

Frequently Asked Questions about proctoring

What is proctoring?

To ensure academic integrity, knowledge tests will be supported with the proctoring tool called Proctorio. Proctorio is used to control examinees during online exams. It is software-only observation solution, where up to 20 different behaviour patterns are monitored, recorded, analysed by artificial intelligence and reports generated for the teacher. Proctorio works as the web-browser extension, integrated with the TalTech Moodle tests, observing examinee behaviour through video, voice and activities during the test in the computer. Observable parameters depend on the preferences of the teacher. All of it will be performed by the software solution only, no actual human is observing the examinee in real time. Any activity, that is considered as suspicious, will be stored with the time stamp and flagged for review by the teacher. For example, the solution is able to detect, if someone else was in the same room with the examinee during the online exam, if cell phone was used, or some forbidden material was looked at next to the screen.

More [information about Proctorio](#)

What are the requirements for proctored exam??

Access to the internet connected computer equipped with web-camera and microphone is required for the proctored exam. Any sort of loss of internet connectivity during the exam will end the attempt, so it is vital to have a stable internet connectivity

What are the requirements for the computer and internet browser?

Please familiarize yourself with the [Proctorio systems requirements](#). In addition to web-camera and microphone latest version of Google Chrome must be installed to the computer. Google Chrome browser is mandatory for the online assessment, because Proctorio works as a Chrome plugin.

What happens during the proctored exam?

To ensure the academic integrity, Proctorio helps to disable certain functionalities of the computer. For example, the usage of the web browser might be limited to single tab. Mouse right button, printing, copying and pasting, running any third party application, might be disabled.

Violation of any restrictions might end up as a failed test depending on the settings the teacher has set for the assessment but will be reported regardless.

What information Proctorio will collect?

During the assessment, following information might be stored:

- Picture of identification document
- IP address of the examinee
- Microphone recordings
- Web-camera recordings
- Position of the mouse cursor
- Size and parameters of the web browser
- Opened applications and web browsers
- The movement of examinees eyes, head and mouth
- The number of screens connected to the computer

All information stored will be analysed against patterns and might be reported to the teacher as suspicious activity. Based on that information the results of the assessment can be annulled. Software solution itself does not decide, if examinee breached any of the rules for the exam, only that it might be a suspicious activity. Decision of this relies solely on the teacher.

Albeit the system collects different parameters during the assessment, no one observes the examinee in real time. Information will be stored and encrypted, and the only person who has access to the stored information, is the teacher, who is conducting the assessment.

To ensure the privacy of the examinee, following principles are applied:

- Proctorio cannot access any personal Document or information stored in the computer.
- The information collected and stored during the assessment (video, sound, screen recordings, web traffic) will be encrypted so, that no third person will have access to it.
- After the assessment ends, Proctorio will have no access to the computer.
- No one besides the teacher conducting the assessment will have access to the stored recordings and other information.
- Proctorio does not collect information about the browsing history. Only data that is stored if web sites visited during the assessment.
- Any personally identifiable information collected during the assessment will be erased after one month.
- Everything related to the privacy policies of Proctorio can be read [here](#).

Where can I take the proctored exam?

Any room is suitable, that has stable internet connectivity and where examinee can seclude so, that there will be no distracting factors.

Where can I get technical support?

Ensure firstly, that you are using the latest version of the [Chrome web browser](#) and that you have Proctorio plugin installed. Proctorio offers 24/7 technical support in case of any technical problems through email support@proctorio.com. In case there is Moodle related issues or questions, contact your teacher.

Can I decline proctored online assessment?

Every examinee has the right to decline proctored assessment. University must always offer a classroom assessment as an alternative.

Who decides, that cheating occurred?

Similarly, to the classroom assessment, the teacher will decide, based on the evidence, if forbidden methods were used during the assessment. Proctorio will only analyse patterns and raise flags, if something seems suspicious, but final verdict will always be teachers.

Who to contact, if I want to know more about my rights regarding personal data and the protection of it?

In questions regarding personally identifiable data and it's protection mechanisms, TalTech has an assigned data protection specialist, who can be reached by either by the phone - 620 2017, or with an email henri.schasmin@taltech.ee