exam security is based on the combination of the options selected.

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 Settings

 Recommended Behavior settings recommended by Proctorio, based on the 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	 Custom Set custom severity levels for behaviors

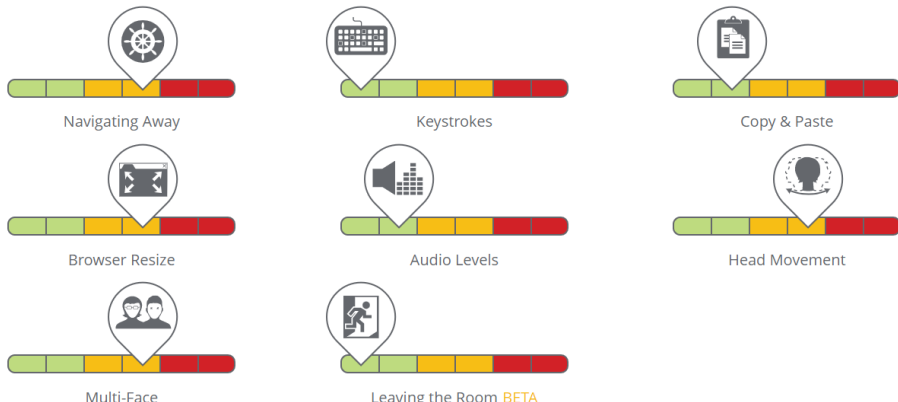
These behavior settings allow you to set the weight of suspicious behaviors using preset configurations.

Proctorio Frame Metrics:

- These settings 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.



- Navigating Away
- Keystrokes
- Copy & Paste
- Browser Resize
- Audio Levels
- Head Movement
- Multi-Face
- Leaving the Room **BETA**

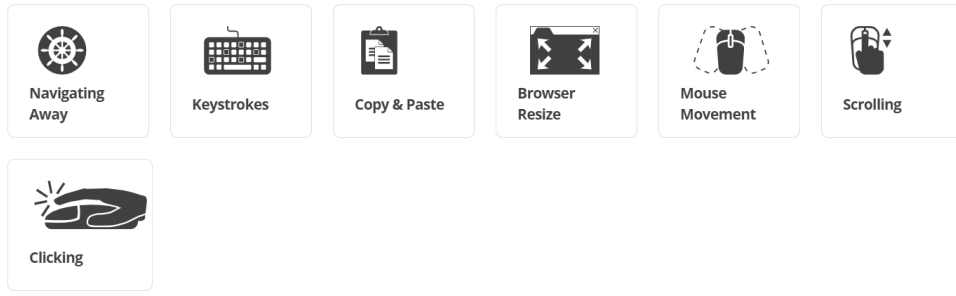
Proctorio Exam Metrics:

- 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 Abnormalities




- Navigating Away
- Keystrokes
- Copy & Paste
- Browser Resize
- Mouse Movement
- Scrolling
- Clicking

Abnormal clicking will highlight test takers who interacted with the quiz page less than the rest of the class


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




Audio Levels



Head Movement



Leaving the Room (BETA)




Multi-Face

Abnormal changes in audio levels highlights test takers that had significant changes in audio activity throughout the exam.


Technical Abnormalities:

- Any technical issues that might occur are monitored in this area.


Technical Abnormalities




Exam Duration



Start Times



End Times



Exam Collusion

Abnormal exam duration will highlight test takers who have finished significantly faster or slower than the rest of the class.


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 later use.



Name:
Semester Exam

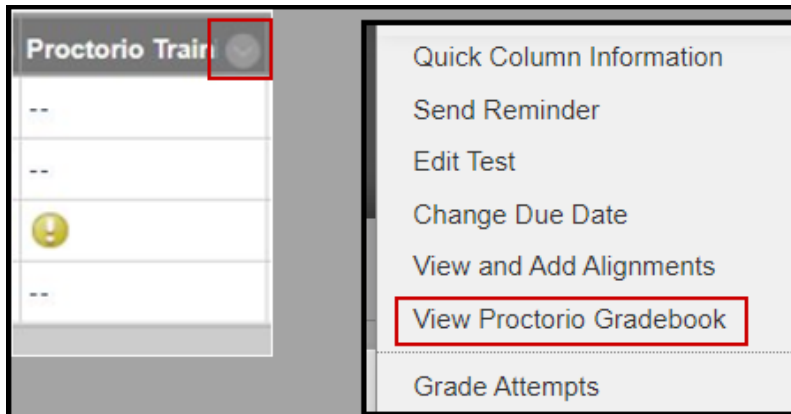
Description:
Setting for Semester Exam

Default Profile:

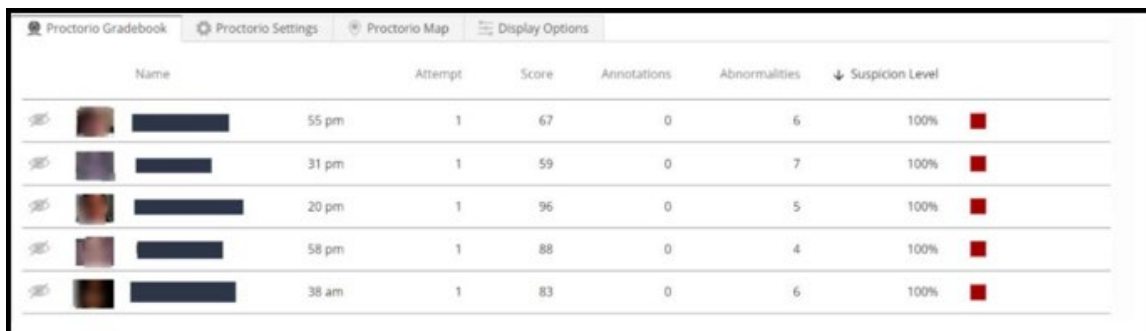
Save Close

Viewing Proctoring Results

1. 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.**"

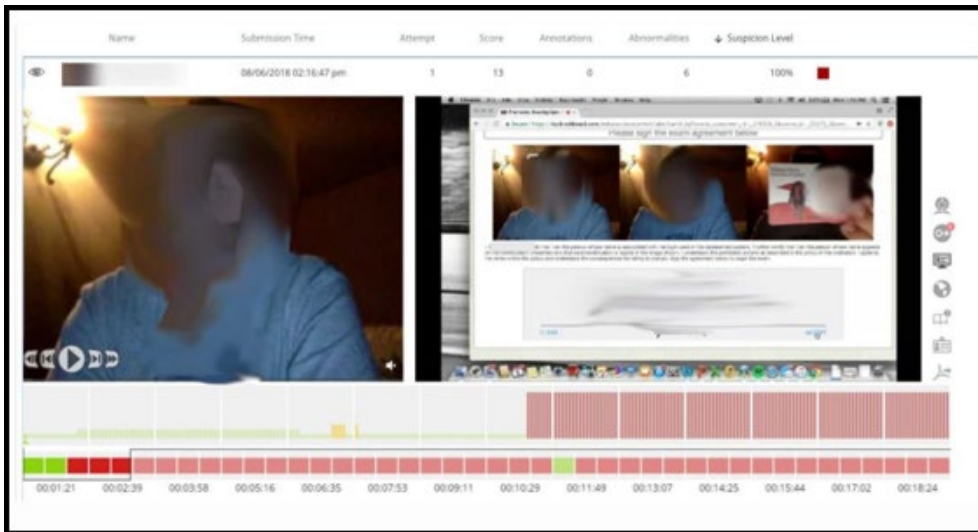


Once the Proctorio Gradebook is loaded, all of the test takers attempts will be displayed, sorted by suspicion level.



Name	Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level
[Redacted]	55 pm	1	67	0	6
[Redacted]	31 pm	1	59	0	7
[Redacted]	20 pm	1	96	0	5
[Redacted]	58 pm	1	88	0	4
[Redacted]	38 am	1	83	0	6

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.
- Camera Icon -- Shows the student taking the exam and the student's screen.
- World Icon -- Gives information about the location in which the student took the exam, and what type of Internet was used.
- 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 [online proctoring student FAQ](#).

Quiz Description Information

The following may be 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 or Microsoft Edge.
- 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-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 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, enabling the "force completion" can lead to numerous and distracting requests to reset exams.**