

FREQUENTLY ASKED QUESTIONS

Pricing

Q: What is the price of Remote Proctoring with Proctorio?

A: There are two pricing options: \$5 per test, per student, or a \$60 fee per student added to the already existing bundle. This fee can be prorated based on the remaining payments. Your ATI representative can explain all of the details and how to get started.

Q: My university already has an agreement with Proctorio. Why do they have to pay separately to use Proctorio for our ATI assessments?

A: Our partnership with Proctorio provides a deeper level of integration between our two platforms, which will provide faculty and students access to essential benefits that would be unavailable through your organization's site license:

- Faculty will have access to ATI's detailed reporting capabilities.
- Students will have access to personalized and targeted remediation content based on their test results.
- ATI will review all incidents flagged by Proctorio's AI test security algorithm, which protects the integrity of your program's test results.

Q: My student has a coupon code for a free test with Proctorio. Can he/she/they use it?

A: No. That coupon is intended for students who must pay Proctorio directly to use their services. It can't be used in an institution sale, even if the fee is passed through to students (because those students are still paying the institution). Also, the coupon is only valid for one test (\$5 value).

Student experience

Q: What is Proctorio doing during my exam?

A: ATI is partnering with Proctorio to securely proctor assessments. Proctorio is a remote-monitoring platform that uses artificial intelligence and facial-detection technology to safeguard testing processes. During assessments, students will be monitored via webcam, microphone, and screen. The system will capture things like eye movement, clicks, sound captured by the microphone, and it will flag anything that may not be allowed. This is done by a machine, so a human is not actively watching you.

Q: What if the student needs to use the restroom or leave the room?

A: The test taker can pause the test for up to five minutes but will still be monitored via webcam and microphone during this time to ensure they are maintaining test integrity protocols.

Q: What if the student is gone longer than the allotted five-minute pause?

A: Once the allotted five-minute pause has been used, the test will resume, and the timer will begin counting down. ATI Test Security will likely inform the proctor, afterwards, if the student was absent from their seat for an extended period of time.

Q: How are you addressing student accommodations with this offering?

A: Student accommodations will remain the same.

- Extra time accommodations: These are set within the faculty portal by a director, so the student will have extended time if designated this way.
- Screen reader: ATI internally tests their products using a combination of voiceover, jaws and nvda to promote WCAG 2.0 compliant operations for assistive reading.

Q: What might trigger a test abnormality during the test?

A: Some examples of what might trigger a flag to ATI's Test Security team are: noise/talking, eyes moving off screen consistently, attempting to open an additional webpage, attempting to use copy/paste, someone in the room with the test taker.

Q: What are the internet speed requirements to use Remote Proctoring with Proctorio?

A: The internet speed required is 0.092 – 0.244 Mbps. You can test your internet speed using www.speedtest.net.

Q: Will the exam stop if there are sounds (animals, children, etc.) identified by the audio?

A: A student's test will not stop if noise is identified on the audio. Proctorio and ATI Test Security are very efficient at identifying true issues and what could be assumed as background noise. Test Security will only reach out if they believe a test taker was untruthful or a test has been compromised.

Q: What if I'm not comfortable sharing my screen/camera (privacy concerns, etc.)?

A: Your institution has agreed to the use of Proctorio and ATI to administer the exam. If you take issue with the following, please follow up with your institution.

[Legal statement]

If your institution or organization has elected to use remote proctoring services during the administration of this exam, by continuing with the exam, you agree to allow ATI and remote proctor providers to monitor you by webcam, microphone, browser, desktop, or any other means necessary to uphold ATI's test integrity. This may include recording of video, audio, and/or screen activity, and a scan of your surroundings and computer display. This monitoring will be conducted by machine and/or by a live person. The information from the test session, including recordings, will be available to authorized personnel of ATI, the institution or organization with which you are affiliated, and their remote proctor providers. ATI and its providers will never sell your identifiable information and will only use it for test security purposes. You give ATI a worldwide, royalty-free right to use and disclose your information and recordings as described herein.

Proctor experience

Q: As a proctor, will I be able to communicate with the test taker?

A: The proctor will not be able to communicate with the student. However, they will still need to monitor the student through the proctor monitoring platform. If the student has issues during the test, they can use the live chat functionality, which will connect them with a Proctorio employee.

Q: If the exam is stopped for any reason, how should the proctor proceed? Should they let the student resume the test and wait for the security report on any flags?

A: If the exam is stopped, the proctor should check to see if there are any warnings (e.g. clicks outside the browser). If there are not, the proctor should allow the student to reenter the exam. If there are warnings, the proctor can decide whether to allow the student to resume or stop them until they can make contact with them at a later point.

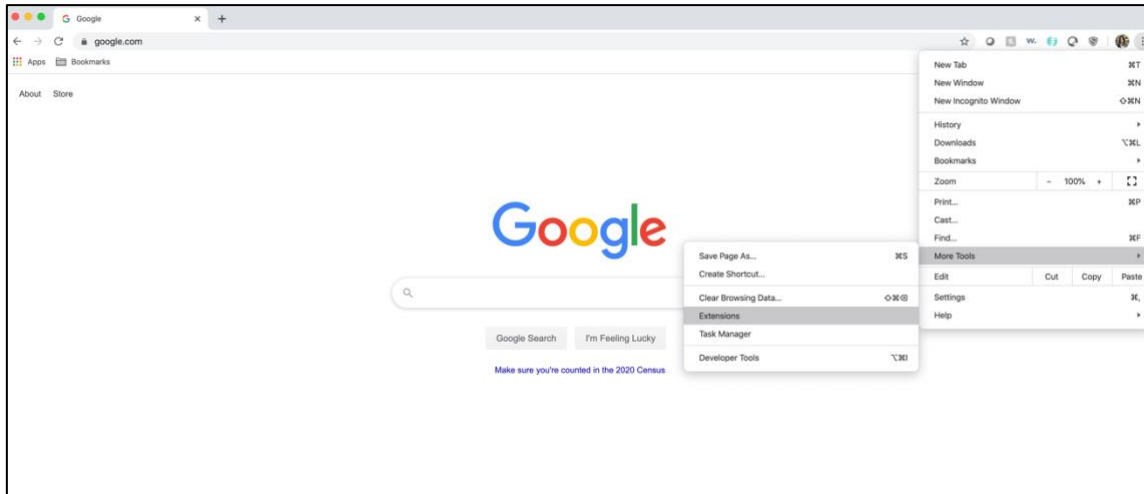
Q: Who is monitoring the video of the test takers?

A: At this time, ATI is responsible for reviewing incidents within the videos. Artificial intelligence from Proctorio flags possible incidents, and the ATI Test Security team and others review these incidents on a daily basis. If follow-up is required, they will reach out to the test taker and faculty.

TROUBLESHOOTING TIPS

Reinstalling the Proctorio Google Chrome extension

1. In the Google Chrome extension, click the three dots at the top right-hand corner of the browser.
2. Click *More Tools > Extensions*
3. Select the Proctorio extension > *Remove*
4. Enter your exam via the student site and it will prompt you to install the extension.



Webcam and/or microphone error

1. Device privacy settings may need to be adjusted.
2. Enable microphone/webcam permissions for Google browser within device settings.

Webcam verification test failure

The webcam verification test captures five images from the user's webcam. This test makes sure that the system will be able to track head and eye movements without reporting false negatives.

The key to passing this test is finding a comfortable position where the face is evenly lit and centered in the frame. The user will not be able to access the exam until their face is clearly visible to the software.

- **Properly framed** – Check to make sure that all facial features (eyes, nose, mouth, chin and hairline) are clearly visible and unobstructed.
- **Visible lights** – Check what the camera is framing. Overhead lamps or other visible lights in the background can take the focus off the camera. The user might seem clearly visible, but the camera may try to focus on the light.
- **Uneven lighting** – Check for shadows. If a lamp or open window is on one side of the user, it may cause part of the face to be lit or shadowed unevenly. Try dimming these light sources or find a position in the room to enable the face to be evenly lit.
- **Back lit** – Check the lighting directly behind the user. If it is too bright directly behind the user, it could cause the camera to focus on that lighting rather than the person. This is most commonly caused by windows but can also occur from very brightly colored walls or highly contrasted backgrounds. The user should try to adjust their position or the lighting of the room to make the lighting more even in front of and behind themselves.

- **Glare from glasses** – If the user’s eyeglasses are reflecting a glare, the webcam image test can fail. The user does not need to remove their glasses. Glare can be avoided by dimming the computer screen or adjusting the angle of the webcam.
- **Sunglasses/tinted glasses** – The user may not wear sunglasses or tinted glasses during the exam. If their prescription glasses have dark or tinted lenses for medical reasons, they must contact their professor, who might issue an override or ask that the glasses be removed temporarily to enable a retest.
- **Hat** – Hats may not be worn during testing. Unless worn for religious purposes, the user must remove hats or head coverings that obscure the hair or hairline. Their full face must be visible, and the head covering must not cast any shadows on the face. Again, professors can issue an override for head coverings when necessary.