Proctortrack

Using Proctortrack in onQ

Instructor Guide
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Setting up Proctortrack in Your onQ Course

To add a Proctortrack link in your onQ course:

1. Select or create a Content module where you would like to place the Proctortrack link.
2. From the **Existing Activities** dropdown menu, select **External Learning Tools**
3. From the Add Activity list, select **Proctortrack Dashboard**.
4. A **Proctortrack Dashboard** link will now appear in your Content module – this is the link both you and your students will use to access the Proctortrack system (i.e., Proctortrack Dashboard).

![Proctortrack Dashboard](image1.png)

a. By default, the Proctortrack Dashboard is configured to open in an iframe (i.e., within the onQ course).

b. If you would prefer to access the Proctortrack Dashboard to open in a separate browser tab:
   
   i. Click the link’s context menu (downward chevron), select the **Edit Properties In-place** option, then select the **Open as External Resource** checkbox.

![Proctortrack Dashboard Context Menu](image2.png)
5. The first time you click the Proctortrack Dashboard link to access the Proctortrack system, a prompt will appear, advising that the integration with Proctortrack will use your onQ account information. Select the Do not ask me again for this application checkbox, then click Continue.
Proctortrack Dashboard

The following is a high-level guide to the Proctortrack Dashboard.

1. **Quizzes**: Displays a count of the exam sessions completed by students, including the number flagged for possible violations of academic integrity.
2. **Students**: Displays the number of students enrolled in the course, along with the number who have passed/failed the Onboarding exam.
3. **Quiz List**: Displays the exams from your course.
4. **Onboarding Status**: Displays the status of students Onboarding exam attempts.
5. **Access Code**: Displays the password for each exam.
6. **Proctoring Level**: Displays the level of proctoring (e.g. level 3, level 4, etc.) set for each exam.
7. **Monitoring / Onboarding**: Allows you to set an exam as either a proctored or Onboarding exam.
8. **View Sessions**: Allows you to view students’ exam sessions and review any potential violations.
9. **Sync Tests**: Use this button to sync your onQ quizzes to Proctortrack.
Creating Proctortrack Exams in onQ

When using Proctortrack for exams in your course, it is highly recommended that you first provide students with an opportunity to complete a Proctortrack Onboarding Exam – this gives students the opportunity to create their Proctortrack identity verification scans (e.g., face scan, ID card scan, etc.), to ensure their system meets all of the technical requirements, and to gain a general familiarity with the Proctortrack environment, in a low-pressure scenario.

**Note:** It is recommended that students complete the Onboarding exam as early as possible in the semester, so as to give them ample time to identify any technical resources (e.g., microphone, webcam, etc.) they may need to procure and to ensure their identity verification scans are accepted ahead of their proctored exam.

Creating an Onboarding Exam

1. Create a new Quiz and name it **Proctortrack Onboarding Exam**.
2. In the **Category** section, click the [add category] link, enter **Proctortrack**, then click **Save**.

3. Add questions to the Quiz as usual – note that you should not need any more than 3 questions for the purposes of on Onboarding exam. Consider the following True/False questions as examples:
   a. March is the first month of every calendar year (F).
   b. December is the final month of every calendar year (T).
   c. You are a student at Queen’s University (T).

4. In the **Restrictions** tab:
   a. Deselect the Hide from Users checkbox, to ensure the Quiz is visible to students;
   b. Add both Start and End dates;
c. Under **Optional Advanced Restrictions**, enter a password.

5. Click **Save and Close**.
Configuring the Onboarding Exam in Proctortrack

You will now need to configure the Onboarding exam in Proctortrack.

1. Navigate to your Proctortrack dashboard (i.e., click the Proctortrack Dashboard link in your course Content).
2. Under the Monitoring / Onboarding column, use the Select Status dropdown menu to select Onboarding ON.

3. To configure additional settings for the Onboarding exam, select the context menu (three dots), then select Go to Configuration.
Exam Configuration Settings

Identify Verification Settings
This section allows you to determine what types of identity verification the student will be required to perform. Use the toggle switches to enable or disable each setting.

Test Settings
This section allows you to set the general rules for the exam, such as authorized and unauthorized resources, allowing breaks, etc. Use the toggle switches to enable or disable each setting.

Important: It is advisable to enable the HIDE ACCESS CODE/PASSWORD setting, so that it cannot be shared by students. When this setting is enabled, students will copy/paste the hidden password to access the exam.
For more information about test settings, consult the eCampusOntario [support guide](#).
Student Settings
This section allows you to set unique test settings (i.e., accommodations) for individual students, including the authorization of certain resources, as well as allowing for additional time.

- **Test Settings**
  Use this section to enable/disable various support resources for a student.

![Test Settings Example]

- **Whitelist URL / Apps**
  Use this section to whitelist (i.e., allow) the use of certain web resources (web site/page) and/or applications.

  a. To add a whitelisted web site/page, enter its URL in the URL field and select the add button (addition symbol).

![Whitelist URL/Apps Example]
b. To add a whitelisted application, use the dropdown menu to select the application – it will then be added to the list. To remove an application from the whitelist, simply click the ‘X’ to the left of its name.

- **Special Settings**
  Use this section to provide a student with extra time and/or any other accommodation not otherwise captured in the other settings.

  a. To add additional time, enter the amount (in minutes) to the available field, then select the **Add Time** button.
  
  b. Enter any additional accommodation information in the textbox, then click **Save Note**.
Whitelist URL / Apps
This section allows you to set whitelisted URLs and/or applications for all students – the process is the same as when configuring this setting for individual students.

Reviewing Onboarding Exams
As an instructor, you can review the status of students’ Onboarding exams at any time, from your Proctortrack dashboard.

Email Notifications
For your awareness, you will also receive an email notification from the Proctortrack system (no-reply@verificient.com) to advise of every student whose Onboarding exam was rejected, along with the reason for the rejection (e.g., ID card not legible). Note that as students are only required to (successfully) onboard once, you will not receive these email notifications for every proctored event over the course of a year.

Students who do not pass the Onboarding exam will also automatically receive an email from the Proctortrack system, detailing the specific reasons for the failure (e.g., ID scan missing or insufficient) and inviting the student to re-attempt the exam.

Onboarding Status
For a high-level overview of the status of students’ Onboarding exams, select the Onboarding Status tab on your Proctortrack dashboard. This view allows you to see who has and hasn’t completed the exam, as well as the date their Onboarding was approved. You also have the option of contacting students from this view, either by selecting the paper airplane icon, or by using the Email All Non Attempted OB and Email All Failed OB buttons.
Note: if students have previously completed an Onboarding exam in another course, their status will appear as ‘Approved in Different Course’, and they won’t need to complete it again.
View Sessions
To review the results of students’ Onboarding exams, select the View Sessions link on your Proctortrack dashboard.

This view allows you to:
1. see when a student completed their Onboarding exam;
2. see how long a student’s Onboarding exam took to complete;
3. see the results (e.g., pass/fail) of students’ identity verification scans (e.g., face scan, ID card scan, etc.);
4. override Proctortrack’s pass/fail decision, based on your own assessment of students identity verification scans.

Reviewing Students’ Identity Verification Scans
To review a student’s identity verification scans, select the downward chevron under the Review column.
To override the Proctortrack system’s Pass / Fail decision, select the checkbox to the left of the student’s name, then select the **Pass** or **Fail** button. In the example illustrated in this screenshot, the student’s photo ID was deemed invalid – to override this decision, you would select the **Pass** button.

Creating a Proctored Exam

The workflow for creating proctored exams is identical to that of creating Onboarding exams:

1. Create an onQ Quiz
2. Set the Quiz category to ‘Proctortrack’
3. Set the Quiz to be visible to students; set Start and End dates; set a password
4. Save

Configuring a Proctored Exam in Proctortrack

You will now need to configure the proctored exam in Proctortrack.

1. Navigate to your Proctortrack dashboard (i.e., click the Proctortrack Dashboard link in your course Content).
2. Under the Monitoring / Onboarding column, use the Select Status dropdown menu to select **Proctoring ON**.
4. To configure additional settings for the exam, select the context menu (three dots), then select **Go to Configuration**.

**Exam Configuration Settings**

See the previous [Exam Configurations Settings](#) section in this guide for instructions on how to set the parameters for the exam.

For more information about test settings, consult the eCampusOntario support guide.

**Reviewing Proctored Exam Sessions**

Note, depending on the level of proctoring (e.g., Level 3, Level 4, etc.) used for an exam, it can take up to 72 hours for students’ exam sessions to be available for review on your Proctortrack dashboard.

**Viewing Students’ Exam Sessions**

For the proctored exam in question, select the **View Sessions** link – this will open a list of the students’ proctored exam sessions.
This initial view gives you a high-level overview of students’ exam sessions, showing:

1. The status of the session (e.g., pending, ready for preview, etc)
2. The day and time the exam session occurred
3. The duration of the exam session
4. The number of (potential) academic integrity violations (flags) in the session
5. A high-level message about the exam session (e.g., ‘This exam attempt has been marked as suspicious’)

For an in-depth view of a student’s exam session, click their hyperlinked name – this will open a full review window.
Exam Session Review Dashboard

From this dashboard, you have access to:

1. **Video Monitoring**: View any potential violations captured via the video recording
2. **Online Violations**: View potential online violations (e.g., using online resources)
3. **Verification Scans**: View the student’s identity verification scans for the exam (e.g., face scan)
4. **Onboarding**: View the student’s onboarding identity verification scans
5. **Pass / Fail**: Override the Proctortrack system’s assessment by passing or failing the session
6. **Export**: Export a student’s exam session data (i.e., video and/or desktop screenshots)
Video Monitoring
Use the Video Monitoring tab to review any potential violations that were captured via the video recording. You can cycle through any potential violations that have been flagged by clicking the arrow in the Real-Time Violations Visualizer, or by jumping to each violation by selecting the coloured bookmarks (yellow and red ‘bubbles’ in the screenshot below) along the video timeline.

See Appendix A for a description of each type of violation monitored for by the Proctortrack system.

Note that the video capture is obfuscated in the following screenshot for privacy reasons – you will have a clear view in your own dashboard.
Online Violations
Use the Online Violations tab to review screenshots of any potential violations related to the use of unauthorized online resources (e.g., websites).
Verification & Onboarding Scans

Use the Verifications Scans and Onboarding tabs to view and compare a student’s identity verification scans. Proctortrack will automatically flag any potential discrepancies.

*Note that the scans are obfuscated in the following screenshot for privacy reasons – you will have a clear view in your own dashboard.*

Pass / Fail

After reviewing a student’s exam session:

- Select the **Pass** button if you have determined that no violations of academic integrity occurred, and that no follow-up is required.
- Select the **Fail** button if you have determined that one or more violations of academic integrity occurred, and that follow-up will be required.
- Note that you can reverse this decision at any time by following the same steps.
This will update your student list, with a green checkmark designating students who have passed (red ‘x’ designating a fail), while the **Review** column will indicate that the instructor (‘Prof’) has reviewed the student’s exam session.

**Export**
Select the **Export** button to export a student’s exam session data, namely their video and/or desktop screenshots.

You will be prompted to select which data you would like to export – select your preferred option, then click the **Raise a Request** button. You will now see a confirmation of your request, indicating that a link to download the requested data will be sent to your email address.
Appendix A

Violations

Proctortrack’s algorithms automatically monitor for a wide variety of potential violations of academic integrity, depending on the test settings you have configured for an exam. The following are descriptions of each type of violation you may see when reviewing students’ exam sessions.

**Online Aid**
Student left the learning management system (i.e., onQ) and accessed other applications or other content on the web. If an application is explicitly whitelisted, then a violation flag for accessing that application will not be generated.

**Left Session**
Student has either completely left or, more likely, most of their face is no longer visible to the webcam. This violation may also get flagged if a student is taking an exam in a room that is too dark.

**Facial Suspicion**
Student is looking away from the screen or has significantly turned their head to the side for a period longer than normal.

**Multiple People**
Facial recognition has picked up another face in the background.

**Background motion**
Algorithm has picked up significant movement in the background.

**Background Audio**
Algorithm attempts to filter out irrelevant audio (e.g., keyboard tapping) and highlight abnormal sound from the environment.

**Hardware**
Any non-standard hardware (e.g., external monitor) the student has plugged into their computer will be flagged.

**Keystrokes**
Any blacklisted keystrokes (e.g., CTRL-C, CTRL-V, etc.) will be flagged.

**Blacklisted Applications**
Any blacklisted applications (e.g., Word, Excel, etc.) will be flagged.