Recommendations for Proctorio Settings for DSS Students

Below are recommendations and considerations for faculty with students with disabilities in their courses and when setting proctoring settings on Proctorio. Please refer to each student’s Course Accessibility Letter to verify if any of these settings below may affect a student’s test-taking experience with Proctorio.

**Lockdown Options:**
- **Force Full Screen** – may prevent a DSS student with an accessible software accommodation from using the program during the exam. DSS recommends disabling this setting for these students.
- **Disable Extensions** – will likely prevent DSS students from using Kurzweil Read the Web Chrome extension. DSS recommends disabling this setting for students who have Kurzweil as a testing accommodation.
- **Re-entry Options** – in the event a DSS student is removed from the exam due to disability-related behaviors that would enable Proctorio to do so, DSS recommends considering appropriate options for this setting.

**Proctorio Frame Metrics:**
- **Audio Levels** – sensitivity of this setting may flag a DSS student with a need to vocalize and read aloud questions to the exam, due to their disability. DSS recommends minimizing the severity of this setting for students who come forth with this concern to faculty.
- **Head and Eye Movement** – sensitivity of this setting may flag a DSS student with a tendency to move their head and eyes more frequently due to their disability (i.e. ticking). DSS recommends minimizing the severity of this setting for students who come forth with this concern to faculty.
- **Leaving the Room** – sensitivity of this setting may flag or remove a DSS student from the exam with a restroom break accommodation. DSS recommends minimizing the severity of this setting for students with this accommodation.

**Proctorio Exam Metrics:**
- **Environmental Abnormalities:**
  - **Audio Levels** – sensitivity of this setting may flag a DSS student with a need to vocalize and read aloud to themselves questions on the exam, due to their disability. DSS recommends minimizing the severity of this setting for students who come forth with this concern to faculty.
  - **Head and Eye Movement** – sensitivity of this setting may flag a DSS student with a tendency to move their head and eyes more frequently due to their disability (i.e. ticking). DSS recommends minimizing the severity of this setting for students who come forth with this concern to faculty.
  - **Leaving the Room** – sensitivity of this setting may flag or remove a DSS student from the exam with a restroom break accommodation. DSS recommends minimizing the severity of this setting for students with this accommodation.
Proctorio Settings for DSS Students Frequently Asked Questions

This provides responses to commonly asked questions about Proctorio and disability accommodations. Please visit the CSUF IT website to review an in-depth list of Proctorio Faculty Frequently Asked Questions.

1. What are the steps to ensure my student gets their K3000 Read the Web accommodation for their exam proctored with Proctorio?

Please follow the steps we have available on our webpage that show you How to Adjust Settings on Proctorio for Kurzweil Accommodation.

2. What can I do with Proctorio settings if a student with a disability expresses concerns about frequent eye or head movement during their exam or if they have a restroom break accommodation?

DSS recommends that students reach out to faculty before the exam to communicate and express any potential disability-related behaviors that may be flagged or may result in Proctorio removing them from the exam session. Professors are encouraged to reduce the security severity on the exam or take into consideration the experience of the student when reviewing the suspicion report produced by Proctorio.

- To reduce down the security severity of the exam, under Proctorio Behavior Settings, you can select an alternate behavior such as ‘Lenient’ or set custom severity levels by selecting ‘Custom’. For more information on each setting, click the blue question mark.
- Review and, if necessary, adjust the weight of ‘Head and Eye Movement’ and ‘Leaving the Room’ under Proctorio Frame Metrics. These metrics help set the weight of a suspicious behavior in relation to other behaviors.
Review the Proctorio Exam Metrics - abnormalities compare one test taker's actions to the rest of the students in the class.
- Once you have selected the Remote Proctoring Options you want, click **Create New Profile** to save these settings for future use.

- In the **Save Profile pop-up**, 1) select an icon for your profile; 2) give it a Name, 3) Description, 4) check whether or not you want this group of settings to be your Default Profile, and 5) Click save when finished.
Now under **Saved Profiles** you will have an option to select for future exams.

The bottom row of buttons relate to your exam. You can click **Save** and come back to add additional details (i.e., allow students to see responses, add the due date, etc.) and/or add exam questions or if you are ready for students to take the exam, click 'Save & Publish.'

**Proctorio Tech Support:**

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