

Respondus FAQs

For Faculty

1. What technology can I use to administer a proctored online exam? And how does it work?

In order to administer a proctored online exam, you can use Respondus, a new online proctoring software, that is made up of 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 (as an instructor, you can allow access to specific external sites).
- Respondus Monitor is a video monitoring tool that builds upon the Respondus LockDown Browser. It records students during an online exams and flags any suspicious behavior, which may be indicative of cheating. As an instructor you can review the recorded sessions after the exam to check the flagged alerts.

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

Watch this [video](#) to get an overview of Respondus.

2. How do I enable my online Moodle exam to be proctored using Respondus

Before you can enable the use of Respondus with your online Moodle exam, you will need to fill out the [Exam Support Request Form](#), **by April 27, 2020**.

For more information, you can refer yourself to the [Instructor Quick Start Guide](#) and watch this [video tutorial](#).

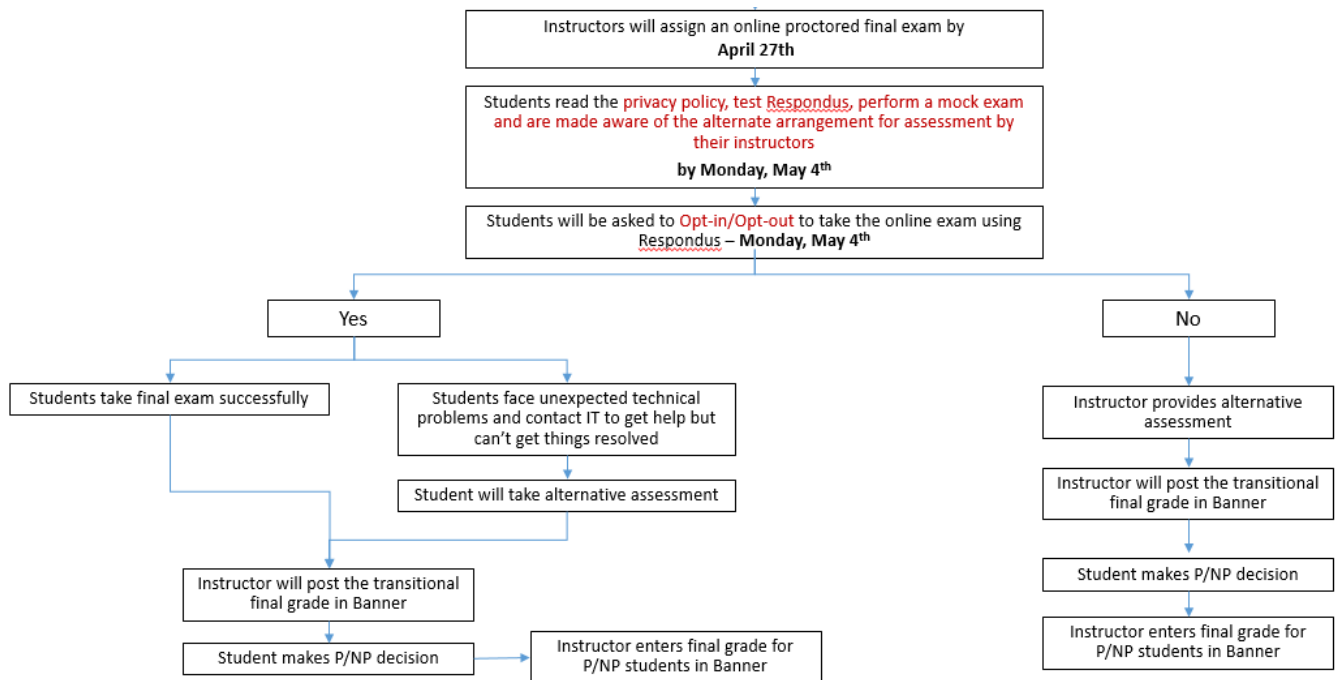
3. How do I inform the Office of Information Technology that I want to use Respondus?

You will be able to use Respondus, only if you are administering an online Moodle exam. To enable your online Moodle exam to be proctored by Respondus, you need to fill the regular [Exam Support Request Form](#), which now includes an option to select Respondus for online proctoring. To receive support for using Respondus, you should submit the form by **April 27, 2020**.

4. What are the conditions and requirements for students taking Respondus-proctored exams?

- Students should have the following required technology: laptop/PC, webcam and microphone, Respondus LockDown Browser, and a good internet connection.
- Students should present their AUB ID to you before attempting the exam. In case a student has lost the AUB ID, they may use any government-issued picture ID that validates their identity.
- The student's voice and image will be recorded during the proctored exam. Recordings will be encrypted and will only be used by authorized university personnel and solely for the purpose of proctoring the exam.
- Students will be unable to access other applications or websites on their computer during the exam unless enabled by your instructor.
- Students should test the software and become familiar with it before attempting the exam.
- Students will take the practice exam you will prepare.
- Students will need a quiet place to take the exam without distraction.

5. What are the process and timeline to follow for Respondus-proctored exams?



6. Can a student opt out of taking a Respondus-proctored exam?

In spring 2020, the university has agreed to allow students to opt out of Respondus-proctored exams, if they so wish. Students will make their choice by filling out a form available from their Moodle course, by **May 4, 2020**.

7. What if my students or I face technical issues during a Respondus-proctored 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 (land line).

8. What if the computer crashes or the internet connection fails while a student is taking a Respondus-proctored exam?

Students will be able to re-enter the exam and continue from where they left it. All previous answers will be automatically saved so nothing should be lost. You or the Moodle support team will be able to grant extra time for students who lost time during the exam. This can be done through “User overrides” under the “Quiz administration” block.

9. How will I know if a student opts in to take my Respondus-proctored exam?

If you choose to use Respondus for proctoring your online Moodle exam, your students must fill a form created by IT and posted in your Moodle course, to confirm whether they opt in or out of the Respondus-proctored exam. The deadline for all students to submit this form is **May 4, 2020**, and you will be notified as soon as a student submits this Moodle form.

10. What is expected of me to make sure students are ready to take my Respondus-proctored exam?

In case you opt for an *online proctored exam*, Respondus can be used only if the following conditions are met:

- ✓ You submit an [Exam Support Request Form](#) by **April 27, 2020**, and inform your students accordingly.
- ✓ Review the training material provided by IT and seek support for any additional technical issue.
- ✓ Prepare a practice exam, which should be taken by your students between **April 27, 2020** and **May 4, 2020**.
- ✓ Make alternative arrangements for assessment and discuss the options with your students before **May 4, 2020**.
- ✓ All students will choose whether they opt in or out of the Respondus-proctored exam by filling a form created by IT and posted on your Moodle course, by **May 4, 2020**.