Instructor Guide to Proctorio at UBC

What is Proctorio?

Proctorio is an online remote proctoring service hosted in Canada and integrated with Canvas, so UBC students can securely take exams from anywhere. With Proctorio, each student’s exam is recorded with video and audio, along with screen and keyboard activity, to promote exam integrity.

In response to the Coronavirus (COVID-19), there is currently no charge associated with setting up Proctorio for the 2019W term. An update on costs for future terms will be provided in May 2020.

You can now activate Proctorio in any Canvas course. Online training sessions are listed on the Keep Teaching support page.

HOW DOES PROCTORIO SUPPORT TAKING REMOTE EXAMS?

Proctorio helps preserve exam integrity by:

- Recording students’ video, audio, screen, and/or keyboard activity during an exam
- Requiring identity verification from each student before an exam
- Restricting what students can do on their computers during an exam (e.g., accessing other applications, websites, and browser windows/tabs)

Proctorio’s algorithms analyze behavior within the recordings and flag potential issues for review. You have the final say on whether any flagged activity constitutes actual misconduct.

On the student side, remote proctoring does add new stressors for students, but also gives them the flexibility to choose the space (and, if you allow, time) they take their exam in. They can also use their computer for responding, which is easier than writing by hand. Without physical paper exams to manage, grading turnaround can be faster as well.

What do I need to use Proctorio?

1. Proctorio requires using the Chrome web browser. Make sure you have the latest Chrome version installed.
2. Then install the Proctorio Chrome extension.
3. Make sure you have set up a Canvas course.

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1 [http://keepteaching.ubc.ca/support](http://keepteaching.ubc.ca/support)
2 [https://www.google.com/chrome/](https://www.google.com/chrome/)
3 [https://getproctorio.com/](https://getproctorio.com/)
4 [https://keepteaching.ubc.ca/#set-up-canvas](https://keepteaching.ubc.ca/#set-up-canvas)

Last updated: 15-Apr-20
To take a Proctorio exam, students must have:

- A desktop or laptop computer (mobile devices will not work)
- The Chrome web browser with the Proctorio Chrome extension installed on their computer
- A working webcam (if you plan to record video) and microphone (if you plan to record audio)
- A clear photo identification (e.g., UBCcard)

Students should also complete the exam in a private, quiet, well-lit location with access to a reliable Internet connection.

Learn more
- Other Proctorio system requirements
- Proctorio FAQ on UBC’s Keep Teaching site

What are key considerations for using Proctorio?

ADDRESS STUDENT CONCERNS

Be clear and specific about your intent. Students may be reassured by explicitly stating:

- Proctorio is necessary to make sure the 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 unusual or unexpected happens during your exam (e.g., a loud noise).

- 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.

- No person is watching you during the recording and only your course instructor and/or TA will review the recording afterward. Proctorio’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 your instructor or TA will automatically assume you cheated or that you will receive a grade deduction. Human interpretation of the flags is essential; your instructor and/or TA makes the final call.
PROVIDE A PRACTICE EXAM

Consider giving students a no-stakes practice exam (that you can also take). This will allow everyone to get familiar with the Proctorio experience, before being in a high-pressure, high-stakes situation. For a practice exam, consider:

1. Labelling the practice exam very clearly, so students know they don’t need to study anything, and potentially offering incentives for completing it.
2. Using Proctorio settings that will match your actual exam, so students know what to expect.
3. Encouraging students to try out lots of different actions during the practice session: mimicking what they’ll want to do in a real exam and trying anything you will specifically restrict (e.g., open a webpage), just to see what happens.
4. Creating practice questions for this experience that also highlight important parts of using Proctorio (e.g., “Which of the following are not allowed during Proctorio assessments?”).

How do I enable Proctorio in Canvas?

No matter how you want to assess students in Canvas (e.g., quizzes, written tests, exams), you can use the Canvas Quiz tool to build your assessment.

CREATE CANVAS QUIZZES THAT USE 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 (i.e., the 3 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. (See the instructor template in the appendix for suggested content.)
8. Set the quiz option settings:
   - Quiz type: Graded
   - Time limit: How long students will have to finish the exam. Please add 5 minutes for students to complete the Proctorio setup.
   - Availability from / Until: The period of time the exam will be open for students before the exam automatically submits. Please add 30 minutes here for students to complete setup and deal with any technical issues.
9. Click the **Enable Proctorio Secure Exam Proctor checkbox**, then click the **Proctorio Settings tab**.

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. We **highly recommend** the following settings, particularly for exams. Settings will become blue once you click to enable them.
   - **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 (students may be required to redo their room scan multiple times during the exam)
   - **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 (requires students to stay on the exam the whole time, which makes troubleshooting technical issues hard), Prevent Re-entry (locks students out of their exam for potentially benign behaviour, requiring administrative work by you to resolve)
   - **Verification Options**
     - **Enable**: Video, Audio, Desktop, ID, Signature
   - **In-Quiz Tools**
     - **Disable**: Calculator, Whiteboard

12. Set your Proctorio Behavior Settings:
   - **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.
   - **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 Quizzes. Follow the [steps for adding questions to Canvas Quizzes](https://keepteaching.ubc.ca/assignments-assessments/#quiz-questions) on the Keep Teaching site.

### Tips
- Note that Proctorio Exam Settings cannot be changed after any students have completed their exams, but the Behaviour Settings can.
- Proctorio cannot be enabled on the Canvas quiz type known as “New Quizzes”.

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8 [https://keepteaching.ubc.ca/assignments-assessments/#quiz-questions](https://keepteaching.ubc.ca/assignments-assessments/#quiz-questions)
How do I review Proctorio recordings?

PROCTORIO BEHAVIOR SETTINGS

Proctorio runs its algorithm 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 and discuss what to do if a problem is confirmed.

Learn more
- Video tutorial of Proctorio Behavior Settings
- Video tutorial of Proctorio Abnormalities

VIEW THE PROCTORIO GRADEBOOK

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

1. 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.

Last updated: 15-Apr-20

9 https://community.canvaslms.com/docs/DOC-12943-4152724267
10 https://youtu.be/ayh1R02pLz0
11 https://youtu.be/92MXs6YuReE
12 https://youtu.be/DcszbOfYe6o
5. The Suspicion Level column shows color indicators for each exam, with high Suspicion Level exams indicated with red.
   ○ Remember: Suspicion Level is determined by Behavior Settings that you can adjust, if you think Proctorio has flagged too many or too few exams.

6. Click the row of the exam you would like to review.

7. Each exam contains everything you asked Proctorio to record, such as video/audio recording, desktop recording, and student identity verification.

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

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 flagged section(s) in each recording timeline instead of watching the whole video.

- Choosing low Suspicion Level recordings for random checks is also recommended.

Learn more

- Video tutorial of Proctorio Gradebook[^13]
- Video tutorial of Proctorio behavior flags[^14]

Where can I get more support with Proctorio?

- You can reach out to support staff via the Keep Teaching support page[^15]. They can help you or help with issues you’re having with students accessing Canvas or Proctorio.

- You can share UBC’s Proctorio student guide[^16] with students.

- You can send students needing technical support to Proctorio Support[^17].
  ○ Inside an active exam: Students can also click the shield icon in their web browser, address bar then click Live Chat.
  ○ Outside an exam: Students can also connect via phone (1-866-948-9087) or email (support@proctorio.com).

[^13]: https://www.youtube.com/watch?v=b2BIbatkTyY
[^14]: https://youtu.be/OG1jwAugTOs
[^15]: https://keepteaching.ubc.ca/support/
[^17]: https://proctorio.com/support

Last updated: 15-Apr-20
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 for 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] at [time]. The exam will be [#] minutes long. You will be taking this exam remotely from a location of your choice, and your exam will be proctored online by a service called Proctorio. Proctorio is embedded in Canvas, and will record your [screen, webcam, and microphone].

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, reliable, quiet, well-lit location with access to a reliable Internet connection

WHAT YOU NEED TO KNOW ABOUT PROCTORIO

- Proctorio is necessary to make sure the 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 unusual or unexpected happens during your exam (e.g., a loud noise).

- 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.

- No person is watching you during the recording and only [I and/or the teaching assistants] will review the recording afterward. Proctorio’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 the teaching assistants] will automatically assume you cheated or that you will receive a grade deduction. Human interpretation of the flags is essential; we make the final call.

Last updated: 15-Apr-20
WHAT YOU NEED TO KNOW BEFORE YOU START

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
3. Uninstall the Proctorio extension:
   https://support.google.com/chrome_webstore/answer/2664769?hl=en
4. Reinstall the Proctorio extension: https://getproctorio.com/

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

Technical support is provided by Proctorio 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.

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, manually click the “Submit” button at the bottom of the screen.

Good luck on your exam!

A Guide from UBC’s Keep Teaching Website (keepteaching.ubc.ca)

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