Online proctoring is being offered for select courses at Western University so that we may offer students remote learning experiences while we are dealing with COVID-19. Our goal is to provide opportunities to write exams off-campus, while assuring academic integrity is maintained. In order to accomplish this, we have:

1. Obtained approval from eCampus Ontario to use Proctortrack, a remote proctoring tool that leverages automation and AI to provide proctoring in online testing environments; and,

2. Utilized Zoom video conferencing, subject to the directions for use set out below.

Proctortrack

Partnering with the provincial government, eCampusOntario is providing Ontario universities with access to Proctortrack on a temporary basis. Western has decided to use this tool for the spring and summer terms in 2020 so that courses may continue to be offered in the remote learning environment. Western does not have a contractual relationship with Proctortrack.

Privacy Considerations

Proctortrack is a third-party platform and the information collected, used, stored and destroyed for the online proctoring tool is carried out by Proctortrack in accordance with their terms. Western has reviewed Proctortrack's security and data management practices. Unfortunately, no data transmission over the Internet can be guaranteed to be 100 percent secure. As a result, while we are committed to protecting your personal information, we cannot ensure or warrant the security of any information provided to Proctortrack.

The list below describes how personal information will be collected, recorded, used and uploaded as part of the online proctoring service offered through Proctortrack:

- Student onboarding requires student identification and face and/or knuckle scan to be uploaded to Proctortrack servers;
- Students show photo identification to webcam to verify identity;
- Students complete face/knuckle scan to verify identity;
- Exam room may also be scanned;
- Screen-sharing technology records student computer screen;
- Student will be recorded taking exam;
- Software is used to restrict access to other computer applications;
- Automated video review and flagging processes;
- Possible review of recording by human proctor and instructor after exam; and
- Recording of video and desktop screen are uploaded to Proctortrack servers.

Roles and Responsibilities

- **Instructors or program administrators** responsible for the course oversee the process and act as liaison with the online proctoring service provider regarding the details for the particular exam. Timing, instructions, allowable supports, and contact information should be confirmed in advance. Follow up and decisions on action related to any issues flagged by the proctoring process are also their responsibility.

- **Students** must have a reliable internet connection and computer with sufficient capacity to support the online proctoring tool. Mobile devices and tablets are not sufficient. The student is responsible for ensuring their account and computer are fully functional prior to the exam. The technology requirements for Proctortrack are available at the following link:

    https://www.proctortrack.com/tech-requirements/

Zoom

Western University has a campus-wide licence for Zoom as a platform for delivering courses and meetings online. Zoom is an easy to use video conferencing platform that offers a wide range of features.

Privacy Considerations

Zoom complies with Western's information security standards. Zoom stores personal information on servers outside Canada.

The list below describes how personal information will be used when Zoom is utilized for exam invigilation purposes:

- Students are required to login, but may register their first name or a nickname with the instructor prior to the exam if they do not wish to login using their full name;
- Students will be required to keep their cameras on for the entire exam and are not permitted to use background filters;
- All exam attendees in the Zoom session can view the participants and their background when taking the exam;
- Students may be required to show their student card to verify their identification;
- Students may be asked to share their screen at any point during the exam;
- Instructors may not record invigilated sessions.

Roles and Responsibilities

- **Instructors or program administrators** responsible for the course must oversee the process and enable/disable Zoom settings as required for the purpose of invigilating exams online in real time. Exam Invigilation Instructions should be provided to students in advance of the exam, including timing, instructions, allowable supports, and contact information. The notice should also inform students that they will be required to:

1. keep their camera on for the entire session;
2. hold up their student card for identification purposes; and,
3. share their screen with the invigilator if asked to do so at any time during the exam.

Follow up and decisions on action related to any issues identified during or after the exam session are also their responsibility.

- **Students** must have a reliable internet connection and computer with sufficient capacity to support the Zoom session. The student is responsible for ensuring their computer is fully functional prior to the exam. Zoom is compatible on PC, Mac, Android and iOS devices. The system requirements for Zoom are available at the following link:

  https://support.zoom.us/hc/en-us

Collection Notice

The University of Western Ontario collects personal information under the authority of the *University of Western Ontario Act, 1982*, as amended. The information collected and used for remote proctoring is related directly to and needed by the University for the purposes of administering online exams and maintaining the academic integrity of the exam process. Information may be shared with third parties as required to run the exams using the online platforms described herein. Personal information may be used for any purpose related to exam invigilation.

Contact Information

Please contact the course instructor if you are not able to meet the technical requirements or if you have any questions about the use of remote proctoring for a specific course.

For technical assistance with Proctortrack, please contact rp-questions@uwo.ca.

For technical assistance with Zoom, please contact the Western Technology Services Helpdesk at https://wts.uwo.ca/helpdesk/.

If you have any concerns related to the data security or privacy, please contact Western's Privacy Officer at privacy.office@uwo.ca.