Respondus FAQs

For Student

1. What is Respondus?

Respondus is a tool that enables remote proctoring of online exams. It has two main components:

- Respondus LockDown Browser is a specially designed web browser used to prevent students from copying, pasting, taking screenshots, accessing other applications or other websites.
- Respondus Monitor is a video monitoring tool that builds upon the Respondus LockDown Browser. It records students during an online exam and flags any suspicious behavior. The Instructor then reviews the recorded session after the exam to check and analyze the flagged alerts.

As a remote proctoring tool, Respondus complies both with the Family Educational Rights and Privacy Act (FERPA) under US law, and with the General Data Protection Regulation (GDRP) under EU law.

2. Is Respondus-proctoring required for all online exams?

Not all online exams will require remote proctoring using Respondus. Your instructor will make that choice for you course and inform you before the exam, so you have enough time to familiarize yourself with the tool and test it.

3. What are the conditions and requirements for taking a Respondus-proctored exam?

- You should have the following required technology: laptop/PC, webcam and microphone, Respondus LockDown Browser, and a good internet connection.
- You should present your AUB ID to your instructor before attempting the exam. In case you have lost your AUB ID, you may use any government-issued picture ID that validates your identity.

- Your voice and image will be recorded during the exam. Recordings will be encrypted and will only be used by the instructor or by authorized university personnel, and solely for the purpose of proctoring the exam.
- You will be unable to access other applications or websites on your computer during the exam, unless those are enabled by your instructor.
- You should test Respondus and become familiar with it before attempting the exam.
- You will take a practice exam.
- You will need a quiet place to take the exam without distraction.
- Turn off all mobile devices, phones, etc. and don't have them within reach. Your area should be cleared of all external materials -books, papers, other computers, etc.
- Remain at your desk or workstation for the duration of the test.

4. How much internet bandwidth does Respondus need?

Respondus does not require high internet bandwidth and you should be able to use it with a regular home internet connection. In case you face issues caused by the internet try to access the exam from your 3G/4G internet.

5. Who will have access to the video recorded during an online exam proctored with Respondus?

Your instructor will have access to the recorded video, which will be used solely for proctoring the online exam. In case there is a need for further investigation, AUB authorized personnel may also be provided access, in line with AUB policies and procedures.

6. Am I required to show my full room on camera before starting the exam?
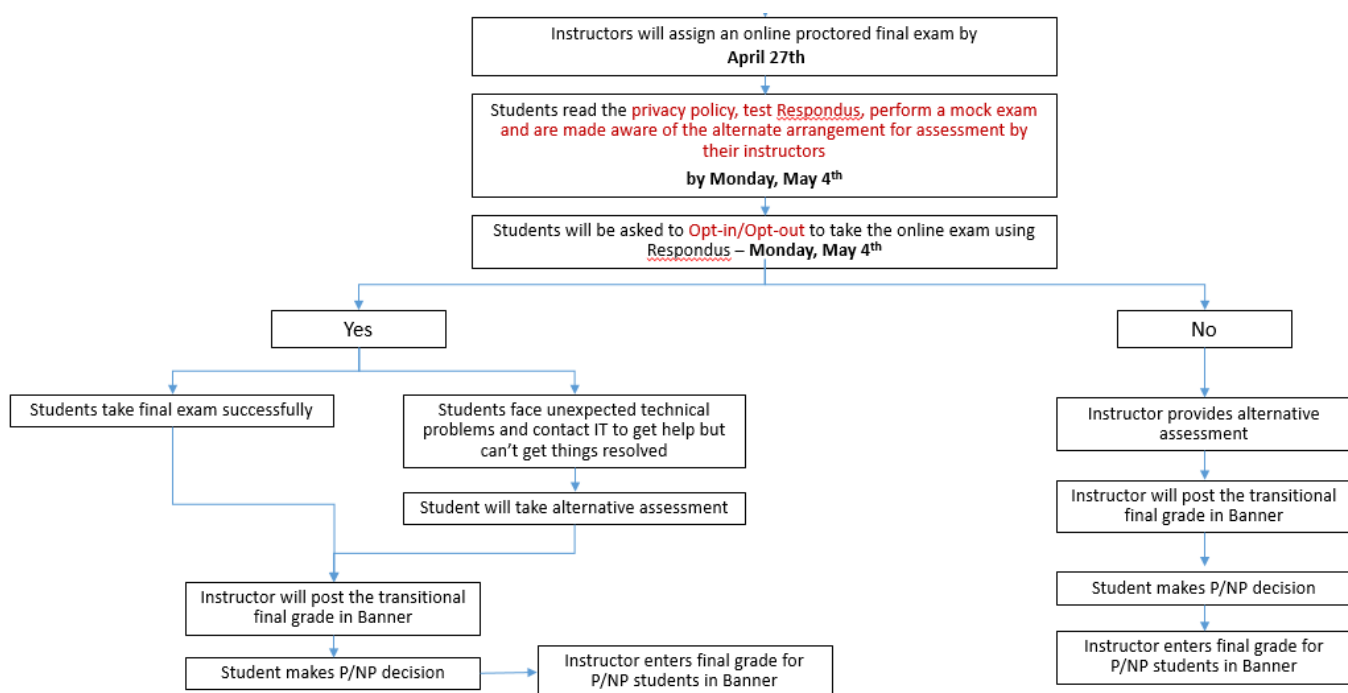
Due to student concerns with invasion of privacy, this feature of Respondus will be turned off by your instructor in the preparation phase of the exam.

7. What if I cannot meet the condition and requirements for a Respondus-proctored exam?

Your instructor will be directing you to information on how to install and use Respondus. This will include all the technical instructions to follow. In case you face technical difficulties you can contact IT helpdesk (it.helpdesk@aub.edu.lb) to get assistance to resolve any outstanding technical issues.

In case you still have issues that can't be resolved and you are unable to meet the conditions and requirements for a Respondus-proctored exam, then you will need to opt out of taking the exam by **May 4, 2020**, after you discuss and understand what alternative arrangements for assessment your instructor has planned.

8. What is the process to follow for a Respondus-proctored online exam?

9. My exam uses Respondus LockDown Browser and Monitor. What should I do as a student to be ready?

You are encouraged to set up your computer for online proctoring as soon as possible, so you familiarize yourself with the environment before your exam. To that end, you will need to download and install Respondus LockDown Browser on your own computer using the following link:
https://download.respondus.com/lockdown/download.php?id=581116428. Once installed you will need to start LockDown Browser from Moodle and then navigate to your exam, when the time comes.

You will be able to test your environment prior to the final exam by taking a practice exam set up by your instructor on Moodle.

The Office of Information Technology has made available a quick guide for students and an instructional video where you can find more information. If you have difficulties downloading or installing Respondus LockDown Browser and Monitor, or encounter other technical problems taking the practice exam, please contact IT Helpdesk at it.helpdesk@aub.edu.lb for support.

10.   How do I get help if I face problems during the exam?

The following Moodle support team hotline phone numbers will be available for instructors and students to be used during all Respondus-proctored exams: 01-759600 or 01-350000 extension 2233 (landline).