



proctorio

Proctorio Welcome Packet

Welcome to Proctorio!

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 - Syllabus Language
- Proctorio Start Up Guide

If you have any questions regarding the Proctorio integration, we highly recommend you visit our [Help Center](#) 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.

Additional Test-Taker Resources:

To ensure your test takers have the best Proctorio experience, we recommend you direct them to the following links to set them up for success:

- [Proctorio Test-Taker Guide](#)
- [Exam Environment Guide](#)
- [Privacy and Data Security Practices](#)

Thank you for choosing Proctorio and good luck with your online exams!

Syllabi Description • US Higher Education

Paste the following information below into your course syllabus.

What is Proctorio?

This course will use Proctorio, a remote proctoring solution designed to protect the integrity of this course's assessments. As your instructor, I choose the secure exam settings required by this course and only I will make a judgment about 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 remote proctoring provider because of its commitment to student privacy. Proctorio uses Single Sign-On through our LMS and only approved institution individuals, including me, 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 [Proctorio's approach to privacy](#).

Security

Proctorio only runs during your exam as a browser extension. This means that Proctorio works within a sandbox and has limited access to your computer system.

Proctorio partners with Microsoft Azure ensuring that all exam-related data is stored in American data centers geographically convenient to our institution.

All student data is kept safe using Zero-Knowledge encryption, meaning student data is scrambled and unreadable by anyone outside of our institution's LMS. 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 the [Zero Knowledge Encryption audit here](#) and more about [Proctorio security here](#).

Getting Started

Before getting started on your first exam, make sure to follow the instructions in [Proctorio's Quick Start Test Taker Guide](#) 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 24/7/365 and can assist in troubleshooting any extension related issues before, during, and after your exam. You can contact Proctorio support via email at support@proctorio.com or by starting a live chat by clicking the Proctorio extension's shield icon.



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Proctorio Faculty Start Up Guide

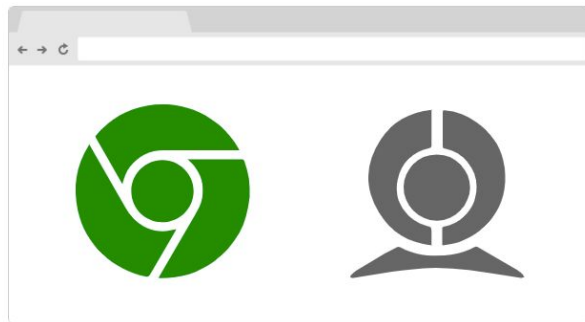
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Please note, the Proctorio integration is customized based on the platform you are using. The workflow and interface may potentially be different from the ones below.

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.

Proctorio Chrome Extension

This course requires you to install an extension into your browser.



- 1 Install Google Chrome.
done.
- 2 Install Proctorio Chrome Extension.
<http://getproctorio.com>
- 3 Done!

5. Select the **Add to Chrome** button and then **Add Extension**.
6. You should then see a shield icon in your browser menu.



7. You are now ready to start using Proctorio!

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

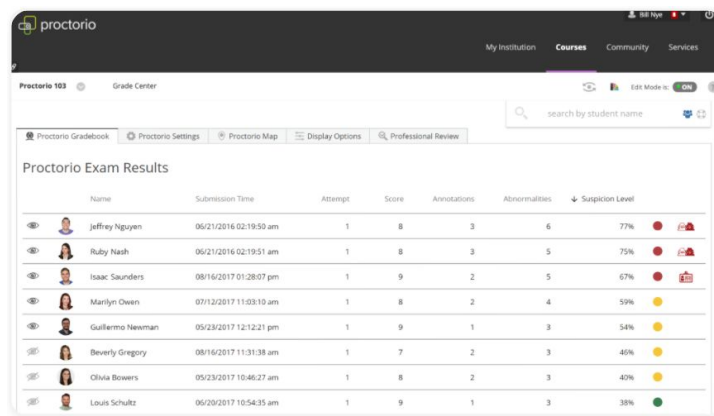
**Please note, this may look different in your instance and/or Proctorio may already be enabled on your exam.*

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.



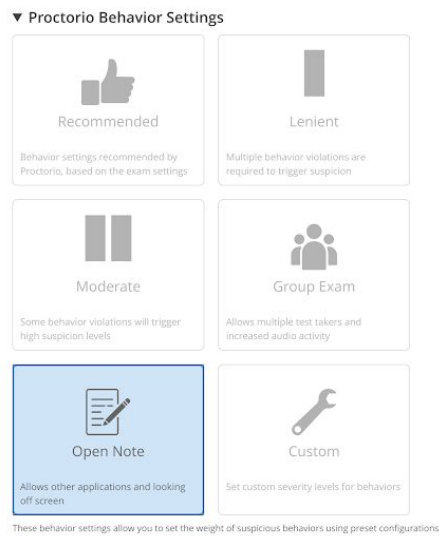
Name	Submission Time	Attempt	Score	Annotations	Abnormalities	Suspicion Level
Jeffrey Nguyen	06/21/2016 02:19:50 am	1	8	3	6	77%
Ruby Nash	06/21/2016 02:19:51 am	1	8	3	5	75%
Isaac Saunders	08/16/2017 01:28:07 pm	1	9	2	5	67%
Marilyn Owen	07/12/2017 11:03:10 am	1	8	2	4	59%
Guillermo Newman	05/23/2017 12:12:21 pm	1	9	1	3	54%
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%
Louis Schultz	06/20/2017 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.

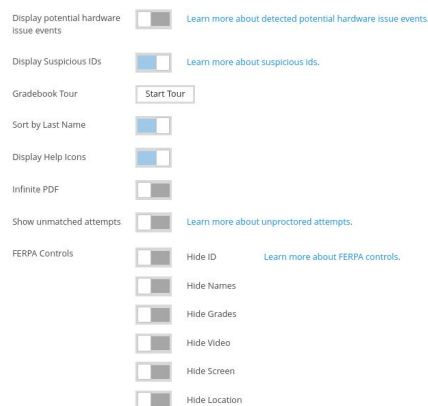


The **Proctorio Frame Metrics** will compare one test taker’s actions to the rest of the exams in the class.

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.



- 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

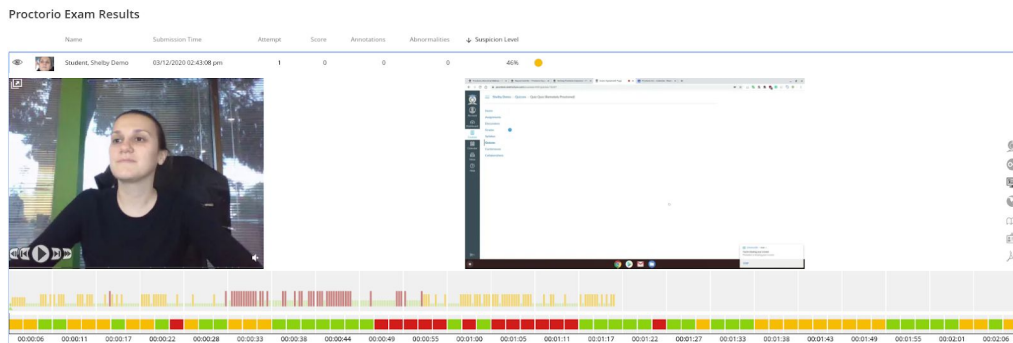
Download the Gradebook information for all test takers in PDF format.

Include the following sections:

- Exam Information
- Proctorio Exam Settings
- Proctorio Behavior Settings
- Test taker Results
- Attendance Report

Generate PDF

- 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 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.



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.



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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)

- Internet type: residential
- Student had good overall performance
- Student had good internet 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.

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.