Online Exam Procedures and Best Practices – Student Version

Fall 2022

Executive summary

To provide a fair, equitable, but flexible exam environment, the CU Skaggs School of Pharmacy and Pharmaceutical Sciences offers most exams with remote proctoring. The following general requirements apply to these exams. Students are expected to follow the general requirements below (table 1.1) as well as any instructions provided in each exam (see Appendix B for standard exam instructions). Additional details are provided after the summary.

Key terms

Remote proctoring: Use of software by the school to proctor exams outside of the classroom

Web browser: a software program that allows a user to locate, access, and display web pages (ie Google Chrome, Microsoft Edge, Safari)

Exam window: the total time frame an exam is open

Exam time limit: total time a student has to complete an exam once they start it

Table 1.1 General Requirements for Remotely Proctored Exams

✅	❌
Use a laptop or Chromebook	Use a tablet
Use the current version of Chrome or Microsoft Edge browser	Use Firefox, Safari, or other unsupported browsers
Use an external webcam	Use an internal webcam
Download the Proctorio browser extension	
Take the exam in a secure exam environment as shown in the sample video - https://bit.ly/ExamEnvironment	Take the exam in bed, with bright light behind the students, with others present, in a noisy place, using earbuds, etc.
Use the bathroom before each exam. If a bathroom break is permitted, take no more than 3 minutes.	
Confirm any optional exam allowance, such as use of scratch paper, use of calculator, permitted bathroom break	
Contact Proctorio and/or the iDesign team if technical assistance is needed during an exam	Contact the course director if technical assistance is needed during an exam

How are exams administered in the CU Skaggs School of Pharmacy & Pharmaceutical Sciences?

To provide a fair, equitable, but flexible exam environment, the CU Skaggs School of Pharmacy and Pharmaceutical Sciences offers most exams with remote proctoring. This means that students can complete their exams online at the location of their choice (provided the location meets stated requirements provided in table 1.1 above).. Students take these exams through the learning management system (Canvas) while being proctored remotely by a third-party vendor (Proctorio). Students must have access to both Canvas and Proctorio to complete their exams. There may be some types of exams for which the instructor requires the students to be on campus.

How does remote proctoring of exams work?

Remote proctoring means that while students take their exams in the Canvas learning management system, the Proctorio software is recording their screen and environment during an exam. Students should expect to be prompted to share their screen during exams as well as experience periodic room scans. Proctorio does not have access to the student's computer when they are not in the exam and cannot access personal information. Students can install and uninstall the Proctorio browser extension as often as they wish, but they must have it installed during exams. For more information regarding student privacy, please review Proctorio's privacy policy: https://proctorio.com/privacy.

How do students learn to use Canvas and Proctorio to take their exams?

All students must complete school provided training in Canvas and Proctorio prior to their first graded exam. This training is offered at the start of each fall semester. If students have questions about how to access exams or how to follow the policies described in this document, they can participate in office hours with a member of the school's iDesign team by stopping by the instructional design service center or by logging into the IDSC office hours Zoom link: https://ucdenver.zoom.us/j/96169694334

What are the hardware requirements for exams?

Students can only access exams using a laptop computer. Laptops can be PC, Mac, or Chromebook. Tablet computers (eg, iPads) are not supported. Laptop specifications can be accessed on the school's technical requirements page: https://pharmacy.cuanschutz.edu/resources/technology-services#pharmd

Students must also use an external web camera (aka webcam). This may be a "gooseneck" webcam, a webcam on a tripod, or a webcam on a camera stand. The resolution of the external webcam must be at least 1080 pixels. Webcams should be set up according to the specific instructions provided in Appendix A. Internal cameras such as those that are standard on most laptops are not acceptable for remotely proctored exams. Internal cameras may be acceptable for some quizzes or exams taken on campus. If you are unsure about the type of camera to use, please contact the course director or SOP.iDesign@cuanschutz.edu.

What are the software requirements for exams?

Students can only access exams using the Google Chrome or Microsoft Edge browsers. These should be updated to the most current version prior to each exam. Other browsers (eg, Firefox) are not supported. The Proctorio Tech Check located in each course allows students to verify their browser and Proctorio extension are current.

What constitutes a secure exam environment?

A secure exam environment is one that meets all of the following criteria:

- ❏ The space is quiet.
- ❏ The space is clutter-free with no external books, media devices, external monitors, earbuds/headphones, etc.
- ❏ The space is well-lit from the front.
- ❏ The student is alone in the space for the entire exam.
- ❏ The student completes an identification (ID) check using a school- or government- issued photo ID.
- ❏ The student's hands, side profile of face, workspace, laptop, keyboard, scratch paper (if allowed), and calculator (if allowed) remain in full view of webcam during entirety of exam
- ❏ The student begins the exam within the first 30 minutes of the exam window.
- ❏ The student follows appropriate tech support procedures if help is needed.

What pre-checks must be completed at the start of an exam?

Prior to starting the exam, students may be prompted to complete some, or all, of the following pre-checks (these are dependent on the settings for each exam):

- ❏ ID Verification—students must present either a school issued, or state issued photo ID to their webcam
- ❏ Photo Verification—students must allow Proctorio to take a picture of their full face
- ❏ Screen share—students must give Proctorio permission to access and share their computer screen
- ❏ Desktop share—students must give Proctorio permission to access and lockdown their computer desktop
- ❏ Internet, audio, and video connections—Proctorio will verify students' audio, video, and internet connections

How do you complete a room scan for an exam?

Students will be prompted by Proctorio to complete a room scan before starting an online exam, as well as periodically throughout their exam. This enables the software to record that the exam environment is secure.

To complete an initial (at the start of the exam) room scan successfully, you should:

- ❏ Show the camera an entire 360 view of the testing environment
- ❏ Show the camera a complete view of the desk/hard surface where the computer is located
- ❏ Show both sides of any scratch paper, if allowed

To complete additional room scans that may occur periodically throughout the exam experience, follow the prompts provided by Proctorio.

A video demonstration of a successful room scan is shown at this link – https://bit.ly/ExamEnvironment. Note that if the Proctorio software detects irregularities, it may prompt students to complete an additional room scan.

Can you use scratch paper during an exam?

Scratch paper may be permitted at the discretion of the course director. If scratch paper is permitted, both sides should be shown during the room scan. Scratch paper must be destroyed in view of the webcam at the end of the examination.

Can you use a calculator during an exam?

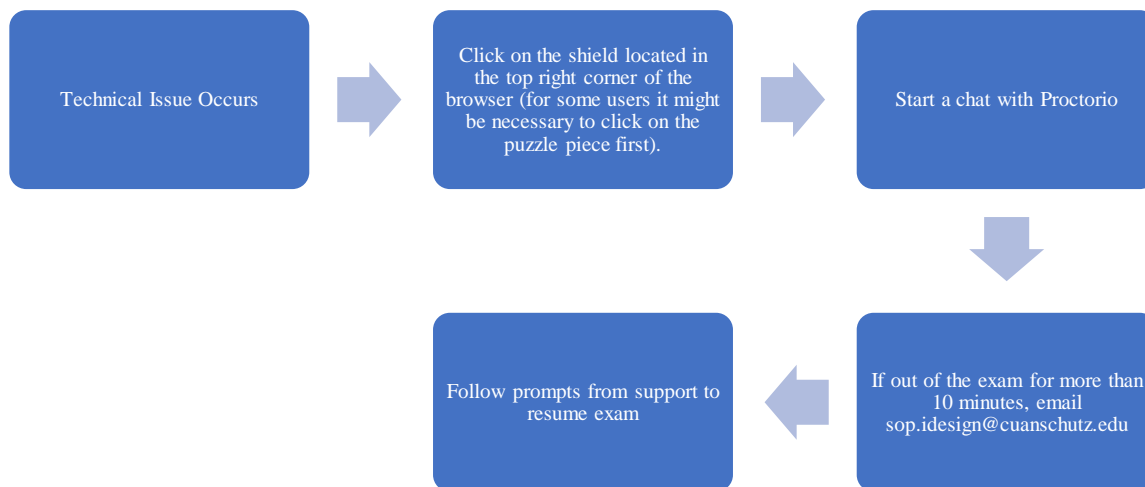A course approved calculator may be permitted at the discretion of the course director.

What if you need to use the bathroom during an exam?

It is recommended students use the bathroom before the start of each exam. Most exams take less than 2 hours to complete which, for most people, will mean there is no bathroom break. Some course directors do permit bathroom breaks of no more than 3 minutes during exams. If a permitted break is used, the exam and webcam should remain open and on while the student is away from the space.

What if you need technical support during an exam?

There are two forms of technical support provided during exams. The first line of support is via Proctorio. If you lose access to your exam, only Proctorio can let you back into the exam. The second line of support is via the School's instructional design (iDesign) team. Only the iDesign team has been empowered by the course director to extend the time limit for the exam.

If you encounter a technical difficulty during an exam, you should:

Technical Issue Occurs → Click on the shield located in the top right corner of the browser (for some users it might be necessary to click on the puzzle piece first). → Start a chat with Proctorio

↓

Follow prompts from support to resume exam ← If out of the exam for more than 10 minutes, email sop.idesign@cuanschutz.edu

How can you review your exam results after submission?

Some course directors will elect to provide a proctored review for exams. If this option is elected, students will be given 5 minutes after submitting their exam to review their submission. During a proctored review, the Proctorio software will still be recording the exam environment.

What happens if there are concerns that the exam environment is not secure or exam policies have not been followed?

The Proctorio software will flag suspicious or concerning behaviors for further review by teaching assistants, faculty members, and/or school administration. If this happens, students will receive official communications detailing the suspected policy violations. If the behaviors warrant further intervention, the case will be referred to the Student Ethics and Conduct Committee per this policy - https://bit.ly/Ethics_and_Conduct

Appendix A: Webcam Instructions

Setup

- Provide 2.5-3.0 feet between the webcam and yourself/the computer to enable the largest viewing space
  - Tip: The closer you sit to your computer the less space you have to put between yourself and the webcam
- When you start your exam, you may need to select the option to use another camera
  - When Proctorio takes your picture, click on the button that says "can't see yourself" this will then allow you to switch to another camera. You may have to do this more than once if your computer uses multiple webcams
- You will place the side camera method as displayed below
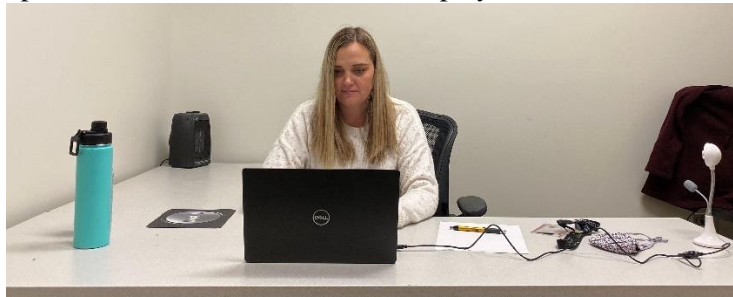
Exam Environment

When taking your exam:

- Your hands, desk, sitting area, and any scratch paper or other allowed resources must be visible during the entire exam (this includes calculators, pencils, etc.). All work done in the workspace should be fully visible in your webcam's feed during the exam (i.e. writing on a scratch paper, using your calculator).
- If your computer is plugged into power, you should have the power block on your desk so that it is visible in your room scan.

When scanning your exam environment:

- Slowly scan the room, workspace, and computer.
- Scan the side and rear inputs of your computer.
- Review this video for more detailed instructions: https://youtu.be/vUfG1FkKmLI

Appendix B
Standard Exam Instructions

The instructions listed below are found in each exam. It is the responsibility of the learner to follow these instructions:

This exam consists XXXX questions. You have XX minutes to complete the exam. Best of luck!

- *One three-minute bathroom break is/is NOT allowed during this exam*
- *One blank 8.5"x11" piece of scratch paper is/is Not allowed during this exam*
- *A course approved calculator is/is not allowed during this exam*

Having technical issues (including being prompted for an access code), try the following methods:

- *Click on the Proctorio Shield to start Live Chat for starting troubleshooting or to re-enter exam.*
- *Close out Chrome, and restart the browser.*
- *Uninstall and reinstall Proctorio extension (do this when prompted for an access code!).*
- *Clear cache and browser history.*
- *Uninstall and reinstall Chrome*
- *If you are not able to receive support or out for 10 minutes, contact sop.idesign@cuanschutz.edu! Do not wait if you see any issues or concerns!*

Individual student information recorded using Proctorio will be used for the sole purpose of ensuring adherence to the online exam policy. This information will not be distributed or used for any other purpose. Any data reported will be de-identified. More information is available in the student guide as well as the Proctorio instructions provided prior to accessing your exam.