

Wilfrid Laurier University Student Guidelines for the Use of Respondus Lockdown Browser + Monitor in Assessments

We are proud of our students as they continually demonstrate their commitment to honesty and [academic integrity](#). Respondus Lockdown Browser and Monitor software have been implemented to maintain the academic integrity of tests and exams conducted online. Respondus does not pass judgement on academic misconduct - it only records activity for review by your instructor. If your instructor suspects that you may have engaged in academic misconduct, the investigation process will reflect Laurier's official [policy](#) and [procedures](#).

Your instructors have access to a variety of [assessment tools](#) supported by Laurier. The decision on what type of assessment tool an instructor might integrate in their course comes down to ensuring the tool – and the type of assessment – can effectively assess the stated course learning outcomes.

Video monitoring through software is comparable to a proctor directly observing students in a face-to-face, in-person setting and allows the university to “proctor” you when completing your test on a computer. If you are not comfortable being recorded during tests, then you will be unable to complete the required assessments in courses that make use of video monitoring software.

Laurier courses may include Respondus' Lockdown Browser and Monitor software to facilitate online, virtual proctoring of midterms or exams conducted through MyLearningSpace (MyLS). It blocks other software from operating on your computer to prevent the “Googling” of answers, communication via instant messaging services, or opening other non-web-related software on your computer (e.g., Adobe PDF, Microsoft Word, etc.). The software requires that you complete your test on a computer with broadband internet, a webcam, and microphone so that your test can be “proctored”. Respondus Lockdown Browser and Monitor have been reviewed and approved as a cloud solution through Laurier's Privacy and Security Impact Assessment review process.

Information and practical resources related to academic and mental health supports in the remote learning environment are available to students through the [Remote Learning Hub](#). [The Dean of Students Office](#) also provides support related to academic disruptions and mental health challenges.

Before the Test or Examination

Download the Respondus Lockdown Browser

The Lockdown Browser and Monitor software is available for download from your MyLS course homepage, from the **Quizzes** page, or directly from [Respondus](#). When you install the Lockdown Browser software, the Monitor software is also downloaded and installed automatically. This software must be installed on a desktop or laptop computer (Mac or PC) or on an iPad tablet.

You need to access your course and the **Quizzes** tool using your regular browser (e.g., Chrome, Firefox, Safari, etc.). You will be prompted to launch the Lockdown Browser at the appropriate time. During the setup of Monitor, you will be able to see yourself in your computer's monitor.

NOTE: Lockdown Browser and Monitor is NOT compatible with Chromebooks, any other tablet, or any smart phone.

Testing the System

It is necessary to test the software on your computer prior to completing any online exams which contribute to your grade in a course. Many of the issues that our students encounter are resolvable in advance with the technical assistance available. A **Practice Quiz** has been set up that requires you to use the Lockdown Browser and Monitor applications in order to test them prior to your first graded assessment which requires them. In some courses a unique practice quiz will be required prior to completing each online proctored graded assessment. Using your regular browser, on your MyLS course page, click on **Quizzes**. On this page, you'll find the **Practice Quiz** under the **Current Quizzes** heading.

If you cannot find the practice quiz in your course, click on **Self Registration** at the top of the MyLS homepage and join the Respondus Practice Quiz course to access one.

You are required to complete the **Practice Quiz** prior to the writing the actual tests and on the SAME computer you will use to write the real tests to ensure that Lockdown Browser and Monitor are working on YOUR computer.

Note: that **your online exams may not be available** until you have taken the practice quiz.

Your MyLS course site contains a **Practice Quiz** which is set up using the assessment technology that will be used for your examination. You can take the **Practice Quiz** repeatedly, and at any time, to test your system functionality using different devices.

For example, if your exam is using Lockdown Browser and Monitor, your **Practice Quiz** will take you through the following sequence:

- Terms of use
- Webcam check
- Additional instructions
- Guidelines and Tips
- Photo
- ID Card
- Environment Check
- Facial Detection Check

Getting Help

If Lockdown Browser and Monitor are not working when you are testing your system, please **exit your Quiz in MyLS, close Lockdown Browser and restart your computer**. Once your computer has restarted, use a regular browser (e.g., Chrome, Firefox, Safari, etc.) to login to MyLS. Attempt to complete the practice quiz again – you will be prompted to launch the Lockdown Browser when it is required.

If you continue to experience difficulties with Lockdown Browser, please refer to the [troubleshooting guide](#) or click the **Help Center** button on the toolbar at the top of the Lockdown Browser window. Follow the prompts to complete the Webcam Check and System Check.

If you are unable to resolve the issue during your practice quiz, contact Educational Technologies for assistance (examquestions@wlu.ca). Be sure to test your computer and webcam prior to each test.

How do I prepare my technological environment?

- Check out the ICT Tech Guide for Remote Learning to compare your system to the system recommendations provided.

- Your computer must have a **webcam and a microphone** (either built-in or as a peripheral device). If you do not have a webcam and a microphone, and do not wish to purchase them, you will have to borrow a computer which does have a webcam and a microphone. A limited supply of laptop computers can be borrowed from the ICT ServiceDesk. Please [complete the online form](#) to request a loaner laptop.
 - If your device includes an integrated webcam, you cannot be required to use a peripheral webcam.
- Make certain to fully **update all software** on your computer, and check that your computer is in **excellent operating condition** and that you have a **stable internet connection**, prior to writing any test.
- If you are concerned about the strength or consistency of your internet connection, try to limit other demands on bandwidth. For example, if you are on a shared connection, endeavour to arrange for limited use of streaming files or using applications that can slow your internet connection during the exam period. Close any other applications that might run in the background and might be connected to the internet.
- If you uncover any issues with technology or internet speed, email examquestions@wlu.ca for guidance and assistance.
- Students registered with the Accessible Learning Centre (ALC) requiring exam accommodations should contact the ALC well in advance of the date of the online test to address any requirements for the online tests.

How do I prepare myself?

- Each department may have its own requirements and restrictions for examinations to observe. Make sure you seek clarification regarding specific requirements prior to your exam.
- Prepare for your online exam by reviewing the reminders, tips and support in this [resource article](#).
- Many of the same requirements for attire during onsite, in-person, exams apply to online exams. Dress for exam success by arriving fully clothed in comfortable attire. Avoid attire that may obstruct the view of your face. Don't wear sunglasses, baseball caps or hats with brims, or hoodies that cover your ears (religious headwear is excepted). Do not wear devices in your ears (hearing aids are excepted).
- Make sure that you have taken care of personal needs such as food, hydration, and a visit to the bathroom prior to the start of your exam.

How do I prepare my physical environment?

- Select a quiet, private location where you are not likely to be interrupted or distracted, or where unanticipated background noises are less likely to occur. Turn off sources of background noise such as televisions, radios, smart speakers or other media devices.
- Set your computer on a flat, stable work surface.
- Choose a well-lit location to improve visibility within your test-taking environment. Take the exam in a well-lit room and avoid backlighting, such as sitting with your back to a window.
- Review the section on **Materials and Aids for All Examinations** in [Laurier's Exam Regulations](#).
- Your instructor may permit the use of specific authorized aids (e.g., a virtual or physical scrap paper to take notes).
- Remove all unauthorized materials or devices from your exam space in accordance with the regulations. If you have any questions about authorized and unauthorized materials and devices,

review relevant course materials provided by your instructor or ask your instructor for clarification in advance of the exam.

- If you are unable to secure a quiet location, the university may be able to assist you. Please contact your Dean of Students office to learn about safe, alternate spaces available on our campuses to complete your online exam.

How do I complete the student photo, ID verification, environment check and facial detection?

1. You will be prompted to take a photo of your face. Make sure your face is centred in the frame displayed on your screen. Click "Take Picture" to take a picture of your face. Verify that that image is clear and click on "Use Picture" to continue. This photo will be used by your instructor or designate to check against the next step, when you show your student ID.
2. Just as students are required to have an acceptable photo identification card in their possession for an in-person, on campus exam, students completing examinations online must be in possession of an acceptable photo identification card and prepared to participate in ID verification when it is requested.
 - **Acceptable identification** for online examinations includes your Laurier OneCard or WatCard, as these contain the minimal information required to verify your identify. If you do not have access to your student identification, a driver's license, or other government-issued identification which includes a photo of you can be used, but will display more personal information than is required for your exam. Note that your passport and health card are not acceptable forms of identification for this reason.
 - For student **identification verification**, the software will prompt you to hold your identification to the camera and select "Take Picture." Once you verify the image, select "Use Picture."
3. If your instructor has chosen to require a room scan, it is very important that you provide a full scan of your exam writing space, just as a proctor would do if you were writing an onsite in person exam. This is key to ensuring that you can demonstrate that you are acting with integrity and have no unauthorized aids. Your instructor may request a mirror check during the environmental check only to display your computer screen, keyboard and surrounding environment as this generates a complete environment scan for systems with integrated webcams. You will, however, not be requested to use a mirror to monitor you during your test.
4. The software will prompt you to proceed through the following steps for an Environment Check:
 - a. Click "Start Recording".
 - b. You must complete three 360-degree scans of the environment in order to capture the top, middle and bottom of the room.
 1. The first scan should be with the webcam pointed horizontally at eye level to capture the middle of the room.
 2. The second scan should keep the webcam at eye level while pointing upwards at a 45-degree angle.
 3. The third scan should keep the webcam at eye level while pointing downwards at a 45-degrees angle. GO SLOWLY – each full 360-degree scan of the environment should take about 10 seconds.
 - c. Click 'Stop Recording' when you are finished. Review the video to make sure the entire room and your workspace is captured before moving on to the next step.

5. **Note:** Facial detection settings are set by your instructor. You may be prevented from starting the test if your face cannot be detected by the software during the start-up sequence and you may be notified during the test at any time that your face cannot be detected. If your instructor has indicated that facial detection settings have been enabled, hold still while facing the camera while this check is completed and ensure that there is adequate lighting in your exam location while endeavouring to keep your face within the viewable frame to help maintain facial detection.

During the Test or Examination

With the Lockdown Browser and Monitor software activated, the online test is conducted much the same as any test you would write in a proctored setting in a classroom or exam hall. This means that your online assessment is subject to the Wilfrid Laurier University Exam Regulations and 12.2 Student Code of Conduct: Academic Misconduct.

What if I have technological challenges?

If you encounter technical difficulties during your test or exam (e.g. a loss of internet connection or frozen screen) you should:

1. exit the test (your answers are saved in real time, so they will not be lost)
2. reboot (shut down, and restart) your computer and then log back into the test

As long as your internet connection is live, **MyLS will save your answers as you go**, and they will be there when you login again to continue your exam. Rebooting your computer and restarting the exam will solve most problems but it is important to note that if you try to re-enter the test after the test's start window has closed, or this does not rectify the problem, you will need to seek assistance. Immediately contact your instructor using their preferred email address and examquestions@wlu.ca (send one email to both!) **Any delay in contacting your instructor may result in a zero on the test.** Your instructor might grant permission for you to get back into the test without being penalized for time.

Assistance can also be obtained by emailing examquestions@wlu.ca. Note: this support is available during scheduled midterms and finals. Response times will vary; however, it is important that you request assistance by sending a help request to this email address.

How am I expected to conduct myself?

- You should treat your actions during this exam like you'd treat an on-site in-person proctored test. Refer to the exam regulations to become familiar with what is acceptable behaviour. Remember as well that just like in an onsite, in-person proctored exam, activities such as standing up, wandering around, or speaking out loud are prohibited.
- Endeavour to avoid unintended motion. Place your computer or device on a flat, hard surface such as a table or desk that will reduce movement. Avoid placing the computer on your lap, a bed, or the floor. If using a built-in webcam, avoid tilting the screen after the webcam setup is complete.
- You must remain seated during the examination period. In the case of an emergency, you need to request permission to leave the examination environment visible to the camera. To do this, speak directly into the camera and clearly explain the reason you are leaving. This will be recorded and noted within the system. Return as quickly as you can and continue your exam.

You should not exit the exam until all questions are completed and you have submitted it for grading. **If an unanticipated interruption occurs**, briefly explain what happened by speaking directly to your webcam. Once your exam is over, contact your instructor to let them know what happened.

You've got this, Golden Hawk!

After the test or examination

What is the process for Storage, Access and Retention of Test/Examination Videos?

Only authorized Laurier faculty or staff will have access to the videos of your examination session along with identifying information such as your name. Respondus, the company that makes and sells the Lockdown Browser and Monitor software, does NOT have access to identifying information. Respondus may use de-identified recordings for the purposes of quality control and research for improvement of the product.

After each test or exam, videos will be reviewed by the instructor (or their designate) to ensure academic integrity. Videos will be retained for two calendar years, as per Laurier's guidelines on retaining course-related documents. At any time during this period the videos can be used as evidence in an academic misconduct investigation. There is a formal process to appeal any allegations of academic misconduct.