

Guidelines for Remote Proctoring Tools

Guideline on Retention of Video Recordings from Online Proctoring Tools

Video recordings created by online proctoring tools may constitute important evidence in an academic integrity investigation. Faculties/Schools should include instructions in their academic integrity procedures for the proper management of this video evidence, ensuring due regard for privacy and security. Faculties/Schools may wish to tailor their instructions based on how a particular proctoring tool functions, but should address the activities described below.

Reviewing and Requesting Videos

1. Videos of student assessments are made available on an instructor dashboard. If a student assessment is flagged in an online proctoring tool, instructors should review the report and videos on the instructor dashboard and determine whether a potential departure from academic integrity has occurred. Videos should not be downloaded unless there is a real possibility of an investigation.
2. Where an instructor determines an investigation is warranted, it will be necessary to obtain a copy of the video for evidence. (Note that there may be additional evidence provided by the remote proctoring vendor, such as an email flagging where a potential departure from academic integrity has taken place. Treat such additional documentation in accordance with this guidance on videos.) Include instructions for how an instructor can obtain the video. This could involve making a request to the exam proctoring service, or it could involve making a request to a Faculty/School support unit who liaises with the exam proctoring service. It is strongly recommended that the downloading be handled by a central Faculty unit.

Downloading and Storing Videos

3. If a copy of the video is required, download and store it in a secure manner by using a Queen's managed file share. Do not download it to a personal device, and do not store it on any computer's local hard drive. Download it to:
 - a) the instructor's own One Drive for Business; or
 - b) the instructor's own file share on Active Directory (e.g., the H drive); or
 - c) a departmental/Faculty/School Teams site to which only authorized individuals have access; or
 - d) a departmental/Faculty/School file share on Active Directory to which only authorized individuals have access.

It is strongly recommended that the storage of video evidence be handled by a central Faculty unit.

Sharing Videos

4. If it is necessary to share the video with others who do not have permission to the file share (e.g., the student), do not send it via email. Rather, send a link to the video using One Drive for Business or other MS functionality. Consult the ITS Tutorials on how to use these tools for sharing (<https://www.queensu.ca/its/microsoft-office-365/onedrive-business/tutorials> and <https://www.queensu.ca/its/microsoft-office-365/teams>).

Retaining and Deleting Videos

5. If after investigating the matter it is concluded that the student has not departed from academic integrity, all documentation, including any video recordings, must be deleted/destroyed as soon as possible. A simple delete is sufficient for disposal of a video recording. Academic integrity officers may wish to develop a checklist with sign-off to assist instructors/support units in fulfilling this requirement.
6. Where there is a finding of departure from academic integrity, the video recording will be retained along with other evidence and documentation by the

Faculty/School office having carriage of academic integrity matters. If the video recording has been stored on an instructor's or support unit's file share, it should be moved to the Faculty/School file share and deleted from the others.

7. Procedures should articulate the authorized retention periods. For example, in the Faculty of Arts and Science, academic integrity files are retained as follows:
 - a) For a Level I finding, until the student's graduation.
 - b) For a Level II finding, for 10 years after the student's graduation
 - c) For all findings, the video will be retained until the student's avenues of appeal have been exhausted.