

Remote proctoring of online quizzes and exams

Scope: Students, Faculty

What is Remote Proctoring and Proctorio

Used by schools of higher education for distance/online learning, remote proctoring refers to the use of software to proctor exams intended to be secure and closed book. AOMA subscribes to Proctorio® as an external learning tool to work within the learning management system, Brightspace (see more below).

Proctorio is an automated remote proctoring software that works within the **Google Chrome** browser to monitor activity during exams/quizzes. It is integrated directly into Brightspace's quizzes tool and offers a flexible service of ID Verification, computer lock down, secure browser settings, admin and faculty controls, content protection, recording of the exam via video and audio, exam analytics, and more.

*You can learn about technical requirements at <https://proctorio.com/system-requirements>. ***

Purpose of Remote Proctoring with Proctorio

Due to campus closures prompted by the COVID-19 pandemic in 2020, many instructors proctored their exams virtually using Zoom, or created new open book exams for student assessment. As the pandemic continued, many AOMA Faculty expressed a desire to resume using closed book exams for many of the MAC courses, which can now be achieved with Brightspace and Proctorio.

The remote proctoring can provide for the following:

- Ensure student honesty and integrity as to who is taking the exam
- Ensure student honesty and integrity as to non-cheating behaviors, and encourage academic integrity
- Ensure the integrity of the exam stays intact (not copied, printed, saved, share, etc.).
- Prepare students for NCCAOM exams (closed book and computer based)
- Protect students from allegations of cheating

Safety and Security of Computers and of Recordings

To use Proctorio, both faculty and students need to install the Proctorio extension in their Chrome browser (instructions provided here : <https://getproctorio.com/>). Adding the Proctorio extension to the Chrome browser does NOT load any software onto the local hard drive.

If an instructor sets up Proctorio to Clear Cache after the exam is completed by the learner, it only clears the exam cache from Chrome – it does not affect anything within the computer, nor any other cache from other browsing sessions. Clearing cache prevents anyone from accessing exam content after the fact.

The photo of the learner's ID and the recordings of the learner's exam are not accessible by Proctorio. Only the AOMA's instructor(s) for the course and super administrators can see the photo ID and exam session recordings. Proctorio software may flag suspicious behaviors, but it is up to the instructor to view and take any action as deemed necessary.

In all cases, all federal, state, and accreditation regulatory laws and rules concerning protection of student information (e.g. FERPA), will be adhered to and kept in compliance. AOMA faculty will not be liable for the use of the technology AOMA has chosen for course management (CAMS student information faculty portal, Brightspace learning management system, and Proctorio remote proctoring) as long as they adhere to internal guidelines and external regulations.

When Student IDs are Required

Some exams will require the person taking the exam to verify he/she is the student enrolled in the course and who will be receiving credit for the quiz/exam. This is important for high-stakes exams such as the competency exams as well as closed book exams in various courses. This is also an accreditation requirement for any distance education activity.

Acceptable IDs include:

1. AOMA Photo ID – with photo and name
2. State issued unexpired driver's license or identification card*
3. Unexpired Passport (US or by another nation) *
4. Some other photo ID to show you photo with your name*

* identification characteristics that may be blocked by the learner includes DL or passport unique #, birth dates, etc.

Use of Brightspace for Exams Post-COVID19 Pandemic

Use of Brightspace for quizzes and exams, with or without Proctorio, will not cease once exams can return to in-person in the classroom. Brightspace allows for a higher level of analytics that are nearly impossible to achieve with paper-based exams.

- Learner advantages
 - Develop comfort with taking exams on a computer (like NCCAOM)
 - For courses that use Brightspace and Proctorio, exams can be taken at the learner's convenience, rather than during class time.
 - Make-up exams can be taken at a time convenient for the learner, thus making the standard make-up exam fee and the need to take the exam in the library unnecessary.
 - If set-up, most quiz/exams can be auto graded and student may be able to see score immediately after submitting the exam
- Instructor Advantages
 - Most exam questions can be automatically graded
 - Exam results can be set to automatically export to gradebook
 - Access to analytics for each student, each exam, and each question
- For each question item, analytics can be used to determine
 - The quality of the question
 - The quality of the instruction prior to the exam
 - ...And many other details
- Each question item can be tagged to:
 - Course learning objectives
 - Program learning outcomes

- NCCAOM Exams' content outlines
- ACAOM program competencies
- ...and any other that may be defined by the instructor and/or administration in the future
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