

UMSL Proctorio Faculty Guide

Proctorio is an advanced solution for online test security and remote, automated test proctoring. It is integrated into Canvas so there is no software to install. This introductory guide was adapted from the [UM System Teaching Tools Proctorio website](#) and tailored to UMSL by the Center for Teaching and Learning.

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Step 1: Enable Proctorio in Canvas

You must use **Chrome** for your web browser when working with Proctorio. If you do not have Chrome installed, [download it here](#).

First, add the Proctorio tool to your Canvas Course Navigation:

- 1) In your course, navigate to **Settings** and click on the **Navigation** tab (see *Figure 1*).



Figure 1, Navigation menu in course Settings

- 2) Drag **Secure Exam Proctor** from the bottom section to the top section, placing it where you wish to occur in the menu (see *Figure 2*).

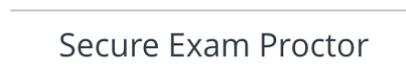


Figure 2, Secure Exam Proctor link

- 3) Click the **Save** button at the bottom of the screen (see *Figure 3*).



Figure 3, Save button

Step 2: Install Proctorio Chrome Extension

Click the **Secure Exam Proctor** link in **Course Navigation**:

- 1) A new page will open. Click to **Install Proctor Chrome Extension** (see *Figure 4*).

Proctorio Chrome Extension

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



1 Install Google Chrome.
done.

Figure 4, Installing the extension

- 2) On the next page, click the **click here** link under **Install Proctorio Chrome Extension** (see *Figure 5*).

2

Install Proctorio Chrome Extension.
[click here](#)

Figure 5, click here to install

- 3) That will take you to the Chrome Web Store. Click the **Add to Chrome** button near the upper-right hand corner of the window (see *Figure 6*).

Add to Chrome

Figure 6, Add to Chrome button

- 4) Wait for it to download. Then, return to the Canvas Secure Exam Proctor tab and refresh the browser page to view the confirmation message that it has been successfully installed (see *Figure 7*).

Secure Exam Proctor Plugin Successfully Installed! Please return to your course.

Figure 7, confirmation message

- 5) Create a Profile to allow easy reuse of these settings (optional).
- 6) Save or Save and Publish the Quiz.

Step 3: Set Up Your Quiz

Create your Quiz the usual way. Required settings:

- 1) Proctorio Chrome Extension must be installed.
- 2) **Quiz must have a time limit set.** This must be less than 8 hours.

Please note: If the exam lives in non-Canvas courseware, be sure that the availability and time limits in the Canvas quiz match those in the courseware exam itself. Remember, if you make these changes in one system, you need to make them in the other.

- 3) Be sure to choose **Classic Quizzes**. Proctorio is not yet compatible with the **New Quizzes** tool.
- 4) In **Edit** mode, scroll down to **Quiz Restrictions** and click **Enable Proctorio Secure Exam Proctor** (see Figure 8).



Figure 8, enable Proctorio for your Quiz

- 5) In **Edit** mode, click the **Proctorio Settings** tab that will appear to the right of Details and Questions (see Figure 9). Please note that it may take a moment for the tab to appear.



Figure 9, the Proctorio Settings tab

Using Proctorio with non-Canvas Courseware

At this time, Proctorio is set up to support Canvas quizzing only. If your exam is delivered on a site outside of Canvas, these instructions present how to do the work-around. In order to use Proctorio with non-Canvas courseware (MyMathLab, Cengage, McGrawHill, etc.), **you will need to set up a Canvas Quiz to start Proctorio AND an exam in your preferred courseware**. Please note that this will create two columns in your gradebook, but only one will be used for grading. Also, some of the features of Proctorio **will have to be disabled**; you will still be able to review your students' screen recordings, web traffic, and behavior during the exam session (*see Step 5: Reviewing Sessions in the Proctorio Gradebook*).

- 1) Before creating the Quiz to start Proctorio in Canvas, please create the test in your courseware and deploy it to Canvas. Depending on the capabilities of the courseware, we recommend:
 - Setting a password for the exam.
 - Setting a time limit and availability dates that will **match those in Canvas**.
 - Randomizing questions.
- 2) Create a Canvas quiz as directed above but ensure that you do the creation and any later editing in **Chrome** with the **Proctorio Extension** installed.
- 3) In Edit mode, **do not click the box enabling students to see correct answers** – there will not be any in the Canvas placeholder quiz anyway, but this will keep the link from appearing to students after the test (*See Figure 10*).



Figure 10, do not enable students to see responses

- 4) Be sure to include **detailed instructions** outlining each step of the process.
- 5) Create at least one question. We recommend that this be **Text (no question)**.
 - a) Add directions instructing students to click the link, wait for the courseware test to open in a new tab, etc.
 - b) Add the link by choosing it from the **Assignments** tab.
 - c) Add the password.
 - d) Save the question.
 - e) Example: *See Figure 11*.

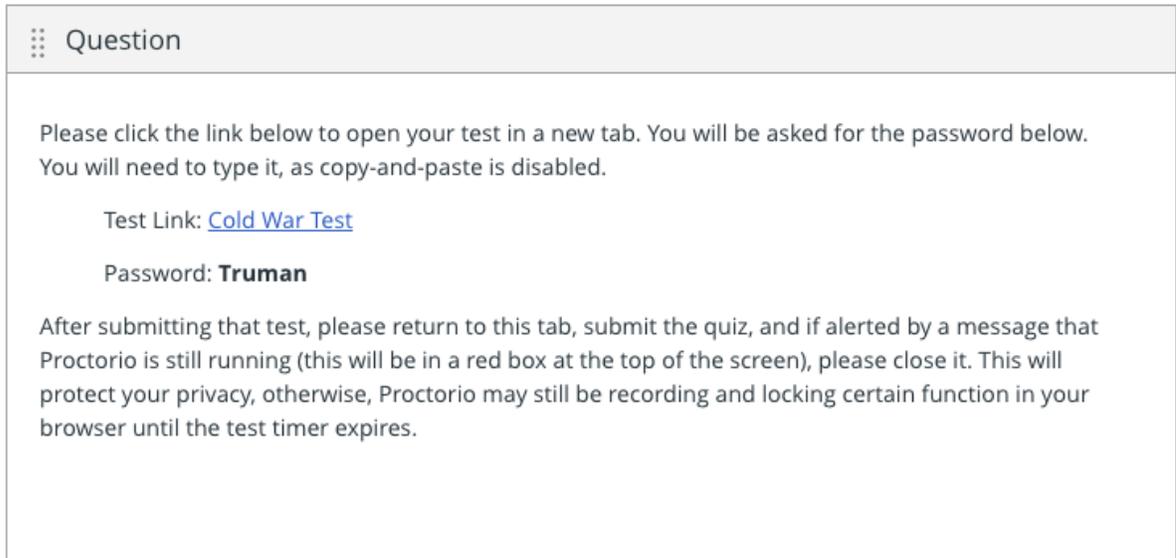


Figure 11, example of Text directions for how to access the courseware

Tips for Using Proctorio with non-Canvas Courseware:

- There will be variations in this process between publishers. **Each publisher has different features** in their courseware and integrates differently with Canvas.
- One suggestion for getting students to return to the Canvas Remotely Proctored Quiz to “submit the quiz” and end the Proctorio session, is to have a **bonus question** in the Canvas placeholder quiz. You may wish to set up Canvas to show one question at a time; however it would not be a good idea to set the quiz to prevent backtracking, as that could lock a curious student out of the link to the courseware exams.
- When reviewing the recorded exam sessions in Proctorio, you may decide that there are too many **false positives suggesting that students may have cheated**. Remember that you can change the Behavior and Anomaly Detection settings (*see Step 4: Proctorio Exam Settings*). Those that detect **Navigating Away** from the quiz will generate false positives because students must do that to access the courseware exam!
- **An alternative to this process** would be to check with your publisher representative to see if test banks are available to import the questions into Canvas rather than to send students to the Publisher’s website to complete the exam. Hosting the exam directly in Canvas would allow full utilization of Proctorio’s Lock Down settings.
- Please contact elarning@umsystem.edu if you have further questions. However, you may consider contacting your publisher representative to determine if there are other features that may be of use. Because of the number and complexity of courseware systems integrated with our Canvas environment, it is not possible for the Office of eLearning to offer comprehensive support for all of their features and functionality.

Step 4: Proctorio Exam Settings

The three major sections of the Settings tab are Exam Settings, Behavior Settings, and Exam Metrics.

1) Exam Settings (Figure 12): Exam settings encompasses Recording Options, Lock Down Options, Verification Options, and In-Quiz tools. These will set the requirements for your students when taking the test. **Please note that all of these settings, including video recording, are optional.**

▼ Proctorio Exam Settings

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

- ▶ Recording Options
- ▶ Lock Down Options
- ▶ Verification Options
- ▶ In-Quiz Tools
- ▶ Exam Settings Summary

Figure 12, Proctorio Exam Settings menu

Recommended Proctorio Exam Settings (see Figure 13)

- Record Video = On
- Record Audio = On
- Record Screen = On
- Record Web Traffic = On
- Scan at Start = On
- Force Full Screen
 - Normal Canvas Quiz = On
 - Non-Canvas courseware exam or exam with on-screen resource(s) = **Off. If this option is enabled, students will not be able to access the test in non-Canvas courseware and/or access supplemental resources (e.g., e-book) in side-by-side tabs.**
- Only One Screen = On
- Disable New Tabs
 - Normal Canvas Quiz = On
 - Non-Canvas courseware exam or exam with on-screen resource(s) = **Off. If this option is enabled, students will not be able to access the test in non-Canvas courseware and/or access supplemental resources (e.g., e-book) in additional tabs.**

- Close Open Tabs = On
- Disable Printing = On
- Disable Clipboard = On (unless students need to be able to copy and paste to complete the exam)
- Block Downloads = On
- Clear Cache = On
- Disable Right Click = **On (unless students need to be able to copy and paste to complete the test)**
- Prevent Re-entry = **Off (this feature is problematic if internet connections are unreliable)**
- Verify Video = On
- Verify Audio = On
- Verify Desktop = On
- Auto ID Check = On if desired
- Verify Signature = **Off (this feature is problematic on computers that do not employ a stylus)**
- Calculator = As desired
- Whiteboard = As desired

▼ Proctorio Exam Settings

Exam settings can not be changed once the first test is started.

▼ Recording Options



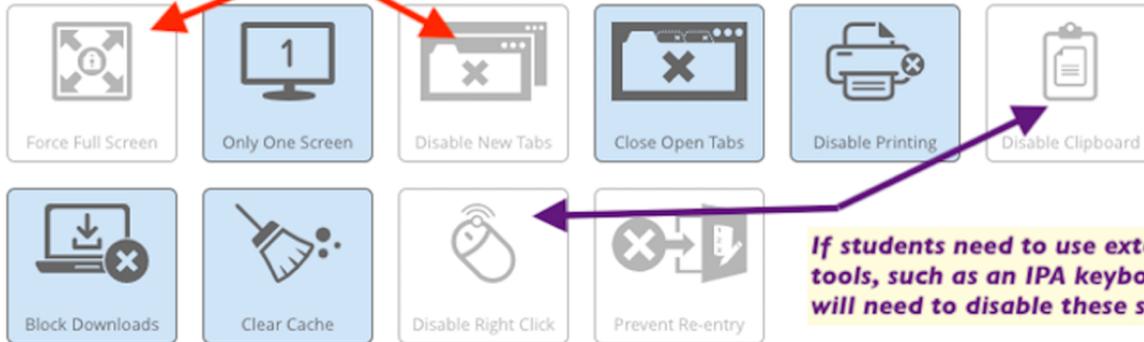
These options determine what information will be recorded during the exam.

Even though we cannot lock down the browser for tests with courseware, these two settings will ensure that any visits to other web pages will be captured.

For tests with courseware do not use Intelligent Scan. Students in the courseware tab may miss the request for a scan. Only use Scan at Start.

These must be off for an exam in courseware

▼ Lock Down Options



These options determine what will be restricted during the exam.

If students need to use external tools, such as an IPA keyboard, you will need to disable these settings

▼ Verification Options



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

▼ In-Quiz Tools



This option allows test takers to use a scratch pad on-screen

Figure 13, recommended Proctorio Exam Settings. Please note that if you enable **Force Full Screen** or **Disable New Tabs**, Proctorio will block students from accessing non-Canvas courseware and/or supplemental digital resources (such as an e-book) in additional tabs.

- 2) **Behavior Settings:** Behavior settings are a set of pre-made profiles that determines how different metrics are weighed to determine suspicious behavior during the test session. The security levels are: Recommended, Lenient, Moderate, Group Exam, Open Note, and Custom.

Proctorio Frame Metrics: These behavior settings can be adjusted by sliders (See *Figure 14*).

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.

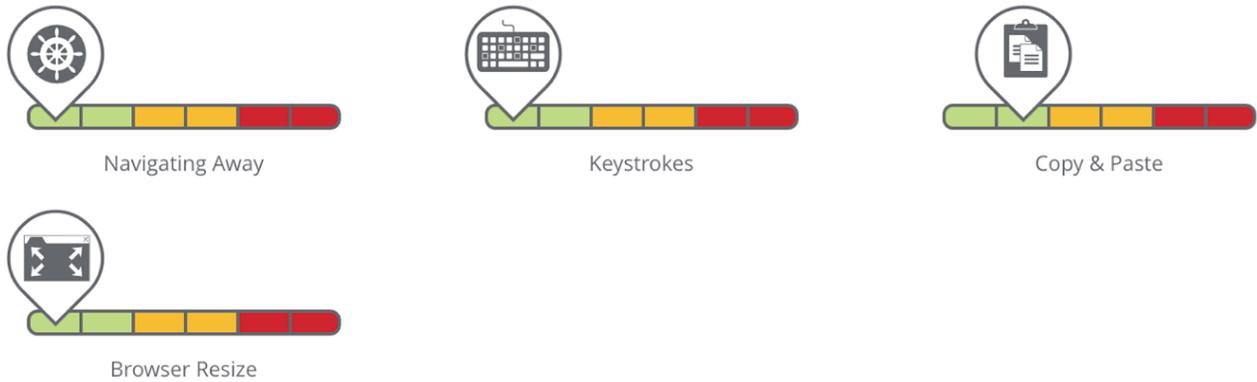


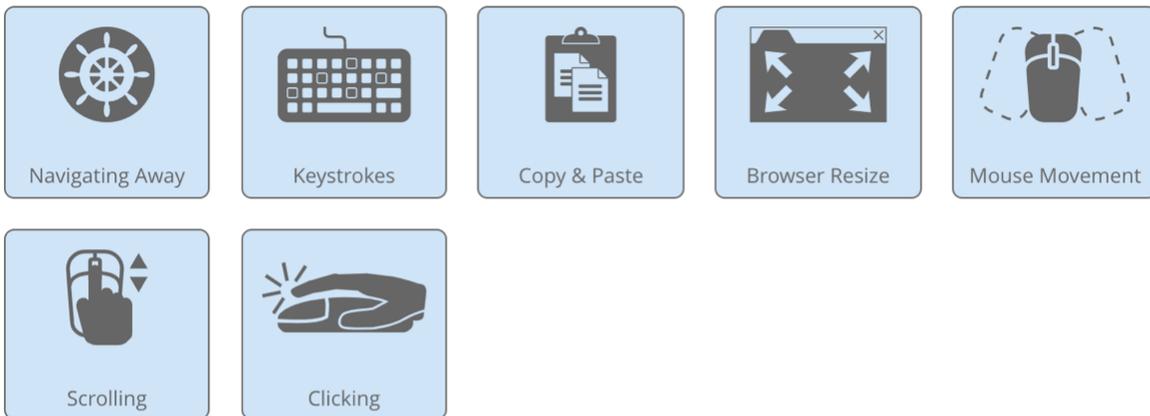
Figure 14, optional Proctorio Frame Metrics

Proctorio Exam Metrics: These settings allow you to decide what kinds of abnormalities to highlight when evaluating a student's behavior during the test. They are grouped into Computer Based Abnormalities, Environmental Abnormalities, and Technical Abnormalities (*see Figure 15*).

▼ 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



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

Environmental Abnormalities

Environmental abnormalities track changes in the test taker's testing environment

Technical Abnormalities



Start Times will highlight test takers whose LMS start time does not match the Proctorio start time

Figure 15, Proctorio Exam Metrics

In-Quiz Tools: This option allows students to use an on-screen basic or scientific calculator and/or basic notepad with text annotation and drawing features.

Step 5: Reviewing Sessions in the Proctorio Gradebook

The Proctorio Gradebook provides a visual overview of the behaviors and anomalies noted by Proctorio’s algorithms for all test takers, initially sorted by **Suspicion Level**. Depending on the Proctorio Exam Settings you have enabled, here you can review many aspects of individual test taker sessions, including:

- Video and audio recording of test session
- Panorama of test environment
- Screen recordings of computer activity during the test
- Test’s geographic location
- Statistics on computer and network performance

The first time you access the Proctorio Gradebook, you will be shown an overview video explaining all of the features in detail.

To access Proctorio Gradebook, go to your Canvas course site, click on the desired quiz and then click the **View Proctorio Gradebook** link on the right (see *Figure 16*).

Related Items

 Quiz Statistics

 Moderate This Quiz

 SpeedGrader™

 View Proctorio Gradebook

Figure 16, View Proctorio Gradebook

Suspicion Level ratings are displayed with **green, yellow, and red flags**, with green representing the lowest (best) ratings, yellow for moderate ratings, and red for the highest (worst) ratings (see *Figure 17*).

Name	Submission Time	Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level
Student, Test	05/11/2020 01:29:49 pm	3	1	0	3	62% 
Student, Test	05/11/2020 01:23:27 pm	1	1	0	3	22% 
Student, Test	05/11/2020 01:27:13 pm	2	1	0	0	7% 

Figure 17, list of test taker sessions and Suspicion Levels

Clicking on an individual test taker's session will take you to the applicable timestamps in the test recording (see *Figure 18*).

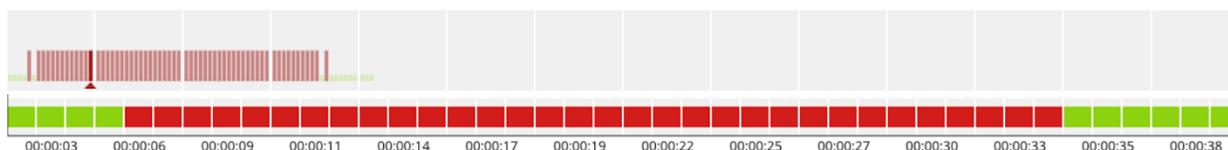


Figure 18, timeline of a test taker's session and flags

Please note there must be more than 3 test sessions before Proctorio will begin calculating Abnormalities.

Note on Proctorio and Accessibility

Students who rely on keyboard navigation will not be able to use Proctorio. Some features of Proctorio will also not work with some screen readers. The Signature, ID Card, and Room Scan options should not be used if you need Proctorio for students with vision impairments. They will also encounter issues with Face Verification.

To allow students to bypass using Proctorio:

- 1) Go to the quiz or test in your course.
- 2) Click Moderate Quiz (remember, it may take a moment for Proctorio Settings to appear).
- 3) Uncheck the box for any students you wish to exempt from Proctorio in the column at the right of the page (see *Figure 19*).



Figure 19, disable Proctorio for a test taker

Syllabus Statement

Please adapt the following verbiage for your syllabus. **Please note that the statement in bold must be included in your syllabus in order for you to use Proctorio:**

Some assessments (such as tests and/or quizzes) in this course require the use of Proctorio Learning Integrity Platform. Proctorio is an online, remote proctoring system that uses advanced machine learning and identity-verification technology to ensure test integrity.

Taking assessments with Proctorio requires the use of the Google Chrome Browser; you cannot use any other browser. You must have a laptop or desktop computer with a webcam and a microphone; you cannot use a smartphone or tablet. You must have a stable internet connection to take the assessment. Please review the [Taking Proctorio Tests](#) website to ensure that your hardware and software meet the minimum requirements. **UMSL recognizes that not all students may be able to meet the minimum requirements. If you do not have access to the minimum technology requirements or have disabilities that require the use of a screen reader or keyboard navigation shortcuts, please inform your instructor before the quiz or test so that accommodations may be made.**

You will have an opportunity to take a practice assessment with Proctorio before you take a graded assessment. If no Proctorio practice assessment is included in this course, please check your campus' Online Student Orientation Course for one (some of the settings in the practice assessment may differ from the actual ones in your course). You should do this ahead of your first real assessment with Proctorio, as required adjustments may take a few minutes and take valuable assessment time.

Please be aware that:

- You, your computer, and physical test taking environment may be recorded.
- As you may be recorded, please dress appropriately and choose a private location that you are comfortable being the backdrop in a recording.
- You may be asked to show a picture ID to the camera.
- You will need a quiet place to take the assessment - both for your concentration and as interruptions (voices, another person on camera, etc.) may be flagged for potential cheating.

If you have concerns about your privacy or data security, please see Proctorio's statement on [Personal Data Protections](#).

See the Taking Proctorio Tests page in the Keep Learning website to learn how to:

- install the Proctorio extension for Chrome;
- set up your assessment environment; and
- complete the pre-assessment checks.

Tips

- Please note that students are not able to take the Proctorio version of the test in a physical testing facility. The [Testing Center](#) does not have webcams and microphones, and therefore cannot run Proctorio in the testing labs.
- Proctorio will automatically generate and manage the test's access code for the Remotely Proctored version of the test. You must submit the required information to the [Testing Center](#) separately if you would like to offer an in-person proctoring option for your students.
- Remember that it may take a moment for the Proctorio Settings and Proctorio Gradebook tabs to appear in Edit and Moderate this Quiz. If the tabs still do not appear after a reasonable amount of time, one suggestion to “refresh” is to click on the main Proctorio tab. The confirmation message in Figure 7 should appear confirming the plug-in is currently running.
- Please consider setting a longer testing window (we recommend 2-3 days) and **please do not set a testing window where all students will be testing at the same time**. Large numbers of students starting a test at the same time may raise red flags (indicating possible collusion), putting more strain on the Proctorio servers. This could result in longer wait times and connection errors for students. It is also impossible for the Testing Center to administer an in-person version of the exam to an entire class at once.
- Proctorio may not prompt the test taker for a panorama scan of the testing environment **until they have already begun the test**. Please take this into consideration when setting the test's time limit and when you are reviewing sessions.
- Please only consider the use of Proctorio and Testing Center services for **high-stakes examinations**. Alternate assignments (unproctored quiz, take-home exam, alternative project, etc.) should be considered for assessments that allow multiple open-resources and materials, including the Internet. Such assessments complicate the proctoring process greatly for both automated machine proctoring and human proctoring. Some uniformity is required for quality control and to reduce the number of false positives reported by Proctorio Gradebook or physical testing centers.
- [Research on the use of remote proctoring and students' experience with test taking](#) have found that there were decreased incidents of cheating compared to unproctored tests, and had no effect on students' test performance, however, please note that test takers generally

have a more **negative reaction to remote proctoring**. One suggestion to ease student concerns is to remind them that only you have access to reviewing sessions. Also, the Proctorio Chrome Extension can be uninstalled between each session if students have privacy concerns.

- For the best user experience, Proctorio recommends displaying all questions at once rather than one at a time. A slow connection speed and frequent page changes could cause issues, such as an unwanted loading delay between each question. Long exams with large images, media, or other embedded content could be an exception to this; if you must enable these settings it is recommended to take loading time into consideration when setting the test's time limit.
- Make sure that students are given the opportunity and encouraged to take a practice quiz with Proctorio before an exam for credit is deployed. This will ensure that the entire class, including those with accessibility concerns, will be ready to use Proctorio or have an alternative in place.

Getting Help

For more detailed guides, including video tutorials, please consult the [UM System Teaching Tools Proctorio website](#).

More documentation and videos on using Proctorio may also be found on Proctorio's Support Site. To access it, click on the **Proctorio Extension icon in Chrome**, then choose **Help and Support**.

Please contact elarning@umsystem.edu if you have questions.