Proctorio FAQ for Academic Continuity

Following are some common questions from faculty.

What do my students need for online proctoring?

At a minimum, your students will need a computer with the chrome browser and Proctorio extension. If you are using "ID verification" or "webcam recording" the students will be required to have a webcam to take the test. Please note that Proctorio is not mobile compliant so students cannot take a Proctorio exam through a cell phone, iPad, or any mobile device.

What are my options if my students do not have a webcam?

If your students do not have a webcam you can still use Proctorio features that are not webcam dependent. These include browser lockdown, screen recording, or signature verification.

What should I include within my course if I want to use Proctorio?

Faculty should update their syllabus with the Proctorio syllabus statement. The syllabus statement is available within our online workshop Online Proctoring with Proctorio or on our About Proctorio page. You can also visit the Faculty Toolkit Leveraging Canvas section and see "Assessing Student Learning." To ensure that students do not experience technical issues, instructors should include the Proctorio Getting Started Checklist and Practice test. These are available as a Canvas module and are downloadable from the Online Proctoring with Proctorio workshop.

Is there a limit to how many proctored exams I can conduct?

No. You can conduct as many online proctored exams as you wish.

Am I required to use online proctoring?

No. The use of Proctorio is optional for faculty.

Does this violate student privacy?

No. Proctorio strictly adheres to FERPA guidelines and has established a number of provisions to ensure student privacy.

Where do I go for technical support issues?

Proctorio has its own 24/7 support line for students or faculty and you can call 480-428-0692 or 1-866-948-2039 or support@proctorio.com. Additionally, you can contact the help desk at 974-1222 or help@usf.edu.

For more information please visit https://www.usf.edu/academic-continuity