

Faculty Guided Virtual Proctoring - Using Zoom and Respondus Lockdown Browser

As we continue to explore solutions for remote teaching and learning environments, we wanted to share how faculty may leverage Zoom and Respondus LockDown Browser as an alternative to standard proctoring solution. Many of our faculty have already begun proctoring their own exams using this option and we would like to provide all faculty with the resources to do so using best practices.

For faculty using this method, and who wish to verify student identity, it is important to adhere to procedures that ensure that protected student information is not inadvertently shared. See below for procedures and guidelines for best practices. *If you have a large class, Honorlock may be a better option for you course.

This method of proctoring serves 2 immediate needs at the institution:

1. To provide live proctoring that is needed for units requiring an alternative solution to Honorlock which uses AI.
2. To save institutional dollars by having an alternative proctoring solution for faculty that choose to make use of it.

Minimum home tech requirements to be a proctor and a student via Zoom:

- Internet connection – broadband wired or wireless (3G or 4G/LTE). Minimum bandwidth is 600kbps (up/down) and recommended is 1.5 Mbps (up/down). Check your Internet bandwidth using [Speedtest](#).
- A microphone – built-in to your computer or USB plug-in or wireless Bluetooth.
- For the best experience, it is recommended that you use a headset with your laptop or desktop. This will eliminate audio echo and audio feedback. Depending on your machine, you may use a USB or 3.5mm headset.
- Webcam – *Students must enable their cameras.

Please note the following is recommended:

- **Zoom training is strongly recommended and can be found at canvas.fiu.edu. Please also review the [Instructor Guide](#) for using Respondus Lockdown Browser.**
- Set an access code in Lockdown Browser and share the access code during the Zoom meeting.
- Disabling Zoom Private Chats prior to creating and inviting students to a Zoom meeting. This will prevent students from sending peer-to-peer chat messages in a Zoom meeting.
- Using Gallery view in Zoom to monitor students. Zoom can display up to 49 students on one page at a time.
- Recording the Zoom meeting. This can be helpful to use as a reference in the future.

Verification of Student Identity

Verifying the student's identity is an important part of the process to preserve academic integrity. There are services on the internet that students can hire to take their exams and even the entire course. But it is also important to verify the student's identity in a planned way that protects their privacy and FERPA rights. Below are procedures for completing this task with your MyFIU class roster without compromising the student's privacy. Please note, that **using the FIU One Card can be a FERPA violation** because it has not only their Panther ID, but it also has an identifying Wells Fargo number on the front.

Informing Students of Live Proctoring

It is recommended that instructors notify students in advance that the assessment will be live proctored leveraging Zoom and RLDB. To ensure that all students are proctored we recommend at minimum, taking a roll call. Instructors may choose to inform students that exam or quiz submissions without joining the live Zoom session will not be accepted.

Faculty Procedure for verification of identity

If you are the instructor of record:

1. Login to zoom.fiu.edu to schedule the meeting with your students to take their assessment.
2. A few minutes before the meeting time, launch Zoom and join the scheduled session. If you are recording the zoom session, we urge that you do so after all identifies have been verified.
3. Based on the class size, allow for appropriate time to verify the students' identity.
4. Access your class roster photos by:
 - a. Logging in from my.fiu.edu
 - b. From the Faculty Homepage, click on the "My Schedule" tile.
 - c. Click on the Roster icon for the class you would like to proctor.
 - d. Click on "Include photos in list" radio button.
 - e. Click on the "View All" link to expand the list; you will see your student's name, OneCard photo, and Panther ID.
5. Ask all the students to turn on toggle Video On.
6. Place the web browser side-by-side with your Zoom session and run down your list of students checking to be sure the faces are the same. To ensure all students are being proctored take roll call.

If you are a Teaching or Learning Assistant. You will not have access to the MyFIU class roster, below is an alternative way to verify identity.

1. Login to the Zoom session at appropriate time. If you are recording the zoom session, we urge that you do so after all identifies have been verified.
2. Engage students and verify identification using the FIU Mobile app. To ensure all students are being proctored take roll call as they are verified.
 - a. Ask students to tap their profile picture found on the top right corner of the app
 - b. Have the students hold the phone up to the camera where the proctor can see the picture and their faces.
3. Place the web browser side-by-side with your Zoom session and run down your list of students checking to be sure the faces are the same. To ensure all students are being proctored take roll call.
4. Proctor the student and log any activity that is indicative of cheating.
5. Report to the instructor.

What if the student does not have a picture in the App or in MyFIU/Panthersoft?

If the student does not have a picture associated with the class roster or their FIU Mobile App, you will need to privately verify their identity using a Zoom breakout room . If you have someone assisting such as a TA or LA, you can ask them to create the breakout room and assist you with moving yourself and the student without a picture into the breakout room where you can ask them to display their driver's license or other accepted ID.

1. In Zoom, click the Breakout room icon at the bottom of the window.
2. Select to manually assign users a breakout room and click the create button.
3. Press the 'Assign' link and select the student who needs to be identified.
4. Press the 'Open All Rooms' button to start the breakout room.
5. Click on the 'Join' link to enter the breakout room.
6. When done, press 'Close All Rooms.'

Students Getting Started

Downloading Respondus LockDown Browser

Students will need to [download](#) the FIU-specific version of Respondus LockDown Browser. To learn more about how to use Respondus LockDown Browser, please review the following articles:

- [Student Guide](#)

Student procedure for taking assessments via Zoom

1. Join Zoom scheduled session
2. Enable your webcam and microphone in Zoom
3. Get the proctors attention and show identification via FIU Mobile app
 - a. Tap your profile picture located on the top right
 - b. Hold the phone up to the camera where the proctor can see the picture and your face
4. Launch Respondus LockDown Browser and connect to FIU Canvas
5. Take test or quiz
6. Log out

Note: For students, the Zoom meeting window will not be displayed once they start the Lockdown Browser. Zoom will be running in the background and instructors can still see and hear them throughout the assessment.