

Proctorio Exam Proctoring for DSS Students

Q & A

1. What is Proctorio?

Proctorio is an online, remote exam proctoring tool. This platform works with TITANIUM and Canvas for faculty and students. You can find more information about Proctorio from IT here:

<http://www.fullerton.edu/it/services/software/proctorio/>

2. Why isn't DSS proctoring exams online for students who require ADA accommodations?

During Fall 2020, there will be around 3000 accommodated exams within individual zoom sessions. Unfortunately, DSS was not able to logistically find a way to proctor each individual exam due to the organizational effort required and the significant increase in staff needed to manage all 3000 exams individually.

3. What are faculty responsible for?

Please refer to the Course Accessibility Letter you should have received from any students requiring ADA accommodations for exams. For most students, the ADA requirement will be met by extending the exam time as noted on the letter. Please see the DSS website for further information on extending exam time here: http://www.fullerton.edu/dss/faculty_staff/testing_accommodations.php.

4. What are the advantages for faculty utilizing Proctorio?

Proctorio uses advanced machine learning and facial detection technology to deliver accurate, reliable exam proctoring that outperforms human proctors. Proctorio ensures a higher level of learning integrity by removing bias and human error. The program integrates with Canvas and Titanium, with customizable settings. All data analytics and suspicious behaviors are captured during the assessment, and integrity reports are immediately available for review upon exam submission.

5. What are some disadvantages for students utilizing Proctorio?

The CSU Office of the Chancellor has identified areas of concerns for students using Proctorio. Those include equity, privacy and disability accommodation. Equity concerns include lack of technical resources, housing insecurity or crowded living conditions, and lack of technical resources.

Many students do not have the technical resources, such as a camera or WIFI capability. Those students may find support through the CSUF Dean of Students Office.

Privacy issues include concerns for other family members, including children, who live in close quarters. "The privacy of a student's home life and access to a room for privacy should not be a barrier to a student's assessment in a particular course."

Disability concerns include increase anxiety while being viewed, students who have the accommodation of food or drink during exam, ability to take short breaks due to a disability, or may have atypical eye movements due to disability to name a few. Some students who also utilize a screen reader may have bandwidth issues while running too many programs at one time.

6. What other assessment options are available?

The CSU Office of the Chancellor strongly encourages campuses to consider alternate methods of assessment. Alternative assessments may include untimed exams, flexible exam window times, open book exams, projects, papers, presentations or group projects to assess for learning. Resources and tips are also available in the *Faculty Guide for Virtual Instruction for DSS Students* on the DSS website in Faculty Resources.

References

Proctorio Website: <https://proctorio.com/platform/exam-monitoring>

Memorandum: CSU Office of the Chancellor, *Assessment of Student Learning in Fall 2020; Remote Proctoring Services*. Dated August 4, 2020.