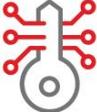# Online Exams (ProctorU)

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?

COVID-19 CONTEXT (PRESERVE YOUR HEALTH AND SAFETY)

MEET **ESSENTIAL ASSESSMENT REQUIREMENTS**

MEET **REQUIREMENTS OF PROFESSIONAL BODIES** FOR SECURE PROCTORED EXAMS

HOW IS YOUR PRIVACY PROTECTED?

LEGAL CONTRACT WITH PROCTORU/ **BOUND BY QLD PRIVACY PRINCIPLES**

UNAUTHORISED USE OF YOUR PERSONAL INFORMATION **IS PREVENTED**

HOW IS YOUR DATA SECURED?

PROCTORU **CANNOT ACCESS YOUR DATA** WITHOUT YOUR PERMISSION

YOUR DATA IS DELETED WITHIN 30 DAYS OF THE AGREEMENT WITH GRIFFITH TERMINATING OR EXPIRING

PROCTORU HAS BEEN REVIEWED BY GRIFFITH IT EXPERTS AND HAS **PASSED ALL DATA SECURITY CHECKS**

Griffith UNIVERSITY Queensland, Australia

Frequently Asked Questions
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 for 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. In the Record+ version your work will be monitored by video and Artificial Intelligence (AI) software. Any issues raised by the AI monitor are subject to authorised Griffith staff review. The AI is not the ultimate arbitrator. 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. For a small number of courses (9 in total) due to accreditation requirements we will be using the ProctorU Live+ product. 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 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 12 months) Griffith has the right to request deletion of all student data within 30 days of termination and ProctorU is required to comply.

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.

There are two ProctorU products used at Griffith, Live+ and Record+, how do I know which one to use for my exam?

9 courses are using Live+ and 20 Record+. A list of the 29 courses using Proctor U can be found [here.](#) If you are involved in Live+ version of Proctor U you will be asked to register for this and will be supported in accessing practice tests.

Your Course Convenor will have a link to your exam in your Learning@Griffith course, so there will be no confusion.

For those that are required to schedule an exam, you will have further communications and instructions from your Course Convenor.

What is the difference between ProctorU products, Live+ and Record+?

As the name suggests, Live+ means you will have a live proctor supervising your exam in real-time; just as if you were in an exam room. You can interact with your proctor, if required, during the exam.

Live+ is the most secure option for any online exam and is essential for high-stakes programs looking to maintain integrity and credibility and when active intervention to stop suspicious behaviour is necessary and an absolute requirement for accrediting bodies.

Record+ is a fully automated identity verification and session recording solution for low-stakes assessments in which administrators are not concerned with active intervention during a session. Recordings of sessions can be reviewed by Griffith staff following completion of an examination.

Both Live+ and Record+ records the activity during your exam, such as:

- web cam,
- keyboard strokes,
- screen,
- audio,
- system activity i.e. if you open a browser not required or allowed for the exam.

Recordings of sessions can be reviewed by Griffith staff following completion of an examination.

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

Any issues raised by the AI monitor are subject to Griffith staff review. The AI is not the ultimate arbitrator. 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 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.

With record+ where concerns around academic integrity have been raised the recording of the student exam session will be scrutinised and the University academic integrity process will be followed.

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 exam?

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

	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 borrow a computer to use at home?

For students requiring access to technology to support their exams from home, the University is making 1,000 computers from on-campus labs available to borrow. Students can apply for a free, long-term computer loan via the Griffith Computer Loan Program. It is however not possible to hire additional mics and cameras due to global supply issues.

Can I use any browser with ProctorU?

Google Chrome and Firefox are the only supported browsers for ProctorU. You will need to install the ProctorU Chrome extension or ProctorU Firefox 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?

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 Practice Test?

We would typically allow at least one practice test. However, we are currently reviewing functionality. Students will be updated on this in the lead up to their exams by their Course Convenor.

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 be available during the start of your examination to assist you with any concerns you might have about getting started with the system.

What online support will there be during the exam?

Your Course Convenor will be available during the start of your examination in a Blackboard collaborate or Microsoft Teams Site to assist you with any concerns you might have about getting started with the system.

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

Further to this, students with a live proctor can simply engage them with any concerns they may have or be experiencing.

What happens if I lose the connection during the exam?

You can contact ProctorU immediately using the 24/7 support. You should also let your Course Convenor know of any issues that you are having with access and completion of an exam using ProctorU. If you experience technical issues that impact your 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 an 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?

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

If I am unable to do the examination at home can I come onto campus to do it?

To accommodate special needs (e.g., disability) and situations where students are unable to undertake the exams at home (e.g., do not access to suitable equipment at home and have not been able to hire a computer from the university; have no internet, no suitable place to work), you will be able to take the exam on campus. You will still be using the ProctorU system but on campus where you can use a computer in one of the computer labs subject to maintaining social distancing. Computer labs will be reserved for this purpose.

Ensuring safety

ProctorU has been chosen to minimise health risks to students and staff. In situations where students need to come on campus due to special needs and/or lack of access to facilities at home, the number of computers in labs has been reduced to ensure the 4sq metre rule. Equipment will be regularly cleaned.

Are there opportunities for deferred or supplementary exams?

Standard University policy applies for deferred and/or supplementary examinations if you need to defer your exam or require supplementary assessment.

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.