



## Remote Online Exams: Standard Operating Procedures

### Fall 2025

#### Summary

To provide students with a flexible exam environment, Skaggs School of Pharmacy and Pharmaceutical Sciences offers remotely proctored exams. This means the students can take their exams online at a location of their choice. Students take exams through the learning management system (Canvas) while being proctored remotely by a third-party vendor (LockDown Browser + Respondus Monitor). To provide a fair and equitable exam environment, students must adhere to the processes and requirements set forth in this document.

Remote proctoring means that students take their exams in the Canvas learning management system and the third-party remote proctoring software locks down a student's browser and records a student's screen and environment during an exam. Students are prompted to display their ID and complete a video scan of their testing space at the beginning of the exam. The proctoring software does not have access to a user's computer when they are not taking an exam and cannot access personal information. Students can install and uninstall the proctoring software as often as they wish, but it must be installed during exams. More information about our third-party vendor's privacy policy is available at <https://web.respondus.com/privacy/>.

#### 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 (i.e., Google Chrome, Microsoft Edge, Safari).
- **LockDown Browser:** a secure browser application designed for online testing that prevents students from accessing other websites, applications, or resources during an exam.
- **Respondus Monitor:** an added component of the LockDown Browser application where students use a webcam to record themselves during an online exam. Afterwards, flagged events and proctoring results are available to the instructor for further review.
- **Exam window:** the total timeframe an exam is open.
- **Exam time limit:** total time a student must complete an exam once they start it.

## Requirements of Students

- Participate in training provided by the school before the first graded exam.
- Adhere to the hardware and software requirements in this document.
- Follow all instructions on taking a remotely proctored exam. (Appendix A).
- Take exams in a secure environment.
- Complete the online exam student agreement in each course before the first exam.
- Complete the provided tech check practice quiz before each exam.
- Complete exam pre-checks via the LockDown browser at the start of each exam.
- Follow room scan prompts and perform adequate room scans.
- Complete the ID check using a school or government issued photo ID.
- Prior to submitting an exam, destroy scratch paper (if applicable) in front of the webcam.
- Start each exam within the first 30 minutes of the exam window (ELPD students) and complete the exam within the exam window.

## Requirements of Faculty

- Submit a [request](#) for an exam build through the instructional design ticketing system at least 5 business days prior to the exam window.
  - Complete all sections of the request form including the exam window and preferred proctoring settings.
  - Attach the exam in a Word document in the correct format. ([Prepare Exam for iDesign](#))
- Complete a final review of exam at least 24 hours before the exam opens and communicate any edits to the Teaching Assistant (TA) or [sop.idesign@sop-support.zendesk.com](mailto:sop.idesign@sop-support.zendesk.com).
- Communicate with students regarding expectations and permitted resources such as scratch paper, calculator, etc.
- Respond to any concerns from the TA, Online Exam Committee (OEC), or instructional designer.
- Additional Respondus resources for faculty:
  - [Faculty Instructions for Respondus LockDown Browser and Using Respondus Monitor](#)

## Online Exam Committee (OEC)

The OEC consists of a faculty member, a member from the school's administration, and an instructional designer. This committee will meet as needed when concerns arise about online exams. The committee will make recommendations to course directors regarding concerns,

but the ultimate decision on any action taken rests with the course director.

## Online Exam Process

- The course director submits the exam build [request](#).
- TAs build exam in Canvas, including exam window(s) and proctoring/LockDown Browser settings, following the written and oral instructions provided by the instructional design office.
- Course director reviews exam.
- TAs make any changes to exam per course director instructions.
- TAs add accommodations with appropriate testing windows and time extensions.
- Students take exam via Canvas and LockDown Browser + Respondus Monitor.
- TAs will review the proctored exam results within 48 hours after the exam window closes. TAs will conduct a professional review of the environment scan for all students. TAs will also conduct a professional review of the exam video of no less than 10% of students with the highest “review priority” in the Respondus report. Behaviors inconsistent with recommended procedures during the environment scan will prompt a professional review of the exam video. Students that do not follow recommended procedures may have subsequent exam videos reviewed.
- If a student is determined to have not followed the online exam procedures, they will be notified by the TA and are required to participate in additional training. The TA will include the course director and [sop.idesign@sop-support.zendesk.com](mailto:sop.idesign@sop-support.zendesk.com) in this communication. This will also be documented electronically in a secure online exam folder.
- If the TA views behavior that may be considered a suspected violation of the [Student Ethics and Conduct Code](#), the TA will submit this concern to the course director and [sop.idesign@sop-support.zendesk.com](mailto:sop.idesign@sop-support.zendesk.com). The OEC will review the incident and may recommend that the course director submit a report to the Student Ethics and Conduct Committee. The course director may also give a grade reduction for the exam.
- The Associate Dean for Education will routinely review documented violations. Repeated violations of the online exam procedures may result in learners being required to take exams on campus or in a testing center.
- After reviewing documented violations, the Associate Dean for Education may submit an incident report for those suspected of violating the Student Ethics and Conduct Code.
- Course directors may at any time elect to review exam videos. If they have concerns about a learner, they may contact the OEC for additional advice.

## Appendix A: Student Instructions

### Secure Exam Environment Requirements

- Sit at a solid worksurface, not on a bed or soft surface.
- Ensure your computer is on a firm surface, such as on a desk or a table.
- Free of other adult individuals, loud noises, other media/communication devices, other monitors, clutter, books, notes, etc.
- Headsets and earbuds are not present.
- Well-lit and not backlit. To prevent backlighting avoid taking your exam in front of a window or bright light.
- Spaces provided on campus are available to take your exams (see Appendix C).
- Use a stable internet connection (public spaces such as airports or coffee shops are not recommended). A direct ethernet connection provides the best stability, if available.
- Use an external side-facing webcam that provides a clear view of your profile and computer. Please see the example below:



- Please do not wear hats, sunglasses, or other head coverings that would obscure your face.
- See the **Before Your Exam** section for more information about tools you can use during the exam.
- Remain in exam environment for the entirety of the exam time, unless using an approved bathroom break. If using an approved bathroom break, your exam and webcam should remain open and on. The maximum time allotted for a bathroom break is 3 minutes.
  - If you take the 3-minute break:
    - Leave the exam open and running.
    - Leave the scratch paper at the computer.
- Additional resources for the LockDown Browser + Respondus Monitor Service can be found here: [Link](#)

## Hardware and Software Requirements

### 1. Operating System:

- Exams and quizzes must be taken on a laptop with Windows or macOS.
  - Windows: 11 and 10
  - Mac: macOS 10.15 to 15.0+
- LockDown Browser + Respondus Monitor may continue to run in older operating systems that have reached “end-of-life,” but students may encounter unexpected results.
- Update your computer’s Operating System to ensure you are using the most current version. (Instructions: [Windows](#) or [Mac](#))

### 2. Memory:

- Windows and Mac: 4 GB available RAM.
- **IMPORTANT:** Your computer must have a minimum of 4GB of available RAM. Having less than 4GB of RAM will adversely affect the performance of testing and proctoring software. [Learn more about RAM and how to free it up here.](#)

### 3. Hard Disk Space

- Windows and Mac: 200 MB of free hard disk space.

### 4. LockDown Browser

- [Install the LockDown Browser](#) (Click and follow the instructions to download).
  - Click the link to download + install LockDown Browser.
  - [Respondus LockDown Browser Installation Link](#) (Unique to our school – see image below).
  - [Installation Instructions for LockDown Browser.](#)

**Note:** This installation will only need to be done once. After it is installed, the LockDown Browser application can be run directly from the computer.

**Respondus**  
Assessment Tools for Learning Systems

LockDown Browser

**First time here?**

[Download + Install LockDown Browser](#)

**Already Installed?**

**Start LockDown Browser**

Then log in to Canvas and navigate to your quiz.

## **Webcam Requirements**

### ***Requirements***

1. Use an external webcam that meets these requirements:
  - a. A gooseneck webcam OR a webcam on a tripod OR a webcam on a camera stand.
  - b. Resolution of at least 1080 pixels.

### ***Set-up***

1. Provide 2.5-3.0 feet between the webcam and yourself/the computer to enable the largest viewing space:
  - a. **Tip:** The closer you sit to your computer the less space you must put between you and the webcam.
2. You will place the side camera method as displayed below, or [watch this brief tutorial](#).



3. **NOTE:** If you are unsure about your equipment, check with the [SSPPS Instructional Design Team](#).

### **Important Notes**

1. Complete the **Respondus Tech Check** in your course to verify your set up. (NOTE: This is NOT being reviewed before each exam but solely for your use in preparation for the exam.)
2. Use the LockDown Browser + Respondus Monitor for all exams.
3. Do not wait until your exam window to make sure your equipment and internet connection work.

4. Schedule an appointment to meet with [SSPPS Instructional Design Team](#) if you have experienced technical issues this semester.
5. Regular updates occur with LockDown Browser + Respondus Monitor and Google Chrome. Assure the latest version of Chrome is installed. See the **Technical Support** section for more information.
6. Do not wait until your exam window to make sure your equipment and internet connection work.
7. Schedule an appointment to meet with [SSPPS Instructional Design Team](#) if you have experienced technical issues this semester.

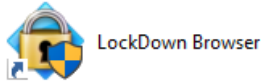
## **Taking Your Exam**

### ***Before Your Exam***

1. Clear the space around your computer of everything except your keyboard and mouse.
2. Have prepared on your desk:
  - a. A valid ID, preferably your student ID.
  - b. Per the approval of the course director, one sheet of 8.5 by 11" paper that is blank on both sides (scratch paper).
  - c. Writing utensil.
  - d. Clock or non-digital watch (if you would like to keep track of time independent of the computer.)
3. Earplugs may be used to reduce distractions by noise.
4. Disable extra applications or extensions during the exam.
5. Before every exam, clear cache and browser history.
6. Before every exam, re-start your computer.
7. If you encounter a pop-up or loading error, close out and reopen your browser.
8. Do not open any applications except for the LockDown Browser.
9. You must begin all exams within the first 30 minutes of the exam window.
10. Your exam must be completed within the allotted exam window.

## ***Starting Your Exam***

1. Close all programs, unless one is used to connect you to the Internet.



2. Locate the “LockDown Browser” shortcut on the desktop and double-click it. (For Mac users, launch “LockDown Browser” from the Applications folder.)
3. If prompted, either close a blocked program (e.g. screen capture, instant messaging) by selecting “Yes”. Or close LockDown Browser and close the blocked program before restarting.
4. Log into Canvas.
5. Navigate to the quiz within the course and begin the quiz.

**Note:** Once a quiz has been started with LockDown Browser + Respondus Monitor you cannot exit until the quiz has been submitted for grading.

## ***Startup Sequence***

*Follow the instructions and note your progress along the left side of the screen.*

1. Review and agree to the terms of use.
2. Webcam check - Confirms that your webcam and microphone are working properly. If an interruption occurs, explain the issue into the webcam.
3. Additional Instructions – Displays detailed instructions about your exam.
4. Guidelines + Tips – Important information to remember while taking the exam.
5. Student Photo – Look into the camera and click “Take a Picture.”
6. Show ID - You must provide a valid ID (it is preferred that you use your student ID). If you wear glasses, remove them before you take the facial scan because the glare can affect the ID scan.
7. Environment Check – Click “Start Recording” and slowly pan your webcam so a brief video can be made of the area around your computer. An adequate room scan consists of the following:
  - Slowly showing an entire 360-view of the testing environment (room, workspace, and computer).
  - Showing a complete view of the desk/hard surface.



- Showing both sides of any scratch paper.
  - Refer to this video for more information about how to complete an adequate room scan: [Respondus Environment Check tutorial](#).
8. Facial Detection Check – Look directly into the external webcam to complete facial detection. Once verified, remain in the side-facing position for the entirety of your exam.

**Note:** If you encounter a problem, select the ‘It’s Not Working’ link for troubleshooting tips and access to 24/7 live chat help. The quiz will begin after the startup sequence is complete.

### ***During the Exam***

- Once the exam starts, you can verify the time allotted by checking the timer in the exam. If you do not have the correct time allotted, you should exit the exam and contact the Instructional Design Team ([Submit Help Ticket](#)) immediately.
- Respondus Live Chat Help is available within the LockDown Browser. They are very responsive and can help with any issues with the LockDown Browser or proctoring. ([More info](#))
- If during the exam you encounter technical issues, try the methods described in the **Technical Support** section of the exam instructions.

### ***Important***

- If the above methods are unsuccessful, you are unable to receive support from Respondus, you are out of the exam for more than 10 minutes, or you are having issues starting the exam, email [sop.idesign@sop-support.zendesk.com](mailto:sop.idesign@sop-support.zendesk.com) or [submit a ticket request](#) IMMEDIATELY!
- **Only the Instructional Design team can extend the time limit of an exam.**
- If these troubleshooting methods do not resolve your issue or you are out of your exam for more than 10 minutes, contact the [SSPPS Instructional Design Team](#) immediately.
- Do NOT contact the course director without first contacting the Instructional Designer.
- If you do not contact the Instructional Designers right away, you may not be given a second attempt at the exam and risk your exam being submitted as is.
- **If in doubt, contact Respondus chat support. If you have been removed from the exam, contact the SSPPS Instructional Design team. Failure to follow this process may result in diminished exam time.**

## **Appendix B: Standard Exam Instructions**

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

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

- [Select one]
  - One three-minute bathroom break is allowed during this exam.
  - Bathroom breaks are not allowed during the exam.
- [Select one]
  - One blank 8.5"x11" piece of scratch paper is allowed during this exam.
  - Scratch paper is not allowed during this exam.
- [Select one]
  - A non-graphing, scientific calculator is allowed during this exam.
  - A calculator is not allowed during this exam.
- While snacks are not allowed, beverages are permitted.

### **Technical Support**

If you are having technical issues, try the following methods:

- Click on Respondus live chat for assistance with troubleshooting or to re-enter the exam.
- If you are not able to receive support from Respondus, or if you are out of the exam for 10 minutes, contact [sop.idesign@sop-support.zendesk.com](mailto:sop.idesign@sop-support.zendesk.com)! Do not wait if you see any issues or concerns!
- Helpful links for students:
  - [Respondus Technical Support + Resources](#)
  - [Respondus Technical Support: LockDown Browser + Respondus Monitor](#)
  - [Live Chat Help for Respondus Monitor](#)
  - [University of Colorado at Denver OIT Get Help](#)

*Individual student information recorded using Respondus will be used for the sole purpose of ensuring adherence to the online exam procedures. 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 Respondus instructions provided prior to accessing your exam.*

## **Appendix C: Anschutz Campus Space**

The following options exist as spaces to take exams on campus. SSPPS has made tabletop signs that state *“Taking a timed on-line exam. Please do not disturb. Thank you!”*. Any pharmacy student can obtain one from the Office of Student Services. A few signs are also available from the front desk of the library for use by pharmacy students. Please feel free to ask for one if you choose to use the library.

### **1. Library:**

- a. The library personnel can direct you to the spaces or rooms described below.
- b. Students can take an exam in the open library areas.
  - The second floor is designated as the “Quiet Floor”. Quiet is not guaranteed, but this floor is quieter than the first or third floors.
- c. There are nine individual rooms in the library building, available on a first-come, first-serve basis to use as long as desired by a student occupant. There is no mechanism to make reservations for these rooms.
- d. There are 30 group study rooms.
  - There must be at least two students occupying a group study room. If an individual student is occupying a group study room alone, a group can “bump” this person. Therefore, an individual student should not start an exam in a group study room.

### **2. Classrooms and small group study rooms in buildings: Ed1 and E2 North and South**

- a. All classrooms and small group study rooms in the education buildings can be reserved. In the absence of a reservation, students run the risk of being “bumped” from a room and therefore, should not start an exam in any room in the Education Buildings, unless they have a reservation.
- b. To have the ability to make reservations, students must create an account by accessing this site: <https://schedule.ucdenver.edu> and clicking on “my account” to request an account.
- c. Please be aware that it may take several days for an account to be created, so plan ahead if you would like to reserve a space.
- d. Once a student has an account, it is important to note that the system does not allow reservations to be made at the last minute; reservations should be made at least 24 hours in advance to secure a room.
- e. If rooms are reserved, they can be occupied by one person or more than one person (i.e., groups are allowed but not required).
- f. Students should consider the timing and location of rooms in the Education buildings since they are not sound-proof and there may be a lot of ambient noise during the day when classes are in session.

## **Document History**

This document was revised July 29, 2024, by Jennifer Trujillo and John Bunker. Reviewed and edited by Shauna Hannon and Sheryl Vondracek. Approved by: Online Exam Committee August 1, 2024. This document was adapted from the Online Exam Policy 2022 and Online Exam Procedures and Best Practices – Student version 2022 documents (which were initially drafted by Lisha Bustos; edited by Tina Brock. Reviewed and edited by Cindy O'Bryant and Brian Hemstreet). The procedures went into effect Fall 2024. This document was revised again December 3, 2024 – January 17, 2025, by the iDesign team and Jennifer Trujillo to reflect changes to the proctoring system. The procedures went into effect in Spring 2025. The document was revised again on July 24, 2025, by the iDesign team and the Online Exam Committee. The procedures will go into effect in Fall 2025.