Instructor Q&A Session
Housekeeping

- Mute your microphones
- Use the chat feature to type your questions
- This session is being recorded
- Troubleshooting
• Proctored Exam Impact Across Modalities
• FIU/Honorlock Contractual Agreement
• Online Proctoring Considerations/Alternatives
• Getting Started with Honorlock
• Training
• Support/Resources
• Q&A
### Proctoring Across Modalities

**Proctoring:** Spring 2020 *(Before March 12, 2020)*

<table>
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<tr>
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<th>Online (80%-100% online)</th>
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As a result of COVID-19 and the mandatory campus closure, FIU explored different proctoring options and vendors. After careful consideration, FIU negotiated a contract with Honorlock to provide online proctoring services at a discounted institutional rate during this temporary shift to remote teaching.
# Proctoring Across Modalities

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| On-campus proctoring Remotely:  
- Honorlock (institution pay) | On-campus proctoring Remotely:  
- Honorlock (institution pay) | Online proctoring (student fee)  
- Honorlock (institution pay)  
- ProctorU  
- Proctoring Center |
What is Honorlock?

Honorlock is an online cloud-based proctoring solution that helps protect the academic integrity of assessments created within your Canvas course, while offering students the flexibility of taking exams at their convenience (within the time frame allotted by the instructor). Honorlock uses artificial intelligence to provide a human-free, on-demand proctoring service. The AI technology identifies students who may be attempting academic dishonesty and alerts a live proctor in real-time to pop into the exam session via chat to intervene and redirect the student. Honorlock uses:

• Search and destroy technology
• Browser guard prevention
• Patented mobile detection technology
• Prevents students from copying, pasting and printing during exam

Visit: Honorlock.com
FIU/Honorlock Institution Pay Agreement : Spring 2020

• FIU will cover the cost of up to two proctored exams for each student in each course for the remainder of the spring semester.

• Effective across all modalities (on-campus, hybrid, and online courses).

• Honorlock (in Canvas) has temporarily been updated so it no longer prompts the student to pay. Instead, it is flagged to have the proctoring fees covered by the institution, as a result of the recent contractual agreement, for the remainder of the spring semester.

• The Honorlock institution-pay contract includes the AI (artificial intelligence) technology. The manual review (premium service) has been temporarily disabled for the duration of the campus closure (remote teaching).

• Online courses originally setup with ProctorU in the spring semester, have been manually switched to Honorlock by FIU Online representatives for the remainder of the spring semester.
FIU/Honorlock Institution Pay Agreement: Spring 2020

- Please continue to fill out the CASE proctored exam form so we may continue to keep track of which courses/sections will use Honorlock (institution pay) for the remainder of the semester [https://forms.fiu.edu/view.php?id=576041](https://forms.fiu.edu/view.php?id=576041).

- To ensure students enrolled in f2f, hybrid and/or online courses do not get assessed any proctoring fees for the remainder of the spring semester, please ensure that you ONLY select Honorlock (not ProctorU) as the vendor to proctor your exams remotely online.

- No official decision has been made for summer, but we encourage everyone to be prepared to deliver their face-to-face and/or hybrid courses remotely should the impact of COVID-19 extend through the summer. Details on online proctoring options for summer will be shared once it becomes available.
Online Proctoring Considerations/Alternatives

Although Honorlock is a great tool to use to proctor your exams remotely online, it should not be the only solution you consider.

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<tr>
<td>• Desktop or laptop (iPad/Tablets/Phones not compatible with Honorlock platform)</td>
<td>• Zoom (web conferencing tool)</td>
</tr>
<tr>
<td>• Desktop and/or laptop must have a functional webcam and microphone</td>
<td>• Exam in Canvas (without proctoring service)/enable Respondus Lockdown Browser.</td>
</tr>
<tr>
<td>• Reliable internet connection</td>
<td>• Determine which concepts and/or learning objectives remain to be assessed and decide what/how you want to assess them:</td>
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<tr>
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<td>• What are key indicators, phrases, and/or tasks that would indicate that the student is successful at the level appropriate for your class?</td>
</tr>
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<td>• modify exam so it may be completed offline and uploaded to Canvas or via email</td>
</tr>
<tr>
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<td>• alternative assignments, individual/group projects and/or presentations that allow students to demonstrate content mastery and understanding of the learning objectives in the course.</td>
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Getting Started with Honorlock

1. Communicate to your students that they will be proctored online through Honorlock when taking their upcoming exam(s).

2. Inform students of the equipment/technical requirements for Honorlock:
   - Students will be required to have a laptop or desktop with a functioning webcam (camera) and microphone for virtual proctoring purposes. **Note: iPads, Tablets and/or smart phones are not compatible.**
   - Students will be required to use Google Chrome as their browser during the test.
   - Students will be prompted/required to install the Chrome extension on their desktop or laptop.

   *Provide alternative options to students with equipment limitations and/or refer them to [http://go.fiu.edu/pcsforpanthers](http://go.fiu.edu/pcsforpanthers) to apply for a loner laptop (for 3 months) equipped with hotspot (note: supply is limited)*

3. Create exam in Canvas or through third-party vendor (Pearson, McGrawhill, MyMathLabs, ALEKS, etc.)

4. Publish exam and enable Honorlock
5. Inform students of upcoming exam start date/time and end date/time, including what they are allowed/not allowed to use during the proctored exam.

6. Setup Honorlock “practice exam” to help students become familiar with the testing platform (optional, no charge, and does not count towards your two-exam limit).

7. On the day of the exam, students should:
   - Have a fully charged computer
   - Students will need to show a photo ID (e.g., driver’s license, student ID).
   - Stable internet connection
   - Use Google Chrome to login and take the exam in Canvas
   - Run a system check ([https://honorlock.com/support/](https://honorlock.com/support/))
   - Choose a quiet location to complete the test
Getting Started with Honorlock

8. After the exam ends, instructors may view the recordings and results of the proctoring session (incident level: high, medium, low)
COVID-19 Academic Continuity Planning
Resources to help you get ready to temporarily take your class online.


canvas.fiu.edu
Click on Instructors
Click on the training icon
Click on Honorlock Online Training link
View upcoming dates and click on the register bottom to enroll in upcoming training session.
If you need support setting up your exams in canvas and/or enabling Honorlock, you may open a case in canvas.fiu.edu to schedule a consultation with a course consultant specialist.
Support

Open a Case
Course Conversion Specialist

Phone Support
• Telephone: 305-348-3630
• Toll-Free: 1-877-3-ELEARN

Live Chat
Support via Canvas

Email Support
canvashelp@fiu.edu

CASE Support:
Contact Wendy Sanchez at wesanc@fiu.edu

Academic Continuity Support

Starting Monday, March 16, 2020 on-campus support for both Canvas and Instructor Course Conversion will be temporarily unavailable within our FIU physical locations.

- Canvas phone and live chat support is still available remotely 24/7 365 days of the year.
- Instructor Course Conversion case support is still available remotely Monday - Friday from 8AM - 6PM EST.

Canvas Support
24/7 365 days of the year
Phone Support
Telephone: 305-348-3630
Toll-Free: 1-877-3-ELEARN
Live Chat Support via Canvas
Login to Canvas and click the Login to Canvas and click the “Help” icon found on the bottom left to chat with Canvas support.

Instructor Course Conversion Support
Monday - Friday from 8AM - 6PM EST
Open a Case
Open a case to request a Course Consultation with a course conversion specialist.
Attend an Instructor Training
Join our Canvas and Zoom instructor training sessions to answer your questions.

Knowledgebase Support
24/7 365 days of the year
Access self-help guides on how to use Canvas.
COVID-19 CASE Updates and Resources

General
- Support Information
- Upcoming Training Sessions
- Video tutorials and resources
- 6 hidden channels

Sandra Logan 3/13 3:16 PM
COVID-19 Case Updates and Resources from US Dept of Ed regarding COVID-19 (dated 3-12-2020) and COVID-19 3-12-2020.pdf
- Canvas Questions
- Exams
- Humanities
- Internships
- Operations
- STEM Labs

Sandra Logan 3/13 3:41 PM

Start a new conversation. Type @ to mention someone.
• FIU will cover the cost of up to two proctored exams for each student in each course for the remainder of the spring semester.

• Effective across all modalities (on-campus, hybrid, and online courses).

• Honorlock in Canvas has been temporarily switched from “student-pay” to "institution-pay" for the remainder of the spring semester.

• Honorlock proctoring service will be through the AI technology. The manual review premium feature has been temporarily disabled in spring (not a service included in the institution-pay contractual agreement).

• Online courses originally set up with ProctorU have been switched to Honorlock.

• Students should NOT be assessed any proctoring fees for exams (do not select ProctorU in Spring 2020)

• Communicate Honorlock equipment/technical requirements to your students

• Accommodate students that have equipment/technical limitations/ http://go.fiu.edu/pcsforpanthers

• Review the resources located in the Honorlock Guideline/Microsoft Teams Channel

• Sign up for upcoming Honorlock training sessions through canvas.fiu.edu

• Open a case to schedule a consultation with a course conversion specialist

• Stay tuned for university announcement on plans for summer. *Anticipate and prepare for possibility of remote teaching for on-campus/hybrid sections in summer.