



Below are frequently asked questions related to online exams proctored by Lockdown Browser and Respondus Monitor.

## PRIVACY

### **Will someone be watching students while they take their exams?**

Just as on campus exams are observed by proctors to ensure academic integrity, Lockdown Browser and Respondus Monitor record student behavior to ensure they are adhering to the expectations laid out by the university for each exam. This is an automated proctoring, which produces a recording of each exam session that is made available only to instructors once the exam has ended.

### **Is personal information protected?**

Only the instructors and authorized university personnel (no external entities) will have access to the videos of your exams along with identifying information such as your name. Respondus, the company that makes and sells the 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 examination, videos will be reviewed by the instructor when needed, to ensure academic integrity.

### **Is lockdown browser safe to install?**

Any executable that requires a user to install it to their computer will be rated as a high threat in terms of virus/malware security. Anti-virus applications may flag executables for this reason alone (depending on settings chosen by the user). More, Lockdown browser deactivate the computer functions only when the quiz is launched.

LockDown Browser has been distributed for over 13 years and is used to take over 100 million online exams annually. It is widely implemented at over 1500 universities, hundreds of school districts, and thousands of certification and testing centers. There has never been a situation where Respondus has distributed a version of LockDown Browser that had a virus/malware attached to it.

## COST

### Is there a cost?

There is no cost to students for using Lockdown Browser and Respondus Monitor to take their final online proctored exam.

## TECHNOLOGY REQUIREMENTS AND ENVIRONMENT

### What technology is required in order to write an online proctored exam?

Students taking an online proctored final exam are responsible for having a computer or laptop, a webcam, a microphone, the free-to-download Respondus Lockdown Browser (Institutional link provided by the instructor, available in the Student Guide and on the quiz page) and a reliable internet connection.

### What are the conditions and requirements for taking an online proctored exam?

- The student's image and voice will be recorded throughout the duration of the examination, and they will be unable to access other applications or websites on their computer.
- Depending on the instructor's recommendations, students may have to present their USEK ID via their webcam in order to validate their identity.
- The collected data is encrypted and will only be accessed by the instructor and authorized university personnel (no external entities have access or authorization to review the recording).
- Students are responsible for the **required technology** (a computer or laptop, webcam, microphone, Respondus Lockdown Browser installation, and a reliable internet connection).
- Students have to make sure that during the exams:
  - The connection is stable
  - Not many devices are connected to the same internet source, and no one else is streaming
  - The browser is up to date
  - The Operating System is up to date (Windows and Mac are supported)
- Students should enter the test site and become familiar with the software that will be used for their exam before starting it by completing the **practice quiz** developed by their respective instructors.
- Students will need a relatively quiet place within which to take the exam and avoid backlighting, such as sitting with your back to a window.
- Students should not wear sunglasses or hats with brims. Also, they have to dress appropriately, as if they were in the classroom.

- Unless instructed otherwise, all other devices should be turned off (e.g. phones, tablets, second computers) and placed outside of reach. Workspace should be cleared of all other materials

### **What if a student cannot meet the conditions and requirements (technological or environmental) for a proctored online exam?**

Students who do not possess the necessary technology to take an online proctored exam using Lockdown Browser and Respondus Monitor may contact their instructors who will inform the concerned authorities to find a suitable solution.

## **PRE-EXAM LOGISTICS**

### **How does Lockdown Browser and Respondus Monitor work?**

Refer to the “Student Guide” for detailed information.

### **Can students take their exams on a mobile phone or tablet?**

If enabled, online proctored exams can be completed on an iPad which has iOS 11 or higher. An exam cannot be taken on a mobile phone.

### **Can students use Multiple Language Keyboards & Accents for Languages?**

Students can use a variety of language keyboards within a LockDown Browser exam. They may refer to the “Using Multiple Languages Keyboards with Respondus” Guide to know how to configure the language Keyboards before starting the exam

## **DAY-OF EXAM LOGISTICS**

### **How do students access their exam?**

Students have to log in to Moodle from Google Chrome. Exams are accessed from the course page on Moodle. At the starting time of the exam, students will click on the exam link and be prompted to launch Lockdown Browser (form within the exam) and start the exam.

### **What if the internet access fails while a student is taking the exam?**

If a student loses connection to the Internet while taking a test using Respondus LockDown Browser™, Respondus LockDown Browser™ will freeze up. If this happens, the student will need to restart the computer by powering off, then powering it back on. Student work will not be lost as open attempts will be automatically submitted. Student must reach out to his instructor as he will allow him a second attempt building on the previous one, while reconsidering a time extension.

**Can students leave their computer during the exam?**

If the student's face is missing from the camera frame at any point during the exam, this will be flagged for review by the instructor. Students are encouraged to stay in the frame throughout the duration of the exam.

**What if a cheating attempt was detected?**

Any attempt of cheating or plagiarism will lead to an irrevocable failing grade (FW).

**What support is available during online exams?**

During the pre-exam launch, students can immediately contact their instructors or USEK help desk at [servicedesk@usek.edu.lb](mailto:servicedesk@usek.edu.lb).

They can also contact Respondus directly by opening a ticket [here](#).

**ADDITIONAL Q&A**

A Q&A section is available on the Respondus technical support page. Students can access it by clicking [here](#).