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Student Expectations When Taking a Remotely Proctored Examination

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Title: Student Expectations When Taking a Remotely Proctored Examination – Committee Report

Summary Paragraph: The Student Expectations for Remote testing Sub-Committee was charged with drafting expected student behaviors when taking a remote proctored examination at Florida State College at Jacksonville. The Academic Continuity Committee is researching several different issues and ways to address this particular concern. One of the ways, is to develop clear expectations for students when participating in a remote proctored examination. As a result, the Student Expectations for Remote Testing Sub-Committee was formed. The team focused upon the following areas: Frequently Asked Questions (FAQs), Proctor U System Requirements, Smarter Proctoring System Requirements, PPT 1: Proctor U System Instructions with Audio, and PPT 2: Proctor U System Instructions with Audio.

Recommendations: The assessment centers will continue to follow the reporting of academic dishonesty per college policies. Additionally, it is recommended that a follow up report is sent to the assessment center, that can be shared with the appropriate faculty member.

Definitions

The following is a list of commonly used terms for students who use Distance Learning testing at FSCJ.

- 1). **Academic Accommodations** provides students with disabilities similar opportunities for success and for mastery of academic skills. Each student's case is assessed individually based on documented evidence from appropriate medical and clinical professionals regarding the student's disability and a comprehensive interview with the student and the Student Support Coordinator or Associate Director. Each student is responsible for providing documentation of his or her disability and requesting appropriate accommodations through Student Support Services. Anything outside of the established parameters of an exam such as extended time, comfort breaks, reader/interpreter, etc., are considered accommodations and are entered by your instructor in the testing platform.
- 2). **Pre-Check** – This is a system check that automated proctoring services use to ensure that your equipment is ready for testing.
- 3). **Authentication** – Photo IDs and screen shots of your face that are needed verify you for online testing.
- 4). **Room Scan** – A proctoring system prompt that requires you to perform a 360 degree pan of your testing environment, using your webcam.
- 5). A **proctored test** is a test that is supervised by someone, referred to as a proctor, who verifies the identity of the test taker and maintains academic integrity. It can also refer to software program that supervises students.
- 6). **Secondary devices** are primarily referred to an addition to your computer such as a cell phone, I-pad, etc., that can be used during testing. The purpose is to monitor the testing environment.

- 7). **Remote testing** is when students conduct assessments, such as tests and final exams, on their own devices from their own locations.
- 8). **A person with a disability** is defined as an individual who has a physical, mental or learning disability which substantially limits one or more major life activity (i.e., seeing, hearing, speaking, walking, sitting, standing, breathing, reading, writing, or performing mathematical calculations, and caring for oneself); or who has a record of such impairment; or who is regarded as having such impairment. Both the impairment and the limitation of a major life activity must be established to be eligible under the ADA.
- 9). **Inject Password** is a button in SmarterProctoring that allows students to insert the password if it does not insert automatically.
- 10). **Support** is a button in SmarterProctoring that allows students to connect with a representative who can troubleshoot issues and provide assistance.
- 11). **Get started** is the first button that students see when opening SmarterProctoring for the first time. This allows students to choose preferences and complete their registration. This step must be completed before tests can be taken.
- 12). **Start exam** is the button that students press to begin their SmarterProctoring automated exams.
- 13). **Chatbox** – A communication box within ProctorU that is downloaded so that you and your proctor can communicate during an exam session.
- 14). **Start session** is the button that students press to begin their ProctorU Review+ exams.

FAQs

Student Expectations When Taking a Remotely Proctored Examination

What you should avoid:

Actions and behaviors that will be flagged during an exam:

1. **Talking aloud:** Unless you have an accommodation, talking or whispering aloud during the exam is not permitted.
2. **Being out of camera view:** Your face, chin to forehead, needs to be in the camera view at all times.
3. **Anyone entering your testing area:** You may not have anyone else in your testing location with you, including pets.
4. **Anyone talking to you while you're in your testing area:** Additional noises, including other people talking to you, while you're in your exam are not allowed.
5. **Looking off-screen:** If you aren't allowed any materials, your eyes should stay on the screen at all times while testing.
6. **Utilizing materials that are not allowed:** You're only allowed the permitted materials allowed by your instructor.
7. **Taking pictures or screenshots of the exam:** Taking pictures while in your exam, including screenshots, is not permitted. If you're on a Mac and have a live human proctored launch, your proctor will even turn off the ability to use your keyboard screenshot hotkeys.
8. **Copying and pasting any elements of the exam:** In most cases, our system will not allow you to copy and paste any content from your exam. Regardless of whether you can or cannot perform this function, our system will capture all events of copy and paste that occur.
9. **Utilizing a virtual machine:** Virtual machines can be detected through the pre-exam system check and are not permitted.
10. **Utilizing a secondary monitor:** You are only allowed to use one monitor attached to one computer during your exam.
11. **Stable Internet Connection:** You must have a stable internet connection that would allow you to test uninterrupted. To test your connection and to troubleshoot issues, please refer to page 14 in this document.

What do I need to have to start my exam?

1. One form of government-issued photo ID (i.e. driver's license, passport, military ID, FSCJ ID, etc.)
2. Any materials authorized for use by your instructor (scratch paper, pencil, etc.)
3. A working webcam and microphone
4. A strong internet connection
5. A power source or charger.
6. A private room
7. A hard surface to work on

What Outside Resources Are Allowed For My Exam?

1. Check with your instructor or institution to determine what materials (i.e.: books, notes, websites, programs, calculators, etc) are allowed for your exam. These details will likely be available in a syllabus or exam information page.

Frequently Ask Questions

- 1. Is there a particular browser, for SmarterProctoring Automated proctoring, I need to use for testing?**
 - Students will **NEED** to use Google Chrome (version 74 or newer) for automated testing to work properly. We use a Chrome extension for the automated proctoring to work on their computers.
- 2. What devices can I use to test on when using SmarterProctoring?**
 - Automated Proctoring is compatible with Macs (macOS 10.10 and newer), Windows PCs (Windows 7 and newer) and Chromebooks (ChromeOS 74 and newer).
- 3. What if I do not have a camera on my PC?**
 - Students will **NOT** be able to take their exam without a webcam.
- 4. Am I required to do a room scan of my environment?**
 - Students will be required to perform a room scan while going through the onboarding process.
- 5. Do I need a microphone on my computer?**
 - Yes, SmarterProctoring Automated Proctoring tests the student's entire system before allowing them to test. They will not only have a microphone test, but also a monitor check, webcam check and WIFI check to ensure that their system meets all the requirements of the proctoring modality.
- 6. What if I have multiple internet disconnections?**
 - Two disconnections from the internet will result in a cancellation of your exam. Please make sure you have a stable internet connection.
- 7. Can other people be in the room with me?**
 - No, Students must secure a location for testing and must not have others in the room with them, including pets.
- 8. May I have my cell phone?**
 - Cell phones are **ONLY** permitted as a secondary monitoring device!!! Your hands and monitor must be in view.
- 9. What happens if I am suspected of academic dishonesty? Your exam will be invalidated if it is determined that you have cheated. Your professor will notify you for the next steps.**
- 10. How do I know when the exam session is being recorded?**

Using SmarterProctoring, you will notice a green border encompassing your screen when you are in an active proctored session. The following menu bar will also appear at the top of your screen:



11. Does my exam start when I click "Start Session"?

- No, clicking the "Start Session" button does not actually start the timer for your exam. Clicking the "Start Session" button will begin the onboarding part of your exam. The exam timer is maintained by the exam software and will generally not begin until onboarding has been completed and the first question of the exam is displayed to the test-taker.

12. What steps do I need to take to prepare for my exam?

- Install the Google Chrome Web Browser if it isn't already installed on your computer.
The installer for Google Chrome can be found at google.com/chrome
- If you already have Google Chrome installed on your computer update it to the newest version.
You can update your copy of Google Chrome by navigating to `chrome://settings/help` and then follow the prompts to update. Automated Proctoring requires **version 74** or newer.
- Make sure Google Chrome is set to accept cookies. To check these settings navigate to: `chrome://settings/cookies` and make sure that your settings mirror what you see in the screenshot below.
- Test both the speed and stability of your internet connection in the room/location that you plan to take your exam. We recommend that you take your exam in a room that is in close proximity to your WiFi router. You can test your Internet speed at smarterservices.speedtestcustom.com. If your Internet speed is not regularly at or higher than 1Mbps download and 1Mbps upload; you may need to call your Internet service provider for assistance or arrange an alternate location that meets the above requirements.
- Use Google Chrome to login to SmarterProctoring for each course that you are enrolled in. You will need to follow all prompts including agreeing to terms of use, installing the SmarterProctoring Chrome Extension.
- **Can I remove the extension? If so, how do I do it?**
Yes. After your exam session is complete, right click the extension icon in your browser and select "Remove from Chrome." This process will ensure the extension is fully removed from your computer.

13. What if I need Tech Support While Onboarding?

- Report any issues that you experience to the SmarterProctoring Support team so that they have the opportunity to resolve the issue well in advance of your exam(s). You can connect with us live by the  button at the bottom of the SmarterProctoring dashboard.

14. What if I need Tech Support while I am taking my exam?

- When reaching out to support for assistance, please initiate a request for chat support after onboarding has started. This will ensure that your chat is not disconnected . If you have any additional questions please email our 24x7 support team at support@smarterervices.com or connect with us live by the  button at the bottom of the SmarterProctoring dashboard.

15. Am I being recorded?

- You will be actively monitored and recorded during the test session. You must keep your mic on and be in full view of the webcam.

16. If I have privacy concerns, who can I contact?

- Please email privacy@smarterproctoring.com and they will be happy to assist you with any of your privacy concerns. Always keep in mind that you are in control of your environment. You may remove any family pictures and/or items from view of the camera.

17. Can I go to the restroom?

- All personal needs, including bathroom breaks, should be taken care of prior to testing.

18. What should I have on my desk?

- You must clear all items off of your desk except for your ID and any testing items approved by your faculty.

19. How do I access my exam through Canvas?

- Students will click the SmarterProctoring link in their Canvas course and navigate to their exam to begin.

20. How do I access an attachment during my exam?

- For certain exams, your instructor may decide to include attachments or additional materials such as a formula sheet or periodic table. Please utilize the following steps to access this material.

21. Can I use my I-pad?

- You **CANNOT** use tablets or phones for automated proctoring. Only laptops (Macs, Windows based PCs or Chromebooks) or desktops (Macs or Windows based PCs) are allowed.

22. Can I keep my scratch paper?

- Scratch paper will be shredded upon the completion of your exam.

23. What if I need accommodations?

- Students must notify the Student Support Services office each term to receive accommodations. You may go to the website by clicking [Student Support Service](#) Students must notify their instructor at the beginning of each term in order for ADA accommodations to be added to SmarterProctoring manually such as extra time to the various platforms.

24. I have dual monitors.

- Dual monitors are not allowed for testing. If you have a second monitor, you should disconnect the second monitor and remove it prior to your appointment. If you do not, you will be required to do so before your test is launched.

25. Do I need a picture ID to take my exam?

- Yes, students must have a valid picture id to take their faculty exam. Students may have their Current FSCJ ID, Government ID such as a driving license and passport.

26. If I am unable to complete my examination remotely, how do I make an appointment to complete my examination in one of the FSCJ testing centers?

- To schedule an appointment for a Faculty Exam, you will need to click <https://www.fscj.edu/admissions-aid/assessment-and-certification> on your computer or phone.
- Then Click the “Select a campus and day” drop-down and follow these instructions:
 - a. Choose a **Group**: Faculty Exam
 - b. Choose an **Exam**: Faculty Exam
 - c. Click the **Select a Date For Your Exam**
 - d. Click the **Choose a Time**

- e. Read the **Exam Guideline Acknowledgement** in the scroll box.
- f. Check the box under the scroll box, to acknowledge the guidelines.
- g. Complete the **Needed Information**.
- h. Click **Add to Cart**.
- i. Click **Ready to check out**.
- j. Click **Complete Registration**.
- You will receive **an** email confirmation
 - a. RegisterBlast confirming your appointment
- You must schedule your appointment a minimum of 48 hours in advance. Paperwork must be returned to your proctor 24 hours prior to your appointment.

Note: If you need to reschedule or cancel an appointment, click my history at the top and complete the email section. An email will be sent to your account; click on the link within your email and follow the instructions.

ProctorU-System Requirements

Computer Configuration

Review the following requirements for your camera, operating system, upload/download speeds, RAM, ports, microphones and browsers. Also included is a list of technology not currently supported by ProctorU.

TYPE	MINIMUM	RECOMMENDED
Internet Connection	Wifi Connection	Wired Connection
PC Users	Windows 8 (Windows 10 S mode is not supported)	Windows 10 (10 S mode is not supported)
Mac Users	MacOS 10.13 (Oldest Still Maintained Version)	MacOS 10.15
CPU	more than 2 core CPU less than 85% CPU Usage	more than 4 core CPU less than 50% CPU Usage
Webcam	640x480 resolution	1280x720 resolution
Internet Download Speed	1 Mbps	12 Mbps
Internet Upload Speed	1 Mbps	3 Mbps

TYPE	MINIMUM	RECOMMENDED
RAM	4 GB less than 95% Ram Usage	16 GB less than 70% Usage
Connectivity Ports	1935, 843, 80, 443, 61613, UDP/TCP	1935, 843, 80, 443, 61613, UDP/TCP
Screen Resolution	1366 x 768	1920 x 1080 and above
Chromebook Users (Only for Automated Proctoring. Is not Supported for Live Proctoring)	Chrome device is running the latest version of Chrome OS.	Chrome device is running the latest version of Chrome OS.

Additional Requirements:

- A functioning microphone (some web cameras have them built-in)
- A compatible browser: Google Chrome (preferred) or Mozilla Firefox

Not Supported:

- Google Chromebooks (for Live Proctoring only)
- Tablets (Nexus, iPad, Tab, Note, etc.)
- Smartphones
- Linux operating systems
- Windows 10 in S mode or Surface RT
- No running inside a virtual machine. You will be asked to reconnect using your host operating system to take your exam

Smarter Proctoring-System Requirements

Computer Configuration

It is suggested your computer meets the following requirements in order to have a successful experience using the SmarterProctoring Automated Proctoring system.

- Desktop or laptop computer (Mac or Windows based PC). Chromebooks are also acceptable.
 - Windows PCs require a minimum of Windows 7.
 - Macs require a minimum of macOS 10.10.
 - iPads, tablets, phones and other mobile devices are not compatible.
- Google Chrome web browser, version 74 or higher.
- Webcam (internal or external)
- Microphone (internal or external)

Internet/Bandwidth

The SmarterProctoring automated system requires a stable Internet connection in order to successfully complete your exam. A connection that is not stable and able to push all the video to the server could result in issues during your exam.

Minimum Recommended Speeds

1 Mbps - Download

1 Mbps - Upload

You may use this online tool to [test your Internet speeds](#).

What if my connection is fast but not stable?

While it is not advised to use an unstable WiFi connection or tethering to a phone for your proctoring session, but it can be done. Automated Proctoring will properly throttle the video uploads based on your connection speeds.

What can I do to improve my connection speed?

Use some of the following tips ensure that your connection speed is as fast as possible:

- Ensure that no one else is on your network streaming videos. For example, ensure that multiple devices are not streaming from services like Netflix or playing intensive video games.
- Restart your computer. It is always good to restart your computer to ensure that nothing is running in the background that you are unaware of. Additionally, it is good to free up any extra system resources that are being consumed.
- Connect to the Internet via a hard wired, ethernet, connection. Ethernet connections are always more reliable and faster than WiFi connections.
- Ensure there no software is running on your computer that is eating up your bandwidth, for example backup software.

