

PROCTOR QUICK START GUIDE

Fisdap Remote Proctoring with Proctorio

What is its Purpose?

Fisdap is partnering with Proctorio to virtually proctor assessments. Proctorio is a remote proctoring platform that uses machine learning to proctor students from wherever they may be. Proctorio offers a variety of secure exam settings including video, audio, and screen recording designed to maintain the integrity of the assessment and ensure uncompromised exam results.

Technical Requirements

Please find the full list below of technical specifications required to seamlessly integrate Proctorio into your system.

- **Microphone:** Any microphone, either internal or external
- **Webcam:** 320x240 VGA resolution (minimum) internal or external
- Proctorio Google Chrome extension will need to be installed on the desktop or laptop computer (No iPads, tablets or phones are to be used)
- Internet speed of at least 5 Mbps (ideally 10 Mbps or more) is required. Test internet speed using <https://www.speedtest.net/>

Proctor Experience

Fisdap continues to recommend in-person proctoring as a best practice. Our new enhanced security is designed to supplement, not replace live proctors.

At this time, Fisdap is responsible for reviewing incidents within the videos. Artificial intelligence from Proctorio flags possible incidents, and the Fisdap Test Security team and others review these incidents daily. If follow-up is needed, they will reach out to the test taker and faculty. Program Directors can request to review exam attempts by contacting Fisdap Support at support@fisdap.net

Your students will be the only ones to interact directly with the Proctorio functionality.

Assessment Scheduling

With this new solution in place, the process for scheduling exams remains largely unchanged. The only minor update is that you can now schedule exams within a more focused two-week window.

Test Taker Verification and System Diagnostic Test

Each student will go through a system diagnostic test and test taker verification prior to taking an assessment, which will require the following:

- Desktop screen share
- E-Signature
- Student or government-issued ID
- Webcam
- Audio
- Internet connection

Recording Features

Each test taker will agree to the use of their device's audio and video. The proctor will not have access to audio or video during or after the exam. A record of the following will be kept by the Fisdap Test Security team and will be reviewed if abnormalities are detected during the exam:

- Video record of test taker during exam to ensure test environment is secure
- Audio record of test taker to ensure no verbal cues are provided
- Screen and web traffic record of device during exam

Locked Down Browser Features

A student can expect the following security measures during each assessment.

- Download capabilities blocked
- Right click disabled during exam
- Desk scan required to assess condition of environment
- Browser lock down (force full screen, no additional applications open, no secondary monitor, print/print screen disabled, clipboard disabled)
- Validation and authorization from proctor required for re-entry if kicked out of exam

Exam Day

If your students run into any trouble starting the exam or going through the diagnostic/security checks, they can simply close the assessment and click on the Support icon at the bottom of the screen for help.

If the students have issues with the assessment ID, the proctor should contact Fisdap Support at support@fisdap.net, on behalf of the cohort. The proctoring steps during the exam are as follows:

- Log into your faculty account at <https://fisdap-members.jblearning.com/>
- Begin proctoring your selected Fisdap assessment.
- Wait for students to complete the diagnostic and security checks.
- Any abnormalities will be reviewed by the Fisdap Test Security team. The proctor will only be notified if there is substantive evidence of cheating.

Need Support?

- If your student experiences technical issues during the assessment, please direct them to contact Proctorio directly via the chat option in the quiz tools window.
- If you or your student needs further assistance or has any questions, please contact Fisdap Support at support@fisdap.net
- Please note that if you are administering an exam outside of Fisdap Support hours, live assistance will not be available.
- Find the answers you need in our Support section by visiting <https://www.fisdap.net/support>

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