

Proctortrack Faculty Guidelines Krannert

Introduction

Thank you for your interest in using Proctortrack. Proctortrack is an automated online proctoring system that helps verify student identity and prevent academic dishonesty. It is designed specifically to monitor students as they complete online assessments. A proctoring fee of \$15 per credit hour will be added to the invoices of students enrolling in course sections using Proctortrack.

Rather than rely upon a live third-party proctor to monitor student behavior, Proctortrack monitors students using an computer algorithm based on settings chosen by the professor. To use Proctortrack, students are required to have a working web camera and must be connected to the internet while completing their proctored activity. Students are recorded through their computers' web cameras, and videos are assessed automatically by the computer algorithm. Videos will be flagged for instructor review if the system detects potential infractions. Subsequently, instructors must review the flagged videos to determine if the student was cheating.

Proctortrack is meant to ensure academic integrity in high stakes tests and is not appropriate for use in low stakes assignments and quizzes. Proctortrack allows each course no more than **four** proctored assessments per semester.

Initial Implementation

1. To ease the transition into using Proctortrack, instructors should schedule a consultation using the following request survey https://purdue.qualtrics.com/jfe/form/SV_b907QOnyzv5hueh or by sending an email to tlt@purdue.edu (Teaching and Learning Technologies). A member of the TLT staff will activate Proctortrack and give the instructor a brief demo describing how to integrate the proctoring software, how to set the proctoring rules, and how to review flagged videos.
2. To calibrate the proctoring software, the instructor will need to create an Onboarding Quiz for students to complete. Students are required to complete the Onboarding Quiz prior to accessing any Proctortrack tests.
3. TLT suggests that instructors include a section in their syllabus stating that the course requires the use of Proctortrack, that students are required to have a web camera, that proctored activities will be monitored and recorded, and that an onboarding activity must be completed before proceeding to other parts of the course. An example of this statement would be:

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“Tests will be monitored using Proctortrack proctoring software. This software requires access to a web camera and a strong, consistent Internet connection – wired preferred. Proctortrack will authenticate the student’s identity and will record both the student’s physical activity and his or her computer’s desktop during the proctored session. While Proctortrack supports all browsers, the preferred browser is Google Chrome. To minimize technical issues, use Chrome to complete proctored tests, if possible.

*To make proctored tests available, you must first complete an onboarding quiz, located in the “Getting Started” section of this course. All other proctored activities will be unavailable until the onboarding quiz is completed. Please complete the onboarding quiz at least **one week prior** to any proctored tests. If your connection, device, or location has changed since your last proctored test, you must onboard again.*

If you experience technical difficulties contact Proctortrack’s 24/7 support immediately using Proctortrack’s [online chat](#) or by phone at 1-844-753-2020. While you should still notify your instructor about the issues you are having with the test, the instructor will not be able to provide technical support for Proctortrack.”

Depending upon the proctoring options selected, additional information could be added to the syllabus. Additional information will reduce the number of flagged submissions by warning students of problematic behavior. In general, it may be helpful to add some or all of the following statements:

- 1. Drinking, eating, or smoking may result in being flagged for instructor review.*
- 2. Proctored tests must be completed in a quiet, private environment. Consistent loud noise or other people visible in the background of the recording will flag the submission for instructor review.*
- 3. Unless notified otherwise, earphones and headsets are prohibited while completing proctored tests.*
- 4. Using a tablet, smart phone, or other portable electronic device will flag the submission for instructor review unless otherwise specified.*
- 5. Proctored tests must be completed in one sitting. Leaving the computer during the test will flag the submission.*
- 6. If you lose connection while taking your test, Proctortrack will continue to record your activity. Stay seated for at least **five minutes** to allow your computer to reconnect before leaving your seat. Should you have to leave your seat due to a loss in connectivity, notify your instructor after submitting the test.*
- 7. Unless notified otherwise, Proctortrack will flag multiple monitor use. Secondary monitors need to be deactivated before taking the test.*
- 8. IF YOUR COURSE ALLOWS THE USE OF SCRATCH PAPER: At the beginning of the test, you will be required to hold up the paper you plan to use and show both the front and back sides of it to the webcam to verify the page is blank.*

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9. *IF YOUR COURSE ALLOWS THE USE OF CALCULATORS: At the beginning of the test, you will be required to hold the calculator up to the webcam and show both the front and back sides.*

Onboarding Quiz

To set up proctoring, instructors must create an onboarding activity. All students must complete the Onboarding Quiz before they can access any proctored activity. The Onboarding Quiz can be assigned to be a graded item in Blackboard. To check which students have completed the onboarding and review potential issues, instructors should click the “student list” button on the Proctortrack dashboard.

Test Name	ID	Access Code	Settings
Onboarding Quiz (access only via proctortrack) Onboarding	_9649602_1	0722	 Student List 

Proctoring Options

Proctortrack Testing Options

Proctortrack allows for a wide variety of security measures that can be used to verify student identity and prohibit common methods of cheating. These options allow instructors to simulate a variety of testing states – open note tests, open book tests, closed tests, and tests that allow consultation of Internet sources are all examples of options available.

		ALLOW PHYSICAL BOOKS Enable this option to allow the test-taker to refer to their books during the test. Disable this option to prohibit the test-taker from referring to their books during the test.
		ALLOW ONLINE/DIGITAL RESOURCES Enable this option to allow the use of online (e.g. web content) or digital resources (PDF, DOCs) during the test. Disable this option to prohibit the use of online or digital resources during the test.
		ALLOW DIGITAL NOTES Enable this option to allow the test-taker to take notes on their computer during the test. Disable this option to prohibit the test-taker from taking notes on their computer during the test.
		ALLOW HANDWRITTEN NOTES Enable this option to allow the test-taker to take notes by hand during the test. Disable this option to prohibit the test-taker from taking notes by hand during the test.

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If the test allows students to use scratch paper, the “Allow Handwritten Notes” option should be selected. To ensure that the students are using empty sheets of scratch paper, students can be directed to hold the empty paper up to their webcam.

Proctortrack Calculator

Proctortrack also has the option to allow or disallow the use of both virtual and physical calculators. To limit students to a four function calculator, we recommend enabling the “Allow Screen Calculator” option only as the system will not differentiate types of physical calculators. To ensure that the students are using an appropriate calculator, students can be directed to hold the calculator up to their webcam.

 **ALLOW PHYSICAL CALCULATOR**
Enable this option to allow the test-taker to use a physical calculator in their testing environment.
Disable this option to prohibit the test-taker from using a physical calculator in their testing environment.

 **ALLOW SCREEN CALCULATOR**
Enable this option to allow the test-taker to use screen calculator.
Disable this option to prohibit the test-taker to use screen calculator.

Proctortrack Identity Verification

To verify student identity, Proctortrack recommends that the options enabling an ID scan and desktop monitoring be selected. A knuckle scan is available as additional security at the instructor’s discretion.

 **REQUIRE PHOTO ID SCAN**
Enable this option to ask a photo-ID scan during identity verification.
Disable this option to opt-out of the photo-ID scan during identity verification.

 **REQUIRE KNUCKLE SCAN**
Enable this option to require a knuckle scan during identity verification.
Disable this option to opt-out of the knuckle scan during identity verification.
Knuckle-match is used to increase confidence in the authentication process.

Hide Access Code/Password

Proctortrack operates by generating a hidden password that will automatically be used with Blackboard to secure the test. Proctortrack also recommends that the option to

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Hide the Access Code/Password be selected. This will prevent students from sharing the password in an attempt to circumvent Proctortrack.

**HIDE ACCESS CODE/PASSWORD**

Enable this option to **hide** the access code/passcode/password for the test.
Disable this option to **display** the access code/passcode/password for the test.
Hiding the access code will prevent from sharing it with other students who can then enter the test without proctortrack.

Test Integrity

Options are available to prevent students from copy/pasting, printing their screen, and taking pictures or scans. These can be used to ensure the integrity of the test.

**COPY/PASTE**

Enable this option to **prohibit** use of the copy/paste functions.
Disable this option to **allow** use of the copy/paste functions.

**PRINT SCREEN**

Enable this option to **prohibit** screen captures (capture attempts **WILL** be flagged as violation).
Disable this option to **allow** screen captures (capture attempts **WON'T** be flagged as violation).

**PRINTING**

Enable this option to **prohibit** printing (print attempts cannot be stopped but **WILL** be flagged as violation).
Disable this option to **allow** printing (print attempts **WON'T** be flagged as violation).

Student Accommodations

Students may be allowed certain accommodations when taking a test, such as extra time or alternative testing locations. Exceptions and extra time are set up in Blackboard through the test creation dialog and are independent of Proctortrack.

Instructors can provide individual students with exemptions from using Proctortrack in special situations (such as allowing students with accessibility needs to use a testing center). To do this, the professor needs to give the proctored test's access code to the testing center representative, so that the student can enter the test without going through Proctortrack.

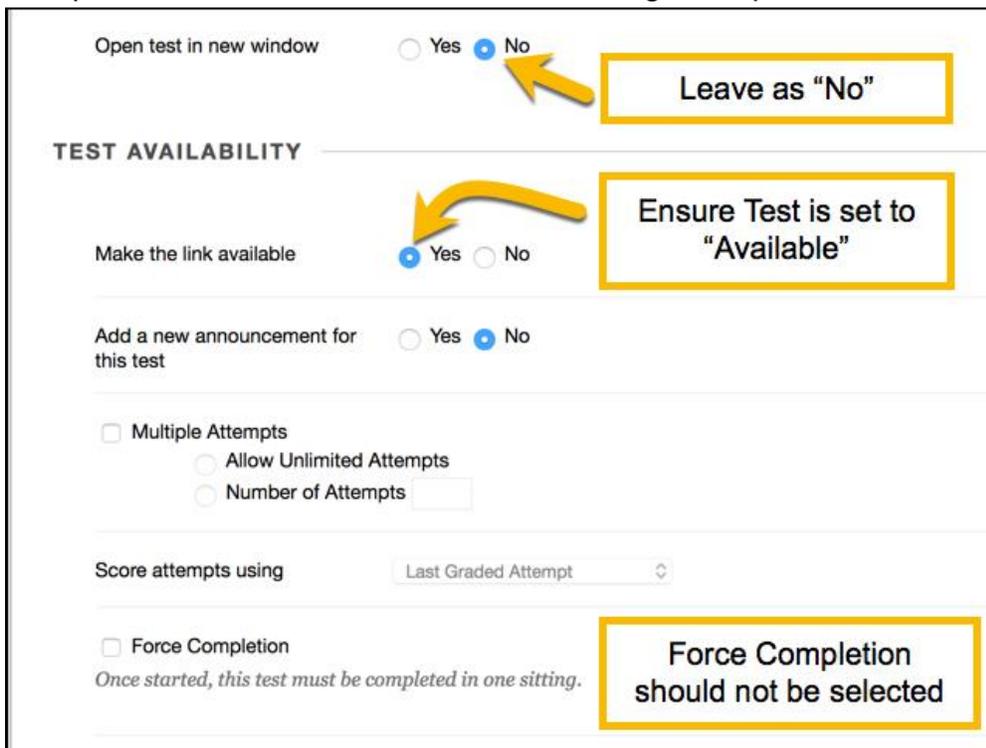
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Test Setup

There are a few settings recommended to ensure that Proctortrack works best with Blackboard tests. For Proctortrack to properly protect the test, the “password” option needs to be selected. The instructor should also delineate a window of availability for the test and make the test link available in the test creation dialog.



To prevent conflicts with the proctoring software, we recommend keeping Force Completion **disabled**. Further, **avoid** choosing the “open in a new window” option.



Tests can also be set to display questions one at a time, to prohibit students from backtracking, and to randomize the order the questions are displayed. These options can be used to further dissuade cheating.

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TEST PRESENTATION

All at Once
Present the entire test on one screen.

One at a Time
Present one question at a time.

Prohibit Backtracking
Prevent changing the answer to a question that has already been submitted.

Randomize Questions
Randomize questions for each test attempt.

To further dissuade cheating, questions can be presented one at a time, backtracking can be prohibited, and the questions shown in a random order.

If you are using McGraw-Hill *Connect* or other third-party course tools, we recommend importing test material into a Blackboard test rather than using the third-party assessment tools.

Recommended Protocol for Dealing with Flagged Incidents

Recommended responses for flagged incidents:

1. If there are repeated suspicious activities seen during an instructor review, the instructor may require the test to be retaken.
2. Clear evidence of cheating will result in a zero on the test.
3. Multiple instances of cheating will result in immediate referral to the Dean of Students.
4. The instructor has the right to ask a student to retake the test if:
 - Internet connectivity fails
 - Suspicious activity is detected
 - Student leaves his or her desk for any amount of time