Online Proctoring Guide

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Introduction to Online Proctoring

Online learning comes with many benefits. It gives students much-needed flexibility in how they access their courses and has allowed learning to continue even during campus closures.

However, online learning also presents unique challenges. One such challenge is that of academic dishonesty. Many instructors worry that online students will be tempted to cheat on exams while they are out of the sight of the instructor, by looking up answers or accessing other unauthorized resources.

Online proctoring can prevent cheating on exams that are given remotely, through NS Online. Online proctoring takes the place of the classic human proctor, who might physically watch students taking a paper exam in a classroom.

By contrast, online proctoring tools are fully automated and use a student's webcam to record exam sessions. This allows students to take exams when and where they choose, without the direct supervision of an instructor. Online proctoring can thus help to preserve the integrity of exams, while allowing students the flexibility they need from online learning.

Nashville State's Office of Online Learning supports the following option for online proctoring:

- **Respondus Lockdown Browser + Monitor**.

The Respondus Lockdown Browser prevents students from opening external websites or software during an exam. The Respondus Monitor function records students using their webcam to document their actions and behavior during exams. Instructors will have access to these recordings, but only incidents that the software detects might involve a potential violation will be flagged for the instructor to review.

What do faculty need to do to use online proctoring?

Setting up online proctoring is easy!

Respondus LockDown Browser + Monitor is available to instructors in NS Online/D2L. Both are easy to set up and both make it easy to view flagged student activity after an exam.

All instructors have to do to use this tools is:

1. Create an exam in D2L, as usual.
2. Turn on the desired proctoring tool. Step-by-step instructions are below.

3. Inform students of [what they will need to take an exam](#), listed below.
4. Wait for students to finish taking the exam.
5. Review the results. You don't have to watch recordings of every student's exam. The software will only flag and record suspicious incidents for you to review.
6. Contact [Respondus](#) support, or the [NSCC Help Desk](#) if you need assistance. If you would like to attend any upcoming webinars, please register with [Respondus's webinar](#) offering.

Third-Party Exams

Both services offer limited third-party exam support, in which case exams from select external publishers can utilize the proctoring services. Before implementing third-party proctored exams, please review either the [Respondus partnerships](#) and resources for guides on setup.

What do students need to do to take an exam proctored online?

Online proctoring is also easy for students to set up. Please provide your students with the following instructions before the exam, plus any additional requirements you may have.

Before taking an exam, students will need the following:

1. A laptop or desktop computer. Exams can be set to use Chromebook or iPad if those options are available. Make sure laptops are fully charged or plugged into the wall.
2. A webcam and microphone.
3. A stable Internet connection.
4. Any required software downloads.
   - **Respondus LockDown Browser + Monitor**: students must download [Respondus software](#) onto their computer through the [NSCC Help Desk website](#) (located under Students > Software). Respondus software can also be prompted to be downloaded before attempting an exam.
5. Any allowed materials, such as scratch paper, a calculator, or other materials.
6. If the instructor requires it, access to a photo ID.
7. If the instructor requires it, a space prepared for a 360-degree room scan.
8. A private setting with minimal background noise or disturbances.
9. Adequate lighting to show the student's face. Sit with the light source in front of you, not behind you.

Students should also do the following before beginning an exam:

1. Complete a practice exam on the computer they intend to use before taking the actual exam, to ensure that all technical requirements are met and the software is working correctly. **(Instructions for setting up practice exams are provided below for instructors)**
2. Remove phones, other electronic devices, and disallowed study materials out of sight and out of reach.
3. Turn off anything in the background that might make noise, like televisions or music players.
4. Be prepared to avoid activities that the proctoring software is likely to flag: exiting the view of the camera, speaking to others, or looking down or away from the screen for a long period of time.
5. Additionally, students who need testing accommodations or access to assistive software should consult with their instructor and the [Access Center](#) at least one week in advance of the exam, so that the instructor can prepare the exam set-up accordingly.

During the exam, students should:

1. Complete the browser and webcam pre-check before beginning the exam.
2. Close out of all software and browser windows when prompted.
3. If for any reason the student must exit a test or is kicked from the exam, they should try to immediately re-enter the testing window as soon as possible.
4. Contact [Respondus live chat help](#) if needed during the exam. Links to support will be present throughout the exam.
5. If Respondus live support is unable to assist with a technical issue, students should contact the instructor immediately to explain the situation.

It is the responsibility of the instructor to establish expectations and protocols for students during exams. If students have difficulty with access, they should contact the instructor immediately. Instructors may need to reset an exam due to unforeseen circumstances but can also refer students to the Respondus support services. The Office of Online Learning will not intervene with student testing without instructor permission.

Instructor Set Up: Respondus LockDown Browser + Monitor

Overview of LockDown Browser + Monitor

Lockdown Browser

Lockdown Browser prevents digital cheating by locking the address bar to prevent navigation away from the browser window in which students are taking a quiz. This prevents students from opening additional windows or tabs to look up answers online or communicate with others.

Respondus Monitor

Respondus Monitor is an automated proctoring solution used in combination with LockDown Browser. It uses a webcam to monitor students remotely while they take online, asynchronous exams.

Respondus Monitor analyzes video and exam session data and flags suspicious activity for the instructor to review at a later time, so that instructors do not have to watch full video recordings of students taking exams. Instructors must use their own discretion when reviewing flagged activity to determine whether or not cheating occurred.

Both LockDown Browser and Respondus Monitor can be enabled from the same area of Quizzes in NS Online.

To Enable Lockdown Browser + Respondus Monitor

1. First, create your exam in NS Online/D2L as you normally would, using the **Quizzes** tool. For remotely proctored tests, be sure to make the assessment available over a longer period of time (such as over a few days), to accommodate online student schedules. You can do this in the **Restrictions** tab of the **Edit Quiz** pane.
2. Navigate to the **Quizzes** section from the **Assessments** drop down menu in the NavBar.
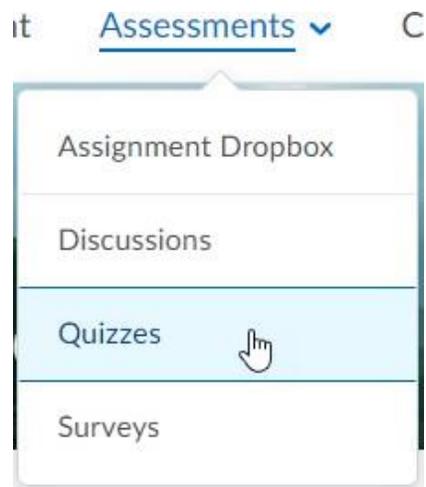
3. **LockDown Browser** is available as a tab inside the **Quizzes** main page.

4. If this is your first time using Respondus LockDown Browser, it will ask you for permission to access your information. Tick the check box next to "**Do not ask me again for this application**" and select **Continue**.

Application Respondus v4.0 by Respondus Inc is trying to access your information. Would you like to proceed?

☑ Do not ask me again for this application

Continue

5. You will be redirected to the landing page for LockDown Browser, which includes several introductory resources, how-tos, and guides for your reference. To access the setup for LockDown Browser, select "**Continue to LockDown Browser**" at the bottom of your screen.

6. You will be redirected to the **Respondus dashboard**, which lists all quizzes available in your course, with information about which ones have been setup with LockDown Browser, Monitor, or both. Select the drop-down arrow next to the quiz you want to add LockDown Browser to and select "**Settings**."

7. In the **Settings** pane, select the radio button next to "**Require Respondus LockDown Browser**" for this exam.
8. Under **Password Settings**, you will have the option to add a password for students to use to access the exam.
9. Under **Advanced Settings**, you will have the option to:
    a. require LockDown Browser for students to be able to view their results,
    b. to lock students into the exam until it is complete (with a password for early exam exit), (**recommended**)
    c. to allow students to use their iPad using the LockDown Browser iOS app (**recommended**)
    d. To allow access to certain websites. You may want to do this if you need to enable screen reader apps for students with testing accommodations. Confer with the Access Center on the use of this option for students with accommodations.

10. **Respondus Monitor** may also be enabled by selecting the radio button next to "**Require Respondus Monitor for this exam**."

11. You can then specify what security events you want to occur in the **Startup Sequence** prior to the exam start, such as requiring an environment check on camera, requiring that students show their photo ID to the camera, or performing a facial detection check. You can also specify settings for **Facial Detection** check here, **under Facial Detection Options.**

12. Once you have finished editing your Respondus Monitor settings, select **Save and Close**. You will be redirected to the Respondus dashboard, where you will now see that LockDown Browser and Respondus Monitor have been enabled for your exam.
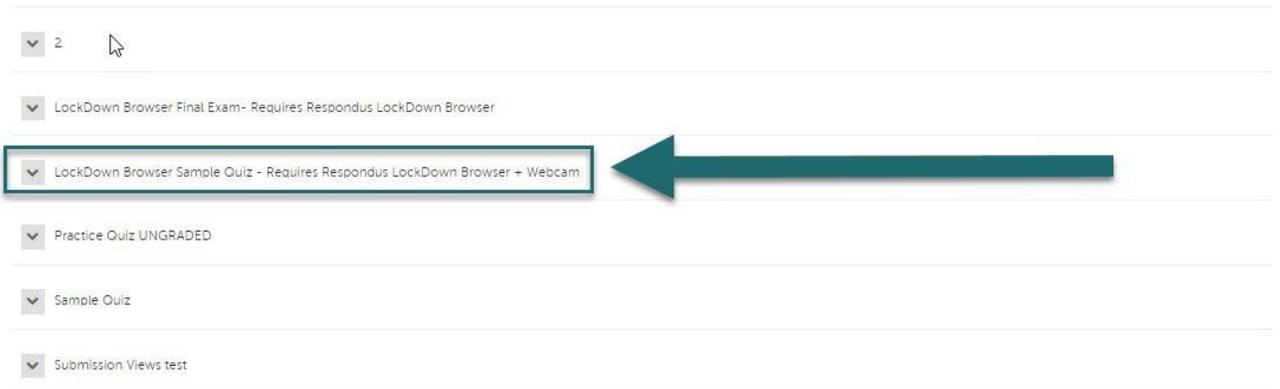
13. When students view this exam in their **Quiz List,** they will see "**Requires Respondus LockDown Browser + Webcam**" added to the title.
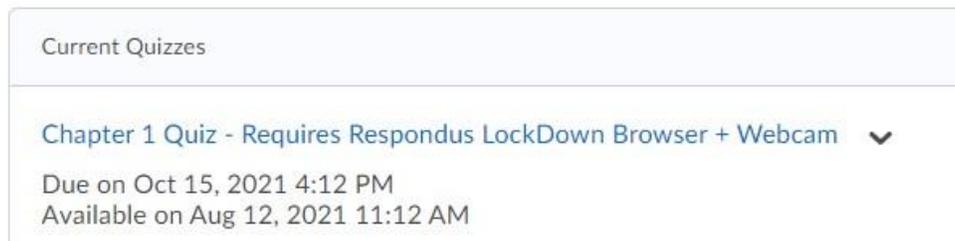
14. When students begin the exam, they will also be given the opportunity to **download and install LockDown Browser** if they have not already and perform a webcam check.

Summary - Chapter 1 Quiz - Requires Respondus LockDown Browser + Webcam

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Quiz Details

Current Time

11:17 AM   Update

Current User

Anna Young (username: MA00602393)

Quiz Period

Due on Oct 15, 2021 4:12 PM
Available on Aug 12, 2021 11:12 AM

Time Allowed

Unlimited (estimated time required: 0:20:00)

Attempts

Allowed - 3, Completed - 1

Retake Incorrect Questions Only

You can only answer questions that were answered incorrectly on previous attempts.

Questions to answer - 3

Instructions

Before you submit the quiz, you will have the opportunity to return to questions that you may have missed or have not yet answered. You can submit your quiz responses at any time.

Click "Start Quiz" to begin Attempt 2.

Quiz Requirements

You must use the Respondus LockDown Browser to take this quiz.

Download and install the latest version of LockDown Browser 🗗

Launch LockDown Browser

15. To review activity flagged by Respondus Monitor, after students have taken the exam, navigate to the Lockdown Browser dashboard in **Assessments** > **Quizzes**. Then, select the drop-down arrow next to the exam and select the option "**Class Results**."
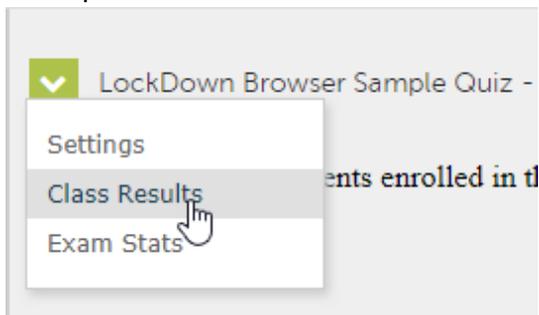
16. The **Class Results** screen will show recorded video sorted by **Risk Level**, **Review Priority**, **Grade**, or **Video Duration**.

To add a Practice Exam for LockDown Browser + Monitor

IMPORTANT! Before you release an exam using LockDown Browser + Monitor to students, it is important to first provide a **practice exam** with the same settings you hope to use for the actual test.

This will help to ensure that students are prepared with the required hardware and software to take the test and will help to identify any potential issues as they may arise. This is especially important if you have students with testing accommodations, particularly if they need access to screen reader software or other assistive technologies during the exam, to ensure that LockDown browser does not block them from accessing these tools.

1. To create a practice exam, simply create an ungraded practice quiz as you normally would in **Quizzes**.
2. Then, navigate to the **LockDown Browser** tab. Make the settings for the practice exam identical to your actual exam.
3. Encourage students to take this practice exam before they take the actual assessment using LockDown Browser or Respondus Monitor.

Troubleshooting for Instructors

As with any technology tool, some students may experience technical difficulties while trying to access an exam with Respondus Monitor enabled.

Common student technical problems might include:

- Dropped Internet connection
- Access to webcam or hardware blocked by the student's computer
- Software blocked access to an assistive technology

Lockdown Browser + Respondus Monitor also has the following known issues:
- A frozen screen
- "There is a problem with settings for this exam"
- Chromebook compatibility errors

If a student experiences errors during the exam, they should:

1. Contact Respondus support using the live chat support links available in the exam.
2. If Respondus support are unable to resolve the issue, or if the student is kicked from an exam due to lost Internet connection or another error, the student should contact the instructor right away to explain the situation. The "**Early Exit**" feature in LockDown browser allows the student to leave an explanation for why they left early.
3. If the instructor is unable to resolve the issue, the instructor should open a support ticket with the NSCC Help Desk.
4. For issues with assistive technologies and testing accommodations, the instructor should confer with the Access Center for assistance and/or open a support ticket with Respondus.

To reopen an exam for a student

If a student was unable to finish an exam due to a technical error, you can reopen the exam for them using these instructions:

1. Go to **Assessments > Quizzes.**
2. Select the drop-down arrow next to the exam in the **Quiz List.**
3. Select **Grade.**
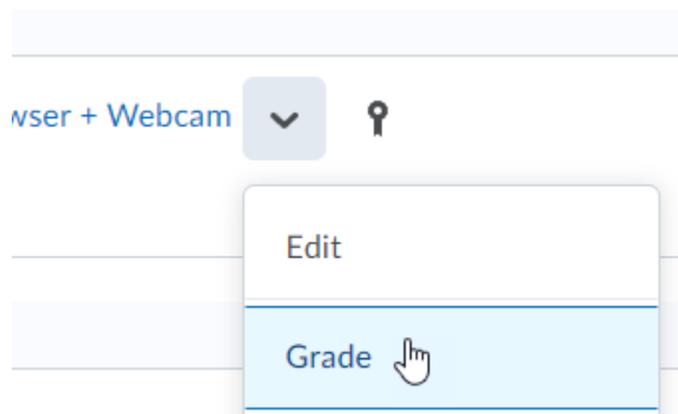
4. Find the student's attempt and check the box next to it. Then, select **Reset** at the top. This will reset the attempts the student has made to 0, allowing them to restart the exam.
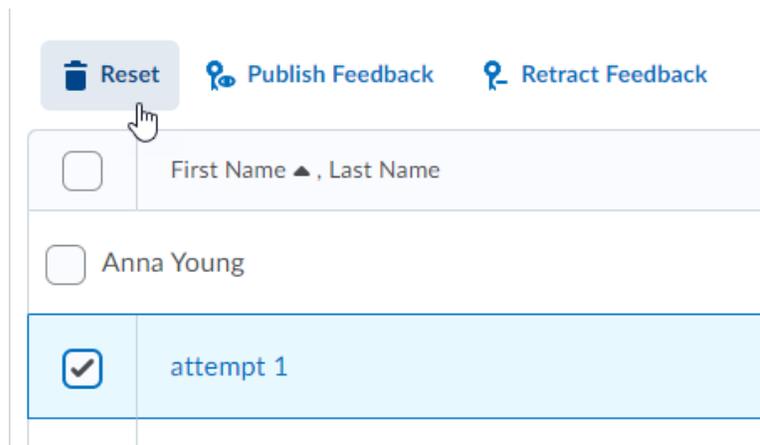
5. If the exam due date has already passed, you will also need to go to **Assessments > Quizzes** and then select **Edit** from the drop down menu next to the exam.
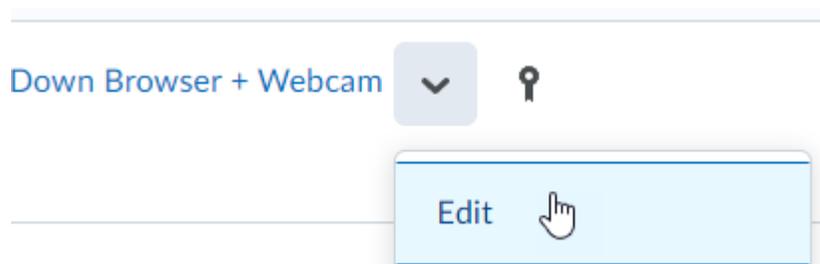
6. Select the **Restrictions** tab.
7. Under **Special Access**, select **Add Users to Special Access.**

Special Access

Type of Access

- ● Allow selected users special access to this quiz
- ○ Allow only users with special access to see this quiz

Add Users to Special Access

8. Choose the student from the list. Under **Properties** at the top, change the **due date** or **end date** to a date past what was originally set to allow that student an extension. Then, select **Add Special Access** to save changes. If the quiz was closed to a student, it should reopen to them until the new due date you set.