

proctorio

Training Session

October 20th, 2:00 - 3:30pm

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Session Overview

- **Resources**
- **General info**
 - What is Proctorio? And what can it track?
 - System requirements
- **Instructor Set-up for Proctorio**
- **Preparing Students for Proctorio**
- **During the test**
 - What to do when things go wrong during proctored test
- **After the test**
 - Reviewing Proctorio Gradebook
- **Tips & Other Proctorio Issues**

Before we begin...Resources

- [Sign-in/ Enter your email here](#)

- I will send you this presentation (and possibly recording?) after the meeting.

- [Proctorio Resources](#)

- shared Google Drive folder

Other resources:
[Https://tinyurl.com/SolanoOEI](https://tinyurl.com/SolanoOEI)

- ["Proctorio Quick Start Guide"](#)

- by California Community Colleges Online Education Initiative (OEI)

- [My Fall Anatomy Canvas Course Shell](#)

- not yet 100% accessibility compliant; open to public
- If you want to see other tech-related resources I have for my students
- **All Proctorio resources from my Canvas have been added to the Proctorio Resources Google Drive folder linked above**

- [My "Tech Help" Youtube Playlist](#)

- no videos on Proctorio yet...

General Info

What is Proctorio?

- **Chrome browser extension that allows for remote proctoring of Canvas Quizzes.**

- Prevent switching to other websites/programs
- Detects multi-display setup
- Tracks eye movements, mouse clicks, keystrokes, sounds, and more.

Proctorio Requirements

- Chrome browser
- Proctorio extension
- Computer — will NOT work on smartphones or tablets.
- Camera
- Microphone
- Stable internet connection
 - Minimum < 1 mbps upload speed
 - Student's upload speed more important than download speed.

For more, visit

<https://proctorio.com/system-requirements>

Instructor Set-up for Proctorio

Steps to Setting up Proctorio

1. Canvas shell > Course settings > Navigation

- Drag "**Secure Exam Proctor (Proctorio)**" up to show it in the course navigation.
- Click "**Save**"

2. Download Google Chrome Browser

3. Install Proctorio Chrome Extension

- <https://getproctorio.com/>
- **Direct link to extension page** — <https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcfoajifaaonnkpkei>
- Go to Chrome Extensions page (<chrome://extensions>) and disable Developer Mode.

Steps to Setting up Proctorio (cont'd)

4. Create new quiz
5. Select checkbox for "**Enable Proctorio Secure Exam Proctor**"
6. **Customize settings in "Proctorio Settings" tab**
 - More details later
7. **"Create New Profile"**
 - so you can use the same settings for another quiz/test in the future.

IMPORTANT

once the test has been taken, you will no longer be able/disable Proctorio or change the Proctorio settings for this specific test!

Customizing Proctorio Settings

Taken from the *Proctorio Quick Start Guide by OEI*

CONFIGURING EXAMS AND QUIZZES

Recording, Lockdown, and Verification Options

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



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.

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 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.

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.

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



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

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.

Re-entry Options



Allow Re-entry



Re-entry with Agent



No Re-entry


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.

**DO NOT USE
"NO RE-ENTRY"!**


My personal lab test Proctorio settings

▼ 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



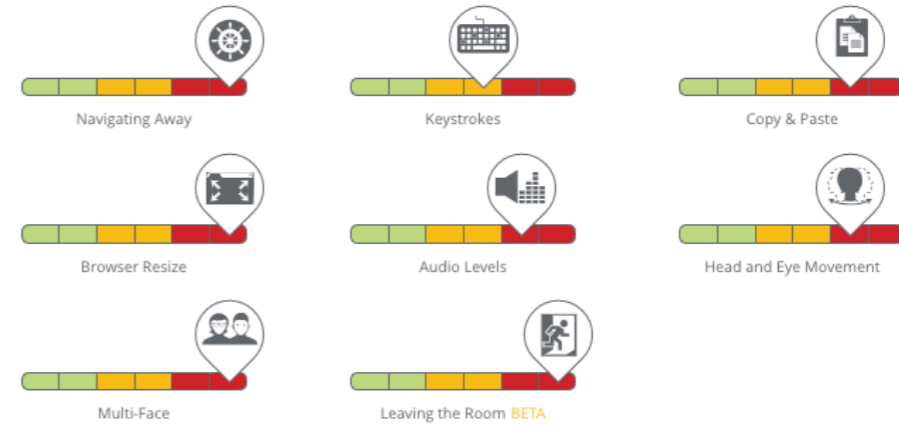
Custom

Set custom severity levels for behaviors

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

▼ Proctorio Frame Metrics


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

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 amounts of navigation away highlights test takers using external applications or material differently than the rest of the class.


Environmental Abnormalities




Audio Levels



Head and Eye Movement



Leaving the Room



Multi-Face

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

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.


▼ Proctorio Exam Settings (locked)

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


▼ Recording Options




Record Video




Record Audio



Record Screen




Record Web Traffic




Intelligent Scan

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




Severe (Os)




Only One Screen




No New Tabs




Close Open Tabs




Disable Printing




Disable Clipboard




Block Downloads



Clear Cache



Disable Right Click



Re-entry with Agent

Force Full Screen prevents access to other applications or websites during the exam.

▼ 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



Scientific Calculator

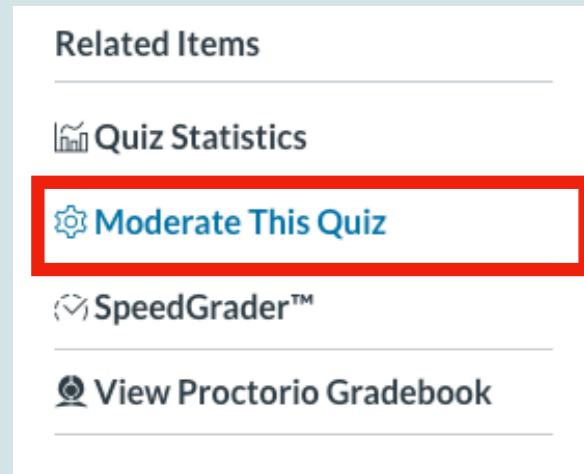


Basic Whiteboard

These options determine what tools the test taker will have access to during the quiz.

Make Exam Flexible (Optional)

1) On the right side of the quiz page, click "Moderate This Quiz"



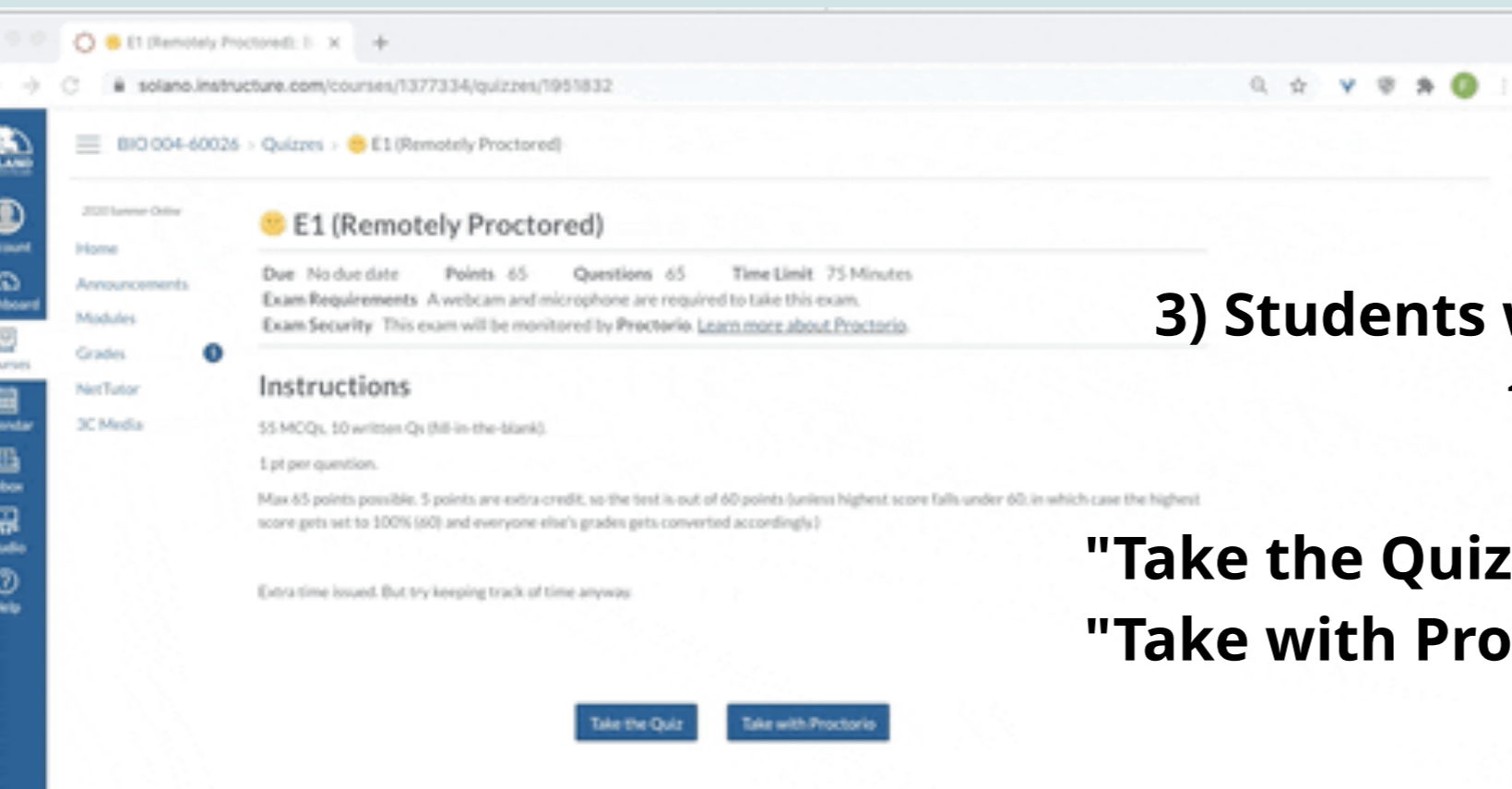
If an exam is made flexible, then test takers will have the option to use Proctorio or take the exam with an approved proctor who has the exam password. [Learn more about exam flexibility.](#)

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.

2) Select "Make Exam Flexible"



3) Students will now see TWO buttons when they visit test page.



"Take the Quiz" = require access code

"Take with Proctorio" = no access code necessary

Preparing Students for Proctorio

Preparing Students for Proctorio

1. Course syllabus wording & Day 1 discussion

- Sample wording from my syllabus

2. Canvas Page on "Getting Started: Proctorio Student Guide"

- HTML embed code for "Getting Started: Proctorio Student Guide" Canvas Page

3. Canvas page on "Testing with Proctorio" (optional)

- Specific expectations (also in course syllabus) for student behaviors during testing
- HTML embed code for "Testing with Proctorio" Canvas Page

-

Use the HTML embed code provided in the shared folder.....

if you grab it directly from my Canvas you will

(1) lose the formatting and (2) may accidentally leave my phone number in there

(I don't want your students calling me! 🤖🤖🤖)

Preparing Students for Proctorio (cont'd)

4. Proctorio Check (sample quiz to simulate Proctorio environment)

1. Set as "graded quiz" worth 0 points. — Otherwise Proctorio cannot be used.
2. Download this file (QTI quiz file) if you want to use my ready-made quiz. Otherwise create your own.
3. Import to your Canvas
4. Change the answer for the question on "what is your instructor's last name" (right now it's set to my last name Kuo)
5. Duplicate this quiz and ask students to run through it on Week 1 and before every remotely proctored test!

5. Make sure students know what to do when they run into issues with Proctorio

- Sample "Testing with Proctorio" page on my Canvas

During Testing

What to do when things go wrong?

• Time extension

- Must be done before the student's test ends!
- If you chose "Re-Entry with Agent" ...
 - Remind the student that you (the instructor) CANNOT let them back in. They must use Live Chat on quiz page to ask the agent to let them back in.

• Contact Proctorio (available 24/7)

- You must be on the quiz page for the live chat to work!

Moderate Quiz

Search People Filter

| <input type="checkbox"/> | Student | Attempt | Time | Attempts Left | Score | | |
|--------------------------|----------------------------|---------|-------|---------------|-------|--|-------------------------------------|
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | [REDACTED] | -- | | 1 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | Kuo, Chieh | 1 | 35:56 | 0 | | | <input checked="" type="checkbox"/> |
| <input type="checkbox"/> | kuobio431@gmail.com | -- | | 1 | | | <input checked="" type="checkbox"/> |




The screenshot shows a browser window at solano.instructure.com/courses/1377334/quizzes/1959565. A Proctorio chat window is open, displaying the text: "Looking for help setting up a proctored exam in this course? Don't worry, we're here to help!". Below the text are two buttons: "Live Chat" and "Help and Support Center". The background shows a quiz titled "? Q1 (Intro to A..." with a description: "10 questions, two of which are extra credit. Each question is worth 0.5 point, with a total of 5 points possible. Quiz is out of 4 points." The browser's address bar and various icons are visible at the top.

Some Troubleshooting Tips

- **extend the time and get the student to calm down....**
- **Verify they're using Chrome Browser**
- **Verify they've run the Proctorio Check**
- **Ask them to uninstall then reinstall Proctorio extension**
- **Ask student to screenshare with you over Zoom**
- **Contact Proctorio Live Chat**
- **If all else fails, you can always try proctoring over Zoom (although this is very time-consuming and not as secure/comprehensive)**
 - **Since campus purchased Proctorio, I haven't had to resort to this yet...**

After Testing

Proctorio Gradebook

 Published  Preview  Edit 

Proctorio check (Remotely Proctored)

This Proctorio Check is meant to be a simulation of the technical experience of an actual remotely proctored test by Proctorio.

Please make sure prior to each test to come back to check and make sure everything is still running smoothly. This can be taken multiple times (but not the actual tests!).

You can see the time remaining on the right side of the window ---->

| | |
|------------------------|-------------|
| Quiz Type | Graded Quiz |
| Points | 0 |
| Assignment Group | ? |
| Shuffle Answers | Yes |
| Time Limit | 5 Minutes |
| Multiple Attempts | Yes |
| Score to Keep | Highest |
| Attempts | Unlimited |
| View Responses | No |
| One Question at a Time | No |
| Proctorio | On |

Related Items

 [Quiz Statistics](#)

 [Moderate This Quiz](#)

 [SpeedGrader™](#)

 [View Proctorio Gradebook](#)

Last Attempt Details:

Time: 5 minutes

2 Attempts so far

 [View Previous Attempts](#)

Unlimited Attempts

[Take the Quiz Again](#)

(Will keep the highest of all your scores)

Proctorio Gradebook (cont'd)

Eye" icon. Ondicates whether or not the exam has been reviewed.

Score. Indicates exam score as submitted by instructor or LMS automated.

Abnormalities. Indicates how many exam abnormalities exist in relation to all other exam attempts.

Behavior Preview. Indicates level of suspicious behavior on a green-yellow-red scale.

Identity Icon. Indicates suspicious identify verification

Proctorio Gradebook | Proctorio Settings | Proctorio Map | Display Options

| Name | Attempt | Score | Submission Time | Annotations | Abnormalities | Suspicion Level | Behavior Preview |
|------------------|---------|-------|------------------------|-------------|---------------|-----------------|------------------|
| Stapp, Scott | 1 | 0 | 05/08/2015 04:37:16 pm | 3 | 1 | 45% | |
| Dole, Bob | 1 | 0 | 05/08/2015 04:15:49 pm | 0 | 2 | 37% | |
| Bono | 1 | 0 | 07/06/2015 10:15:23 am | 0 | 1 | 35% | |
| Flintstone, Fred | 1 | 0 | 05/08/2015 04:08:43 pm | 0 | 1 | 30% | |
| Johnson, Dwayne | 1 | 0 | 05/08/2015 04:18:12 pm | 0 | 1 | 30% | |
| Adams, Bryan | 1 | 0 | 05/11/2015 03:43:24 pm | 0 | 0 | 18% | |
| Geils, | 1 | 0 | 05/11/2015 04:07:08 pm | 1 | 0 | 11% | |

thinglink..

Attempts. Indicates no. of attempts to complete exam.

Annotations. No. of annotations attached to exam by instructor.

Suspicion Level. Proctorio generated suspicion level on a 1-100 scale.

Collusion Icon. Indicates possibility of exam participant collusion.

**Tips & Known /
Potential Issues
with Proctorio**

(based on personal experience)

Tips & Suggestions

- **Consider enrolling yourself as Student in your Canvas shell using another email address**
Not currently done at LPC :(please email the LPC Canvas support to request this feature so it can be implemented. → **Scott Vigallon,
svigallon@laspositascollege.edu**
- **Consider getting a Google Voice number (free!) for students to reach you**
 - <https://voice.google.com/>
 - Free to get it; \$10 to change number
- **Duplicate "Proctorio Check" for every unit module**
 - So students can re-run it before each test
- **DO NOT keep tests open for 24 hours....(DUH!🙄)**
 - You'll be getting phone calls/texts at 11pm from students who chose to take it last minute....
- **Consider doing a start-of-semester student survey**
 - To see whether students have the necessary tech requirements
 - Samples included in shared google drive folder <https://tinyurl.com/SolanoOEI>

Issues with Proctorio

- **Most of the time, Proctorio cannot *prove* cheating...**
 - Syllabus wording — penalty issued based on violation of testing policy, regardless of intention for cheating
- **Quiz settings cannot be modified on your smartphone/tablet...**
- **May uninstall itself?!**
 - Good thing this doesn't remove Proctorio from the tests
 - Just reinstall it.... You will have to re-create previous test profiles :(
- **Test info page may freeze....**
 - High recommend that you save a copy outside of Canvas before clicking that "Save" button...

***Sorry, but no solutions to these
(even after significant time working with Proctorio support).....***

Questions?

Jessica Kuo

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<https://tinyurl.com/LPCproductivity-Signin>

- If you joined this Zoom meeting without logging into an account
- If you want me to email you the resources (slides, meeting recording) to an email other than the one used for signing into this meeting.

Thank you for coming!