

SmarterProctoring Faculty Guide

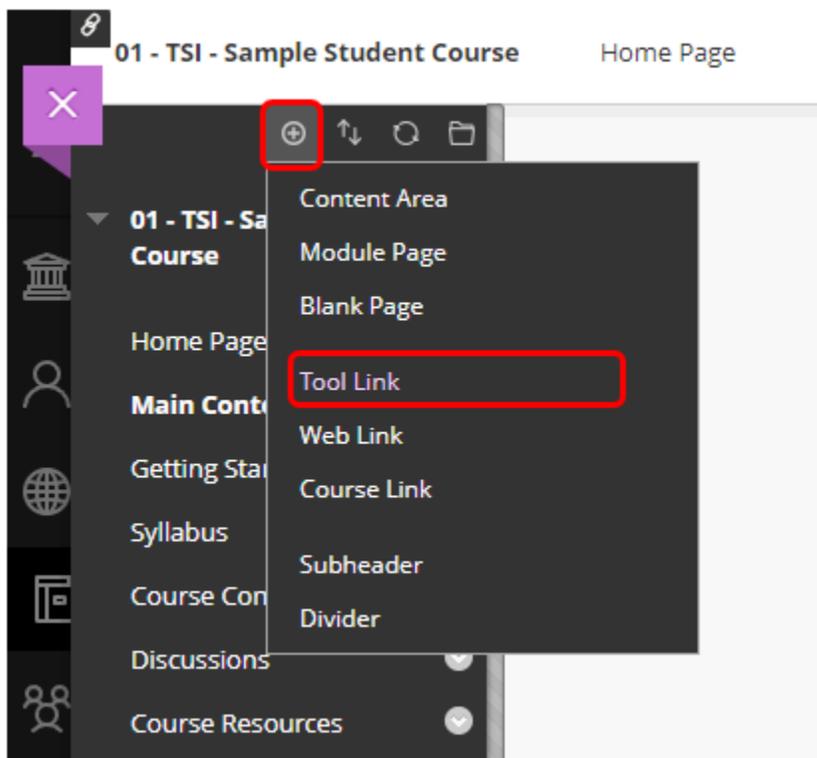
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Adding the SmarterProctoring Tool Link in Your Blackboard Course Shell

In order to connect to SmarterProctoring from your Blackboard course shell, you must first add the **tool link** to your course menu.

1. In your Blackboard course shell, point to the **Add Menu Item** button.
2. Click **Tool Link**.



3. Type “SmarterProctoring” in the **Name** text box.

The screenshot shows the 'Add Tool Link' form. The 'Name' field is filled with 'SmarterProctoring'. The 'Type' dropdown menu is open, displaying a list of tool types. The 'Available to Users' checkbox is checked. The list of tool types includes: Examyty v5, Follett Discover, Glossary, Groups, Journals, McGraw-Hill Higher Education, My Grades, OneNote Class Notebook, Panopto Course Tool Application, Panopto Folder, Pearson LTI 1.3, Portfolios, Portfolios Homepage, Roster, SmarterProctoring (highlighted), Tasks, Tools Area, Turning Technologies Account Registration, Wikis, and Zoom Meeting.

4. Select **SmarterProctoring** from the **Type** drop-down menu.
5. Select the check box for **Available to Users**.
6. Click **Submit**.
7. Click **SmarterProctoring** to access your Course Dashboard in that system.

Faculty Experience

Introduction to SmarterProctoring & Best Practices

Smarter Proctoring

- Modalities
 - SmarterServices Live Online Proctoring
- Placed inside LMS as an external tool
- System Requirements
 - Computing Device: Desktop, Laptop or Chromebook
 - **NO** ipads, tablets, phones or other electronic devices
 - Macs require a minimum of macOS 10.10
 - Windows require a minimum of Windows 7
 - Must be using the most recent version of Google Chrome
 - [Update Chrome Browser](#)
 - Webcam (internal or external)
 - Microphone (internal or external)
 - Minimum download speed of 3 Mbps
 - Minimum upload speed of 1 Mbps
- [SmarterProctoring Admin, Instructor and Student Support Articles](#)

Best Practices for Using SmarterProctoring

- Highly **encourage a practice exam** to allow students to **test their equipment prior to exam day** to eliminate unnecessary anxiety (*Contact your Customer Success Manager for instructions - see page 12*)
- Be mindful of the **exam window** to allow for any **technical issues** that students may experience as they are going through onboarding
- Be **specific with notes** when creating the exam
 - e.g., Take a bathroom break prior to starting their exam
- Encourage students to watch the **student experience video** prior to testing and **test out calculator functionality** if that will be enabled for their exam
- Always encourage students to **reach out ASAP** if they experience any issues to our **365 24/7 support** (see page 12)

Creating an Exam

Exam Details

- When creating a practice exam, make sure the title includes **[Practice]**
 - e.g., [Practice] Student Exam
- **Requirements:** Exam name, Duration, Password, URL, Attempts, Exam Open & Close Dates
 - Password & Exam URL must match what's inside LMS or Third-Party tool
 - Use a secure password and do not use the same password for multiple exams
 - Exam open is the earliest the student can take the exam
 - The close date is the latest the student can take the exam
 - If the student misses that window, the student will have to have an accommodation added
- **Optional:** Description & Attachments
 - Up to 5 attachments can be added and highly recommended **PDF only**

The screenshot shows a form titled "Exam Details" with the following fields and options:

- Exam Name ***: Text input field with placeholder "The name of the exam..."
- Description**: Text input field with placeholder "Enter a description..."
- Duration ***: Input fields for "0" hours and ".0" minutes.
- Password/Access Code (?) ***: Text input field with placeholder "The exam password/access code..."
- Exam URL (?) ***: Text input field with placeholder "https://example.com"
- Consecutive Attempts Allowed (?) ***: Input field with value "1".
- Date Settings**:
 - Exam Opens ***: Date and time selector (mm/dd/yyyy at --:-- -- EDT).
 - Exam Closes ***: Date and time selector (mm/dd/yyyy at --:-- -- EDT).
- Scheduling Window (?)**: Toggle switch (currently off).
- Attachments**: A dashed box with the text "Drag files here" and "Add up to five attachments. Maximum file size is 4mb."

Permitted Items & Notes

- Notes - Be specific
 - e.g., 3 x 5 card handwritten and must hold up to camera when completing the room scan
- Calculator - Virtual ClassCalc
 - Scientific, Graphing, Matrix or Four Function Calculator
- Ear plugs - Be specific
 - e.g., No airpods or bluetooth headphones)
- Bathroom Break
 - We can't verify student did not access non permitted items while stepping away. Recommend adding a note to take bathroom break before they start onboarding.

Permitted Items

Notes	<input type="checkbox"/>
Open Textbook	<input type="checkbox"/>
Calculator	<input type="checkbox"/>
Earplugs	<input type="checkbox"/>
Formula Sheets	<input type="checkbox"/>
Dictionary	<input type="checkbox"/>
Websites	<input type="checkbox"/>
Blank Paper	<input type="checkbox"/>
Bathroom Break	<input type="checkbox"/>

Other Items

Other Items

Back Continue

Notes

Notes for Students (?)

Enter student notes...

Notes for Proctors (?)

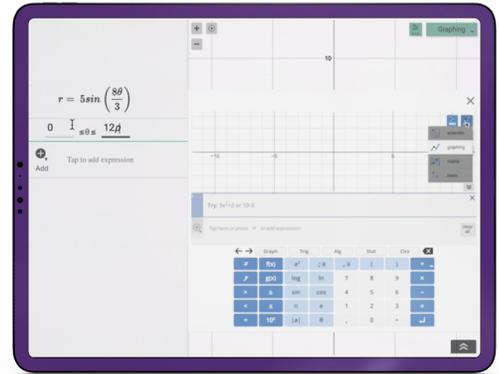
Enter proctor notes...

ClassCalc Integration

INFORMATION, FEATURES, AND BENEFITS

Introducing ClassCalc

ClassCalc is a calculator application that is integrated into SmarterProctoring's Virtual Proctoring modalities. Enabling the calculator is an optional feature that can be set within each exam's configuration. Providing the on-screen calculator promotes academic integrity while monitoring test-takers' calculator use and empowers test-takers with the right tools for greater student success.



Features:



Ability to enable one of four virtual calculators during a test including scientific, graphing, matrix, and four function calculators



Allows test-takers to practice with the calculator application before starting their assessment, including use during regular course work



Maintains proper lockdown permissions while allowing the test-taker the ability to move between calculator and exam content

Benefits



Promotes integrity by monitoring the test-taker's calculator throughout the exam



Reduces the test-taker's cost of purchasing expensive calculators



Increases equity by providing all test-takers with the same, on-screen calculator



To schedule a demo or learn more about SmarterProctoring's ClassCalc integration features, please contact sales@smarterservices.com.

Proctor Settings

- Enable Live Online Proctoring
- We recommend toggling off both verification options for ID & Room Scan as both are requirements for onboarding and the students will be presented with these requirements during onboarding already

The screenshot displays the 'Proctor Settings' interface. At the top, the title 'Proctor Settings' is highlighted with a red box. Below it, the 'Proctor Types' section includes 'Testing Centers' with 'Institution Testing Centers' and 'Virtual Proctoring' with 'Automated Online Proctoring', both having toggle switches. The 'Live Online Proctoring' toggle is turned on, highlighted with a yellow background, and has a red arrow pointing to it. Below this, the 'Preset' is set to 'Custom settings'. The 'Lock Down Options' section contains six options, each with a green checkmark: 'Force Full Screen', 'Only One Screen', 'Disable New Tabs', 'Disable Printing', 'Disable Clipboard', and 'Disable Right Click'. The 'Verification Options' section at the bottom shows 'Verify ID' and 'Room Scan', with red arrows pointing to them, indicating they should be disabled.

Exam Confirmation

- Review all exam details prior to selecting the confirm button



Confirmation

Exam Name	Sample Test
Duration	3 hours
Password/Access Code	TEST123!
Exam URL	http://www.google.com
Attempts Allowed	2
Exam Opens	7/24/2023 at 12:00am EDT
Exam Closes	6/2/2024 at 12:00am EDT
Permitted Items	Blank Paper, Formula Sheets
Student Notes	Have your desk clear of any non-permitted items and remember that your webcam and browser are being recorded.
Proctor Types	Live Online Proctoring (via 3rd party)

[Back](#) [Confirm](#)

- Any changes you make for that student will be highlighted in yellow before you confirm the changes

Duration *

2 hours 00 minutes

Default: 1 hr

- Once the accommodation is saved, the accommodation flag is listed in the notes section

STUDENT	NOTES	STATUS	ACTION
[+] Student-1, Demo	Accommodation	Needs Proctor	Select action...

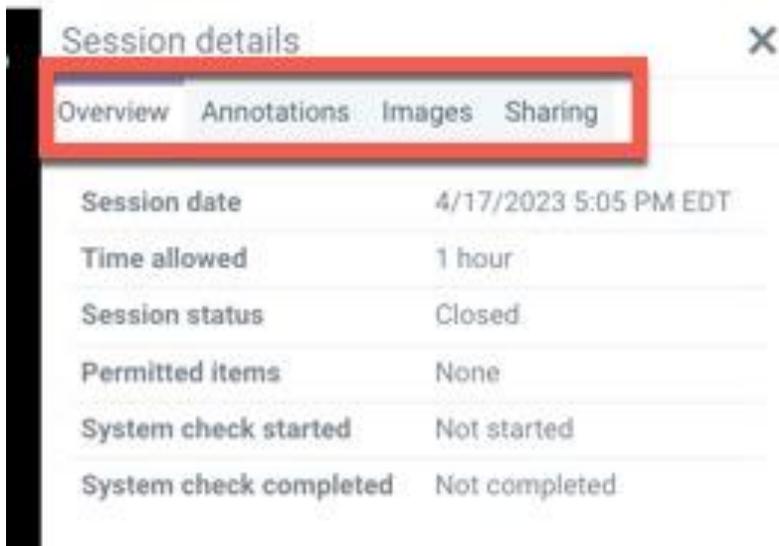
Reviewing a Session

- In your course dashboard, select view exam to review all sessions for that exam

STUDENT	NOTES	STATUS	ACTION
[+] Student-1, Demo	Accommodation	Needs Proctor	Select action...
[+] Student-2, Demo	NOT YET VIEWED	Closed (Automated) 4/17/2023 at 5:05pm EDT	Select action... View session details (?) Add attempt (?) Impersonate student (?)
[+] Student-3, Demo		Scheduled (Automated)	
Student-7, Demo		Needs Proctor	Impersonate student (?)
Student-8, Demo		Scheduled (Automated)	Select action...

- Closed exams will indicate “not yet viewed” under the Notes column. Use the drop-down menu to view session details. If there is a “+” next to their name, the student has multiple sessions. Select “+” to view all sessions.

- In the session details, you can toggle between overview, annotations, images and sharing tabs



- If you suspect suspicious behavior and need to share the video link, it will be valid for 24 hours and requires a password

System Generated Annotations

- **Blocked Apps Running**- This means our system is detecting a program running that should have been closed during onboarding.
- **Exam Tab Unfocused**- This means the student opened a tab that was not allowed for their exam.
- **Exam Window Unfocused**- This means the student completely navigated away from chrome.
- **Fullscreen Escaped**- This means the tester minimized the exam window.
- **Multiple Displays Detected**- This means our system is detecting more than 1 screen since the student completed onboarding.
- **Multiple Faces Detected**- This means our system feels they are seeing multiple sets of eyes. It is possible that there are other people in the video, however usually what we see is a picture behind the student's head or a glare on their eyeglasses that is causing this warning.
- **No Face Detected**- This means our system lost visual of the tester's eyes. This is very common when the tester has permitted items and they are looking down to write. We also see this a lot when tester's shift or lean against their arms and don't realize they are no longer in camera view. This could also be due to poor lighting in the testing space.
- **Speech Detected**- This means our system registered noise. This could be the student reading the questions to themselves, music/TV playing or other people in the space.

Proctor Added Behavior Annotations

- **Tester Communicating to Another Person**- Added if tester is found to be communicating with another person in the space, chat, email, etc.
- **Tester Using a Digital Device**- Added if tester is found to be using a cell phone, smartwatch, Alexa, etc.
- **Tester Left the Webcam View/Room**- Added if tester leaves the webcam view or room without approved accommodation.
- **Tester's Space became Excessively Noisy**- Added if the testing space becomes noisy due to tester behavior, background noise, etc.
- **Tester became Ill/Injured**- Added if the tester is unable to continue testing due to illness or injury.
- **Someone Else in the Room During Testing**- Added if another person enters the testing space, even if they are not actively communicating with the tester.
- **Tester not following Proctor Instructions; Multiple Infractions**- Added if the tester has been given multiple warnings and the behavior continues.
- **Other**- Option for the proctor to add a custom annotation if the behavior does not fit any of the above categories.

SmarterProctoring Team Contact Information

- 365 24/7 Support Team
 - Reach via Chat Button or email support@smarterservices.com
- Claire Skiba - Customer Success Manager (Day to Day contact)
 - Claire@smarterservices.com