Live Proctoring with SFU Zoom

The following guidelines have been developed by the Centre for Educational Excellence and IT services, with input from SFU faculty members, to ensure a reasonably seamless experience using SFU Zoom for live remote proctoring.

SFU Zoom is an approved option for live remote proctoring of exams while learning and teaching are offered remotely. Although SFU Zoom was not designed as a remote proctoring software it can:

- mimic physical observation that occurs during in-person exams
- confirm which student is taking the exam
- be a reminder of academic integrity guidelines at SFU

When SFU Zoom or any other method is used for live proctoring the session must not be recorded.

The strongest recommendation for ensuring academic integrity is to design assessments that require unique student reflection and work. Requiring students to show their work may be useful as an alternative or in addition to remote proctoring. There are also a number of features in Canvas that can be leveraged to discourage cheating or make it more difficult to cheat on exams. To learn more, please visit https://www.sfu.ca/cee/services/online-exam-options.html or reach out to the Centre for Educational Excellence for advice.

When you need to assess students using an online exam, there are limited options that allow for the invigilation we are used to doing when teaching in-person. Zoom is one option, but has advantages and disadvantages.

Advantages	Disadvantages
- SFU Zoom is free for students and faculty and most of us are familiar with the platform. - Students know their instructors and for many, SFU Zoom is similar to the experience of in-person invigilation. - Instructors can support students in real time if there are technical issues or questions about content. - Faculty have control over the conditions of the exam, within the limitations of Zoom. - The presence of the instructor of the course may increase adherence to academic integrity policies. - Fewer concerns expressed about live proctoring than auto-proctoring browser lockdown products.	- Zoom was not designed for remote proctoring, so some features may limit its utility. - It is not possible to monitor both student and desktop unless two cameras are used. - Zoom does not easily allow proctors to communicate with individual students using voice/video, though this can be done via chat. - Running Zoom with a camera plus using a web browser (for a Canvas exam) can tax older computers. - There is no method for identity authentication that also protects privacy. - If you are choosing the two-device option, students may be limited by the lack of a second device.

* Adapted from a table created by Northern Illinois University

If you require additional guidance for how to assess students during remote learning, including the use of Zoom for live remote proctoring, please contact ceehelp@sfu.ca or visit www.sfu.ca/cee and use the 'How can we help you' button in the bottom right hand corner to get assistance from an member of the Centre for Educational Excellence.

If you need technical support with SFU Zoom, call the IT Service Desk at 778-782-8888 or send an email to it-servicedesk@sfu.ca. Check www.sfu.ca/itservices for current hours of support.

PROCTORING FOR STUDENTS REGISTERED WITH CENTRE FOR ACCESSIBLE LEARNING

If your class includes students registered with the Centre for Accessible Learning (CAL), please refer to the instructions they have provided on Zoom proctoring.

SCHEDULING YOUR PROCTORING SESSION

1. Go to https://sfu.zoom.us/ and select option sign in SFU Zoom
2. Locate the **meetings** option in the left navigation menu bar.
3. Enter the meeting settings:
   a) Select registration **required**
   b) **Meeting password**: assign a unique password or SFU Zoom will create one
   c) Video: **host on**, **participant on**
   d) Disable **enable join before host**
   e) Enable **Mute Participants upon entry**
   f) Enable **waiting room**
   g) Allow **participants to rename themselves,** they should use the name on class roster
   h) **Assign alternative hosts**. This will allow others, such as your TA, to log-in and get your meeting started on your behalf. The most effective way to add them is by entering their *computingID@sfu.ca* rather than their e-mail alias.
4. If you are limiting each proctoring session to a certain number of participants, have others set up additional meetings following the same process. The current Online Exam Procedures (the document equivalent to in-person exam procedures) recommends that for final exams there should be one invigilator for up to 25 students and at least one additional invigilator per each additional 50 students.

SHARE THE REGISTRATION LINK

1. Once the session is scheduled, the registration link and invitation are provided. Click *Copy the Invitation* and paste it into your preferred communication channel with students (e-mail or Canvas).
2. Students will register for the exam session and receive a unique link to access the session. They will need to click that link from a browser (or paste it into a browser) before selecting the option '*Open zoom.us'* to launch the meeting

ONE DEVICE OR TWO?

It is possible to proctor with either **one device** or with **two devices** to get a secondary camera view of the student workspace. Make the decision about what you will do far enough in advance so students can be informed and you have time to practice your proctoring solution with them. *Students may not have a second device with a camera to participate in two device proctoring, and you should accommodate these students*.

- **One Device Option**: Students will need a computer with a webcam to access SFU Zoom and your preferred format for exams (e.g. Canvas). Students without a webcam may also need to join with a second device with a camera.

- **Two Device Option**: This option allows for you to not only see student faces in Zoom, but to have a second camera allowing you to view their workspace.

  For this option, students need a first computer with a webcam available and a second computer with webcam, a smartphone, or a tablet to access SFU Zoom for remote proctoring.

  You should be clear with students regarding positioning requirements. Suggestion from SFU faculty: Place the cellphone about 50 cm (half a meter, 20 inches) away from the computer, on the same desk space. Support the phone (with a small stack of books, for example) to have the phone camera look in the direction of your computer, and yourself in your chair. Make sure that the phone camera captures (1) your screen from the side, and (2) the side of your face, and (3) your workspace on which there are only permissible items.

PREPARATION FOR A PROCTORING SESSION

1. Conduct a practice session, ideally including students, **at least** 24 hours prior to the exam period and preferably earlier. This practice session allows you to test out your proctoring solution and ensure everything is working properly, and allows students to become familiar with expectations separate from the stressful time of an actual exam. The practice session could be used as a study session in addition to ensuring all will go smoothly.
2. If after the practice session you realize you need additional assistance from CEE or ITS, their contact information is at the start of this document. Please note that you should contact them for help at least 24 hours prior to your exam.
3. Proctors should join prior to all students. Assign co-hosts during the session, e.g. after proctors join.
4. Add additional buffer time to the exam window (does not need to be added to the actual length of the exam) for technical difficulties or start-up delays.
5. Students should join the session at least 30 minutes early to allow for troubleshooting and resolution of technical issues. We recommend that you have a contingency plan for how you will handle technical issues that may occur during the session.

Part of ensuring academic integrity is keeping students well-informed of your expectations. Communicating about how you will proctor your exams will help to reduce anxiety and make the actual exam run more smoothly. Consider the following for your pre-exam communication:

1. **Device requirements**, for example if students need a second device. Accommodations must be made for students who do not have a second device if you are choosing to use the two-camera option.
2. **Real names must be used**. If they are sharing a device with a partner or their display name is a nickname, the setting to rename oneself will be enabled so they can do this before the exam officially begins.
3. **Where the exam will be made available** (e.g. through Canvas)
4. **Workspace expectations for the exam**: what they are allowed to have at their workspace (scratch paper? notes? a calculator?) and what is non-permissible (websites? books?). This is a good time to remind students of your shared commitment to academic integrity.
5. **Positioning and set-up expectations for the camera(s).**
6. **Students must have their cameras on at all times**, and that turning them off will invalidate the exam.
7. **Students should mute their devices** to minimize any audio feedback.
8. **Any other items specific to your course**. For instance, whether or not you will be observing them in any other way, e.g. unmuting them to check their audio, whether or not you may ask them to share their screen.

RUNNING YOUR EXAM SESSION

A. Starting the Exam
1. The proctor will log-in and begin the session
2. In the top right hand corner, you can change the view to **gallery view** so that you will see a grid of all the students joining the call. Under **video settings** you can choose a maximum of 25 or 49 people in gallery view. Depending on the number of students, you may need to rotate through the views throughout the session to see all students. You can set the maximum
3. Once the session is started, proctor will:
   a. Go to the chat and change it so participants can chat with the host only.
   b. Admit students one-by-one from the waiting room to confirm identities
   c. Mute participants if necessary
   d. *Please note that as you will be monitoring students' videos, names, and potentially audio, you must not record due to privacy concerns with the collection of such data*.
4. Communicate exam expectations. These should be shared well in advance but it is valuable to re-iterate these expectations prior to beginning the exam. You may want to share a slide that has these reminders. Expectations will include but are not limited to:
   a. How to ask questions to the proctor (Chat? Hand raising feature? Simply unmuting?)
   b. How they should position the camera
   c. If you use breakout rooms, how you will do so
   d. What to do when the exam is completed
   e. What is allowed or not allowed during the exam (e.g. using scratch paper, calculators, notes, etc.)

B. During the Exam

1. Proctors can click on individual students' video boxes to expand the view of that student.
2. If a problem arises, students should know how to ask questions, e.g. through the chat, through the hand raising feature, or simply by unmuting themselves and asking a question. Doing support using the chat function, limited to the host and the student, will keep student questions private. Setting up a breakout room (see next bullet) can be useful but can sometimes lead to internet strength interfering in a students' connection to the proctoring session.
3. If you anticipate many questions from students, or complicated questions that might not be simple to address in the chat function, you may want to set up a breakout room, and have a TA in the breakout room ready to assist. We strongly recommend that you have a designated individual, or multiple individuals, that remains in the breakout room(s) as this will reduce potential technical issues on the instructor end and they can ensure that no one has remained in the breakout room after they have been helped.
   a. Select breakout rooms in the SFU Zoom task bar and select the manual creation of breakout rooms.
   b. It is advisable that depending on capacity, you should only have one student in a breakout room at a time.

C. Ending the Exam

1. Students can chat with the proctor to inform them they are finished. Proctor can verify exam submission and dismiss student.
2. At the end of the exam time, the proctor should remind students that the exam window is closing, and students can submit their exam through Canvas (or alternative method outlined by the instructor). Canvas will automatically submit the exam for them when the exam time has closed. Once the exam window has closed students can be dismissed at the same time.