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 required 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.)
- **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 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.
• **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

**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 (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 Chrome, 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.
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. 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 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.
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.

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](image)
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.
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.

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.

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 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 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.
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.

Technical Abnormalities:

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

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.

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.
• 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 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-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, 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.