

proctorio **TRAINING**



SCAN ME

WELCOME & INTRODUCTIONS

TRAINERS

Mr. Joshua Moore, LMS Administrator

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

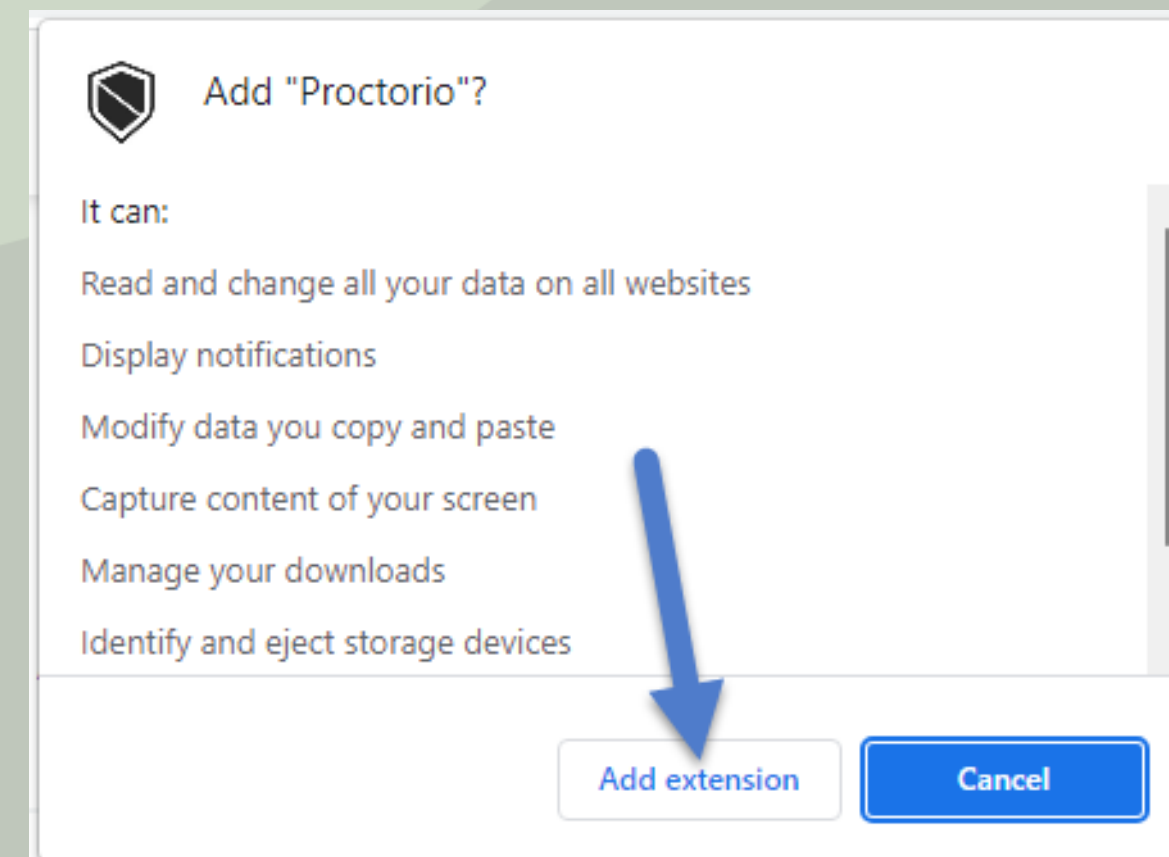
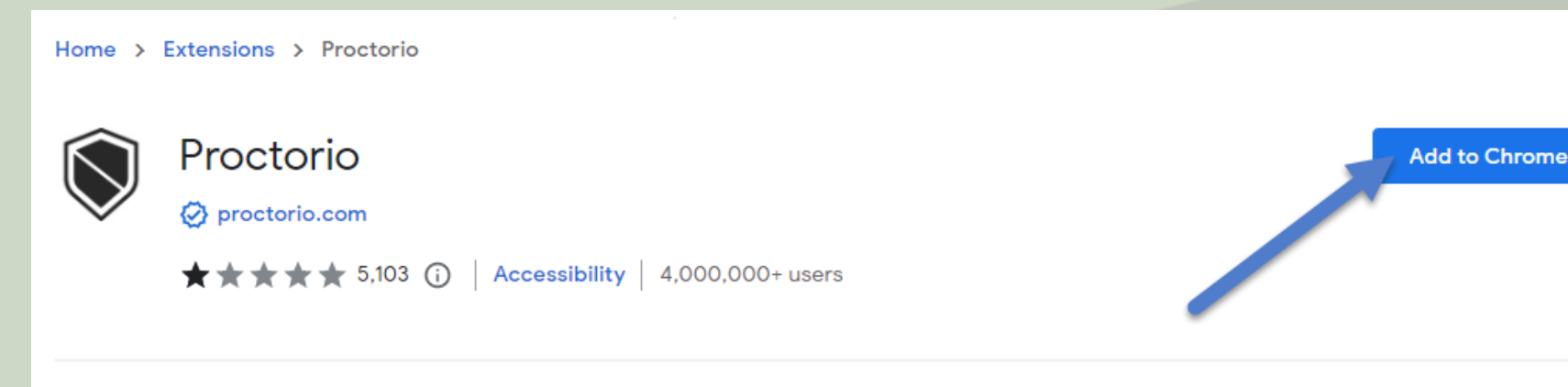
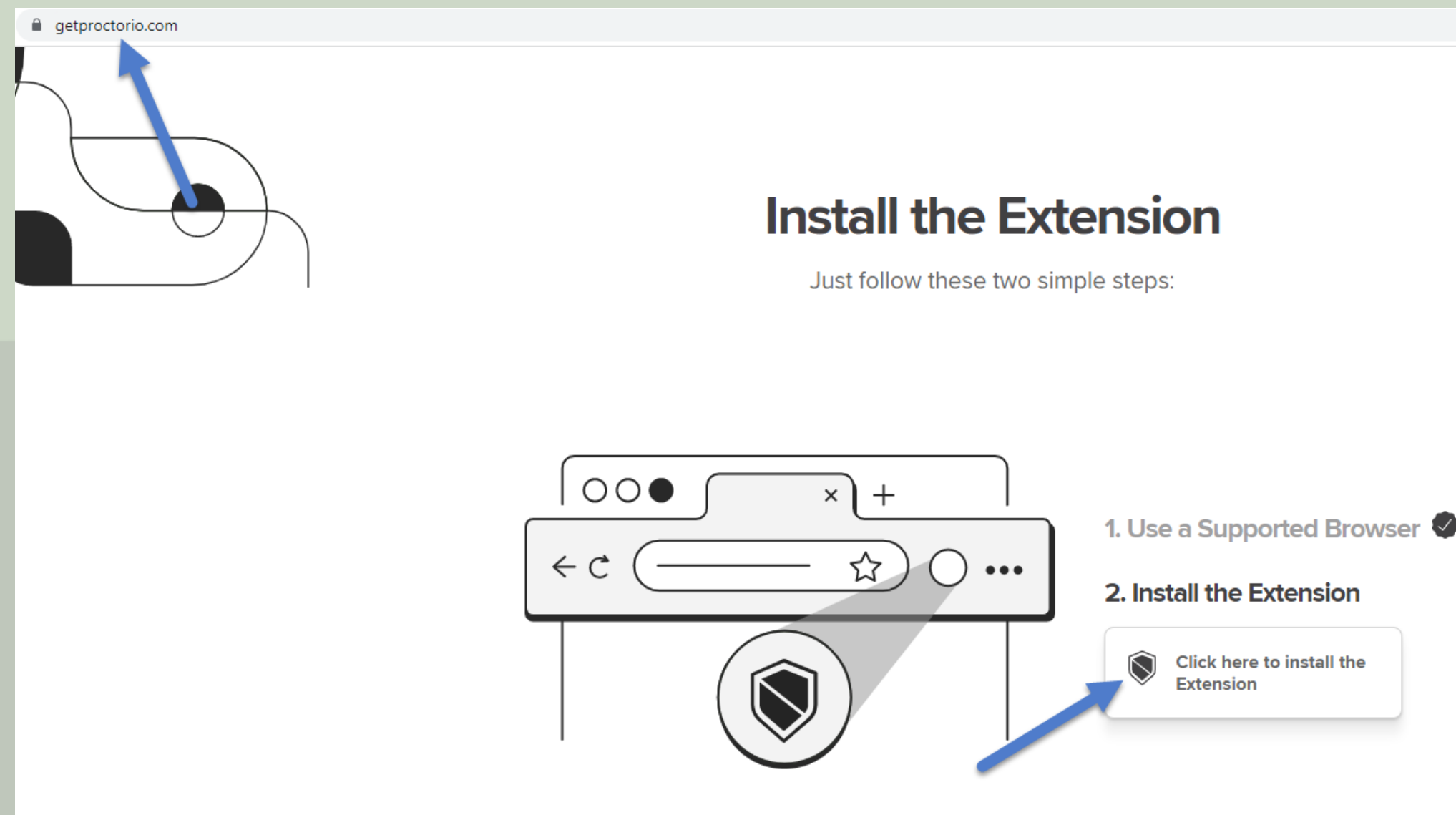


USE GOOGLE CHROME & INSTALL THE PROCTORIO EXTENSION

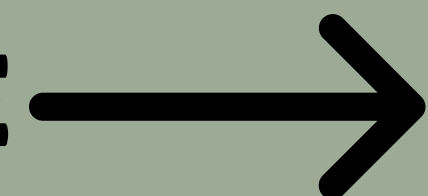


Proctorio works best with Google Chrome web browser.

Go to getproctorio.com and follow the instructions.



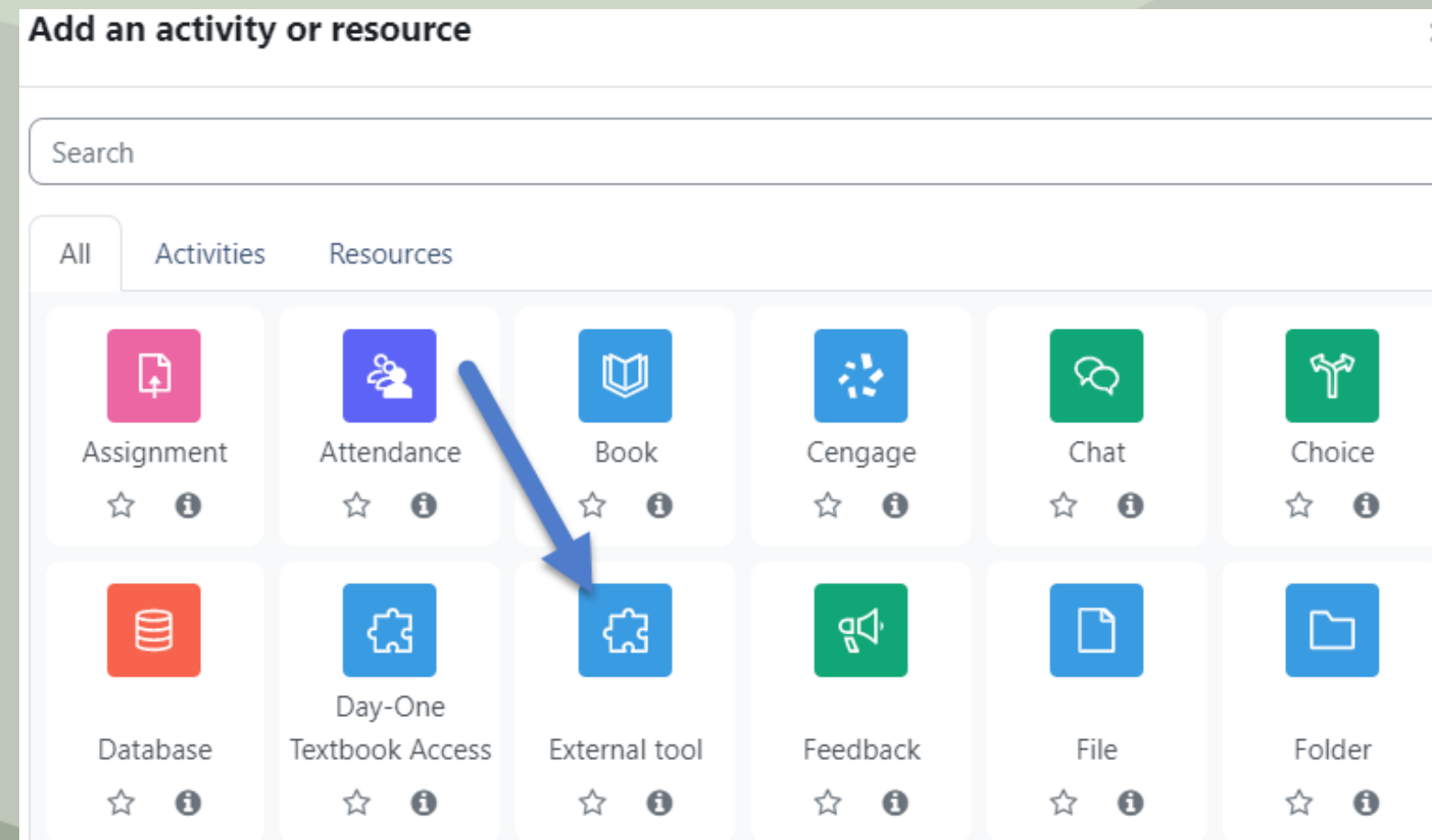
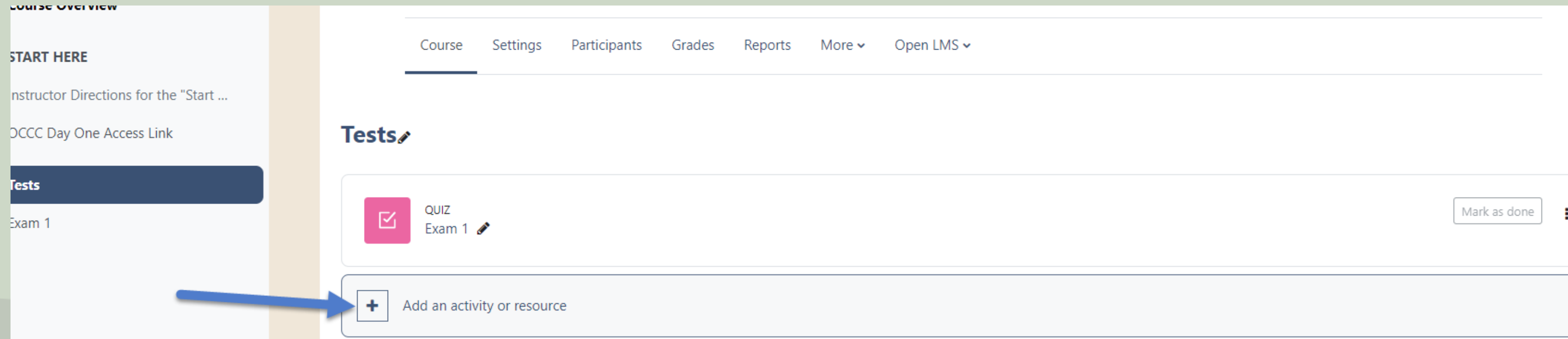
GO TO MOODLE



(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 'JMoore Proctorio Boost' interface. At the top, there are tabs for 'Course', 'Settings', 'Participants', 'Grades', 'Reports', 'More', and 'Open LMS'. Below these is a 'Tests' section. The first item in the tests list is 'QUIZ Exam 1', which has a 'Mark as done' button and a menu icon. A blue arrow points from the 'Edit settings' option in the menu to the 'Edit settings' text. The menu also includes options like 'Move', 'Hide', 'Duplicate', 'Assign roles', 'Delete', and 'Personalized Learning Designer'.

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

Timing

Open the quiz	<input type="text" value="8"/>	<input type="text" value="May"/>	<input type="text" value="2023"/>	<input type="text" value="11"/>
Close the quiz	<input type="text" value="8"/>	<input type="text" value="May"/>	<input type="text" value="2023"/>	<input type="text" value="11"/>
Time limit	<input type="text" value="55"/>	<input type="text" value="minutes"/>	<input checked="" type="checkbox"/> Enable	
When time expires	<input type="text" value="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 ? 55 minutes ☒ Enable

When time expires ? Open attempts are submitted automatically ▾

- > 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




Strict

Allows no behavior violations to increase suspicion


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

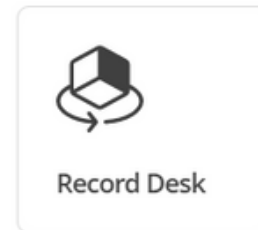
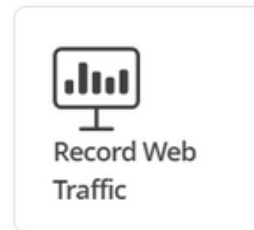
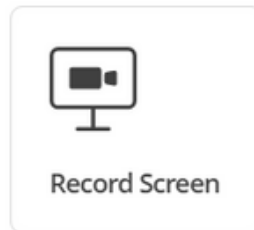
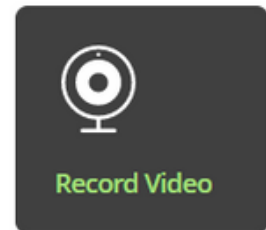
You have not saved any profiles yet :(

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

▼ Proctorio Exam Settings

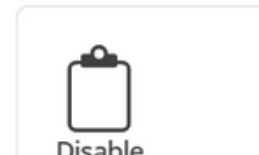
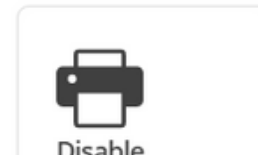
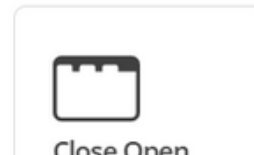
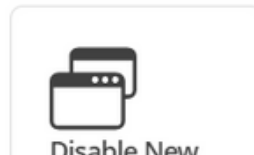
Exam settings can not be changed once the first test taker has started the exam.

▼ Recording Options



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

▼ Lock Down Options

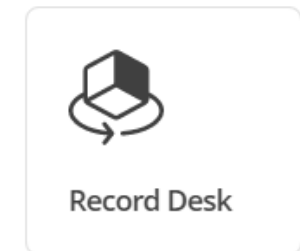
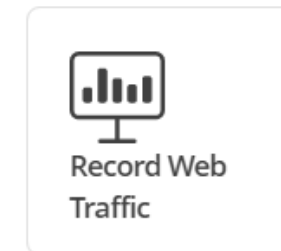
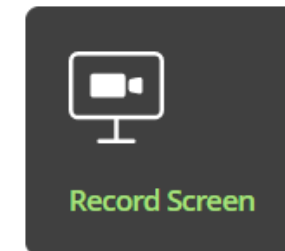
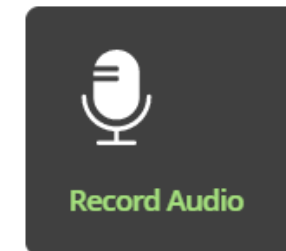
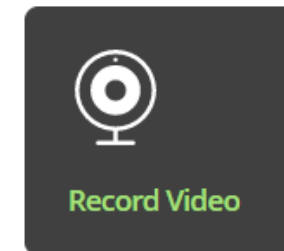


Common Recording and Lock Down Option Settings:

▼ Proctorio Exam Settings

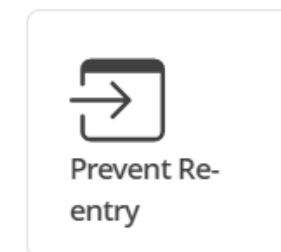
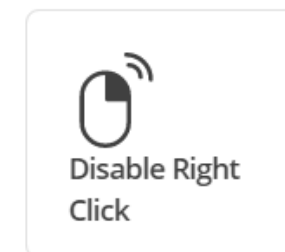
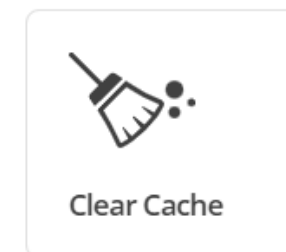
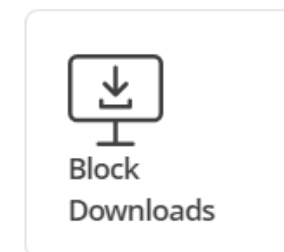
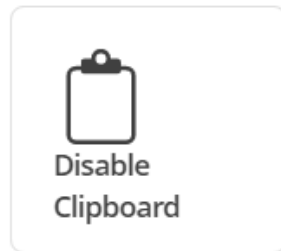
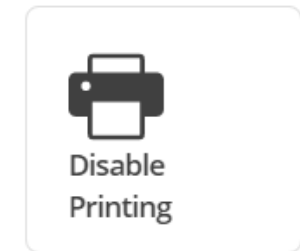
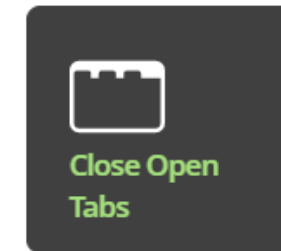
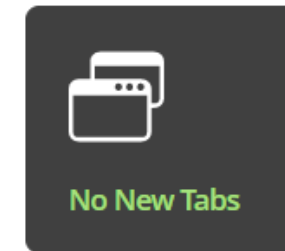
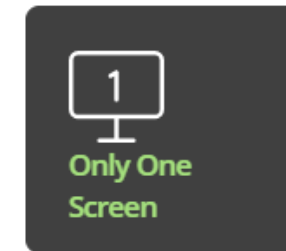
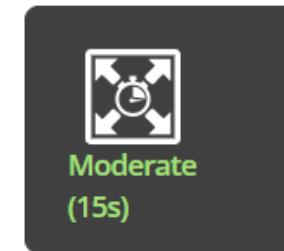
Exam settings can not be changed once the first test taker has started the exam.

▼ Recording Options



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

▼ Lock Down Options

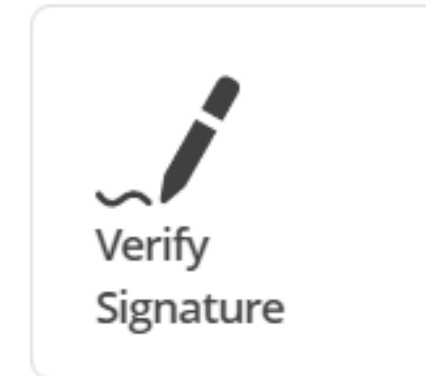
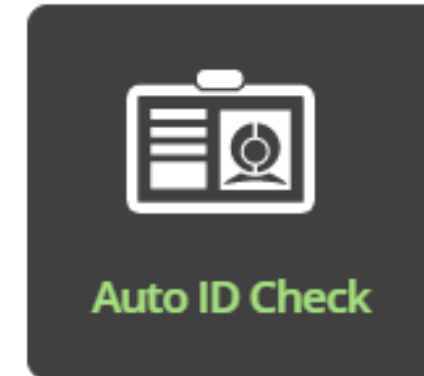
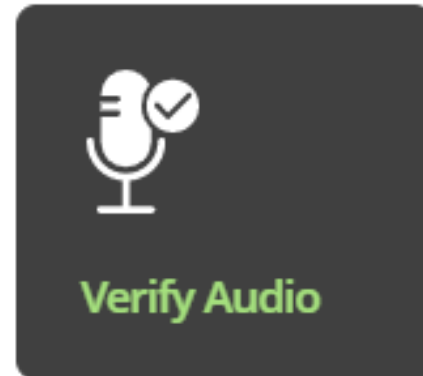
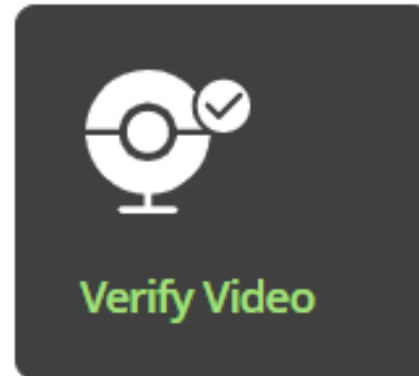


Prevent Re-entry requires the exam to be completed in one sitting, any disconnection will end the exam.

OTHER PROCTORIO SETTINGS

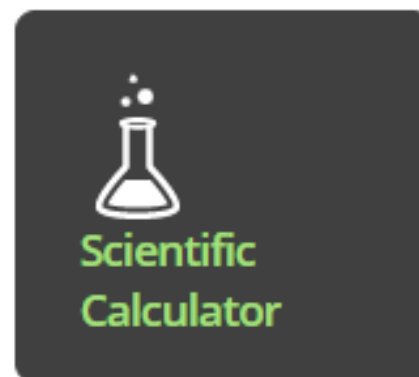
Besides recording and locking down the test-takers screen, we have verification options & In-quiz tools that can be added.

▼ 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.

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.



Navigating Away



Keystrokes



Copy & Paste



Browser Resize



Audio Levels



Head Movement



Multi-Face



Leaving the Room **BETA**

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:


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

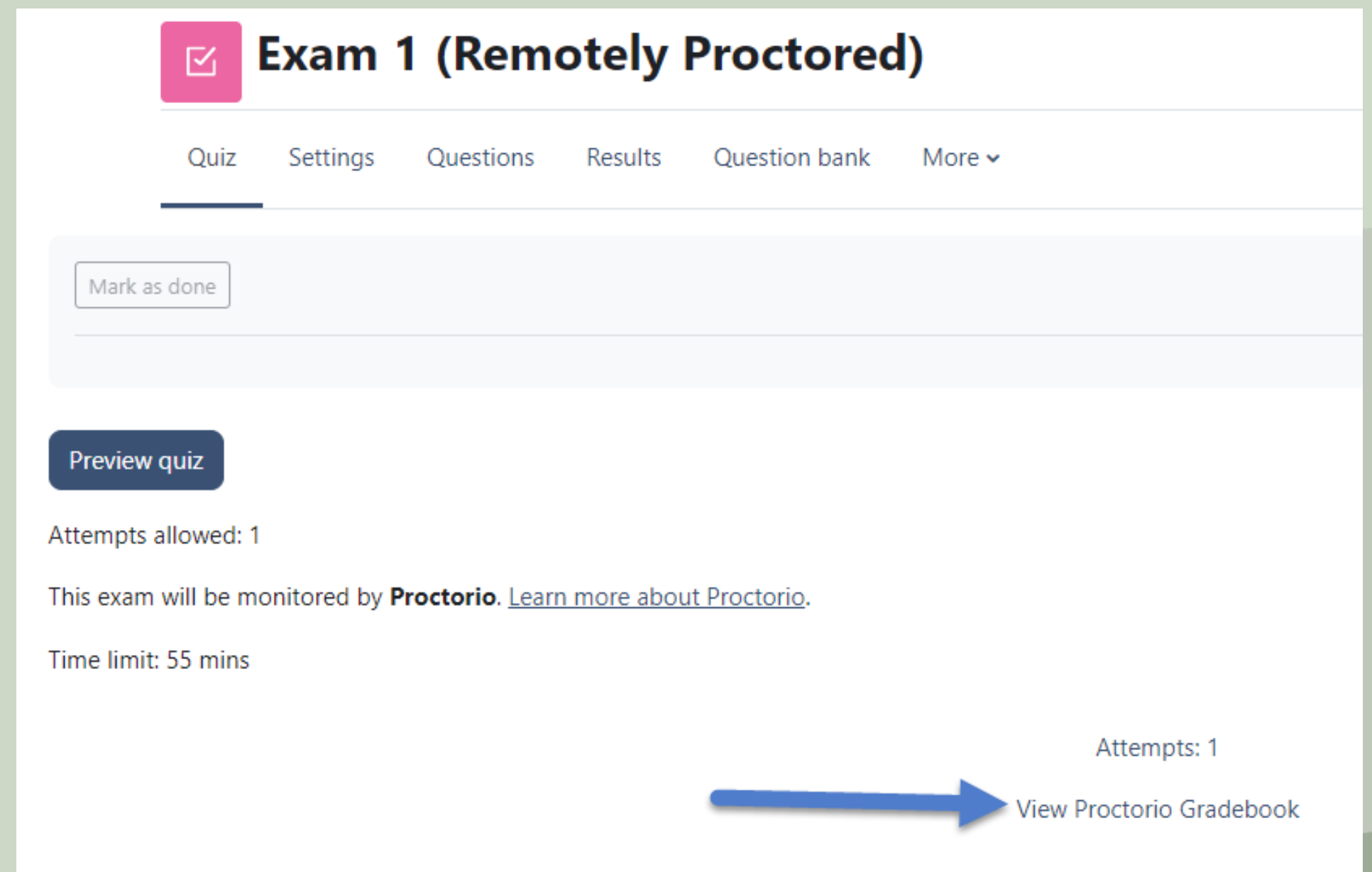
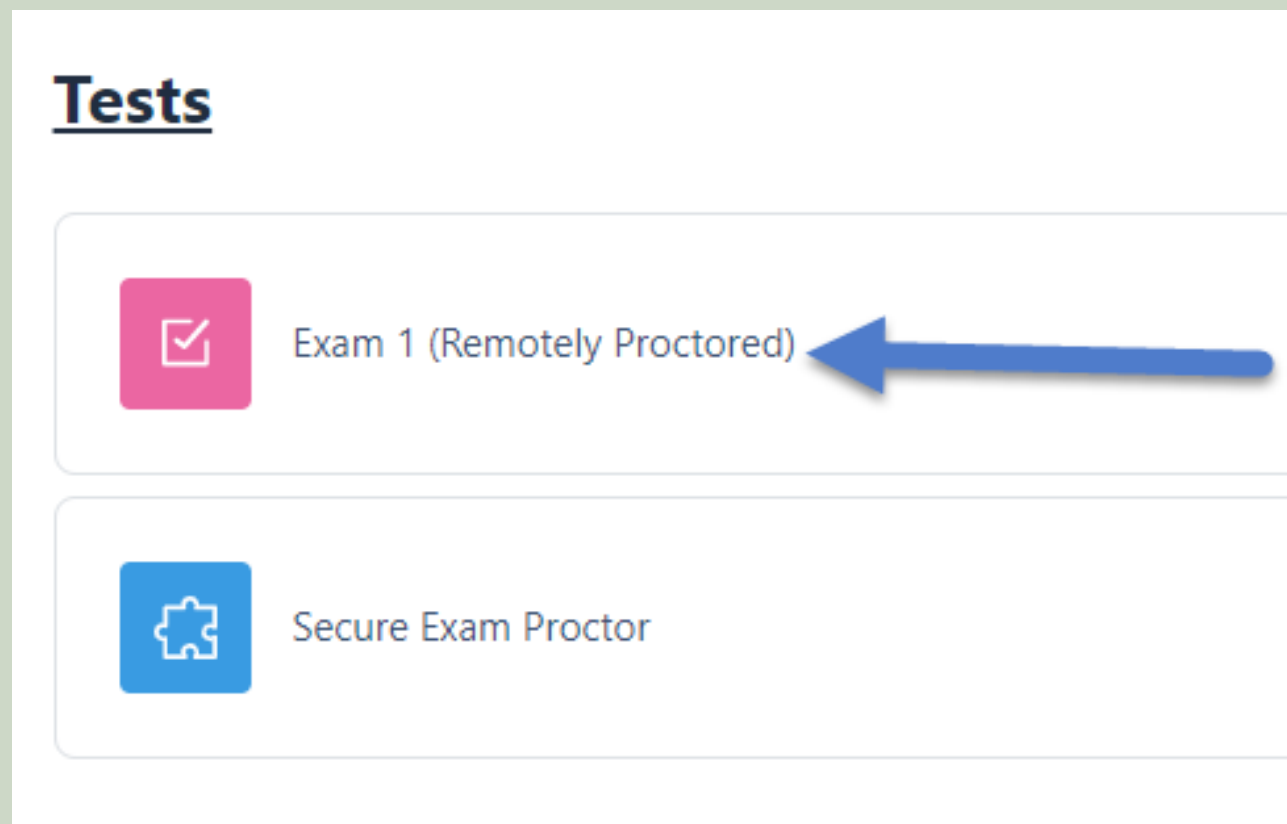
AGENDA

- **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.

Proctorio Gradebook

Proctorio Settings

Proctorio Map

Display Options

Export Options

Proctorio Exam Results

Completed

	Name	Attempt	Score	Annotations	Abnormalities	↓ Suspicion Level		Remove
	Test, Proctorio	44 pm	1	2.00	0	0	66% 	<input type="checkbox"/>

< Hidden Columns: 2 >

Rows per page 25 ▼

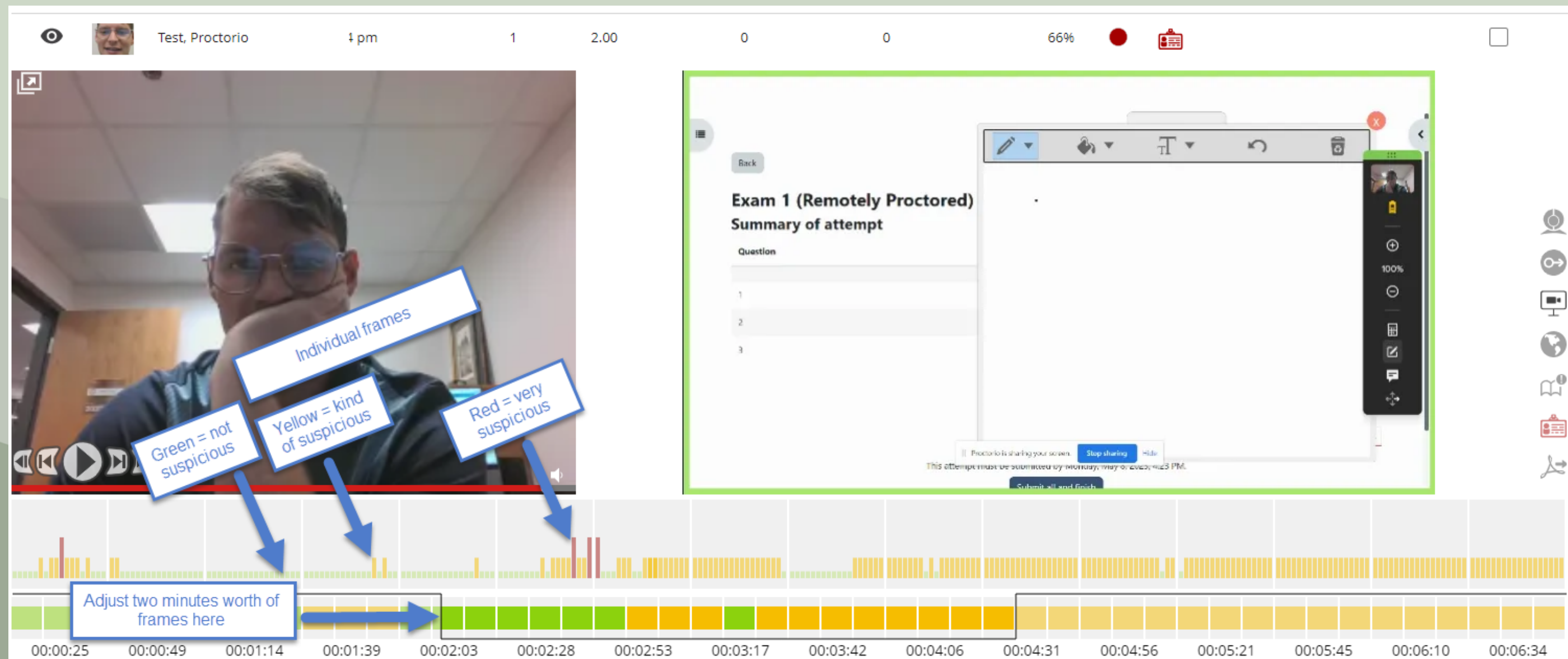
Displaying: 1-1 of 1

< >

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.



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 Individual Student View interface. At the top, there is a header bar with a camera icon, a student profile picture, the text "Test, Proctorio", and various status indicators (4 pm, 1, 2.00, 0, 0, 66%). Below the header, the main area is divided into two sections. On the left is a video player showing a student's face. On the right is a table with two columns: "Elapsed Time" and "Incident". The table contains several rows of data, including timestamps and incident descriptions like "Audio recording available". Below the table is a timeline bar with a green bar at the bottom and a yellow bar at the top. On the far right, there is a vertical sidebar with several icons. Blue arrows point from text boxes to these icons, explaining their functions.

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

Annotations on the right sidebar:

- 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.


Open course index | Notebook | **Proctorio Settings** | Proctorio Map | Display Options | Export Options

▼ Proctorio Behavior Settings




Recommended

Behavior settings recommended by Proctorio, based on the exam settings




Lenient

Multiple behavior violations are required to trigger suspicion



Moderate

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Group Exam

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▼ Proctorio Frame Metrics


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Navigating Away




Keystrokes




Copy & Paste



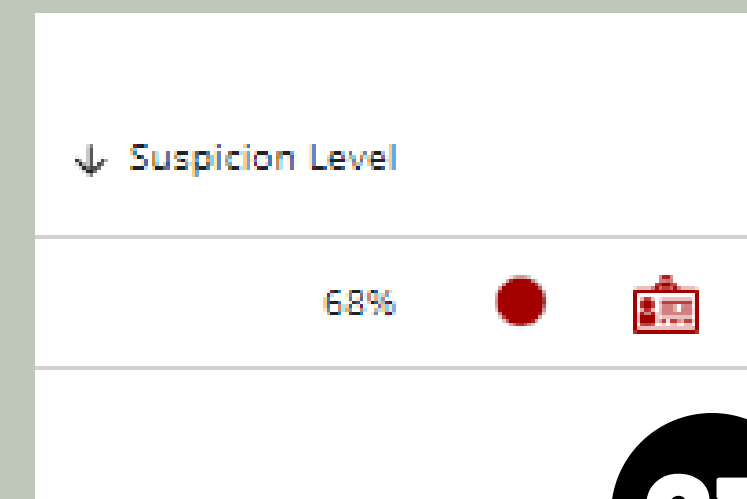
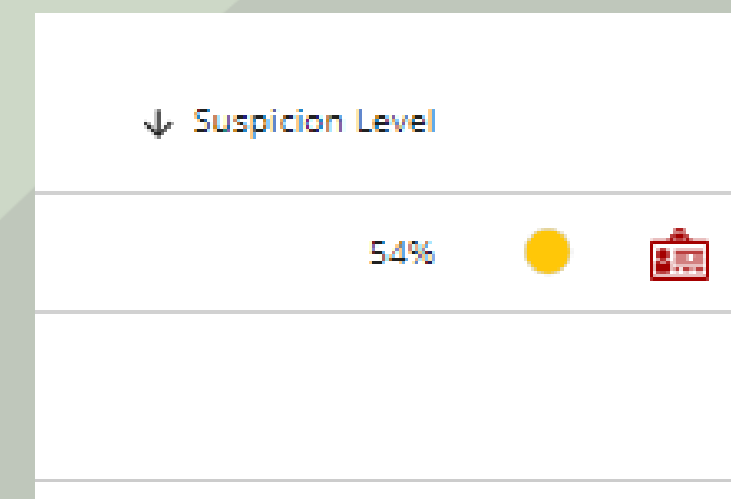
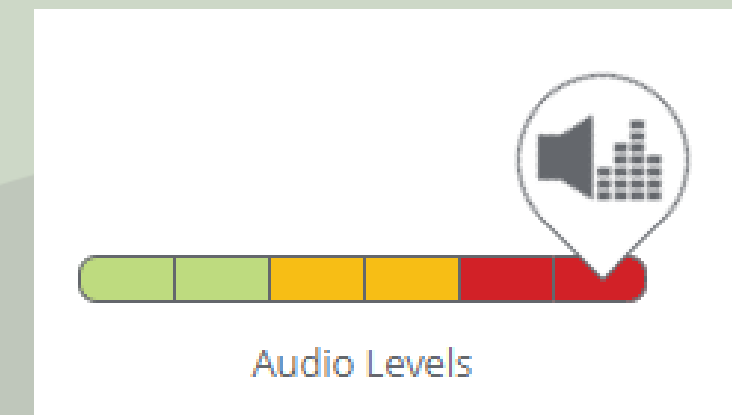
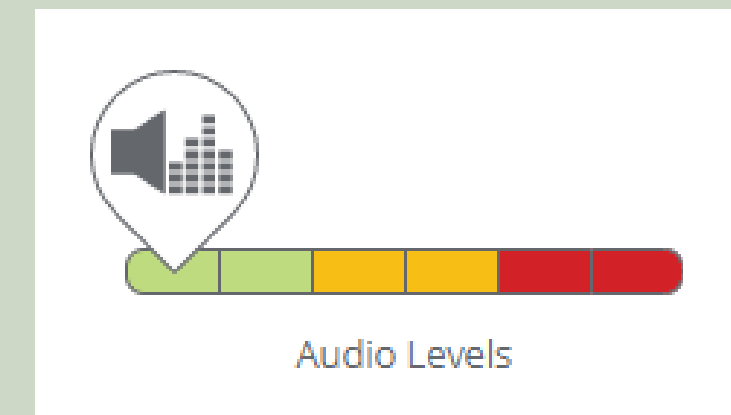
Browser Resize



Audio Levels



Head Movement



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.

The screenshot shows the 'Display Options' tab in the Proctorio interface. It contains a list of settings with toggle switches and links to learn more. Blue arrows point to the following items:

- Display potential hardware issue events
- Display potential Virtual Machine detection
- Display Suspicious IDs
- Gradebook Tour (Start Tour button)
- Sort by Last Name
- Display Help Icons
- Privacy Controls (Hide ID, Hide Names, Hide Grades, Hide Video, Hide Screen, Hide Location)

The screenshot shows the 'Export Options' tab in the Proctorio interface. It contains two sections: 'Gradebook PDF Report' and 'Gradebook CSV Report'. Blue arrows point to the 'Generate PDF' and 'Generate CSV' buttons.

Gradebook PDF Report
Download the Gradebook information for all test takers in PDF format.

Include the following sections:

- Exam Information
- Proctorio Exam Settings
- Proctorio Behavior Settings
- Test taker Results
- Attendance Report

Gradebook CSV Report
Download the Gradebook information for all test takers in CSV format.

SECTION THREE: PROCTORIO STUDENT VIEW

VIDEO

AGENDA

- Watch Video



QUICK GLANCE AT A STUDENT'S VIEW



SECTION FOUR: TROUBLESHOOTING FOR STUDENTS

TIPS FOR TROUBLESHOOTING

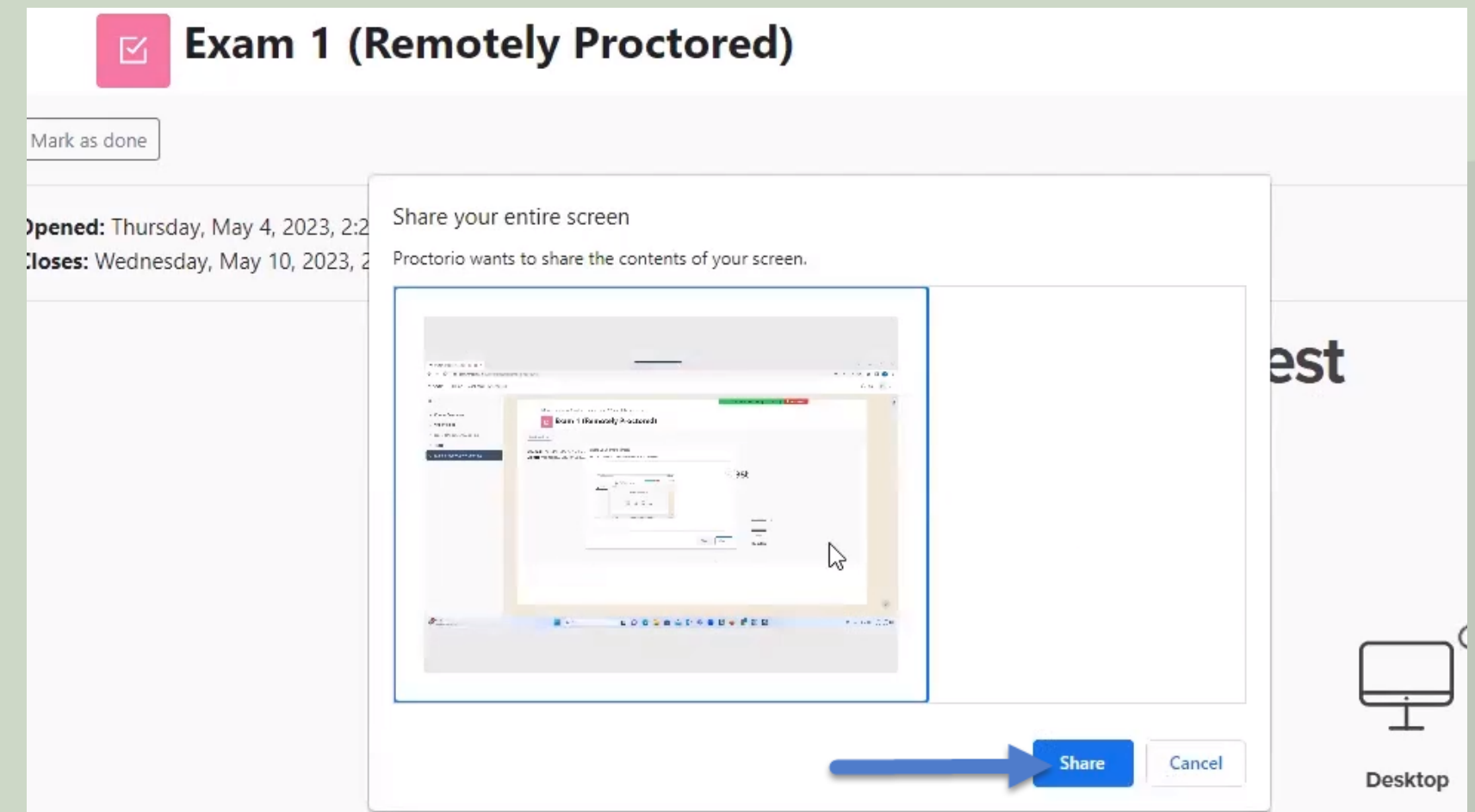
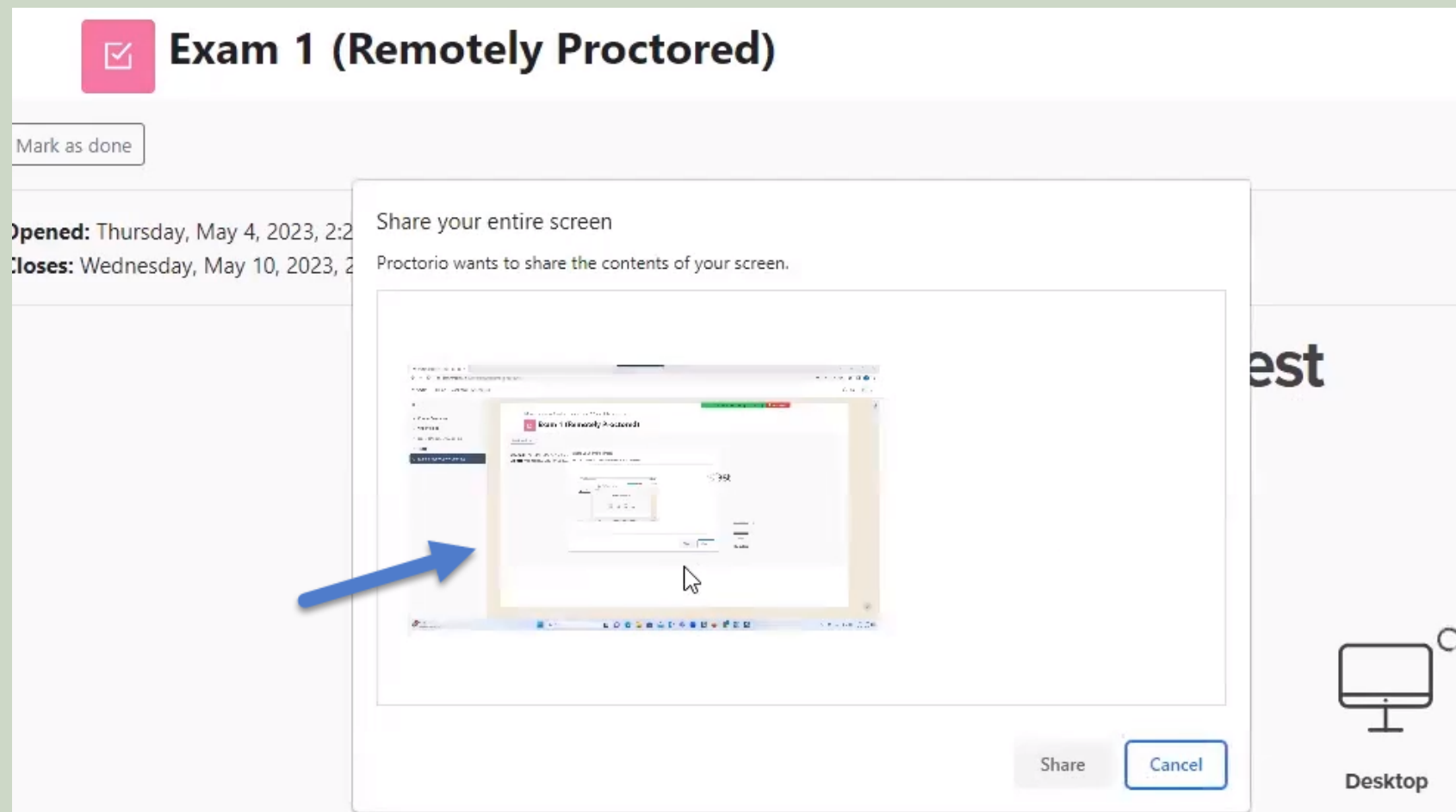
AGENDA

- Review Tips



TROUBLESHOOTING

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



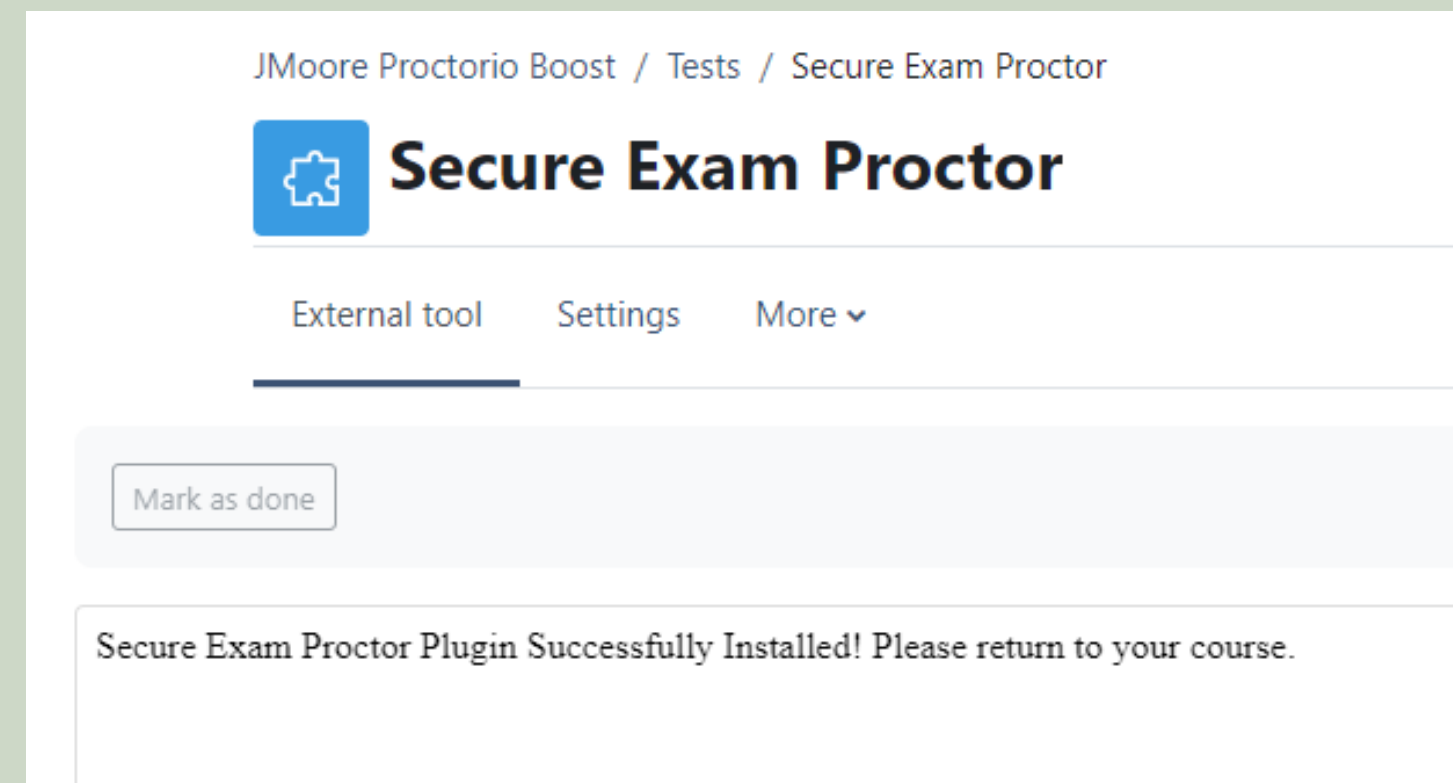
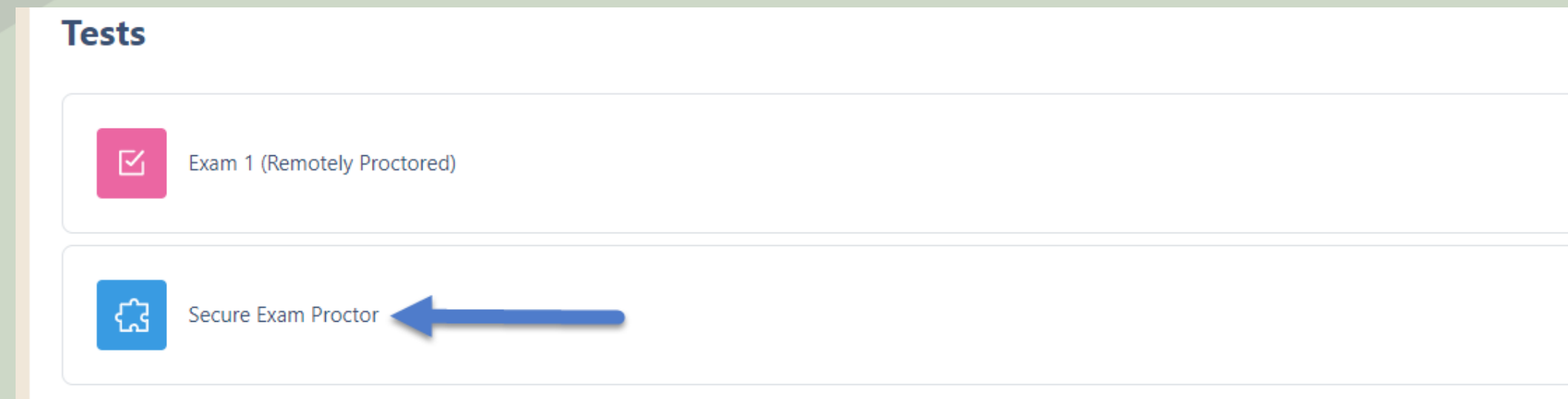
TROUBLESHOOTING

- 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.**



SECTION FIVE: SUPPORT

CONTACT INFORMATION

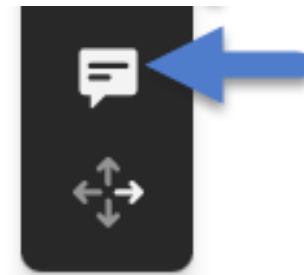
AGENDA

- 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

