Proctorio Instructor FAQ

What are the required minimums for using Proctorio?

Proctorio is a sophisticated solution. Prior to using it please make you do the following:
1. Update your syllabus with the Proctorio syllabus statement (see middle of page).
2. Verify with your students that they have access to a computer with the Chrome browser and can download the Proctorio extension. Additionally, if you plan to use any webcam dependent features (ID check or record student) you will need to verify that they have a webcam.
3. Learn about Proctorio by watching the previously recorded Proctorio workshop available within the Canvas Basics course (listed in first module titled “Proctorio March 18”).
4. Send an email to facultysupport@usf.edu and request to have the Proctorio Getting Started Module and Practice Test loaded into your course. This is critical for ensuring that students can properly test their machines and get oriented with Proctorio. This module is also available for download within our fully online workshop, Online Proctoring with Proctorio.

What do students need to take a Proctorio exam?

Mobile devices are not supported. Students will need a computer (Mac or PC) that meets the minimum requirements, a (reliable) high-speed internet connection, and the Chrome browser with the Proctorio extension. Students should take exams from private location with good lighting. If you are using "ID verification" or "webcam recording" the students will be required to have a webcam to take the test. It is the student’s responsibility to ensure these requirements are met.

What if a student does not have a webcam or access to a computer?

Students in need of equipment such as a laptop or webcam can email academicadvocacy@usf.edu and request the necessary item(s). Additionally, instructors have the option to still use Proctorio but without webcam dependent settings. These include browser lockdown, screen recording, and signature verification. Setting up an exam with these options is covered within the Proctorio workshop.

Am I required to use online proctoring?

No. The use of Proctorio is optional for faculty and not required.
Does this violate student privacy?
No. Proctorio strictly adheres to FERPA guidelines and has established a number of provisions to ensure student privacy. Further, Proctorio does not and cannot collect any unencrypted personally identifying information on any user, so there’s nothing to give to third parties.

Can students "opt out" of Proctorio-based exams?
Students cannot opt out of Proctorio. Students have the option to either withdraw from the class or get an I until they take the exam F2F when the university is open again.

Is it possible for instructors to exempt a student from a Proctorio exam if I feel that it is warranted?
Yes, you can exempt a student from a Proctorio exam. Instructions on how to do this can be found within the Proctorio workshop.

Is there a limit to how many proctored exams I can conduct?
No. You can conduct as many online proctored exams as required for the course.

Can I use Proctorio on other types of exam software?
No. Proctorio is limited to USF Canvas created quizzes.

From start to finish, how long does it take an instructor to setup a test?
Setting up an exam is very easy and can be done within a few minutes. However, in order to ensure proper setup and avoid potential issues faculty first should access the training resources referenced above.

From start to finish, how long does it take a student to setup and take the test?
Depending upon the students’ computer and test settings, it generally takes 1 to 5 minutes for a student to download the Proctorio extension and go through the Proctorio exam pre-checks.

What do I do if I need to report an academic integrity violation?
No different than a traditional face-to-face course, you will report this to your academic officer and follow the steps as listed on Section VI (Process Steps) of the USF Academic Integrity Policy.

**Where can faculty and students go for technical support issues related to Proctorio?**

Proctorio has its own 24/7 support line for students and/or faculty. Support can be reached:

- Through email at support@proctorio.com
- Through phone at 813-774-3826 or 1-844-394-8815
- Through chat by clicking the Proctorio extension (small shield) in the top of the browser

Additionally, you can also contact the USF help desk at 813-974-1222 or help@usf.edu.

**What are the most commonly reported support issues?**

Proctorio is a stable platform but the most common issues are the following:

1) Incorrect browser and/or expired extension
   If a student is not able to access the exam the student needs verify that they are using the Chrome browser and has updated the Proctorio extension.

2) “Access Code” prompt
   If a student sees an “Access Code” field this means they are using older version of the extension and should uninstall and reinstall the Proctorio extension.

3) Having trouble capturing ID or image
   If a student is having issues capturing the ID during the exam pre-checks it is most likely due to insufficient lighting and the student needs to increase the lighting in the room.

Please note that all of these issues are prevented by using the Proctorio getting started module with the practice test. This ensures that your students can fully test their machines prior to the exam.

**What does Proctorio do to ensure accessibility?**

Proctorio is VPAT certified, 508 compliant, and fully accessible. Students and faculty members with questions or concerns about how a disability may impact the use of Proctorio should contact Students with Disabilities Services at sa-sds-information@usf.edu or 813-974-4309.