



Communicating with Students

Before using the Proctorio online proctoring tool in your Canvas course, we recommend communicating with your students in the following ways:

- ☐ **Survey students to learn about their computer setup and Internet access.**
- ☐ **Let students know what Proctorio is and how it works.**
- ☐ **Set up a practice quiz.**
- ☐ **Establish a communication channel for tests.**

See below for details on each of these.

Survey students to learn about their computer setup and Internet access.

[Create a Canvas survey](#) or email your students to find out if they have the technology to take Proctorio exams. The following questions can be used for your survey:

Name: _____

Which of these do you have? (Check all that apply.)

- Mac or Windows PC or laptop
- Webcam
- Microphone (can be on PC, laptop, webcam)
- Tablet computer
- Smartphone

Which describes your Internet Speed ?

- Very fast (can stream HD video)
- Fast (can stream standard-definition video)
- Slow (difficulty streaming videos)
- Very slow (can't stream videos)

Which describes how reliable your Internet service is?

- Very reliable (no interruptions of service)



- Fairly reliable (few interruptions of service)
- Not reliable (service interruptions are common)

If you are **not** currently in the Eastern US time zone, in which time zone are you?
_____ and how many hours difference from ET? _____

Let students know what Proctorio is and how it works.

Share the following information (adjust as needed) with your students in a Canvas announcement or by email:

Proctorio is an online proctoring solution integrated in Canvas quizzes which offers identity verification, test monitoring, and a number of other features to ensure academic integrity. Throughout an exam, Proctorio will record the testing environment, and depending on the settings of the exam you may need to provide a scan of the room. Therefore, you should select private spaces for the exam session where disruptions are unlikely and where recording devices can be enabled. At the end of the exam, Proctorio generates an automated report for the instructor that flags any suspicious behavior, such as opening up new tabs on browsers, talking to others in the room, and looking away from the screen for too long.

To use Proctorio students are **required** to:

- Use a computer with a functioning webcam and microphone (no tablet computers or mobile devices)
- Use Google Chrome browser
- Install the Proctorio extension to the Google Chrome browser (students will complete this during a practice test)
- Have a reliable internet connection
- Use a quiet private location
- Have a GU photo ID ready to show (if instructor requires)

You will take a practice quiz using Proctorio to test your systems and help prepare for an actual test.

24/7 support is available for students by visiting [Proctorio Support](#).

See also Proctorio [Best Practices for Students \(PDF\)](#).



Please note: If you have challenges finding a computer that meets the technical requirements above, and/or concerns using an online proctoring tool, please contact your instructor who will work with you to find an equivalent alternative.

Set up a practice quiz.

Before using Proctorio for a graded Canvas quiz or exam, create an ungraded practice quiz for students to take. The practice Proctorio quiz will:

1. Check that students have sufficient technology to use Proctorio.
2. Lead them through the steps to add the Proctorio extension to their Chrome browser.
3. Simulate the experience of taking a quiz/exam with Proctorio.
4. Help identify any issues prior to taking a graded quiz/exam.

Establish a communication channel for tests.

While they are taking a Canvas test with Proctorio, students will have access to contact Proctorio technical support from within the test screen. We recommend that you also provide students with a way to contact you using their phone in case they have a question or concern about the test. For example, they could join you on a Zoom session (using the Zoom smartphone app) or text you at a given phone number.