

Proctorio Student FAQ

The University of South Florida is committed to academic integrity of fully online and hybrid based courses. Canvas based exams and quizzes may require online proctoring through Proctorio. The following are commonly asked questions from students specific to online proctoring.

WHY IS USF OFFERING ONLINE PROCTORING?

USF cares about student learning and accountability is part of the student learning experience. Our commitment to student success demands that we provide the right tools to ensure honesty, fairness, and equity. Lastly, we all value what it means to have a degree from USF, and we maintain our high standards so that we might guarantee excellence beyond college.

WHY WAS PROCTORIO CHOSEN?

Courses that previously used online proctoring required the student to either pay for online proctoring services, travel to a testing center, or travel to campus to take the exam. Proctorio will provide students with a convenient option for taking an online proctored exam without having to pay an additional fee or travel to take an exam.

WHAT INFORMATION DOES PROCTORIO COLLECT FROM STUDENTS?

Unlike other online proctoring services, Proctorio does not employ the use of facial recognition, biometrics, or external human based proctors to monitor the student while they take the exam. Depending on the exam settings as determined by the instructor, Proctorio may require an identity confirmation and/or monitoring of a student's exam attempt. A multitude of privacy provisions have been established to ensure student privacy and FERPA compliance. Further, Proctorio does not and cannot collect any unencrypted personally identifying information on any user, so there's nothing to give to third parties.

IS ONLINE PROCTORING REQUIRED FOR ALL ONLINE EXAMS?

No. Online proctoring for exams is an option that your instructor may or may not require for course exams. If the instructor has enabled online proctoring for an exam, then it is required of all students in that class.

HOW DO I KNOW IF MY ONLINE EXAM WILL REQUIRE PROCTORING?

If you have an online exam that requires proctoring via Proctorio, a notification will be provided within your syllabus. Additionally, prior to the exam you should be provided with instructions and a practice test. If this is not available, please ask your instructor to email facultysupport@usf.edu and request the Proctorio student getting started checklist and practice test.

IF MY ONLINE EXAM REQUIRES PROCTORING, WHAT WILL I NEED?

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. Depending upon the exam requirements, students may also need a webcam with microphone (internal or USB) and an ID. It is the student's responsibility to ensure these requirements are met. If you do not meet these requirements, please contact your instructor. Students in need of equipment such as a laptop and/or webcam can email academicadvocacy@usf.edu.

WHAT IF I HAVE A TECHNICAL PROBLEM?

The following are some of the most commonly reported Proctorio issues.

- 1) If you are not able to access your exam make sure you are using the Chrome browser and have updated the [Proctorio extension](#).
- 2) If you see an "Access Code" uninstall and reinstall the [Proctorio extension](#).
- 3) If you are having issues capturing your ID during the exam pre-checks make sure you are in a room with sufficient lighting.

If you continue to experience technical issues, Proctorio has its own 24/7 support line. 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 DOES PROCTORIO DO TO ENSURE ACCESSIBILITY?

Proctorio is VPAT certified, 508 compliant, and fully accessible. Students 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.

WHO ULTIMATELY DETERMINES IF CHEATING HAS OCCURRED?

Just like a traditional class exam, this is determined by the instructor.