



ENSURING ONLINE ACADEMIC INTEGRITY

Brian K. Marchman, Ph.D. | Director, Distance & Continuing Education (DCE)



Successes

- “Preferred” partnerships for online student authentication/proctoring:



proctorFREE

- 137,000 online exams proctored for UF to date
- 13,000 exams proctored for *UF Online* to date
- “Preferred” partner for monitoring authenticity of writing assignments:

turnitin®

Challenges

- Offering large enrollment exams (400 - 1200+) in tight windows
- Ensuring exam security matches the classroom standard



UF Online Proctoring Policy:

Proctoring is required for any single assessment comprising 15% or more of the overall course grade.



Authentication in a Nutshell:



Proctors ask examinees to show them a government- or school-issued ID. Proctors make sure the picture and name match with the person that has scheduled the appointment and shown up to take the exam.



Proctors snap a photo of the test-taker that is kept on file for future reference. If there is already a picture on file, proctors compare that image to the person that shows up for the appointment.



Examinees are asked a series of challenge questions based on data such as public records associated with their personal information. Questions may include details about relatives, past addresses or phone numbers. Test-takers must pass this authentication quiz in order to proceed to the exam. A new quiz is given each time someone signs on to take an exam.

3-factor authentication:

1. **Something you have (show photo I.D.)**
2. **Something you are (photo taken)**
3. **Something you know (authentication quiz)**

Frequently Asked Questions: *About Privacy*

How does ProctorU monitor its proctors?

ProctorU puts every new proctor through a training program and you can see who is a new trainee by the color of their shirt. Trainees wear a white shirt. Fully-trained proctors wear blue shirts and our managers are in black. All of our proctoring is done from one of our dedicated proctoring centers and our managers and staff monitor the proctors continuously. Our systems allow our managers to view all proctoring sessions at anytime. Additionally, at the end of every proctoring session, the test taker can provide immediate feedback and share any concerns that arose during the test.

Does ProctorU record sessions?

While our technology allows us to record the sessions, we do not regularly record or take screen shots unless an exam taker does something irregular that would require us to report the actions to the university or organization. In the rare instances where video is recorded or pictures are taken, a copy is sent to the university or organization for their review. ProctorU maintains these records for at least one year, but the records are protected and are only shared with the institution, student or other authorities as required by law.

Can ProctorU access my files?

No, ProctorU cannot access your files. During the initial phase of the proctoring process, ProctorU, with permission from the test taker, has the ability to view the screen and move their mouse and keyboard as if the proctor was sitting next to the test taker. The proctor cannot access anything on the test taker's computer without the test taker's knowledge. Once the examination is launched, the proctor will change their permission to view only. During the monitoring phase, the proctor can monitor everything that happens on the student's computer screen, but can no longer move the test taker's mouse and keyboard. If something irregular occurs, the proctor can reinitiate the ability to move the test taker's mouse and keyboard, in which case the test taker is alerted and can see everything that the proctor is doing. During this entire process, an interface log, or chat box, is running on the test taker's computer and they can see what permissions the proctor currently has at anytime. Finally, the entire session log is saved and there is a permanent record of what actions the proctor took while accessing the test taker's computer. Throughout the process, the student can see everything the proctor is doing to their computer by watching them move their mouse.



Protecting Student Privacy

1. Proctors are monitored, too!
2. Recordings are properly stored and disposed of, in accordance with FERPA/law.
3. Proctors do not access student files.

Contact for questions or online proctoring support:



Chris Newsom
Assistant Director
Distance & Continuing Education (DCE)

cnewsom@ufl.edu
352-294-0851

