

# ARC Proctorio Faculty Guide

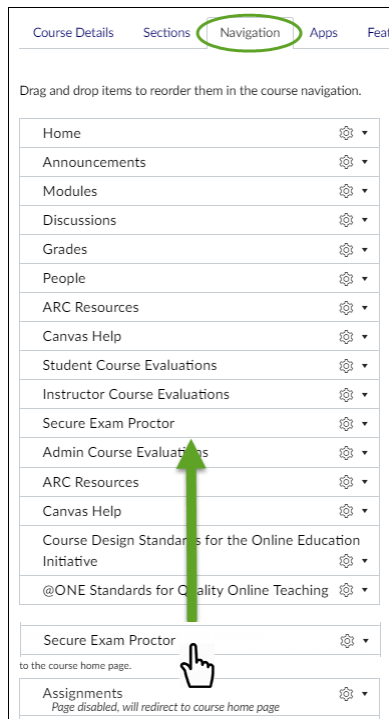


Proctorio is an online exam proctoring service and is fully integrated with Canvas. All faculty actions with Proctorio are performed within Canvas. Proctorio utilizes single-sign-on technology with Canvas, so there is no need to have a separate account outside of the learning management system. Adding 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

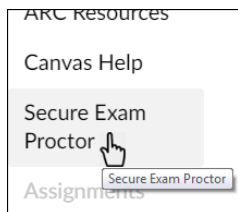
In order for Proctorio to function correctly, you will need to configure your computer with the Chrome extension.

1. 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.

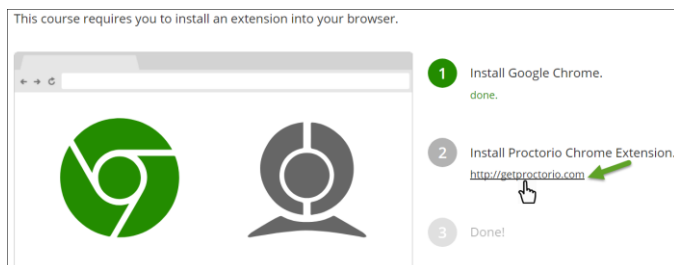


Save

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

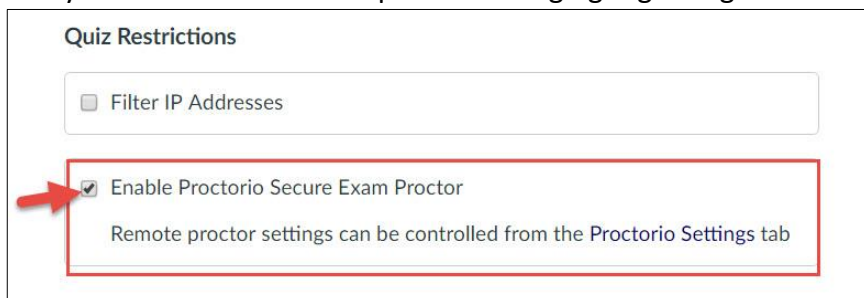


3. You will be directed to a message indicating that a new Chrome extension needs to be installed. Click the link to install the extension on your browser. (Note: This is machine-specific. If you open this course from a different computer, that computer's Chrome browser will also need to install the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

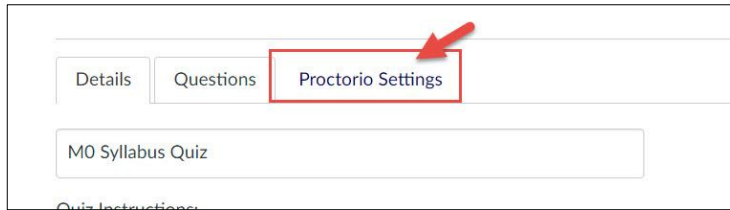


## Section 2: Exam Set-up

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.

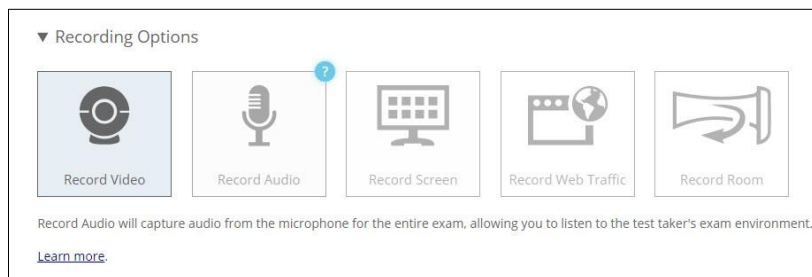


Within the Proctorio Settings tab, the Proctorio exam settings and behavior settings can be customized to meet the exam type. Links to the videos are within Canvas once you activate Proctorio, and they are also listed below.


## 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



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

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.

## Lock Down Options Overview

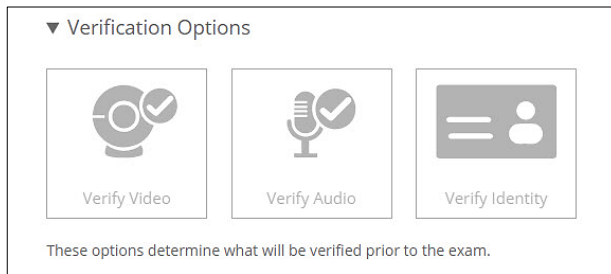


Lockdown Options set the restrictions on the student's computer during the exam. This will prevent students from using unauthorized materials.


**Note:** When you roll your mouse over each option, a question mark  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.

## 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  will appear on the top right corner which, when clicked on, will give you a brief video overview of that option.

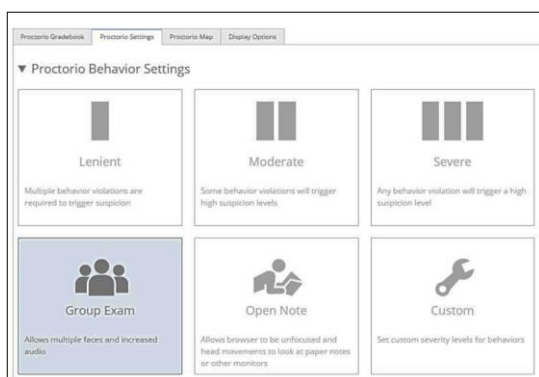
- **Verify Video:** This option will ensure that the student is clearly visible in the webcam feed. This will verify that the webcam is collecting images, the lighting is proper, and that the student is not pointing the camera at the ceiling.
- **Verify Audio:** This option makes sure that the audio 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.

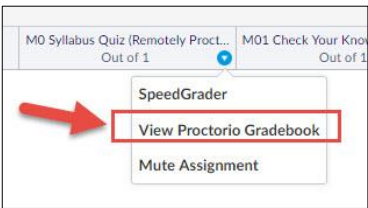


By changing the behavior settings, weights of specific actions are changed and suspicion levels will be instantly re-calculated. This can be used to hone in on particular actions or can be tuned to find the exact right profile for your exam environment. By switching to the "Moderate" settings the gradebook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

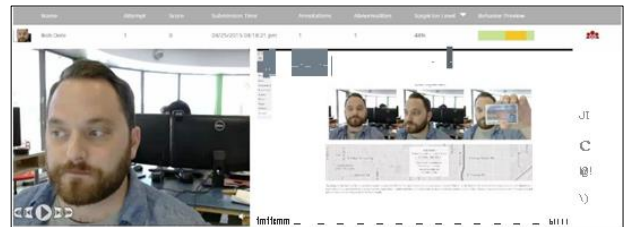


When accessing the Proctorio gradebook, all of the student's submissions will be available and sorted by the most suspicious exams. Proctorio will automatically analyze the student's attempt for over 20 different behaviors as well as compare each student's behavior to the rest of the class. This gives 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.

Proctorio Gradebook								
Proctorio Settings Proctorio Map Display Options								
	Name	Attempt	Score	Submission Time	Annotations	Abnormalities	Suspicion Level	Behavior Preview
	Three, Proctor Student	1	0	08/04/2015 12:31:01 pm	0	2	50%	
	Four, Proctor Student	4	0	07/29/2015 10:06:30 am	0	2	37%	
	Four, Proctor Student	5	0	07/29/2015 11:17:28 am	0	3	37%	
	Four, Proctor Student	3	0	07/29/2015 10:02:45 am	0	2	30%	
	Three, Proctor Student	2	0	08/04/2015 12:33:50 pm	0	0	19%	
	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*