



ACADEMIC GUIDELINES

Remote Proctoring

Proctortrack is an effective online tool that (1) verifies the identity of students writing a remotely-delivered exam; and (2) monitors and records timed remotely-delivered exams administered through UR Courses; this recording facilitates instructors' detection of potential academic misconduct. Thus, it best serves as a deterrent to academic misconduct.

1. It is important that course instructors familiarize themselves with the features of Proctortrack before they use it. They are advised to take the training provided by Information Services (Please check the remote teaching site for details on the Proctortrack training <https://www.uregina.ca/remote-teaching/index.html>).
2. It is vital that if a course instructor plans to use the e-proctoring platform, they must include in their course syllabus and/or UR Courses (preferably both) the following statement:

This course will use the Proctortrack remote proctoring platform for verification of student identity and monitoring of class exams. As a result, your personal information will be securely and temporarily collected and stored under the legal authority of The Local Authority Freedom of Information and Protection of Privacy Act. This personal information will include your first and last name, institution name, student number, image, as well as recordings of you and your computer screen during a proctored exam. Students are advised to complete the Student Onboarding process early in the term to allow as much time as possible to resolve any issues that may arise. Further information can be found here: <https://www.uregina.ca/remote-learning/index.html#proctoring>

It is also recommended that course syllabi / UR Courses include the following information on technical requirements for students:

Technical Requirements for Taking an Exam using Proctortrack:

- Computer with Windows operating system version 7 or higher OR MacOS version
 - 10.10.5 Yosemite or higher.
- Minimum 4GB RAM.
- Web browser Mozilla Firefox v20.0 or higher or Google Chrome v25.0 or higher.
- JavaScript enabled and Third Party Cookies enabled.

- Webcam with camera resolution 800x600 or better.
- Internet connection with minimum 300kbps download, 250kbps upload

Please note these technical requirements are very similar to what is required for students' participation in remote teaching classes delivered through UR Courses or Zoom.

If you have questions about the technical requirements, please contact the IT Support Centre (IT.Support@uregina.ca)

3. The use of Proctortrack requires that students taking a Proctortrack-proctored exam register on the Proctortrack system before the exam (also known as “onboarding”). While this registration only takes approximately 15 minutes, the first time they onboard (also known as their “baseline onboarding profile”) it needs to be completed at least 8 hours before an actual exam for Proctortrack to complete the identity verification of the student. If a student’s identity verification fails, the student can re-take the onboarding quiz; however, this process will take an additional 8 hours. Thus, it is important that course instructors urge their students to complete their Proctortrack onboarding well in advance of their first exam in the course.

Ideally, students should complete an onboarding quiz in the first two weeks of the semester and before the class add / drop date. In this way, if a student’s computer fails the technical requirements for the e-proctoring solution, they may decide to drop the course or choose to obtain the necessary system requirements.

Student onboarding requires student photo identification and a facial scan via webcam. Students are strongly encouraged to use their U of R Student Identification Card. (Government-issued photo ID can be used as an alternative if necessary.)

Please note that if students have questions about Proctortrack, they can consult the remote learning website: <https://www.uregina.ca/remote-learning/index.html#proctoring>

4. Even if a student has completed a Proctortrack baseline onboarding profile, they still need to take an onboarding quiz in each course using Proctortrack to access the Proctortrack-proctored exams in that course. Thus, the course instructor needs to create an onboarding quiz in each of their courses that is using Proctortrack.
5. The Proctortrack platform requires students to verify their identity before they are allowed to write the exam. If a student fails the identity verification because the image on their ID does not match the live webcam image, they are still allowed to continue to take the exam; however the instructor will be notified via a flag in Proctortrack that the ID verification was not successful and should be manually reviewed for accuracy. Using a photo ID different from the one used for their baseline onboarding profile may also result in the student failing the ID verification; however, the student will not be prevented from accessing the exam. If a student fails the ID verification on their initial baseline onboarding attempt, the course instructor can manually override the e-proctoring platform if they can positively identify the student; however, this is not recommended as this baseline onboarding is used to verify identity for one year, and is used for all courses the student enrolls in. In the event that a student fails the exam-time ID check and the course instructor does not recognize the student, the course instructor should contact the Investigating Dean (usually Associate

Dean) immediately after the exam and initiate an investigation to verify the student's identity.

The student's baseline onboarding profile is valid for one year. Once expired, the next time they take an onboarding quiz they will be prompted to go through the full process of identity verification to create a new baseline onboarding profile. If a student changes their name after onboarding, they should contact the Registrar's Office for a new student identification card. After they get their new ID card, they should contact the IT Support Centre to request that their current baseline onboarding profile be removed from Proctortrack. They will then need to re-take an onboarding quiz in any current course using the new name and ID card to ensure their onboarding profile is up to date.

6. Course instructors are advised to monitor their exam and arrange exam helpers through IT Support, who can provide technical support during the exam. (Please note when IT Support activates Proctortrack for an instructor, they will provide information on Proctortrack and additional supports available to instructors.)
7. Course instructors and students are required to comply with the applicable examination rules in the University academic calendar. Thus, "no student shall be permitted to enter the [virtual] exam room later than thirty minutes after the beginning of an exam. No additional time will be provided to a candidate who arrives late to an exam.

No student shall be permitted to leave the [virtual] exam room within thirty minutes after the exam has commenced."

8. It is important that course instructors provide instructions to their students regarding how the students can contact the instructor during an exam if they need to report a problem or ask a question. The recommended practice is to use the chat function of UR Courses for communication between the instructor and students, when necessary, during an exam. However, it is important to remember that the chat function should not be allowed for communication between students during an exam.

It is highly recommended that the instructor and the exam helpers should use a Zoom meeting to maintain contact during the exam.

9. Course instructors should advise their students to use the UR Courses chat function to report when they need to temporarily leave the exam to attend to an emergency or take a bathroom break. In this way, not only is the instructor instantly made aware of the student temporarily leaving the exam but also there is a written record of the student leaving the exam.

It is also suggested that the student temporarily leaving the exam to attend to an emergency or take a bathroom break should also announce it to the webcam.

10. It is suggested that course instructors advise their students to contact the instructor first using the UR Courses chat function (if possible) to report a technical difficulty (such as an internet connectivity problem) during an exam. If the technical difficulty persists or the student cannot contact the instructor, the student should contact the IT Support Centre to record the problem, date and time as well as to request assistance.

If there are technological issues with Proctortrack before or during an exam, course instructors and students may also contact the Proctortrack live-chat support in the Proctortrack application or phone

Proctortrack at +1(844) 753-2020.

11. It is highly recommended that course instructors have a plan for handling such situations as students failing to complete an exam because of some technical problems (normally recorded by Proctortrack). For example, an instructor may decide to allow the students in such circumstances to write a different version of the exam at a later date or give the students the option of a take-home exam or another type of assignment. If the interrupted exam is a final exam, it is recommended that students apply for a deferral.
12. Proctortrack is to be used only for the purposes of monitoring and recording an exam, and for investigating suspected cases of student academic misconduct in an exam.

Please note that data recorded by the Proctortrack program during an exam is transferred to Proctortrack's secure servers located in Canada, encrypted and stored there for 180 days before being deleted. Data used for identity verification (through onboarding) is retained on Proctortrack's servers for 365 days.

Relevant recorded data will be securely stored by the University of Regina in the event that there is an ongoing academic misconduct investigation or an appeal of a misconduct finding and until the case is closed.

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