



CENTER FOR
**LEARNING
& TEACHING**

PROCTORIO TRAINING



OKLAHOMA CITY
COMMUNITY COLLEGE

WELCOME & INTRODUCTIONS

TRAINERS

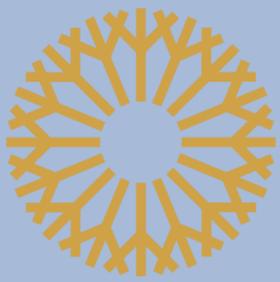
Mr. Joshua Moore, CLT Instructional Technology Specialist

LET'S GET STARTED!



OKLAHOMA CITY
COMMUNITY COLLEGE





TODAY'S TRAINING FLOW

SECTION ONE

- Proctorio Setup + Live Demo

SECTION TWO

- Proctorio Gradebook

SECTION THREE

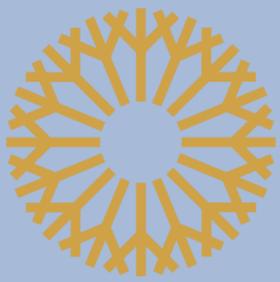
- Student's View of Proctorio

SECTION FOUR

- Helping Students Troubleshoot

SECTION FIVE

- Resources



BEFORE USING PROCTORIO

MAKE SURE YOU HAVE:

- Statement of it's use in the course syllabus
- Proctorio Student Guide PDF or link in your course
- Link to CLT Proctorio resources page in your course
- <https://www.occc.edu/clt/proctorio/>
- Instructor Proctorio Guide

SECTION ONE: PROCTORIO SETUP

SETUP + LIVE DEMO

AGENDA

- Downloading the Extension
- Adding the External Tool
- Setting Up the Exam & Proctorio Settings
 - Exam vs Behavior Settings
- Example Settings



USE GOOGLE CHROME & INSTALL THE PROCTORIO EXTENSION



Proctorio works best with Google Chrome web browser.

Go to getproctorio.com and follow the instructions.

The screenshot shows the 'Install the Extension' page on getproctorio.com. The page title is 'Install the Extension' and it says 'Just follow these two simple steps:'. Step 1 is '1. Use a Supported Browser' with a checkmark icon. Step 2 is '2. Install the Extension' with a button that says 'Click here to install the Extension'. A blue arrow points from the browser icon in the top left of the page to the 'Click here to install the Extension' button.

The screenshot shows the Proctorio extension page in the Chrome Web Store. The page title is 'Proctorio' by 'proctorio.com'. It has a 5-star rating from 5,103 reviews and over 4,000,000 users. A blue arrow points to the 'Add to Chrome' button. Below the page is a dialog box titled 'Add "Proctorio"?' with a list of permissions: 'Read and change all your data on all websites', 'Display notifications', 'Modify data you copy and paste', 'Capture content of your screen', 'Manage your downloads', and 'Identify and eject storage devices'. A blue arrow points to the 'Add extension' button.

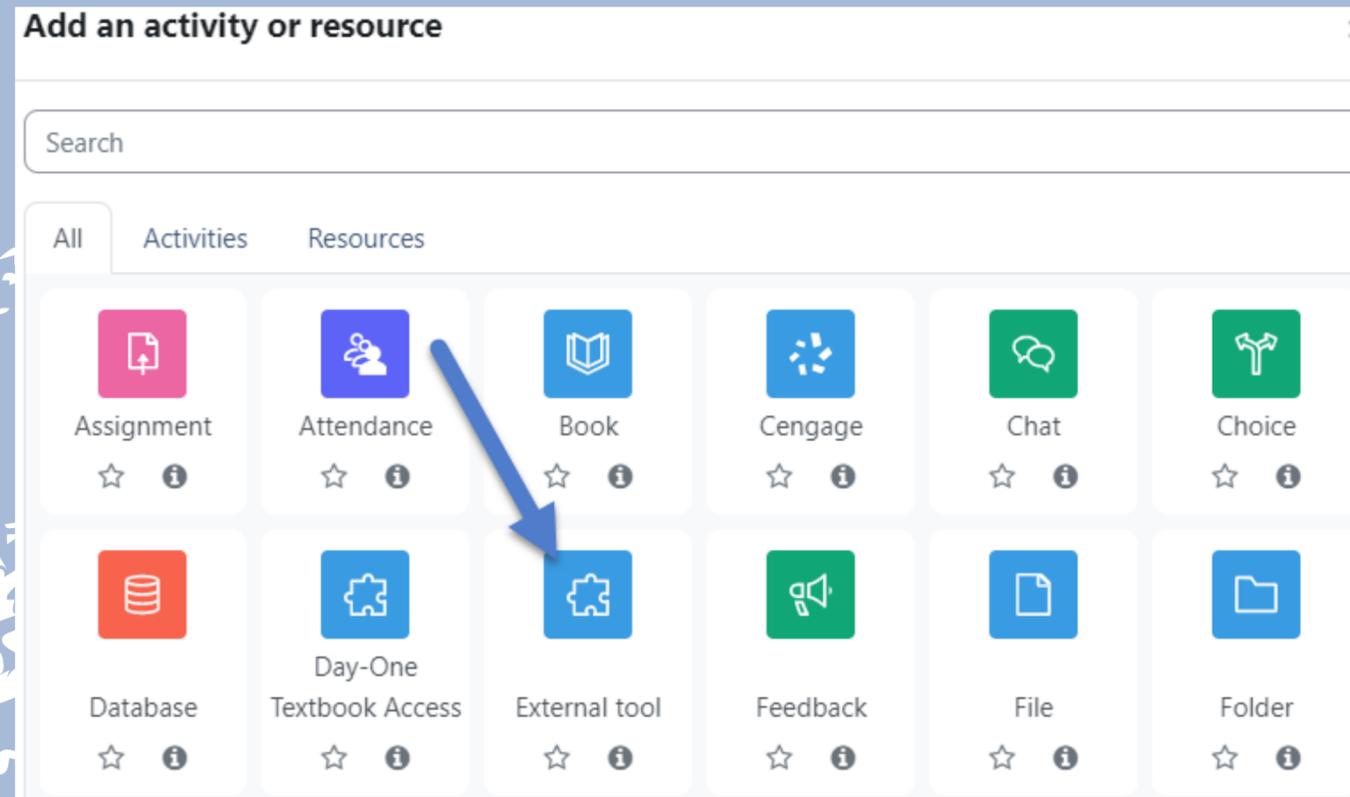
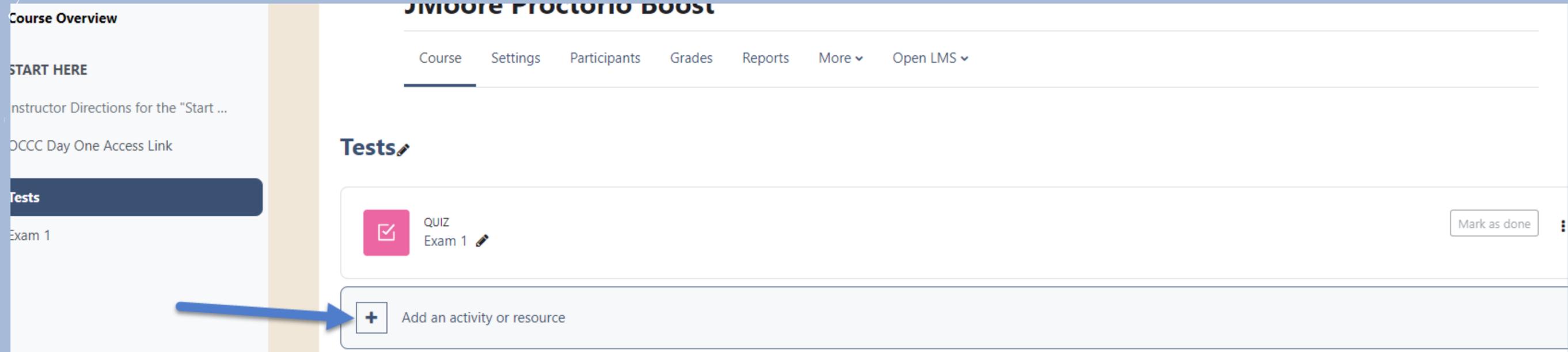
GO TO MOODLE →



(Inside of Moodle)

ADD THE EXTERNAL TOOL

In the same topic as your Exam, click "Add an activity or resource". Then select "External Tool."



SET UP THE EXTERNAL TOOL

Activity name should be set to "Secure Exam Proctor" and the Preconfigured tool should also be set to "Secure Exam Proctor".

✦ Adding a new External tool to Tests

Expand all

▼ General

Activity name



Secure Exam Proctor

Show more...

Preconfigured tool



Secure Exam Proctor



Select content

> Privacy

> Common module settings

> Restrict access

> Activity completion

> Tags

Send content change notification

Save and return to course

Save and display

Cancel

EDIT YOUR QUIZ SETTINGS

Find your exam, then click "Edit settings". Then scroll-down.

The screenshot shows the course page for "JMoore Proctorio Boost". At the top, there are navigation tabs: Course, Settings, Participants, Grades, Reports, More, and Open LMS. Below this is the "Tests" section. The first item is "QUIZ Exam 1" with a "Mark as done" button and a menu icon. The menu is open, showing options: Edit settings (highlighted with a blue arrow), Move, Hide, Duplicate, Assign roles, Delete, and Personalized Learning Designer. Below the tests is an "Add an activity or resource" button.

NOTE: You need to have a time limit set for Proctorio to work. It cannot exceed 8 hours.

Timing

Open the quiz

8 May 2023 11

Close the quiz

8 May 2023 11

Time limit

55 minutes Enable

When time expires

Open attempts are submitted automatically



ENABLE PROCTORIO

Find the Proctorio Settings tab, and check the Enable Proctorio button. This drop-downs the Proctorio settings.

Time limit minutes Enable

When time expires

- > Grade
- > Layout
- > Question behavior
- > Review options
- > Appearance
- > Safe Exam Browser
- > Extra restrictions on attempts
- > Overall feedback
- > Common module settings
- Proctorio Settings**
 - Remote Proctoring
 - Enable Proctorio Secure Exam Proctor
- > Restrict access
- > Activity completion
- > Tags

- > Extra restrictions on attempts
- > Overall feedback
- > Common module settings
- Proctorio Settings**
 - Remote Proctoring
 - Proctorio Behavior Settings**
 - Recommended**
Behavior settings recommended by Proctorio, based on the exam settings
 - Lenient**
Multiple behavior violations are required to trigger suspicion
 - Moderate**
Some behavior violations will trigger high suspicion levels
 - Allows r... increase
 - These behavior settings allow you to set the weight of suspicious behaviors using preset configurations.
 - Proctorio Frame Metrics**

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.

 - Navigating Away
 - Keystrokes
 - Copy & Paste
 - Browser Resize
 - Audio Levels
 - Head Movement

SCROLL THROUGH THE PROCTORIO SETTINGS AND CLICK ON THEM TO APPLY THEM TO THE EXAM

▼ Proctorio Settings

Remote Proctoring

Enable Proctorio Secure Exam Proctor

▼ Saved Profiles

You have not saved any profiles yet :(

Saving Proctorio settings profiles allows you to apply your favorite exam settings with a single click.

▼ Proctorio Exam Settings

Exam settings can not be changed once the first test taker has started the exam.

▼ Recording Options

Recording Options:

- Record Video** (Active)
- Record Audio
- Record Screen
- Record Web Traffic
- Record Desk

Record Desk will require the test taker to show their entire exam environment at intervals based on the option selected.

▼ Lock Down Options

Lock Down Options:

- Force Full
- Only One
- Disable New
- Close Open
- Disable
- Disable

Common Recording and Lock Down Option Settings:

▼ Proctorio Exam Settings

Exam settings can not be changed once the first test taker has started the exam.

▼ Recording Options

Recording Options:

- Record Video** (Active)
- Record Audio** (Active)
- Record Screen** (Active)
- Record Web Traffic
- Record Desk

Record Video will capture video from the webcam for the entire exam, giving insight to the test taker's exam environment.

▼ Lock Down Options

Lock Down Options:

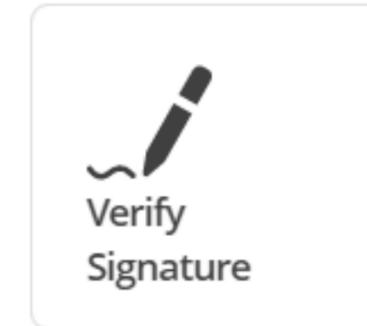
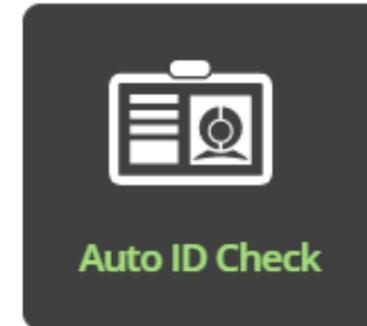
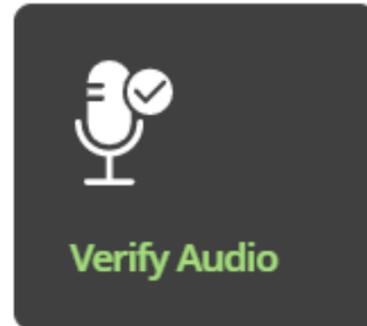
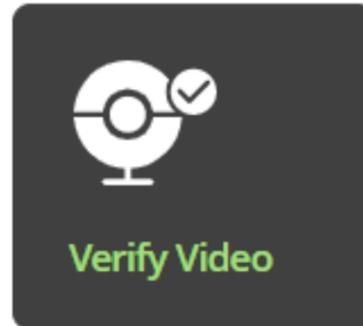
- Moderate (15s)** (Active)
- Only One Screen** (Active)
- No New Tabs** (Active)
- Close Open Tabs** (Active)
- Disable Printing
- Disable Clipboard
- Block Downloads
- Clear Cache
- Disable Right Click
- Prevent Re-entry

Prevent Re-entry requires the exam to be completed in one sitting, any disconnection will end the exam.

OTHER PROCTORIO SETTINGS

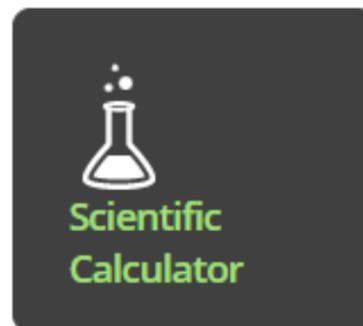
Besides recording and locking down the test-takers screen, we have verification options & In-quiz tools that can be added.

▼ Verification Options



Verify ID will require the test taker to show a photo identification card before beginning the exam.

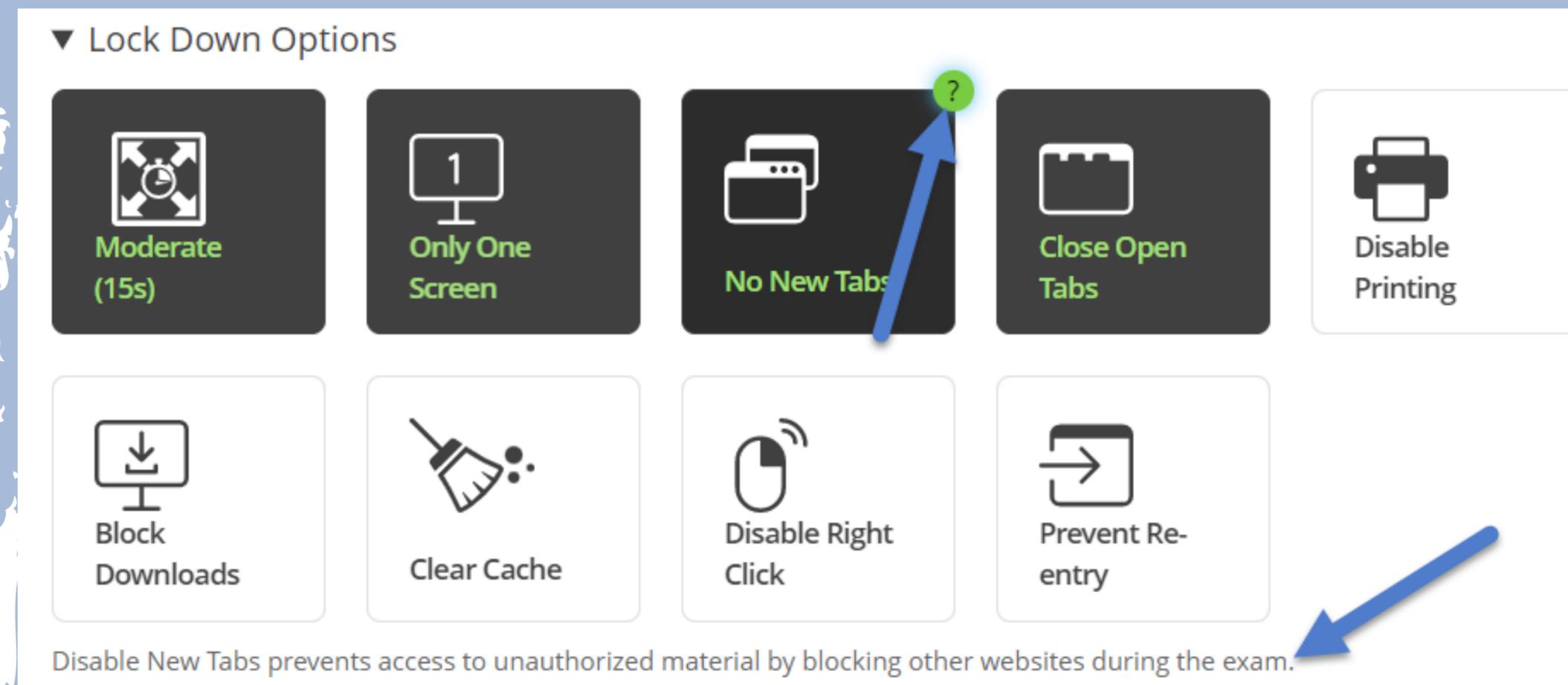
▼ In-Quiz Tools



This option allows test takers to use a scratch pad on-screen

UNDERSTANDING PROCTORIO QUIZ SETTINGS

If you want to know more about a specific setting, you can hover over it and get a quick definition below OR you can click on the green question mark, which will take you to a website with a detailed explanation of that setting.



▼ Lock Down Options

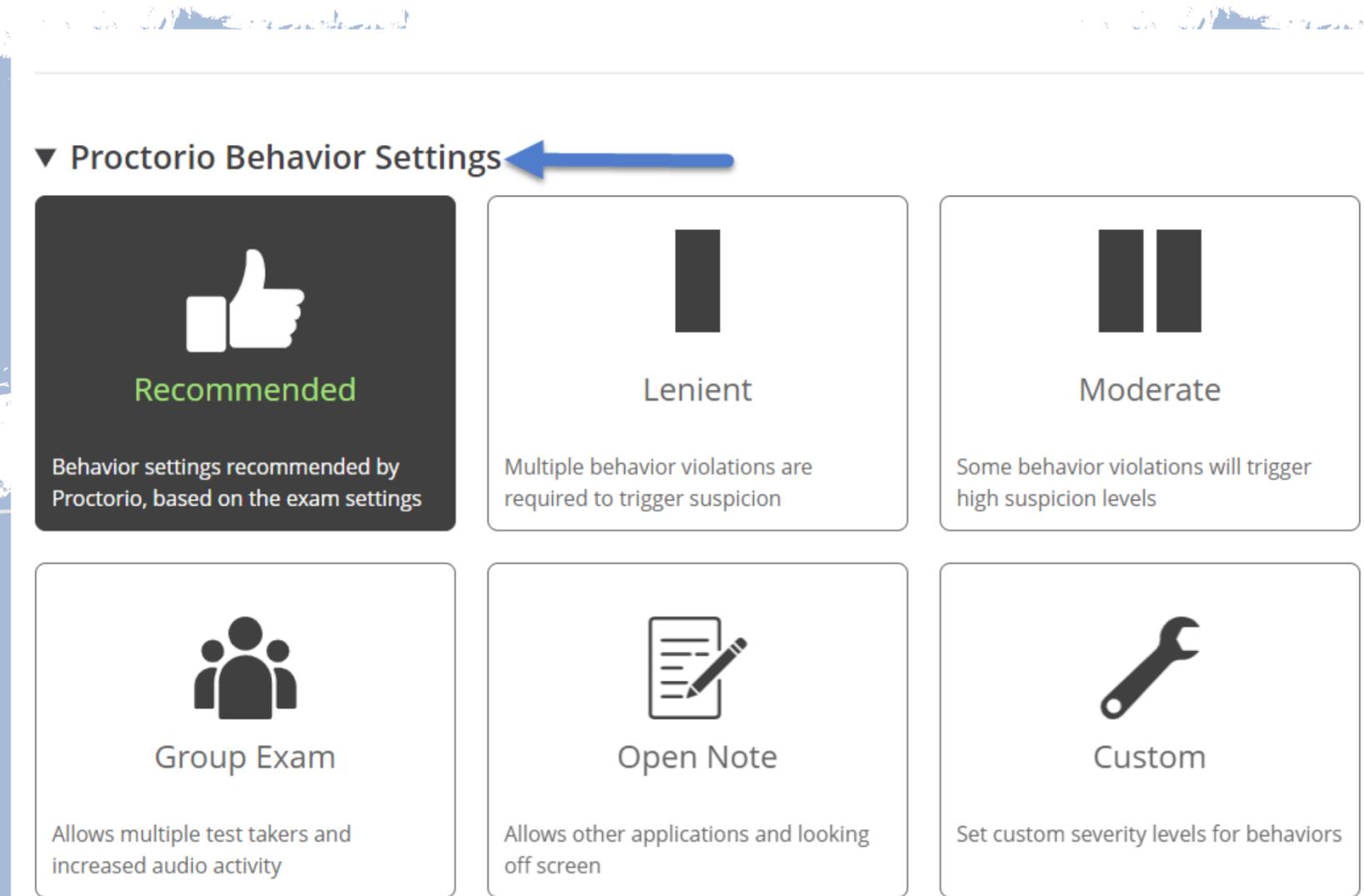
- Moderate (15s)
- Only One Screen
- No New Tabs 
- Close Open Tabs
- Disable Printing
- Block Downloads
- Clear Cache
- Disable Right Click
- Prevent Re-entry

Disable New Tabs prevents access to unauthorized material by blocking other websites during the exam.

The image shows a screenshot of the Proctorio 'Lock Down Options' menu. It features ten settings cards arranged in two rows. The 'No New Tabs' card is highlighted with a blue arrow pointing to a green question mark icon in its top right corner. Another blue arrow points from the bottom right of the settings area towards the explanatory text at the bottom of the screenshot.

PROCTORIO BEHAVIOR SETTINGS VS QUIZ SETTINGS

Proctorio Behavior Settings do not affect the testing environment for the student, but changes the metrics for the report you receive after the test is complete. Behavior settings **CAN BE** changed after a student has taken the test. Quiz settings **CANNOT** be changed, because that would not be fair for all students.



▼ Proctorio Behavior Settings ←

| | | |
|---|--|--|
|  Recommended Behavior settings recommended by Proctorio, based on the exam settings |  Lenient Multiple behavior violations are required to trigger suspicion |  Moderate Some behavior violations will trigger high suspicion levels |
|  Group Exam Allows multiple test takers and increased audio activity |  Open Note Allows other applications and looking off screen |  Custom Set custom severity levels for behaviors |

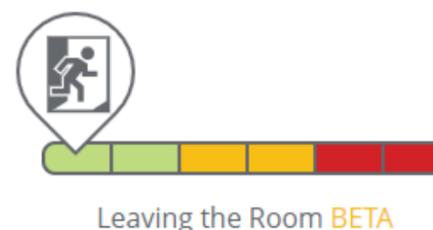
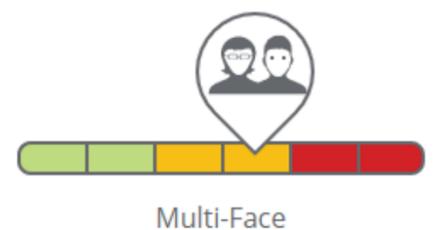
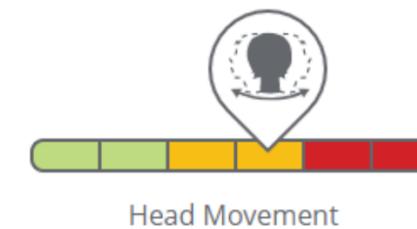
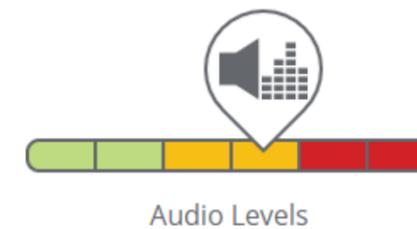
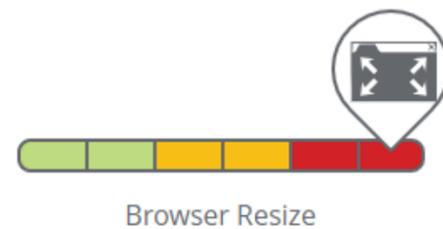
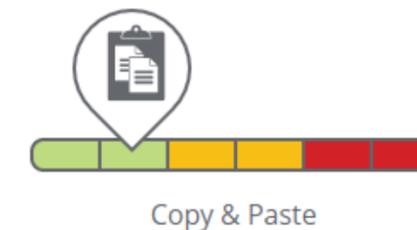
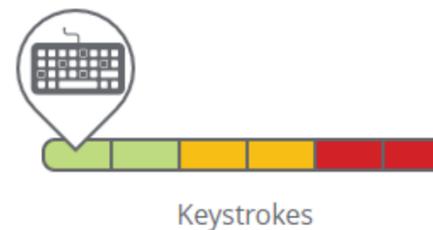
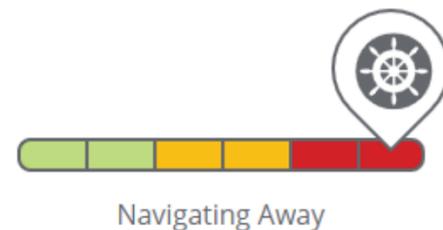
UNDERSTANDING PROCTORIO BEHAVIOR SETTINGS

Proctorio Frame Metrics:

The Proctorio report will be broken up into "Frames". These "Frames" are hundreds of images taken throughout the video recording of the test. If Proctorio finds a behavior suspicious, it will mark that specific frame. Which behaviors it looks for, and how hard it looks depends on the Proctorio Frame Metrics.

▼ Proctorio Frame Metrics

The severity of each metric sets the weight of a suspicious behavior in relation to the other behaviors. These metrics are calculated with each image. Each characteristic is derived for every image, regardless if the setting is enabled or not. The severity of these metrics can be changed at any time which will result in a re-calculation of the suspiciousness of a Proctorio proctored exam.



UNDERSTANDING PROCTORIO BEHAVIOR SETTINGS

Proctorio Exam Metrics:

The Proctorio Exam Metrics will take individual abnormalities and compare them with other students. These flags will change as more students take the test. For example, if the average duration for the class is 1.5 hours on the exam, and one student spends 15 minutes on the exam- it will flag that student. The Exam Metrics are broken up into "Computer Abnormalities", "Environmental Abnormalities", and "Technical Abnormalities".

Computer Based Abnormalities



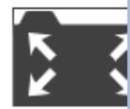
Navigating
Away



Keystrokes



Copy & Paste



Browser
Resize



Clicking

Environmental Abnormalities ?



Audio Levels



Head
Movement



Leaving the
Room (BETA)



Multi-Face

Abnormal changes in audio levels highlights test takers that had significant changes in audio activity through

Technical Abnormalities



Exam
Duration



Start Times



End Times



Exam
Collusion

Abnormal exam duration will highlight test takers who have finished significantly faster or slower than the rest of the class

SAVING PROCTORIO SETTINGS

At the bottom of the Proctorio Settings tab, click "Create a new profile" then enter your name to save these settings to your account. You can later apply these same settings to all exams in all your courses by clicking on the profile name. Click "Save and return to course".

Start Times will highlight test takers whose LMS start time do

If you would like to reuse these settings in the future, you can

CREATE NEW PROFILE

> Restrict access

> Activity completion

> Tags

Send conten

Save and return to course

Save and display

Cancel

Save this profile to your Proctorio account for later use.



Name:

Justin Example

Description:

Default Profile:

Save

Close

> Restrict access

> Activity completion

> Tags

Save and return to course

Save and

! Required

SECTION TWO: PROCTORIO GRADEBOOK/REPORT

USING THE REPORT

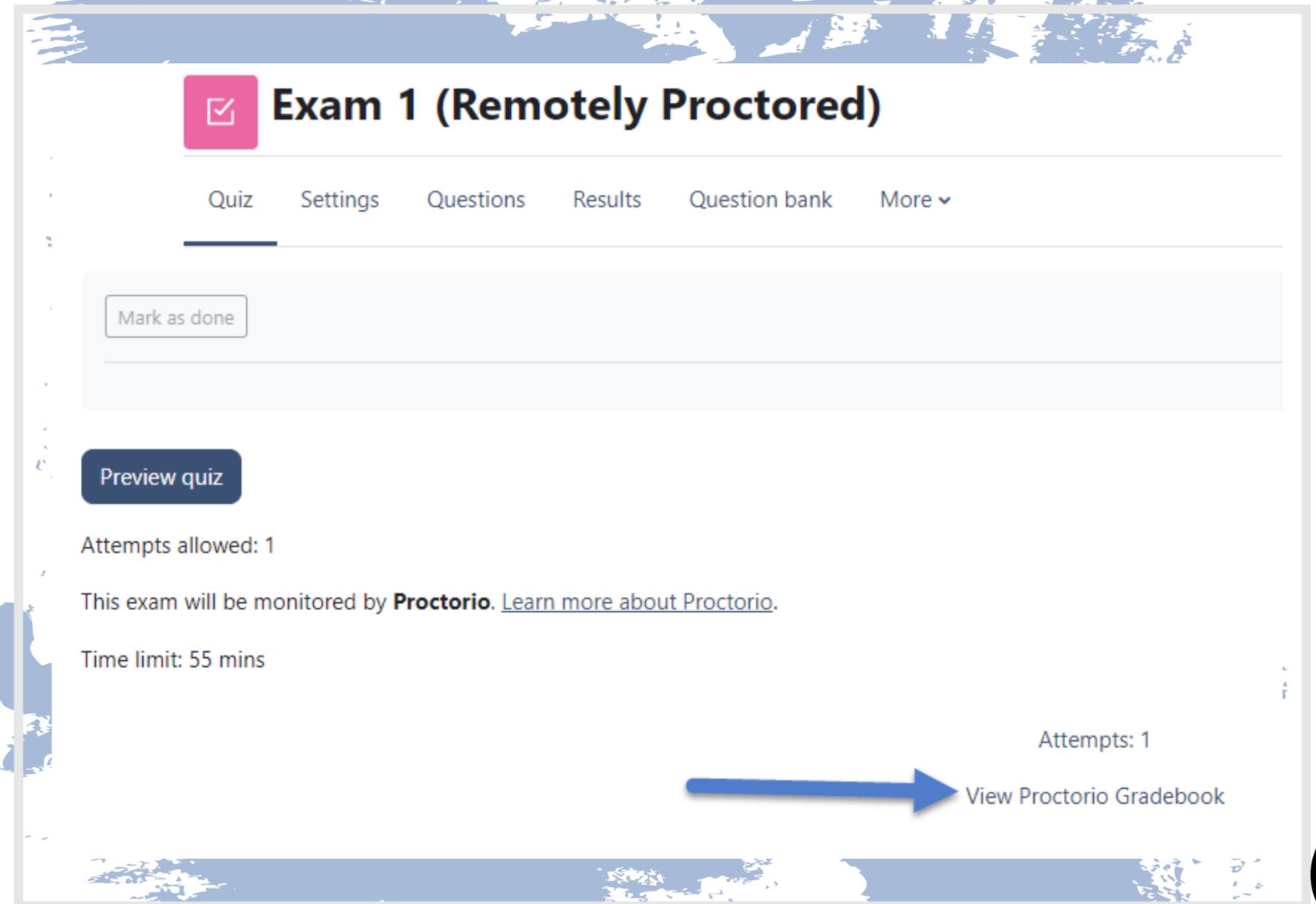
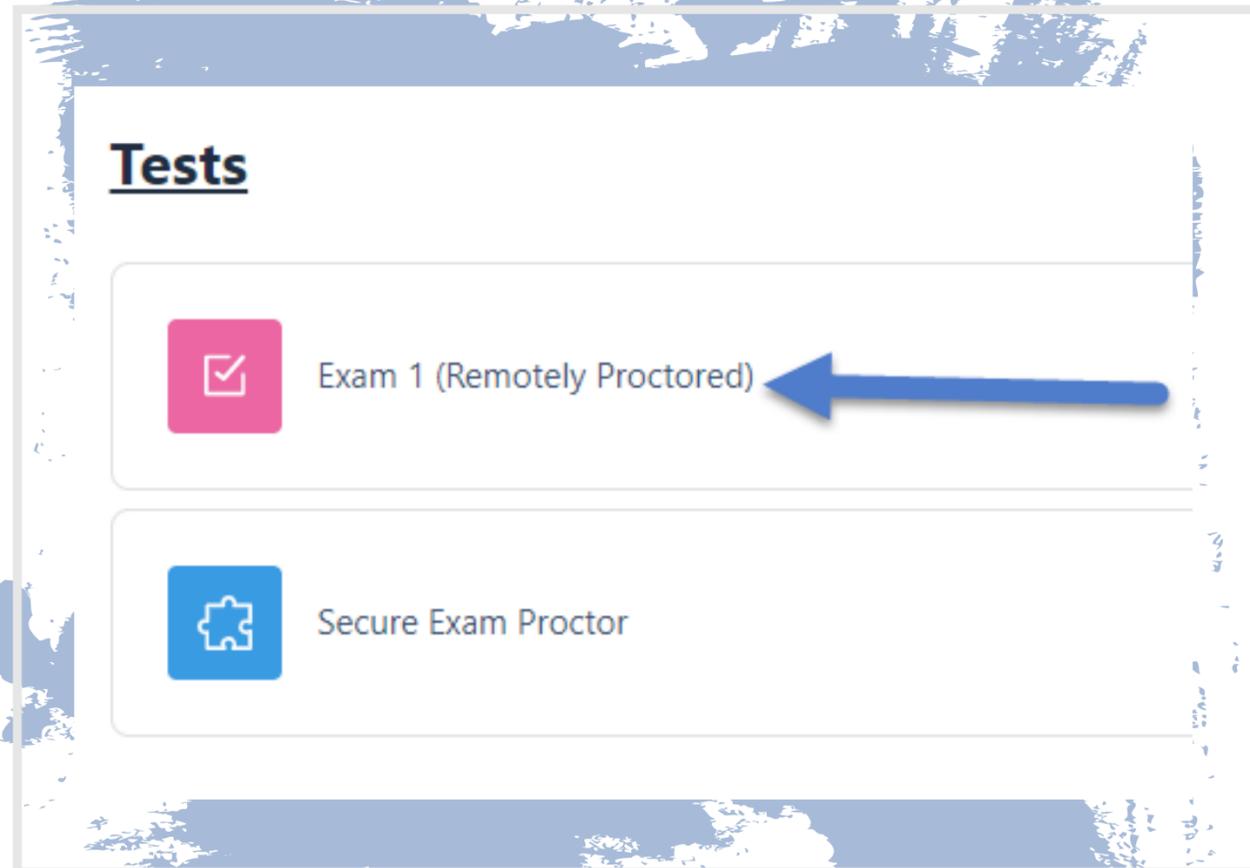
AGENDA

- Accessing the Report
- Interpreting the Report
- Adjusting Behavior Settings after the test has been taken
- Exporting the Report



ACCESSING THE REPORT

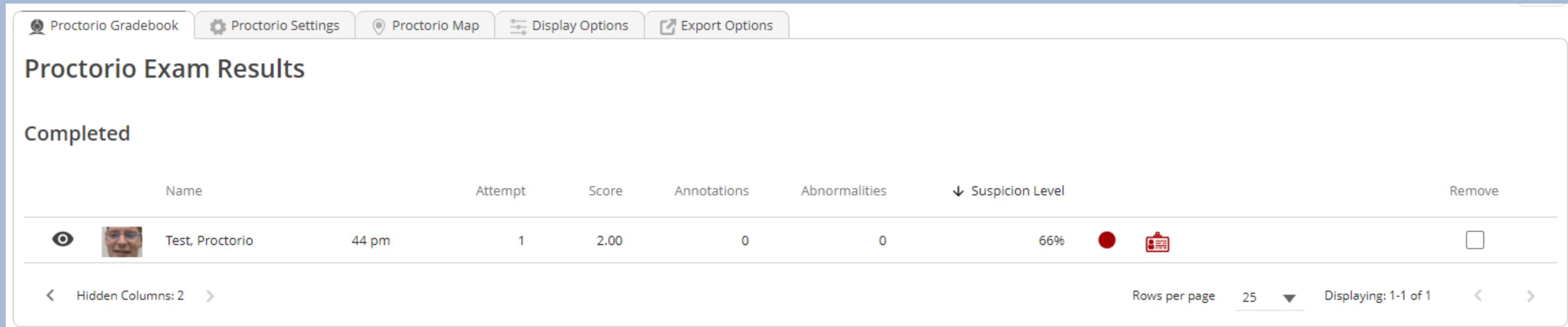
After students have completed the exam, click on the exam name. Wait a couple seconds, then click on View Proctorio Gradebook below the "Attempts:".



INTERPRETING THE PROCTORIO REPORT

Proctorio Gradebook Tab

The Proctorio Gradebook Tab will first list all of the students who have taken the exam. For each student, it will show how many attempts they made, their score, any annotations you've added, their abnormalities (remember these change as more students take the test), and it will show the suspicion level. The suspicion level is a grade that is accumulated from amount of flags that Proctorio used for a student during the test.



The screenshot shows the Proctorio Gradebook Tab interface. At the top, there are navigation tabs: Proctorio Gradebook (selected), Proctorio Settings, Proctorio Map, Display Options, and Export Options. Below the tabs, the title "Proctorio Exam Results" is displayed. Underneath, the status "Completed" is shown. The main content is a table with the following columns: Name, Attempt, Score, Annotations, Abnormalities, Suspicion Level, and Remove. The table contains one row of data for a student named "Test, Proctorio". The student's score is 2.00, they made 1 attempt, and their suspicion level is 66%. There are also icons for annotations and abnormalities. At the bottom of the table, there are controls for hidden columns, rows per page (set to 25), and displaying information (1-1 of 1).

| Name | Attempt | Score | Annotations | Abnormalities | Suspicion Level | Remove |
|---|---------|-------|-------------|---------------|---|--------------------------|
|   Test, Proctorio | 1 | 2.00 | 0 | 0 | 66%   | <input type="checkbox"/> |

INTERPRETING THE PROCTORIO REPORT

Proctorio Gradebook Tab - Individual Student View

If you click on a student's name, it will open up the results for that specific student. On the left side is the webcam recording and on the right side is the screen recording. Below both of these are the individual frames. You can view two minutes worth of frames at a time by adjusting the bar at the bottom. You can click on an individual frame and both recordings will show what was happening during that instance.

The screenshot displays the Proctorio report interface. At the top, there is a header with a user profile, the name 'Test, Proctorio', and various status indicators including a timer at 1:20.00 and a progress bar at 66%. The main content area is split into two panels: a webcam recording on the left and a screen recording on the right. The screen recording shows an 'Exam 1 (Remotely Proctored) Summary of attempt' page with a list of questions. Below the recordings is a timeline of frames, each represented by a colored bar. A legend indicates that green bars represent 'not suspicious', yellow bars represent 'kind of suspicious', and red bars represent 'very suspicious'. A blue box at the bottom of the timeline contains the text 'Adjust two minutes worth of frames here' with an arrow pointing to a specific segment of the timeline. The timeline itself is marked with time intervals from 00:00:25 to 00:06:34.

INTERPRETING THE PROCTORIO REPORT

Proctorio Gradebook Tab - Individual Student View

On the right side, you can change the center screen. The first option is the incident log, which displays a time stamp (frame) and a specific incident that may have occurred during that time. You can click on the incident and it will take you to that specific frame. Below that is the desk scan, followed by the screen recording, location info, annotations, ID scan, and the export option.

The screenshot shows the Proctorio interface for a student named 'Test, Proctorio'. The top bar displays '4 pm', '1', '2.00', '0', '0', and '66%'. The main area is divided into a video player on the left and an incident log table on the right. The incident log table has two columns: 'Elapsed Time' and 'Incident'. Below the table is a timeline with a bar chart showing activity levels. On the right side, there is a vertical menu with several icons. Blue callout boxes with arrows point to these icons, providing descriptions for each.

| Elapsed Time | Incident |
|--------------|---------------------------|
| 00:00:01 | |
| 00:00:10 | Audio recording available |
| 00:00:11 | |
| 00:00:27 | Audio recording available |
| 00:00:27 | |

Callouts from the right-side menu:

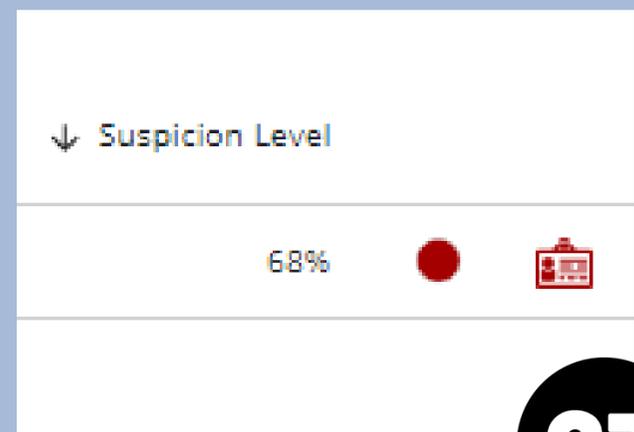
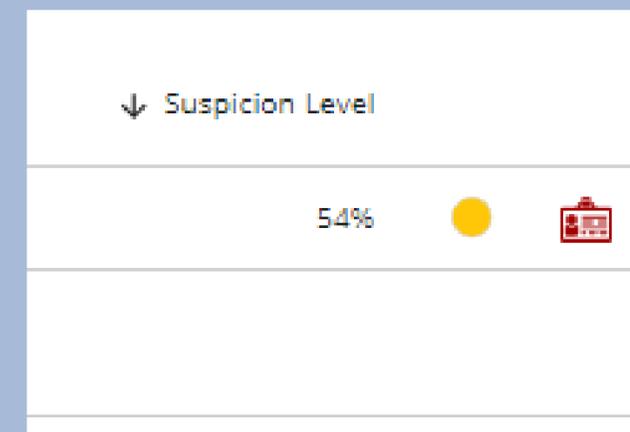
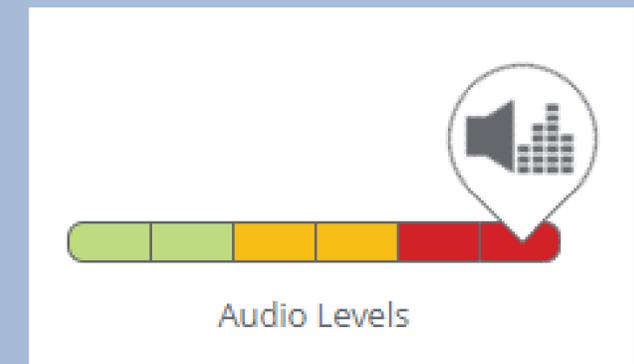
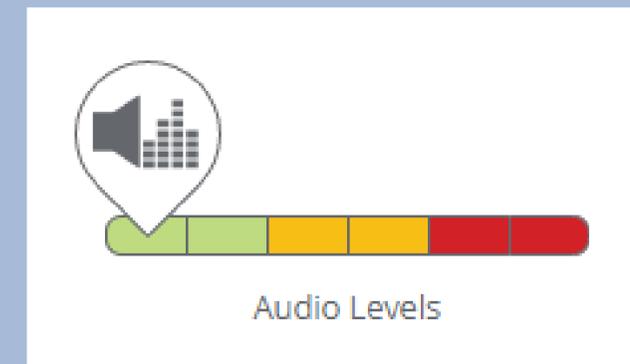
- Incident log - displays a time stamp and specific incident. You can click on these and are taken directly to that frame.
- Desk scan: if added in the Quiz settings.
- Screen recording (default)
- Location info (we don't typically use)
- Let's you annotate the current frame.
- ID scan: if added in the Quiz settings.
- Option to export the report.

ADJUSTING THE BEHAVIOR SETTINGS

Proctorio Settings Tab - Individual Student View

The Proctorio settings tab allows you to adjust the frame and exam metrics. For example, this test taker that we have been viewing had a 66% suspicion level, and the incident log marked him for high audio levels. If I change the frame metric to be more or less lenient on audio levels, then we should see a change in suspicion level.

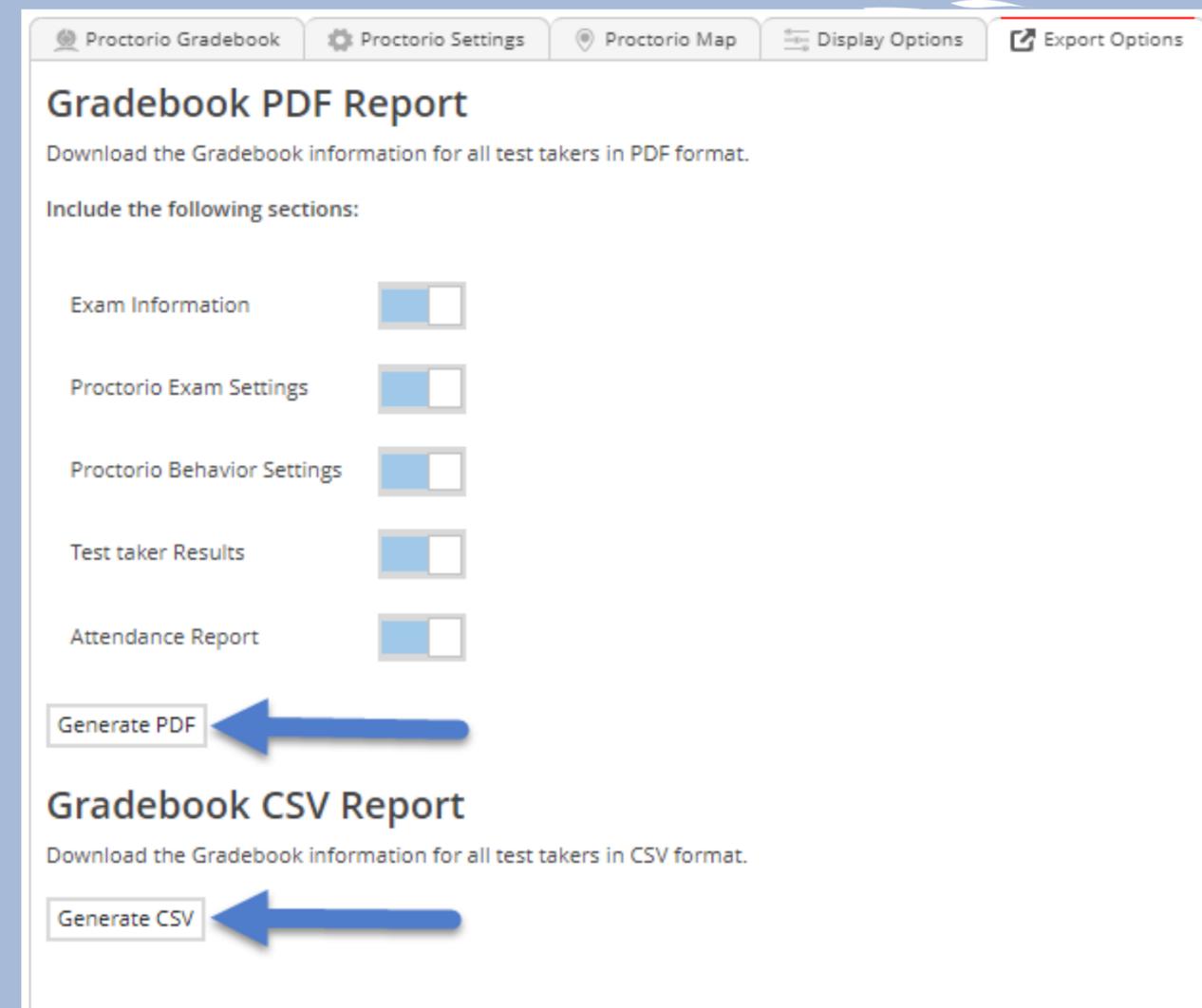
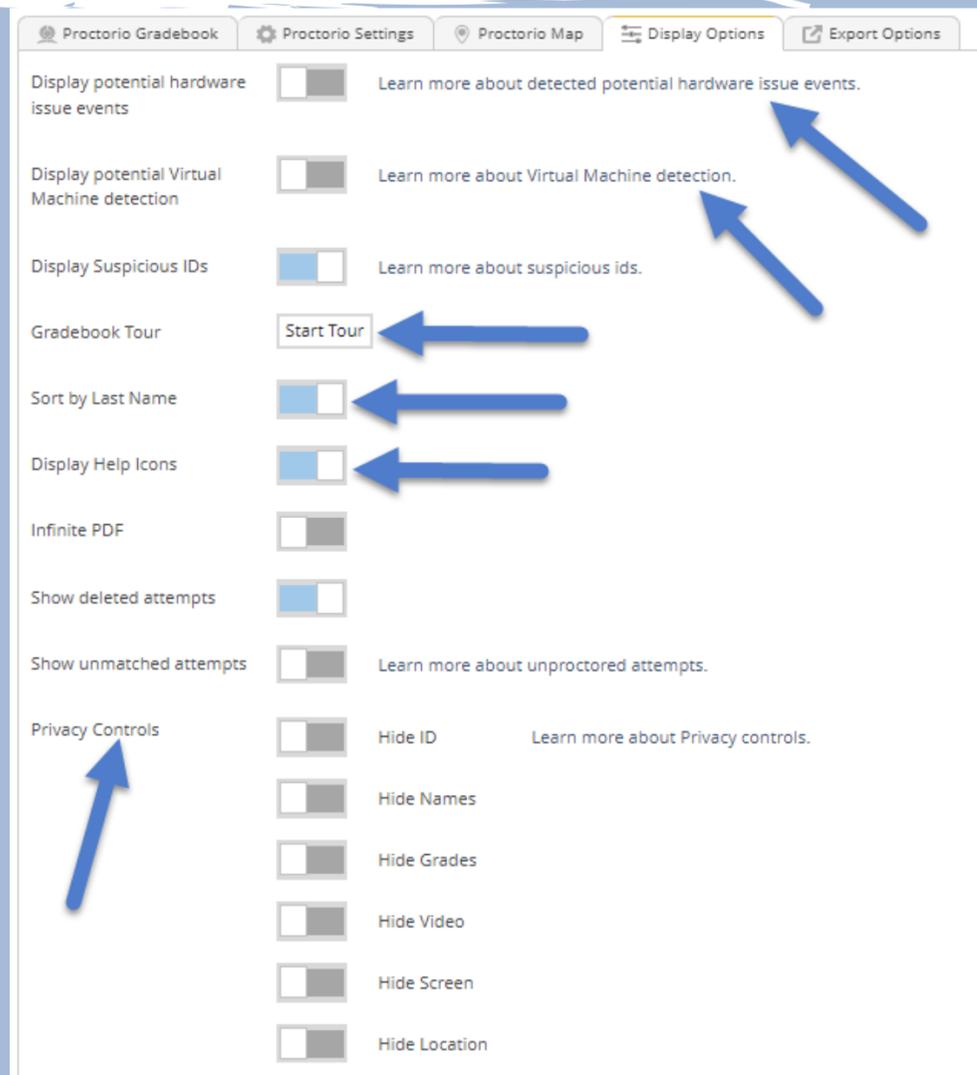
The screenshot shows the 'Proctorio Behavior Settings' section of the Proctorio interface. It includes a navigation bar with 'Open course index', 'Dashboard', 'Proctorio Settings', 'Proctorio Map', 'Display Options', and 'Export Options'. Below the navigation bar, there are four preset configuration cards: 'Recommended' (thumbs up icon), 'Lenient' (vertical bar icon), 'Moderate' (two vertical bars icon), and 'Group Exam' (group of people icon). Each card has a brief description of its settings. Below these cards, there is a section for 'Proctorio Frame Metrics' with a descriptive paragraph and six individual metric cards: 'Navigating Away', 'Keystrokes', 'Copy & Paste', 'Browser Resize', 'Audio Levels', and 'Head Movement'. Each metric card features a colored progress bar and an icon. A blue arrow points to the 'Audio Levels' metric card.



INTERPRETING/EXPORTING THE PROCTORIO REPORT

Other tabs in the Report

We typically won't use the Proctorio Map tab, but the Display Options tab allows us to restart the Proctorio Gradebook Tour, sort our students, display different icons, and adjust Privacy Controls. The Export Options tab gives us the ability to download PDF and/or CSV versions of our report.



SECTION THREE: PROCTORIO STUDENT VIEW

VIDEO

AGENDA

- Watch Video



QUICK GLANCE AT A STUDENT'S VIEW



SECTION FOUR: TROUBLESHOOTING FOR STUDENTS

TIPS FOR TROUBLESHOOTING

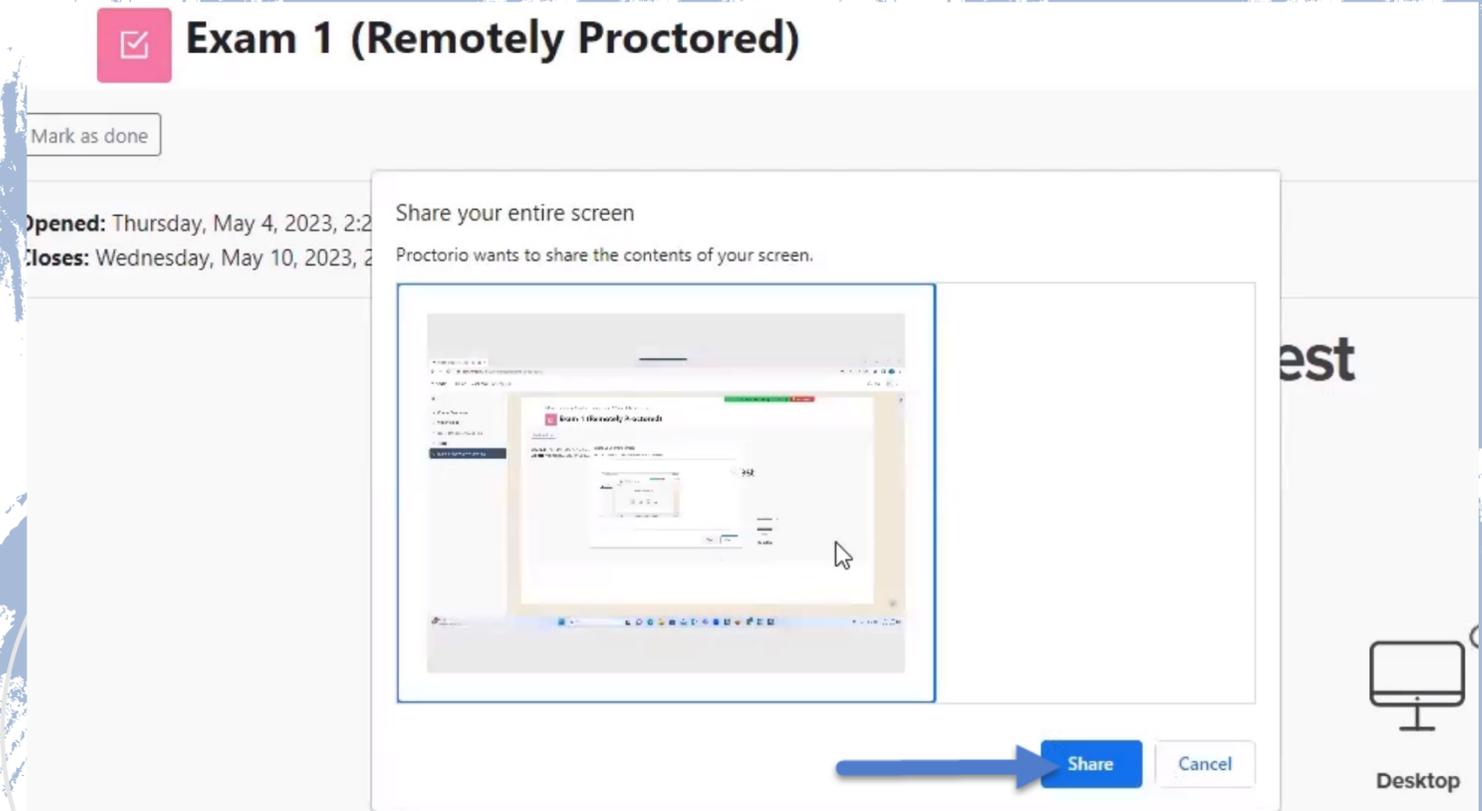
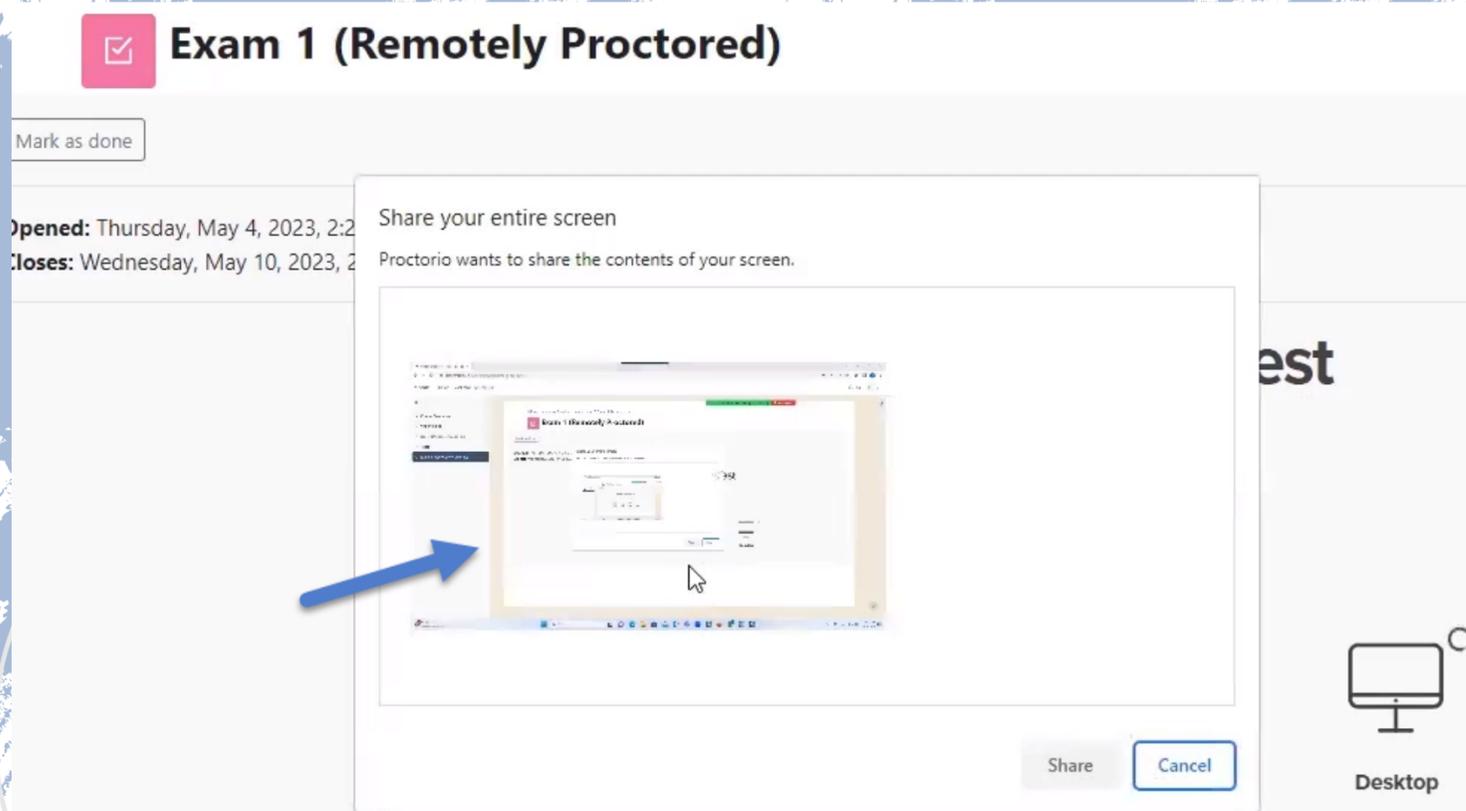
AGENDA

- Review Tips



TROUBLESHOOTING

- Sometimes student get stuck on the share-screen portion prior to getting into the exam. You may need to instruct them to click on the screen before pressing the share button.



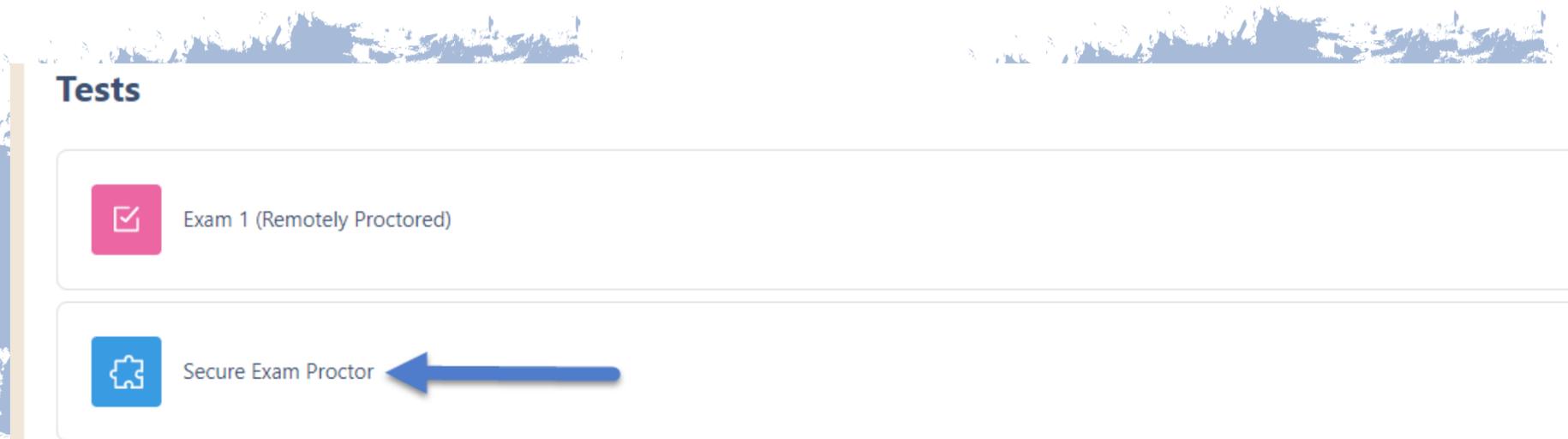
TROUBLESHOOTING

- If the quiz is asking for a password:

Students will need to click on the "Secure Exam Proctor" external tool, and wait for this message to appear:

"Secure Exam Proctor Plugin Successfully Installed! Please return to your course."

Afterwards, they can go back and enter the exam.



JMoore Proctorio Boost / Tests / Secure Exam Proctor

Secure Exam Proctor

External tool Settings More ▾

Mark as done

Secure Exam Proctor Plugin Successfully Installed! Please return to your course.

SECTION FIVE: SUPPORT

CONTACT INFORMATION

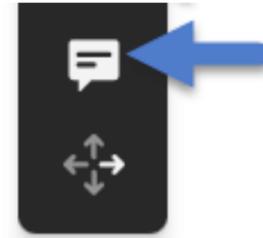
AGENDA

- Review Important Contact Info



SUPPORT

1. Students have access to Proctorio's 24/7 live chat during the quiz.
2. Email Proctorio Support at support@proctorio.com
3. Contact the Center for Learning & Teaching by emailing CLT@occc.edu or by calling 405.682.7838.



Q & A

