

SmarterProctoring in Online Classes

Faculty Guidance

28Jul2022

Getting Started

1. **Make the SmarterProctoring link visible in Canvas and/or send Announcement.**
2. **Create a new Page or Announcement with SmarterProctoring information. Example:**

This course uses SmarterProctoring for scheduling of proctors. You must schedule your appointments for proctoring within this tool in Canvas. First, create an account within SmarterProctoring. Click on the link to the SmarterProctoring tool and follow the steps. The most important information is your email (use your ODU email), your time zone, and your location. Location will determine what proctoring options are shown near you. Be sure to click Save!

Add a link by using the Link-External Links button in the rich content options. Example:

A SmarterProctoring Student Support Guide is here: <https://online.odu.edu/spguide>

3. **Publish the page.**

Updates due to Canvas

Roster sync works

SP will sync with the Canvas course roster for 90 days from the start of the course.

Exam Imports

Online exam details can be directly imported from Canvas to SP, decreasing the chance for errors with passwords or location of the exam. Any edits that need to be made to exam details must be done **in Canvas**, not SP. SP/Canvas will sync.

Quizzes and Automated Proctoring

Only Classic quizzes work with any type of Automated proctoring. ProctorU and testing centers are fine with either, but if you offer Automated, you must use a Classic Quiz, not “New quiz.”

Exam Set Up

“Description” does NOT show to students; it is for faculty reference only. Please put all instructions in the “Notes for Students” section.

When creating/updating your quiz/test in Canvas, be sure to make it available to “Everyone.”

To see the exam from the student side, do not use Student View. Instead, enter SP as faculty and click View Exam. Choose any student or a Test Student, and from the drop-down to the right choose “Impersonate Student.”

SP Automated --> SP Automated with Review

Beginning September 1, 2022, SP Automated will become **SP Automated with Review**.

- Exam set up for faculty will be exactly the same.
- The student experience will will not change.
- An SP proctoring professional will review each recording within 48 hours of completion.
- Faculty will be notified if there are any concerns about the testing session.

SmarterProctoring: Creating your Exam Shells for Online Exams

1

Enter the SmarterProctoring tool through your course in Canvas

2

In the top right corner, click "New Exam."

3

Carefully complete the exam shell items

- If exam details are already created and accurate in Canvas, select the exam from the drop down and *Import to SP*. Otherwise, create a new exam.
- If you import but need to change details on the first page, those edits must be done in Canvas, not SP. Canvas/SP will sync.
- Be sure to set the exam/test/quiz as available to "Everyone."

Notes on Exam Shell Creation Fields

Description

For faculty use only. This content is NOT shared with others. Use the Notes for Students or Notes for Proctors sections to share instructions.

Duration

Please determine an appropriate amount of time for students to reasonably complete your exam. Our ProctorU charges, for example, are based on duration, not how long students take to complete the exam.

Password

This MUST match the password you create in the actual exam in Canvas (or other online resource). If you import the exam, the password will populate. Use a unique password for each exam/exam shell.

Exam URL

The web address where proctors and students use to find and access the exam. It will autopopulate if you imported the exam.

Consecutive Attempts Allowed

In SmarterProctoring, set this to 1 (the default). If you allow the use of Automated Proctoring, I no longer recommend allowing multiple attempts the LMS to address technical disconnects. There have been issues with Chrome saving passwords, and students using a second attempt to take exams unproctored.

Date Settings

Set the date range and times the exam can be taken. Make sure that the exam is available in Canvas for the same range. If you imported the exam, it should be correct.

Scheduling Window (Optional)

If you are allowing ProctorU Live, testing centers, or third-party proctors, you can use this feature to set a date range during which students can make APPOINTMENTS to take each exam.

- If used, I recommend keeping the scheduling window open through the end of the testing period. The system will allow appointments up to the end of the window, taking into consideration the length of the exam. This allows students who have issues to re-schedule and take the exam without faculty intervention or a separate scheduling window.

Attachments

Add formulas, tables, or other documents allowed for the test here.

Permitted Items

Click the buttons on the right to allow, as needed. Add specific notes in the text box, if needed. This list is visible to students and proctors.

Notes for Students

Specific instructions for students should be added here.

Notes for Proctors

Specific instructions for proctors (not visible to students) should be added here.

Proctor Settings

The more options you make available to students, the more choices for proctoring they will have.

- Institution Testing Centers and Education Professionals: **Always** allow these two sub-groups, because they include the groups with ODU resources. These are the free, ODU-approved resources available to students.
- Testing Centers and Approved Individuals: Some may charge students; others may be free.
- Virtual Proctoring
 - Automated Online Proctoring: This is the on-demand automated proctoring option reviewed by SP professionals. [Learn more about this option here.](#)
 - Live Online Proctoring: This is ProctorU Live.
- If you wish to secure a computer lab and proctor local students in your online class yourself, choose Instructor as Proctor and set the date/time/place of your exam testing session.

DO NOT change allowed proctor types after students have started scheduling.

Review the details on the Confirmation screen and "Confirm." This exam shell will now appear in your dashboard. Click View Exam to see students and their statuses.

DO NOT edit the exam shell within 24 hours of the exam opening.

SmarterProctoring: Common Issues and How to Resolve

If a student requires Special Accommodations:



Once you have created exam shells, if your scheduling window is open, students can begin making appointments for proctoring. If you need to add a special accommodation to a student, you **must** do this **BEFORE** the student makes an appointment. Be sure to add the accommodation in Canvas also.

Adding a Special Accommodation in SP:

1. From your dashboard, choose the exam. Click “View Exam.”
2. Scroll down the roster and locate the student needing the accommodation.
3. In the “Action” dropdown on the right, choose “Add Special Accommodation.”
 - a. Edit the exam details as needed for the student to add the accommodation. Often this is extended time for testing. You can change permitted items for one student this way.
 - b. You can also allow a student to take the exam early or late by changing the testing window this way (must match in Canvas for that student though, for online exams).
4. After you have edited, click “Confirm.” Student should now show “Special accommodation” in the Notes section.

Please Note:

If a local student needs to be tested AT the Educational Accessibility office as part of their accommodation, they CANNOT schedule through SmarterProctoring. They will need to contact that office directly.

If a student indicates that he/she cannot find a “good” proctor in the system:



This applies almost exclusively to students taking written paper and pencil exams outside of Hampton Roads. (If the exam is online, students should have access to a virtual proctoring option which is available 24/7 and free to the students.)

As students pay a technology fee for online classes, it is preferable for them to have free options for proctoring that are within reasonable distances to them. Although SmarterProctoring (SP) has a decent network of proctors, not all are free. If a student is outside of Virginia or the country, his/her options may be limited. Additionally, not all VCCS schools’ testing centers are in the system and we need a way for students to use those locations when possible even though they are not visible through the SP system.

This process allows a student to identify their own proctor, within allowed types, and submit that to ODU. The proctor is then assigned to the student in SmarterProctoring manually.

Steps to Resolve:

1. Student reads the info here: <https://online.odu.edu/spguide>. Specifically, scroll to the section “[What if I cannot find a proctor from the options available?](#)”
2. The student will see the types of people who can serve as an appropriate proctor (i.e. Education Professional including VCCS schools’ testing center staff, Government Employee, etc.).
3. Once they have someone identified, they a) schedule an appointment to be proctored within the dates/times allowed for each exam, and then b) submit that information on a Google form (Step 3 in that section). Each scheduled proctoring session must be submitted on a separate instance of the form.
4. The proctor will be assigned to the student in the system. The proctor will receive an email with guidelines on how to download and then return the exam via scan to email.