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**To:** All Faculty <fac@fscj.edu>, All Adjuncts <adj@fscj.edu>  
**Subject:** Faculty Remote Proctoring Options

Greetings Faculty,

I want to take a moment to share with you planned options for faculty remote proctoring for the Fall Term.

As you know, on April 3, 2020, we went live with SmarterServices' automated proctoring service. This service is a fully automated service where the student checks in to take the examination via automation; the student is then recorded and monitored using artificial intelligence (AI); and the video of the examination administration is made available to the faculty member with index markers in places where the AI detected suspicious activity (audio in the room, extra head in the camera, missing head in the camera, etc.). Up to this point, the college has administered over 9,000 examinations using this technology. The cost for each examination administration is \$5, and the college is covering the entire cost. As an example, a class of 30 students with two examinations in the class will cost the College \$300 (\$150 for each examination). The student will pay \$0 for each examination administered through the automated proctoring service. The student can schedule an examination for immediate administration.

In mid-August, the College plans to launch ProctorU (Review+). This is a hybrid service that is similar in many ways to ProctorU (Live+), but it also uses AI during the examination administration (like SmarterServices' automated proctoring service) to help reduce cost. With ProctorU (Review+), the student checks in, conducts the ID check, performs a guided room pan to secure the testing area, and launches the examination with a live ProctorU professional proctor. Once the examination begins, the live proctor turns monitoring over to AI much like the automated proctoring service (although the student is not alerted to the transition). Once the examination administration is complete, a professional proctor reviews all suspicious activity detected by ProctorU's AI and watches the video in an accelerated manner. If any suspicious activity is confirmed, the ProctorU professional proctor submits a report, just like ProctorU (Live+). Also, like (Live+), the video is uploaded in the Canvas shell and will be available should the faculty member desire to review. The cost for each examination is \$10, and the College will be picking up the entire cost of examination administrations using this service. As an example, a class of 30 students with two examinations will cost the College \$600 (\$300 for each examination). The student will pay \$0 for each examination administered through ProctorU (Review+). The student must make an appointment to complete the examination at least 24 hours in advance.

By the middle of September, the College hopes to launch Proctor360. This is a service very similar to ProctorU (Live+), except rather than ProctorU proctors monitoring the sessions, it will be FSCJ proctors monitoring the examination sessions. With Proctor360 our assessment staff will remotely check the student in, conduct the ID check, perform the guided room pan to secure the testing area, launch the examination, and monitor the student until the completion of the exam. Once the examination administration is complete, the proctor will close out the testing session. If any misconduct is detected, the proctor will capture that misconduct, stop the examination (if appropriate), and forward details and evidence of misconduct to faculty for a final resolution and determination of the next steps. Although the videos are being recorded, they are not automatically uploaded to Canvas and will only be made available upon request from the faculty member. The cost for each examination is approximately \$13

(estimate based on a two-hour examination), and the College will be picking up the entire cost of examination administrations using this service. As an example, a class of 30 students with two (two-hour) examinations will cost the College \$780 (\$390 for each examination). It is important to note, that we are still working through some contractual items with Proctor360 and although we are hopeful that we will launch this service, there are not any guarantees. The student must make an appointment to complete the examination at least 24 hours in advance.

Below is a table that provides a quick comparison of these three services:

<b>Item/Process</b>	<b>Smarter Services - Automated Proctoring</b>	<b>ProctorU (Review+)</b>	<b>Proctor360</b>
<b>Required Technology</b>	Laptop or desktop and webcam	Laptop or desktop and webcam	Laptop or desktop and webcam
<b>Password entry</b>	Automated	Entered by ProctorU professional proctor	Entered by FSCJ proctor
<b>ID validation</b>	Automated (if concerns, faculty would need to review the video)	Student validated by ProctorU professional proctor	Student validated by FSCJ proctor
<b>Room sweep</b>	Automated (if concerns, faculty would need to review the video)	Guided room pan conducted by ProctorU professional proctor	Guided room pan conducted by FSCJ proctor
<b>Examination monitoring</b>	Artificial intelligence	Artificial intelligence	Monitored by FSCJ proctor
<b>Post exam review</b>	Suspicious activity is flagged for review by faculty	Suspicious activity is reviewed by ProctorU professional proctor and the proctor watches the entire session in an accelerated mode	None: exam is monitored by FSCJ proctor
<b>Post exam feedback</b>	Suspicious activity is flagged and the full recording of the session is available in Canvas	Report from ProctorU professional proctor is created if possible cheating was detected (AI or during review) and the full recording of the session is available in Canvas	FSCJ proctor would email faculty of suspicious or inappropriate activity, as well as steps taken and any recording of the incident
<b>Cost to College</b>	\$5 per examination – no time restrictions	\$10 per examination – no time restrictions	Although there are no time restrictions, the College is being billed by the hour for the use of Proctor 360. The \$13 estimate per examination was based on a two-hour examination. A one-hour examination would cost less, while

			longer examinations would cost more.
<b>Examination Window</b>	The student can schedule an examination for immediate administration.	The student must schedule an appointment at least 24 hours in advance.	The student must schedule an appointment at least 24 hours in advance.

All of these options cost the College money, and during times of reduced enrollment due to the Pandemic, it is important to consider the need of proctored testing and security level needed, as well as no-cost alternatives. Examples of no-cost alternatives include:

- Using WebEx or Conferences (in Canvas), have students take the exam on video with the instructions about examination conduct provided by faculty member.
- Using services such as Windows Steps Recorder for students to record themselves taking the exam with instructions about examination conduct provided by faculty about keeping their eyes on the screen as above.
- Providing alternative assignments (timed exams, essays, etc), and then, if desired, “spot check” exams, essays, etc., by selecting students to video conference with you and having them respond to questions about the submission, content, and assignments, with the instructions that their grade for the assignment will depend on whether or not they are successful in the interview with you.
- Windows 10 has a screen recording utility called the Xbox Game Bar. With it, you can record a video of your actions in just about any Windows app on your laptop, whether you want to capture gameplay or create a tutorial for someone using Microsoft Office.

We ask that you consider the purpose of the exam, weight, etc., and decide the best option for each planned assessment, understanding that we are all drawing from the same pool of limited resources.

Expect a notice from me in the next few weeks outlining training opportunities around the assignment and use of ProctorU (Review+).

Sincerely,  
Rich

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