Testing on Blackboard using Respondus Monitor

WHAT IS RESPONDUS MONITOR?
Respondus Monitor is a webcam feature for LockDown Browser, which is a custom browser that locks down the testing environment in Blackboard. When students use LockDown Browser to access a test, they are unable to print, copy, visit other websites, access other applications, or close a test until it is submitted for grading. Tests created for use with LockDown Browser cannot be accessed with standard browsers. When the Respondus Monitor feature is enabled for a test, students are required to use a webcam and microphone to record students during online, virtually proctored tests.

Watch a 1-minute video on this from a student perspective at http://www.kaltura.com/tiny/0avis

Watch a 4.5-minute video with more information at http://www.kaltura.com/tiny/07tsb

INCLUDE STUDENT TESTING REQUIREMENTS IN SYLLABUS (sample below)
This course requires you to take tests online using LockDown Browser and Respondus Monitor. You must use a computer (Windows PC laptop/desktop, Apple Mac laptop/desktop, or Chromebook). **Do not** use your phone, tablet, or iPad for taking tests. You will also need a working camera and microphone on your computer. You must have reliable Internet. A wired connection is best. If you use a wireless Internet connection, make sure that it is a strong connection. You may need to move close to the router to obtain the best signal.

Respondus Monitor requires you to have and display a valid photo ID and complete an environment check. Please review this video to follow the proper procedures: http://www.kaltura.com/tiny/bn75m. Failure to follow the instructions below could result in you having to retest or receive a zero for your exam.

It is critical that you take the Practice Test to identify any issues or concerns for your specific testing equipment and environment. Notify your instructor if you are unable to test using Respondus Monitor. Your instructor will determine if you can take course exams at a CSCC Testing Center. Please make every effort to use LockDown Browser and Respondus Monitor if possible.

Most testing accommodations are available in Respondus Monitor and should be used when taking the Practice Test. Please contact the accessibility services with any questions.

These instructions are also available at https://cs-cc.net/proctored. Select the article for your specific computer.

RESPONDUS MONITOR MODULE

This module contains all the important information for faculty and students. There is an announcement and two new menu items: Testing with Respondus Monitor and Proctor Results. The menu item "Testing with Respondus Monitor" contains various items clearly marked for faculty or students. All information for the faculty is hidden from students and should remain that way. The information for the students contains training on using Respondus Monitor at Columbus State Community College including the practice test.

Students are trained on installing LockDown Browser, following course rules, taking a good photo of their ID, and completing a good environment check. The practice test uses adaptive release so that it is not available to students until they have completed the training module or the quick start training. If this practice test is located in the course, it will have a Grade Center column, but will not be included in your Grade Center calculations. Please do not change this column information.

This module can be copied to your course by contacting the Faculty Assistance Center at teaching@cscc.edu.

PRACTICE TEST

The RM practice test is a short "no-stakes" (ungraded) practice test allowing students to become familiar with using Lockdown Browser and Respondus Monitor when taking Blackboard tests at home, before taking a high-stakes test. To ensure students' success using Respondus Monitor, students have three attempts to take the RM Practice Test during the first three weeks of the semester (a different schedule applies during the summer semester). The schedule for the practice test deadline and feedback are provided in an announcement. The students will be graded on the check-in process and will be given feedback on any issues such as technical problems, ID not clear, incomplete environment check, student out of frame, and poor lighting.

Professional Proctors will grade the student's performance on the check-in process and provide results in the Blackboard rubric. Students should check their feedback to correct any issues and take the practice test again. Online Student Success Guides will coach students on the proper way to show their ID and perform an environment check, or any other problems they have.

Students should contact the college's Help Desk about technical issues with the setup of LockDown Browser and Respondus Monitor. Students who do not have the appropriate equipment or internet connectivity should notify their instructor to determine if they can take their course exams at a CSCC Testing Center.

Students who successfully complete the check-in process will earn 10 points on their practice test and will have access to their approval certificate to use RM for testing. This certificate can be given to instructors to allow students to use RM in their course.

SET UP ASSIGNMENT FOR APPROVAL CERTIFICATE (CAN BE EXTRA CREDIT)
The best way to have students present the certificate is to create an assignment for students to upload the PDF of the approval certificate. This assignment can be set up to give students extra credit for completing the RM process.

To create an assignment for the RM approval certificate:
1. Go to the content area (menu item) where students must go to upload the certificate
2. Hover over "Assessments" on the top of the page and click "Assignment"
3. Enter "RM Approval Certificate" in the "Name" field
4. Enter the number of points in the "Points Possible" field. For extra credit, use 0. Otherwise, you may want to use 1.
5. Expand "Display of Grades" by clicking on this link and uncheck the box on "Include in Grade Center grading calculations." If you are using this assignment for extra credit, leave the box checked to include the grade.

6. Click "Submit"

After students upload the PDF of their approval certificate to the assignment, you will see a needs grading icon in the grade center column. Review the uploaded file and manually provide a grade for this assignment.

DEPLOYING A TEST
A test must be deployed in Blackboard for students to access it. To deploy a test, follow these instructions. They are also available at this link: https://help.cscc.edu/article/292-tests-deploying-a-test-in-blackboard.
1. Go to the content area (menu item) where the students must go to locate the test.
2. Hover over "Assessments" on the top of the page and click "Test.".
3. There will be an option to "Create a New Test" or "Add an Existing Test" from the list. Click on the option that applies and then click "Submit."
4. Once the test has been added, you will select the appropriate test options and click "Submit." Note that a Grade Center column is automatically added for that test.

STUDENTS WITH ACCOMMODATIONS

Some accommodations can be provided in Blackboard using Test Exceptions for these students using the instructions: https://help.cscc.edu/article/63-helping-students-with-accomodations.

- Extra time on exams can be specified by user in the Test Exceptions section of the Test Options
- Different test availability dates can be specified by user in the Test Exceptions section of the Test Options

Other accommodations may require a paper version of the test or a separate version of the Blackboard test.

- A PDF version of the exam can be extracted from Blackboard using Respondus
- A separate test may be needed where the grade is not included in the Grade Center calculations. The instructor must manually transfer the grade of any students taking this version to the original test Grade Center column.

See this for accommodations with tests: https://iti.cscc.edu/deis2/helpDocuments/testing/AccommodationsandTestProctoringOnline_Virtual_Courses.pdf.

ADDING THE LOCKDOWN BROWSER TOOL TO YOUR COURSE

If the Respondus LockDown Browser menu item is not listed under the Course Tools section of the Control Panel, you must add the tool to your course by completing the following:

1. In your Blackboard course's left navigation menu, under Control Panel, click **Customization**.
2. Under Customization, click **Tool Availability**.
3. Select the box next to Respondus LockDown Browser and click **Submit**.

HOW TO SETUP A TEST USING RESPONDUS MONITOR WITH LOCKDOWN BROWSER

Watch a 2.5-minute video on how to do the 13 steps below at http://www.kaltura.com/tiny/0ajzq

1. Click on "Course Tools" under the Control Panel on Blackboard.
2. Click on the "Respondus LockDown Browser" button.
3. Locate the exam name on the dashboard. Click on the down arrow to the left of the test name. Select "Settings".

4. Select "the following options for the LockDown browser settings.

🔒 LockDown Browser Settings

○ Don't require Respondus LockDown Browser for this exam
● Require Respondus LockDown Browser for this exam

Contact the Testing Center for the Password to be entered when taking the test in the Testing Center.

This is NOT to be given to the students.

⊟ Password Settings

Password to access exam (optional) [　　　　　　　] ←

⊞ Advanced Settings

📷 Proctoring

○ Don't require proctoring for this exam

[Questions?]

● Require Respondus Monitor (automated proctoring) for this exam [explain]

Webcam Only   Webcam + Screen ←

Be sure to choose "Webcam + Screen"

○ Allow instructor live proctoring for this exam (via Zoom, Teams, etc) [explain]

Startup Sequence

The Startup Sequence is the set of optional events that occur before a Monitor webcam session begins. You can choose the items to be included in the Startup Sequence, and can edit the text unless it has been locked by the administrator.

Webcam Check   Preview
☑ Additional Instructions   Preview   Edit Text
☑ Guidelines + Tips   Preview
☑ Student Photo   Preview
☑ Show ID   Preview
☑ Environment Check   Preview   Edit Text
Face Detection   Preview

Leave these as the default options.

If there are any additional approved materials, add them under the "Additional Instructions" section (i.e. calculator, scrap paper, notes, etc).

Click the "Advanced Settings" and check the box to "Allow this exam to additionally be delivered in a proctored lab"

⊟ Face Detection Options
☑ Prevent student from starting the exam if face cannot be seen clearly in video. [explain]
☐ Notify student during the exam if face cannot be seen clearly in video [explain]

Uncheck the second option to "Notify students during the exam if face cannot be detected"

⊟ Advanced Settings
☐ Allow use of an iPad for this exam (screen recording not available for iPad) [explain]
☐ Allow this exam to additionally be delivered in a proctored lab (no webcam or screen recording) [explain]
☐ Enable "Show Your Work" step at end of exam   Edit Text   [explain]

[Save + Close]   [Cancel]

5. Click "Save + Close" button at the bottom.

NOTE: Do NOT change the 14-character "password" that the Respondus LockDown Browser auto-generated in the "Test Options."

FIX AFTER COURSE COPY

When a course is copied from another course, the link between Respondus LockDown Browser and the test is broken. To fix this error, you must do the following

1. Click on "Course Tools" under the Control Panel on Blackboard.
2. Click on the "Respondus LockDown Browser" button.
   NOTE: If this is not listed, follow the directions below on "Adding the LockDown Browser Tool to your course"
3. Locate any exams with errors. Click the "Fix It" button next to the error to link the test to Respondus LockDown Browser.
4. Verify the LockDown Browser settings for that test.

REGISTER TEST FOR PROFESSIONAL PROCTOR REVIEW

Once everything is ready in your Blackboard course, register this test with the Respondus Monitor Proctor Team: https://cs-cc.net/rmregistration.

ONLY SUBMIT STUDENTS REQUIRING TESTING CENTER USING REGISTERBLAST

In situations where students require accommodations that cannot be provided in Blackboard or students with technology issues, submit this test to the Testing Center's RegisterBlast system for this set of students. For more information on how to do that, refer to the *makeup exam submission instructions* on the Testing Center website:
https://www.cscc.edu/employee/faculty/student-support/testing-center.shtml.

If you have any questions or problems, please email teaching@cscc.edu.