

Proctorio Best Practices for a Smooth Final Exam

As you set up your final exams in Proctorio, here are some best practices suggested by Proctorio that will make its proctoring solution work better and cause less stress for you and your students.

Set up a Practice Run: If your test-takers have never used Proctorio, set up a small practice test that is available prior to the final exam. In this way, you reduce problems when administering your final and you reduce stress on students as well.

- ❖ **Best Practice:** Make sure to have the practice test close the day before the final exam starts to ensure your test-takers have gone through Proctorio's system diagnostic checks to ensure they are ready to go for the final exam!

Try to avoid a "Same Start Time": Due to the current volume with COVID-19, if there are a large number of test-takers starting the exam at the same time, this will cause strain on Proctorio's servers. This then could potentially cause longer wait times and connection errors for your test-takers when trying to get into their exams.

- ❖ **Best Practice:** Expand your test availability time-frame and encourage your test-takers to use whatever time they feel most comfortable to start. We also recommend providing a range of days that the test is available to provide your test-takers flexibility in taking their exam.

Allow Re-Entry: Finals is definitely a time when faculty are very concerned about security of exams. During this pandemic, however, students are now located back at their homes, very far from their campus or other reliable wifi locations. It is a good idea to consider the re-entry options of an exam.

- ❖ **Best Practice:** Proctorio expects record-breaking numbers to be on the platform and interacting with their Support Agents. This could mean that "Re-entry with agent" might not be the fastest way to re-enter if an unexpected disconnect from the exam happens. Allowing Re-entry will still mark different attempts in the Proctorio Gradebook but will be more quick and efficient in allowing the test-taker to carry on with their exam.

Reconsider Room Scans: Remember that during the pandemic, students are living with family, friends, or in other situations that are not their norm, and they did not choose to take an online

course while sitting in this environment. (**Note from CAT:** During COVID-19, some students have expressed extreme discomfort with having to scan their private spaces, and report feeling increased stress over repeated room scans.) Be prepared for these unprecedented test-taking environments when considering the use of room-scans.

- ❖ **Best Practice:** Roomscans could be a tricky setting for this semester's finals. Consider just the "Scan at Start" or not requiring roomscans to aid a more quick, stress-free and seamless exam start. Audio and video recordings should help in capturing a test-taking environment without the additional steps.

Have Students Reboot Devices: Test-takers during these days of quarantine are using their devices for just about everything; quick reboots go a long way!

- ❖ **Best Practice:** Have students take a moment before attempting to start their exam to make sure all programs are shut down completely, and then give their devices a quick restart or reboot. This will make for a more efficient device functionality.

Consider Your Settings and Interpret Reports Appropriately: There have been reports of false accusations of student cheating because faculty have not understood well how to set sensitivity and interpret the Proctorio reports.

- ❖ **Best Practice:** Your chosen settings determine how sensitive Proctorio will be in flagging suspicious behavior, so it's important to consider your settings carefully. Remember also that flagged behavior does not automatically mean the student cheated. You will need to thoughtfully review those flagged areas in the timeline to determine whether you consider the behavior to indicate clear cheating. If you have questions about how to interpret results, please submit a [TU Help request](#) for assistance.