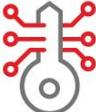


Frequently Asked Questions (ProctorU)

Why is Griffith implementing online proctored (ProctorU) exams?

At Griffith our primary aim is to support all students to progress with their learning, while maintaining a healthy University community. The COVID-19 pandemic has meant that we have had to look carefully at our assessment approaches to support students as best we can in the current climate. This means we have had to cease in person proctored exams for the time being. In situations where we are required to closely monitor exam conditions, we will use online exam proctoring to ensure we can continue to meet academic integrity, accreditation requirements and continue to place the health and safety of our students and staff as our number one priority. Online exam proctoring ensures we can deliver on this.

Your privacy is important to us, and all personal information collected and stored is done so in accordance with our [Privacy Plan](#) and the provisions of the Queensland [Information Privacy Act](#).

WHY ARE WE USING PROCTORU FOR ONLINE EXAMS?		
 <p>COVID-19 CONTEXT (PRESERVE YOUR HEALTH AND SAFETY)</p>	 <p>MEET ESSENTIAL ASSESSMENT REQUIREMENTS</p>	 <p>MEET REQUIREMENTS OF PROFESSIONAL BODIES FOR SECURE PROCTORED EXAMS</p>
HOW IS YOUR PRIVACY PROTECTED?		
 <p>LEGAL CONTRACT WITH PROCTORU/ BOUND BY QLD PRIVACY PRINCIPLES</p>	<p>UNAUTHORISED USE OF YOUR PERSONAL INFORMATION IS PREVENTED</p> 	
HOW IS YOUR DATA SECURED?		
 <p>PROCTORU CANNOT ACCESS YOUR DATA WITHOUT YOUR PERMISSION</p>	 <p>YOUR DATA IS DELETED WITHIN 30 DAYS OF THE AGREEMENT WITH GRIFFITH TERMINATING OR EXPIRING</p>	 <p>PROCTORU HAS BEEN REVIEWED BY GRIFFITH IT EXPERTS AND HAS PASSED ALL DATA SECURITY CHECKS</p>



What system will Griffith be using to offer me proctored exams from the safety of my home?

Griffith has invested in [ProctorU](#) to deliver online proctored exams. ProctorU provides secure live and automated online proctoring services for academic institutions and professional organisations. The University has successfully been trialling ProctorU over the last 4 years.

How does ProctorU work?

To supervise your exam, ProctorU records your activity through your screen, keyboard, webcam, audio and system activity.

In order to ensure academic integrity and fairness to all, there is a requirement for the proctor to view the space you are taking the exam in. Proctors are bound by a code of conduct that requires them to act ethically and professionally in all dealings with you and your information.

In the Live+ version your work would be monitored by a human Proctor, as well as monitored by video and Artificial Intelligence (AI) software. Any issues raised by the AI monitor are subject to authorised Griffith staff review. Your performance will be monitored using our standard procedures as outlined in our Proctoring of Examination Policy.

A live proctor is only involved where the Proctor U Live+ is used. At the start of the exam the live proctor requires access to your computer to allow you to enter the exam. To do this remote access software is used; however, this can only be used with your explicit permission. All activity performed by a proctor is viewable on your screen and recorded and logged. Proctors are bound by a code of conduct that does not allow them to access personal files, and if someone was to do so, you would see that.

Will ProctorU be used for all exams?

No, Proctor U will not be used for all exams. Due to accreditation requirements, we will be using the ProctorU Live+ product for only a small number of courses. For these exams a real-time live proctor will offer exam supervision just as if you were in the exam room. You will be made aware of your exam conditions prior to your exam by your Course Convenor.

How will my data be protected while I sit an online proctored (ProctorU) exam?

Student privacy and security is assured. Griffith has undertaken rigorous and comprehensive cyber security checks and reviews of the ProctorU system. This quality assurance process ensures that the risk of privacy and data breaches are mitigated by the University as much as possible.

ProctorU, and subcontractors, are contractually bound to follow the same legislative privacy standards which Griffith itself must follow when handling student personal information. Therefore, ProctorU will comply with the Queensland Information Privacy Principles.

In summary, this means:

- ProctorU uses Amazon Web Services (AWS) and Google Cloud servers for the storage and transmission of test-taker information. Both AWS and Google Cloud are dedicated to the highest industry standards.
- ProctorU does not share any exam-taker information with outside partners for marketing purposes.

- ProctorU has confirmed that your data will be deleted within 30 days of the agreement with Griffith terminating or expiring.
- Your data can only be used for the intended activity that it was collected for- thus in this instance helping provide the proctoring service and ensuring the security and academic integrity of the exam.

For further information see [Information Privacy Act 2009 \(QLD\)](#), [Griffith's Privacy Plan](#) and [ProctorU Privacy Policy](#). ProctorU can keep student data securely only for the purpose of ensuring the integrity of the examination process in adherence to Queensland's Information Privacy Principles. At the end of Griffith's contract with ProctorU (in 2021) Griffith has the right to request deletion of all student data within 30 days of termination and ProctorU is required to comply.

Why is student data retained, and why can't the University request ProctorU data deletion sooner?

For ongoing academic integrity, Universities are required to keep data for specific time periods. This data may be reviewed in cases of student complaints or concerns are raised. Data is stored in compliance with Queensland [Information Privacy Act 2009](#) and [Griffith's Privacy Plan](#).

ProctorU uses Amazon Web Services (AWS) and Google Cloud servers for the storage and transmission of test-taker information. Both AWS and Google Cloud are dedicated to the highest industry standards. ProctorU does not share any exam-taker information with outside partners for marketing purposes. ProctorU has confirmed that your data will be deleted within 30 days of the agreement with Griffith terminating or expiring.

Am I liable under the ProctorU Terms of Use?

ProctorU has agreed to release our students from any liability under their Terms of Use. This means that if you inadvertently cause a technical disruption to services, any liability will fall to Griffith and not you. You can raise a complaint via the Student Complaints [Policy](#) if you have any concerns.

How accurate is the ProctorU Artificial Intelligence (AI) in monitoring behaviour?

ProctorU Live+ exams utilise an AI monitor and live human proctor. The AI component monitors the session automatically, recording the exam and noting down any behavioural or technical anomalies. The live human proctor also monitors the exam to ensure authentic assessment within appropriate parameters has taken place.

Any issues identified by the Live+ service are subject to Griffith staff review. Student performance will be monitored using our standard procedures as outlined in our assessment and examinations and timetabling policies.

How will Griffith ensure integrity and fairness for all students taking ProctorU exams?

ProctorU will be used for online exams in T1 and T2 to minimise any variations in exam conditions. The University reserves the right to retest students in situations where suspicious behaviour has been noted (e.g. not being present on the laptop) and where the assessment profile is atypical. The University also reserves the right to conduct an additional oral exam with the student.

In order to ensure academic integrity and fairness to all, there is a requirement for the Live+ proctor to view the space you are taking the test in. Proctors are bound by a code of conduct that requires them to act ethically and professionally in all dealings with you and your information. Any activity performed by a Live+ proctor is visible to you on your screen.

ProctorU cannot access your data without your explicit permission.

If you have any concerns, in the first instance please contact your Course Convenor as early as possible to discuss.

What equipment will I need to sit my ProctorU exam?

You will need to have a computer (laptop or desktop) with Windows 10 or Mac, **webcam and microphone**, so that the live proctor can monitor the exam, and an internet connection (preferably wired rather than WIFI).

	Minimum	Recommended
PC	Windows Vista	Windows 10 (10 S is not supported)
Mac	Mac OS X 10.5 or higher	Mac OS X 10.13 High Sierra

[Need to test your operating system? Click here](#)

Can I use any browser with ProctorU?

Firefox and [Google Chrome](#) are the only supported browsers for ProctorU. You will need to install the [ProctorU Firefox extension](#) or [ProctorU Chrome extension](#) to take a ProctorU enabled exam. You will receive further information from your Course Convenor prior to your exam about access and preparation.

What training will I receive to prepare for taking my ProctorU exam?

You will have opportunities to complete a Practice Test and to check that your computer equipment is working correctly with the system prior to undertaking your exam(s). This is highly recommended so that you can familiarise yourself with the process.

There is a webpage with instructions of how to use the system and resources to help answer any further questions you may have at: <https://app.secure.griffith.edu.au/online-support/proctor-u>

How many times can I have a go at the ProctorU Practice Test?

We typically allow one practice test.

What do I do if I need technical support to help me set up ProctorU?

If at any stage you run into issues, you can talk to a live technician by simply completing the webform at the bottom of this page <https://test-it-out.proctoru.com/>

If the technician is unable to assist you further, please contact IT service centre by phoning (07) 3735 5555 or by completing this [webform](#).

Your Course Convenor will also be available prior to your exam to follow up with any concerns you might have.

If I am unable to do my ProctorU exam at home can I come onto campus to do it?

With ProctorU Live+ students need to sit on their own in a venue, which is logistical unable if students want to come and sit on-campus as there is likely not to be enough computer labs for each individual. However, we'd still like to be able to offer that as an option somehow. An official decision, either way, will be made for T2 in the coming weeks.

What online support will there be during my ProctorU exam?

Your Course Convenor will be available prior to your exam in your Blackboard collaborate or Microsoft Teams Site to assist you with any concerns you might have.

Should you need assistance before or during an exam, you will have access to full tech support in an easy-to-use ProctorU chat feature.

Further to this, students can simply engage with their live proctor with any issues they may have or be experiencing.

What happens if I lose the connection during my ProctorU exam?

When your connection returns, you can go back into the exam to continue. If you have lost significant amount of time, you can contact ProctorU 24/7 support, or your live proctor (if available), to request having the lost time added to your exam duration.

If the experienced technical issues have impacted your exam performance, you may apply for special consideration.

If you are unable to start the exam, a deferred exam would be appropriate.

Can I opt out of a ProctorU exam?

No. Great care has been taken to ensure the most appropriate form of assessment to enable you to progress.

What support is there for students with disabilities taking ProctorU exams?

Find out about the support we provide to people with disabilities, injuries or health conditions [here](#).

Are there opportunities for deferred or supplementary ProctorU exams?

Standard University policy applies for deferred and/or supplementary examinations if you need to defer your exam or require supplementary assessment. Go to [End of Trimester Centrally Administrated Examinations Policy and Procedures](#) for further information.

If you commence an online exam (or any exam) and *exit without completing it*, you will **not** be able to apply for a deferred assessment.