Instructor Guide to Proctorio at UBC

What is Proctorio?

Proctorio is an online remote proctoring tool that allows you to give an invigilated quiz or exam in Canvas. In place of a physical person in the room with your students, you can have Proctorio record their webcams, microphones, screens, and any websites they visit during the assessment.

Proctorio is FIPPA\(^1\) compliant and all student recordings and data are stored securely in Canada. The encrypted recordings are retained for two years before they are deleted.

There is usually a cost associated with courses using Proctorio at UBC. In response to the COVID-19 situation, there is currently no charge to using Proctorio.

What will I use it for?

With Proctorio, you can help preserve exam integrity in Canvas courses by:

- Requiring identity verification from each student before an exam
- Recording students’ exam video, audio, screen, and/or keyboard activity
- Restricting what students can do on their computers during an exam (e.g., no printing, copying, accessing other websites)

After an exam, Proctorio’s algorithms automatically look over student recordings. You set the behaviours you want flagged as unusual activities by the algorithms. You and/or your teaching assistants then review the recordings and flags to determine whether any activity constitutes actual misconduct.

What do I need to use Proctorio?

Technical requirements:

Proctorio must be used on a desktop or laptop computer (mobile devices will not work), with the latest Chrome web browser\(^2\) and Proctorio Chrome extension\(^3\) installed.

Tips

➢ If students have trouble meeting requirements, help accommodate them. For technical issues, direct them to UBC’s Proctorio student guide\(^5\). If

\(^1\) [https://universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/access-to-information/about-fippa/](https://universitycounsel.ubc.ca/subject-areas/access-and-privacy-general/access-to-information/about-fippa/)
\(^2\) [https://www.google.com/chrome/](https://www.google.com/chrome/)
\(^3\) [https://getproctorio.com/](https://getproctorio.com/)
\(^5\) [https://keepteaching.ubc.ca/files/2020/03/proctorio-student-guide.pdf](https://keepteaching.ubc.ca/files/2020/03/proctorio-student-guide.pdf)
Proctorio can be used on Windows, Mac, Linux, and Chrome Operating Systems. You can view the minimum technical requirements on Proctorio’s site.

Students must also have a webcam and microphone, but these are not required for you to review their recordings.

A Canvas course:

Proctorio only works in Canvas courses at UBC.

Note that Proctorio cannot currently be accessed from China.

How do I use Proctorio?

You first need to install the Proctorio extension in Chrome in order to create your exam. Read on for instructions and tips for installing Proctorio, preparing for Proctorio exams, setting up exams, understanding the Proctorio review settings, and reviewing exams.

INSTALL PROCTORIO IN CHROME

1. In Chrome, go to the Proctorio Chrome extension page.
2. Click Add to Chrome.
3. In the pop-up asking “Add Proctorio?”, click Add Extension.

Tips

- If you have trouble installing Proctorio, make sure you’re using the latest version of Chrome.

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4 [https://proctorio.com/system-requirements](https://proctorio.com/system-requirements)
6 [https://students.ubc.ca/about-student-services/enrolment-services-advisors](https://students.ubc.ca/about-student-services/enrolment-services-advisors)
7 [https://students.ubc.ca/about-student-services/centre-for-accessibility](https://students.ubc.ca/about-student-services/centre-for-accessibility)
8 [https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk](https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk)
9 [https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcoajifaaonnkpkei](https://chrome.google.com/webstore/detail/proctorio/fpmapakogndmenjcoajifaaonnkpkei)

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PREPARE STUDENTS FOR PROCTORIO EXAMS

1. **Be clear and specific about your intent** for using Proctorio. Explain these points to students:
   
   - Proctorio is used to make sure the remote exam experience is fair for everyone. If you engage with the exam honestly, you do not need to worry about the recording, even if something unexpected happens.
   - Proctorio only runs when you’re in an exam in your Chrome browser (you will see a shield icon in the browser address bar when it’s active). There is no separate program collecting your data and no data collection once you leave your exam. You can also uninstall Proctorio when you are done.
   - Proctorio recordings are stored in Canada in accordance with provincial privacy laws. The encrypted recordings are retained for two years before they are deleted. If you have any questions or concerns about the privacy of your data, you can contact Paul Hancock (UBC Legal Counsel, Information and Privacy) at paul.hancock@ubc.ca.
   - No person is watching you during the recording and only I and/or your teaching assistants will review the recordings afterward. The Proctorio tool’s role is limited to: a) providing temporary data storage for your video in Canada and b) running its automated algorithms to flag any moments in your video for review.
   - An automated flag on your recording does not mean I and/or your teaching assistants will assume you cheated or that you will receive a grade deduction. Human interpretation of the flags is essential; we make the final call.

2. **Be explicit about what restrictions you set** around what will and won’t be allowed on students’ computers. Clarify procedures around washroom breaks, using scratch paper, or any other needs specific to your course.

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**Tips**

- **Label a practice exam clearly,** so students know they don’t need to study anything (e.g., “Practice Your Proctorio Setup”).
- **Consider offering a small incentive** for completing the practice exam. The more students who practice, the less who will need help from you on exam day.
- **Use the same Proctorio settings on a practice exam that you will use on the actual exam,** so students know exactly what to expect.
- **Encourage students to try out lots of actions during a practice exam,** mimicking what they’ll want to do in a real exam and trying anything they know you will restrict (e.g., open a website), to experience what happens.
- **Create questions for the practice exam that highlight parts of using Proctorio** to reinforce important points (e.g., “Which of the following are not allowed during Proctorio exams?”).
- **Take the practice exam yourself,** so you know what the experience is like for students and can potentially help troubleshoot minor issues on exam day.
3. **Share your expectations with students about what usual behavioural activities you will anticipate and accept** too, such as fidgeting, stretching, not looking directly at the exam the whole time, etc.

4. **Provide a practice exam.** Give students a no-stakes practice exam. This will allow everyone to get familiar with the Proctorio experience, *before* being in a high-stakes situation.

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**CREATE A CANVAS ASSESSMENT THAT USES PROCTORIO**

1. Using Chrome, log in to your Canvas course, and click **Settings** in the Course Navigation.
2. Click the **Navigation tab**.
3. Find the “Secure Exam Proctor” menu item, select the **options menu** (the 3 vertical dots), and choose **Enable**.
4. **Save** your setting changes.
5. Now click **Quizzes** in the Course Navigation.
6. Click the **+Quiz blue button**, choose the **Classic Quizzes** option, and click **Submit**.
7. In the Details tab, enter the name of your quiz. Under “Quiz Instructions”, provide assessment information.
8. Set the quiz option settings:
   - **Quiz type**: Graded
   - **Time limit**: How long students will have to finish the exam from the point they start it. Please add 5 minutes for students to complete the Proctorio setup.
   - **Availability from / Until**: The period of overall time the exam will be open for students before it auto-submits. Please add 30 minutes for students to complete the setup and deal with any technical issues.
9. Click the **Enable Proctorio Secure Exam Proctor checkbox**, then click the **Proctorio Settings tab**.

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**Tips**

- **Canvas will always call your assessments a “quiz”,** whether you want to assign a quiz or exam to your students.
- **Note that Proctorio Exam Settings cannot be changed** after any student has completed an exam, but the Behaviour Settings can be changed at any time.
- **Proctorio cannot be enabled on New Quizzes** (a specific type of Canvas quiz). You must choose Classic Quizzes.
- **You can watch a video tutorial of the Proctorio Exam Settings**.
- **For suggested content to share with students in the “Quiz Instructions”,** see the instructor template in the Appendix.
- **Use the recommended Exam Settings to minimize administrative time**, as these settings help preserve exam integrity *without* locking students out for accidental clicks, which they will need your help to fix.

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10 [https://youtu.be/ayh1R02pLz0](https://youtu.be/ayh1R02pLz0)
10. Proctorio Exam Settings are separated into four categories. If you are not sure what a setting means, hover over the option in Proctorio and click the question mark. These settings cannot be changed once the exam has started, so please carefully choose the appropriate options.

11. The following settings are highly recommended, particularly for midterm and final exams. Settings will become blue once you click to enable them.

   o **Recording Options**
     ■ **Enable**: Video, Audio, Screen, Web Traffic, Room Scan: Scan at Start (option when you click Record Room)
     ■ **Don’t use**: Room Scan: Intelligent Scan (option when you click Record Room; students may be required to redo their room scan multiple times during the exam)

   o **Lock Down Options**
     ■ **Enable**: Only One Screen, In Quiz Links Only (option when you click Disable New Tabs), Close Open Tabs, Disable Printing, Disable Clipboard, Block Downloads, Clear Cache, Disable Right Click
     ■ **Disable**: Force Full Screen, Prevent Re-entry (these will require students to stay on the exam the whole time, which makes troubleshooting technical issues hard, and will lock students out of their exam for potentially benign behaviour, requiring you to resolve)

   o **Verification Options**
     ■ **Enable**: Video, Audio, Desktop, ID, Signature

   o **In-Quiz Tools**
     ■ **Disable**: Calculator, Whiteboard

12. Set your Proctorio Behavior Settings:

   o **Frame Metrics**: Indicate which student behaviours you want automatically flagged in the recordings. You can leave these levels set to Proctorio’s default recommended settings, choose from preset options, or set a custom level.

   o **Exam Metrics**: Measure abnormalities comparing one student’s actions to the rest of the exams in the class. These metrics work best in larger class sizes that offer a better sample pool (50+ students); in smaller classes, it’s better to leave them disabled.

13. You are now ready to add questions to your exam. This process is the same for proctored and non-proctored Canvas assessments. Follow the steps for adding questions on the Keep Teaching site, if you want help.

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**UNDERSTAND PROCTORIO BEHAVIOR SETTINGS**

Proctorio runs its algorithms on student recordings based on your **Behavior Settings**, which include Frame Metrics and Exam Metrics. **Frame Metrics** let you indicate which student behaviours you want
automatically flagged in the recordings. **Exam Metrics (aka Abnormalities)** allow you to set which behaviours should also be compared against the class as a whole, with anomalies automatically flagged.

Proctorio Behaviour Settings determine an overall **Suspicion Level** to assign to each exam, based roughly on its number of flags: high (red), moderate (yellow), or low (green). Choosing more sensitive settings will trigger more suspicious (red and yellow flagged) exams.

By default, Proctorio will configure your exam using their recommended Behavior Settings, but these can be adjusted at any time. These settings are quite sensitive, thus the middle (yellow) behaviour settings are typically enough to catch potentially problematic behaviours.

After the exam, review a few flagged videos to see if settings need to be adjusted to provide a meaningful algorithmic review. Instructional teams can then choose a strategy for reviewing potentially problematic recordings, including when and how to reach out to students with questions and what to do if a problem is confirmed.

### VIEW THE PROCTORIO GRADEBOOK

After the exam, you can review outcomes in the **Proctorio Gradebook**, accessible within each proctored Canvas assessment. You’ll get a Suspicion Level colour indicator to show if any exams should be reviewed further and where potential issues in each flagged exam occurred.

1. When reviewing recordings, make sure you are in a private location to respect student privacy.
2. Using Chrome, log in to your Canvas course, and click **Quizzes** in the Course Navigation.
3. Click the **quiz** you wish to view.
4. On the right sidebar, click **View Proctorio Gradebook**.
5. The Suspicion Level column shows color indicators for each exam, with high Suspicion Level exams indicated with red.
   - Suspicion Level is determined by Behavior Settings you can adjust, if you think Proctorio has flagged too many or too few exams.

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**Tips**

- If more than 20% of your exams are classified with high Suspicion Level, you may want to spot-check a few recordings and adjust your Behaviour Settings. It is unlikely this many students would actually cheat.

- Review high-suspicion moments in videos by jumping to the flags in each recording timeline, instead of watching the whole video.

- Pick a few low Suspicion Level recordings for random checks to ensure the algorithms are flagging what you want them to.

- Learn more in Proctorio’s video tutorials:
  - **Proctorio Behavior Settings**
  - **Proctorio Abnormalities**

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12 [https://youtu.be/92MXs6YuReE](https://youtu.be/92MXs6YuReE)
13 [https://youtu.be/DcszbOYe6o](https://youtu.be/DcszbOYe6o)

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6. Click the row of the exam you would like to review. Each exam contains everything you asked Proctorio to record, such as video, audio, screen, and student identity verification.

7. When Proctorio has flagged potentially suspicious activity, these activities will be indicated in red along the recording timeline. Scan through these moments to determine whether any flagged activity constitutes actual misconduct.

Where can I get more support with Proctorio?

**TECHNICAL SUPPORT**

If you have trouble with Canvas or Proctorio:

- Contact your faculty’s [Instructional Support Unit](http://lthub.ubc.ca/support/instructional-units/) as your first point of contact
- Contact the UBC Learning Technology Hub 17: 604 827 4775 or [lt.hub@ubc.ca](mailto:lt.hub@ubc.ca) or visit [online](https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk)
- Contact Proctorio directly: 1 866 948 9087 or [support@proctorio.com](mailto:support@proctorio.com)

If students contact you with technical issues while taking a Proctorio exam:

- Contact Proctorio directly: 1 866 948 9087 or [support@proctorio.com](mailto:support@proctorio.com)
- Inside an active exam, students can access live chat by clicking the shield icon located in the Chrome browser address bar, then clicking Live Chat

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14 [https://www.youtube.com/watch?v=b2BIbatkTyY](https://www.youtube.com/watch?v=b2BIbatkTyY)
15 [https://youtu.be/OG1jwAugTOs](https://youtu.be/OG1jwAugTOs)
16 [http://lthub.ubc.ca/support/instructional-units/](http://lthub.ubc.ca/support/instructional-units/)
17 [https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk](https://it.ubc.ca/got-question-about-it-products-and-support#helpdesk)
18 [https://ca.bbcollab.com/guest/a16a9988f1154cb7be11c58ac2a4edac](https://ca.bbcollab.com/guest/a16a9988f1154cb7be11c58ac2a4edac)
19 [https://keepteaching.ubc.ca/support/#TechnologyFAQ-2#proctorio-faq](https://keepteaching.ubc.ca/support/#TechnologyFAQ-2#proctorio-faq)
20 [https://keepteaching.ubc.ca/support/#ContactsTraining-0#workshops](https://keepteaching.ubc.ca/support/#ContactsTraining-0#workshops)
For supporting your students:

- Share UBC’s Proctorio student guide

Appendix: Instructor Template

The following is based on a template created by Fareed Teja for UBC Sauder School of Business and modified by Brian Powell at the Centre for Teaching & Learning at UBC-Okanagan. We encourage you to reuse and adapt it in the instructions of your Canvas quiz.

**Note:** Any content in [brackets] should be modified or verified by you before posting.

The [course code] [exam name] will take place on [day], [date], [year] from [time] to [time]. You will have [#] minutes to take the exam. You will be taking this exam remotely, and your exam will be proctored online by a service called Proctorio.

**REQUIREMENTS**

In order to ensure a smooth exam experience, you must have:

- A desktop or laptop computer (mobile devices will not work)
- The Chrome web browser with the Proctorio Chrome extension installed
- A working webcam and microphone
- A clear photo identification (e.g., UBCcard)
- A private, quiet, well-lit location with access to a reliable Internet connection

**WHAT YOU NEED TO KNOW ABOUT PROCTORIO**

- **Proctorio is used to make sure the remote exam experience is fair** for everyone. If you engage with the exam honestly, you do not need to worry about the recording, even if something unexpected happens.

- **Proctorio only runs when you’re in an exam in your Chrome browser** (you will see a shield icon in the browser address bar when it’s active). There is no separate program collecting your data and no data collection once you leave your exam. You can uninstall Proctorio when you are done by going to the Proctorio Chrome extension page and clicking Remove from Chrome.

- **I choose what Proctorio should record during your exam.** This will include [what you will record here]. I can also restrict what you are allowed to do on your computer during the exam, which will include [what you will restrict here].

- **Proctorio recordings are stored in Canada** in accordance with Section 26(c) of FIPPA. The encrypted recordings are retained for two years before they are deleted. If you have any

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questions or concerns about the privacy of your data, you can contact Paul Hancock (UBC Legal Counsel, Information and Privacy) at paul.hancock@ubc.ca.

- **No person is watching you during the recording** and only [I and/or your teaching assistants] will review the recordings afterward. The Proctorio tool's role is limited to: a) providing temporary data storage for your video in Canada and b) running its automated algorithms to flag any moments in your video for review.

- **An automated flag on your recording does not mean** [I and/or your teaching assistants] will assume you cheated or that you will receive a grade deduction. Human interpretation of the flags is essential; [I/we] make the final call.

**WHAT YOU NEED TO KNOW BEFORE YOU START**

Before you start the exam, please make sure you are signed out of your Google account in the Chrome browser you’ll be using. Once you start the exam, please **do not refresh your browser, use browser buttons, or navigate away from the exam screen until the exam has been submitted.**

If you are asked to enter a password or access code (Proctorio does not require either) or receive an error message:

1. Ensure you are using the latest version of the Chrome web browser and have the Proctorio Chrome extension installed.
2. Clear your browser history and cache in Chrome: [https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en](https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en)
3. Uninstall the Proctorio extension: [https://support.google.com/chrome_webstore/answer/2664769?hl=en](https://support.google.com/chrome_webstore/answer/2664769?hl=en)
4. Reinstall the Proctorio extension: [https://getproctorio.com/](https://getproctorio.com/)

If you are still unable to access your exam, please contact technical support.

Technical support is provided by Proctorio ([https://proctorio.com/support](https://proctorio.com/support)). To reach them:

- Inside an active exam: Click the shield icon in your web browser address bar, then click Live Chat.
- Outside an exam: Connect via phone (1-866-948-9087) or email (support@proctorio.com).

When you click to take the exam, you will need to complete some technical pre-checks to make sure everything is working. You will also be asked to rotate your webcam 360 degrees to do a full room scan. Please ensure that you show your testing surface (i.e., your desk), and everything around you. Use a mirror if your webcam is attached to your computer.

Note that if you run out of time, your exam will automatically submit, so be aware of how much time remains. When you are done, click the “Submit” button at the bottom of the screen.

Good luck on your exam!