Instructions for ALEKS Placement: Remote Proctoring with Respondus Lockdown + Monitor

Before Starting

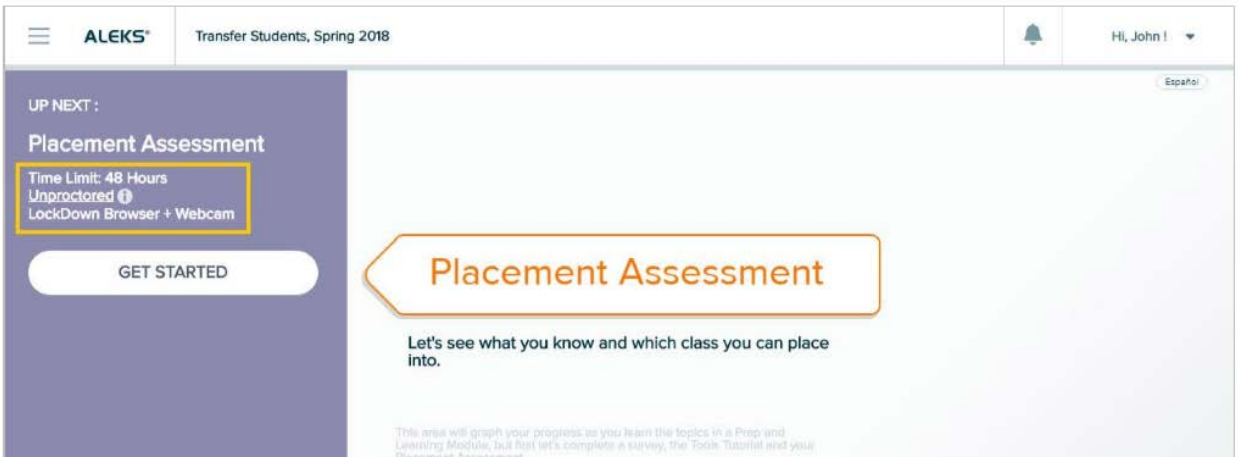
- *What is LockDown Browser?*
  LockDown Browser is a custom browser that secures the testing environment by preventing access to other applications, copying, printing, or visiting other websites while taking the Placement Reassessment in ALEKS PPL. LockDown Browser is intended for use in a proctored environment.
- *What is Respondus Monitor?*
  Respondus Monitor is an automated "remote proctoring" companion application for LockDown Browser that uses webcam and video technology to record you during the online reassessment. Testing Center staff monitor the recordings to ensure the integrity of the proctored reassessment.
- It typically takes 60-90 minutes to complete the proctored assessment. However, all students have up to 3 hours to complete it. The timer begins as soon as the test is started.
- You will need to get your ID and use scratch paper and pencil to work problems, but *you are not permitted to use a calculator*. If one is needed, it will appear in the math problems.
- If you have a disability that requires accommodations, before taking this assessment, contact the Student Accessibilities Services office at your home campus.

Technology Protocols

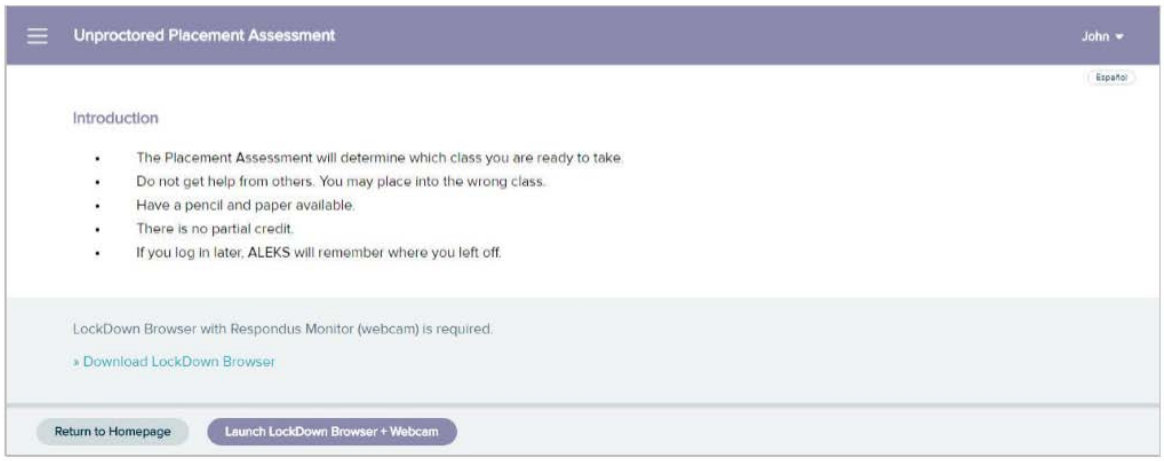
- Respondus Lockdown & Monitor requires a Windows or Mac computer or iPad that enables you to install the software. *Chromebooks and Android tablets cannot be used*.
- Your computer must have a functioning webcam and microphone because you will be recorded during the reassessment.
- Be sure your Internet connection is stable. It's best if household members remain off the Internet while the reassessment is in session.
- Before starting the assessment, you will download the ALEKS Respondus Lockdown Browser and test your microphone and webcam to make sure they are working. The download link is available within ALEKS.
  Note: other versions of Respondus Lockdown Browser will not work. *You must download ALEKS PPL link*.
- After installing the ALEKS Lockdown Browser, shut down your computer completely and reboot it.
- If you have any difficulty with LockDown Browser or the webcam setup, ALEKS Student Technical Support is available at https://mhedu.force.com/aleks/s/alekscontactsupport by phone, email, or chat. ALEKS will provide technical support for the LockDown Browser and if necessary, they will contact Respondus for Monitor assistance.
- If Internet services are unavailable, you do not have the technology necessary for this assessment or you are unable to meet the requirements, contact your home campus testing center for assistance.

How It Works

1. When you are logged into ALEKS and ready to be proctored for the assessment, select **Get Started**. You will see an indicator that it must be taken with LockDown Browser + Monitor:

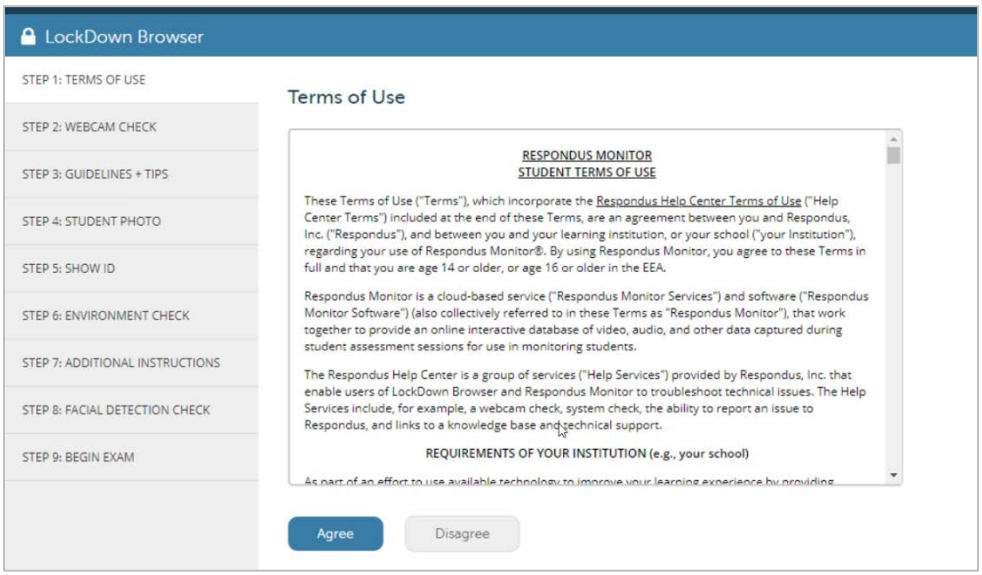


2. After selecting **Get Started**, you'll arrive at the Introduction page. If you haven't already downloaded the ALEKS version of LockDown Browser, you can do so with the link on this page.
    a. Be sure your Internet connection is stable.
    b. After you install LockDown Browser, reboot your computer and log back in.
3. Once LockDown Browser is installed, select **Launch LockDown Browser + Webcam** to begin the Assessment.
    a. LockDown browser will open,
    b. Carefully read and follow the Startup Instruction Sequence.

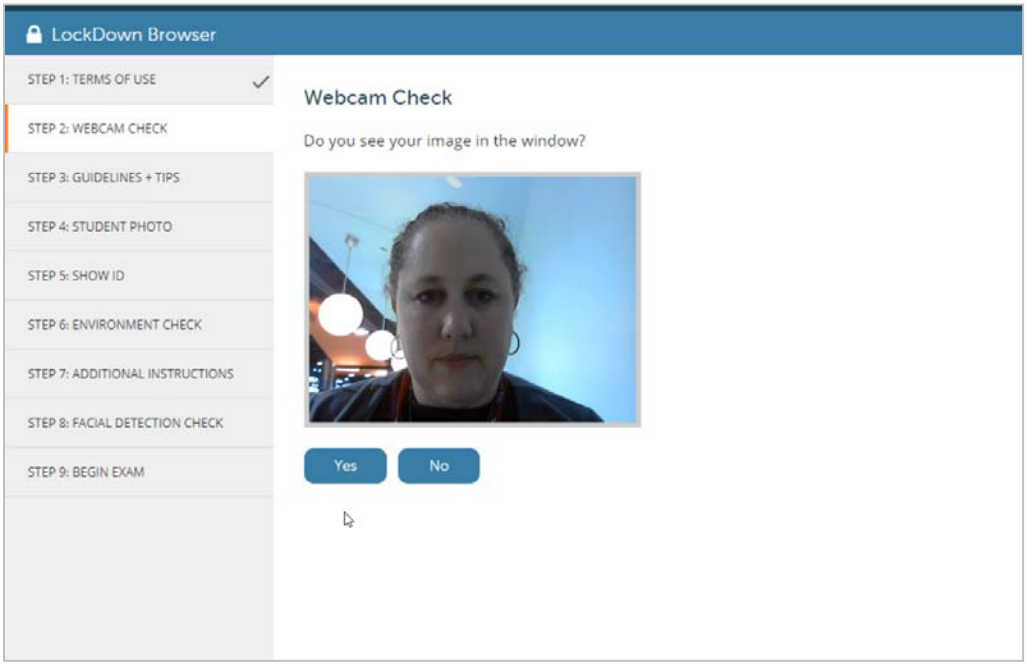


4. It is *<u>important that you follow all remaining steps</u>*. Timing begins after the Startup Sequence is completed and you begin the assessment.

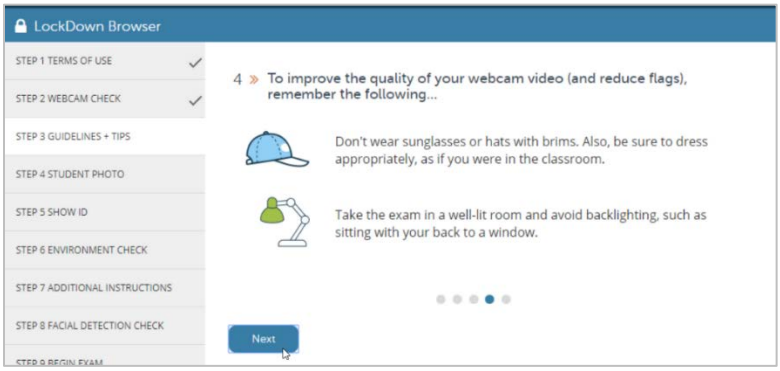
a. In the Startup Sequence, you will read and agree to the ***Respondus Monitor Terms of Use***.



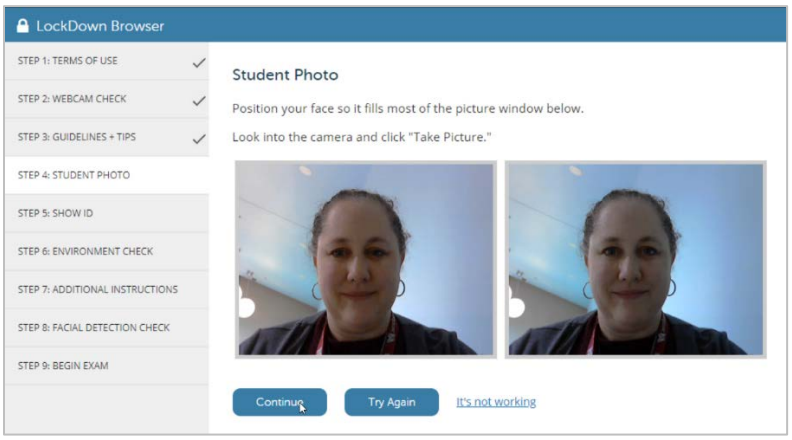
b. Complete a ***Webcam Check***. You must have a Webcam and audio.



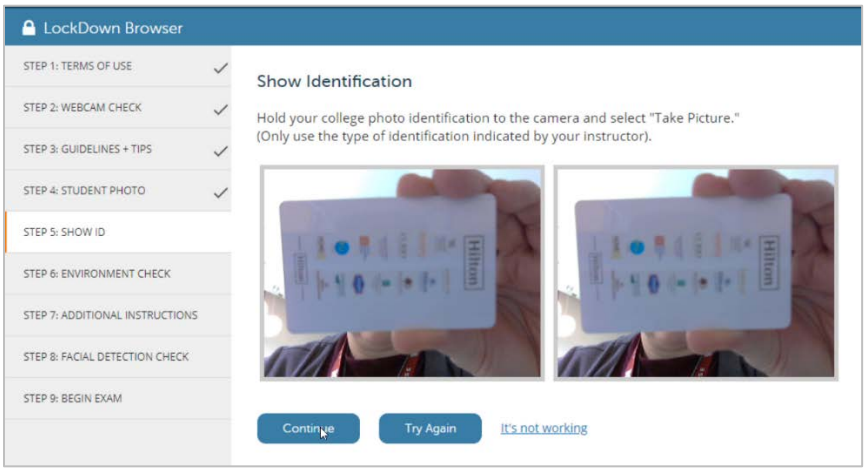
c. Read and follow all ***Guidelines and Tips***.



d. Take your ***Student Photo***.



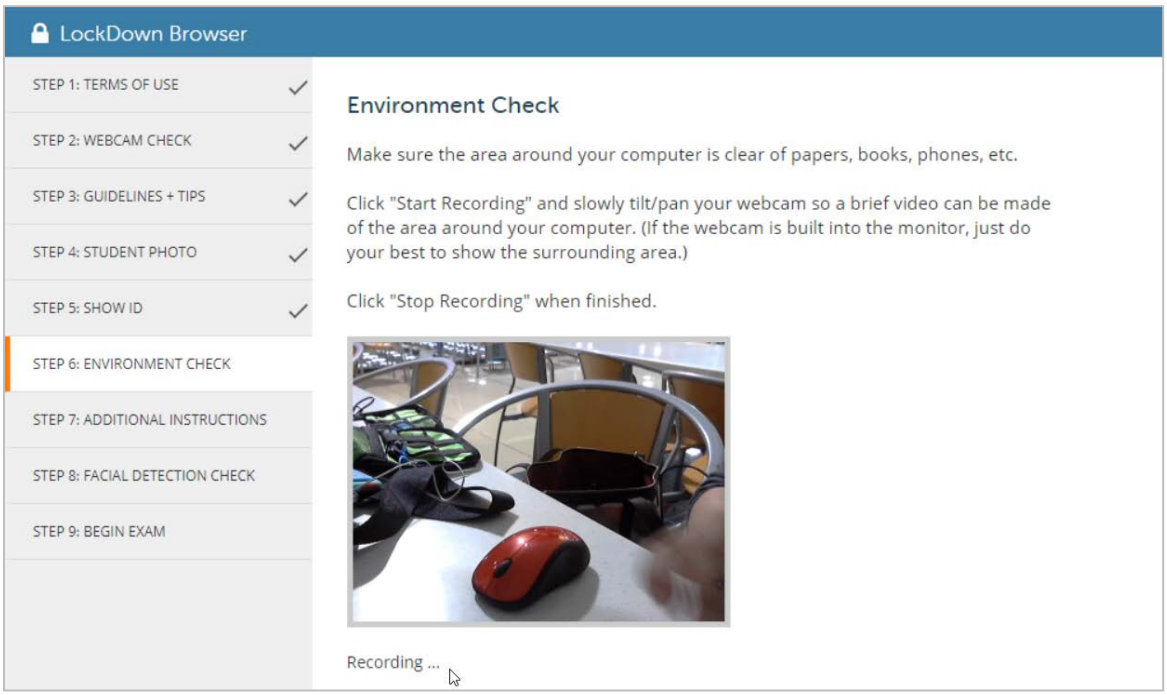
e. ***Show Identification*** – *you are required* to show either a KSU or government-issued photo ID such as driver's license or passport. Do not take the assessment if you do not have the appropriate ID.



f. ***Environment Check*** – *you are required* to show your desk and working space.
* Make sure the area around your computer is clear of phones, all other devices, notes, additional papers, books, etc. Only paper and pencil can be used; all devices, notes and informational resources are prohibited during this assessment. If it is observed that you are using them, your score may be removed, and you may be asked to assess again.

* Click "Start Recording" and slowly tilt/pan your webcam so a brief video can be made of the work area around your desk and computer. (If the Webcam is built into the monitor, just do your best to show the surrounding area.)

* Click "Stop Recording" when finished.



g. ***Additional Instructions*** – *read carefully*. These instructions are specific to Kent State University. Failure to follow all instructions may result in the invalidation of your score.

* By taking this remote assessment, you are abiding by the Honesty Statement and Remote Proctoring Agreement, https://www.kent.edu/advising-testing/honesty-statement-and-remote-proctoring-agreement.

* One or two testing center staff members will review recordings daily. This is much like being proctored in-person so follow ALL instructions carefully.

* The assessment should take no more than 60-90 minutes. However, all students have up to 3 hours to complete it.

* Make sure your camera is capturing you throughout the assessment.

- DO NOT cover the camera or turn off the facial detection feature.
- YOU MUST show ID and your desk/working environment.
- If the room is too dark, protocols aren't followed or there are too many flags, you may be asked to take the assessment again.

* During the assessment, YOU MAY USE scratch paper and pencil to work problems. DO NOT USE a calculator. If one is needed, it will appear in the ALEKS math problem during the assessment.

The following is prohibited:
- Accessing other resources (a phone, tablet, notes, books, etc.).
- Communicating with other people.
- Leaving the room.

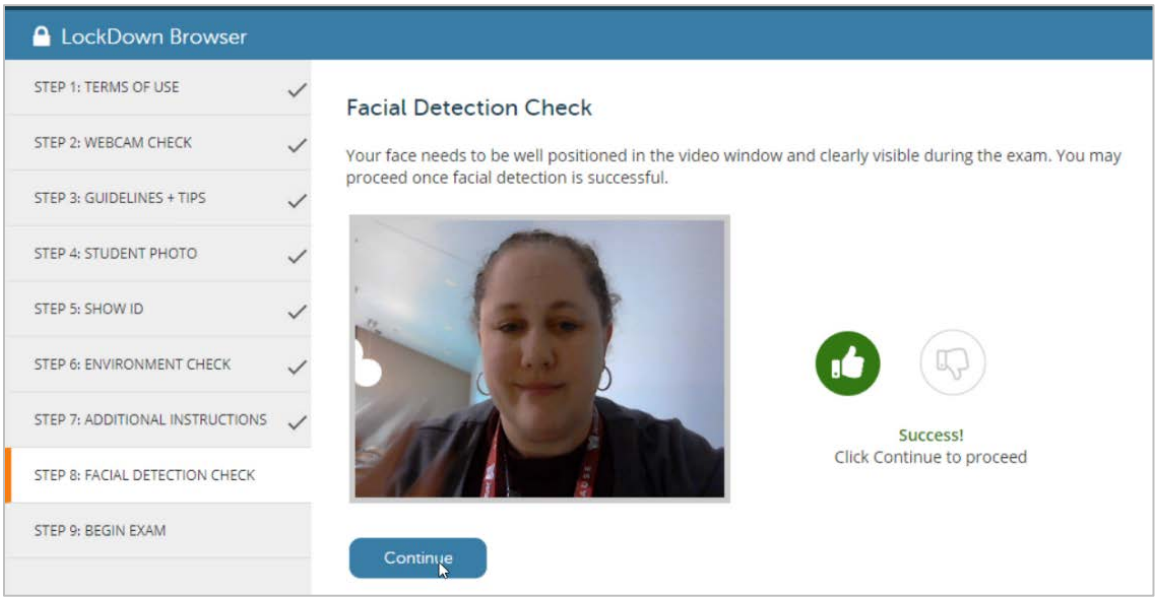
For best results:
- Work in a quiet space.
- Keep others out of your testing space.
- Sit at a desk or workspace and remain seated until the assessment is completed.

* If an interruption occurs, provide an explanation by speaking directly to your Webcam audio recorder or email testingservices@kent.edu.

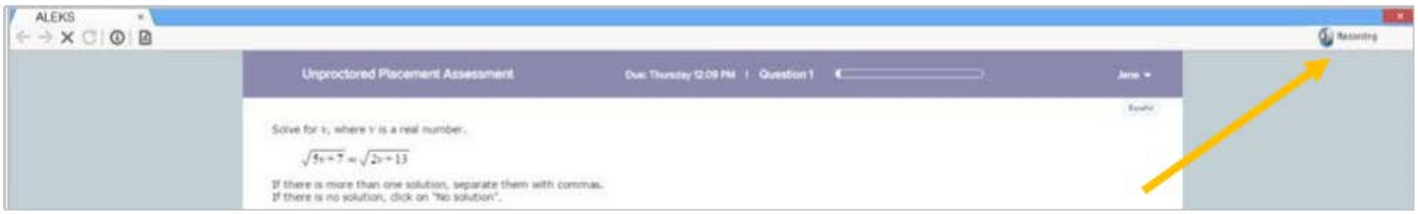
* If Internet services are unavailable, you do not have the technology necessary for this assessment, or you are unable to meet the requirements, contact your home campus testing center for assistance, https://www.kent.edu/advising-testing/university-testing-services

* If you have a disability that requires accommodations, contact the Student Accessibility Services office at your home campus before assessing, https://www.kent.edu/sas/sas-student-handbook

h. The ***Facial Detection Check*** *is required*. It keeps you from being flagged in the recordings.



5. ***Begin Exam*** - once the Startup Sequence is finished, you can begin. An indicator that your webcam is recording displays in the top-right corner.



Proctoring Expectations

One or two testing center staff members will review recordings daily. This is much like being proctored in-person so follow ALL instructions carefully. Staff monitor red flags in the recordings and watch for the following:

- That your camera and audio is capturing you throughout the assessment (DO NOT cover the camera or mute the audio).
- You show current and appropriate ID.
- You show that your desk environment is clear of prohibited resources.
- You are not talking to others or accessing other devices.
- Your room is bright and facial detection is clear.
- You stay in the room throughout the assessment.

If you are flagged for prohibited behaviors, you may be asked to take the assessment again. To learn more about the KSU testing centers, visit: https://www.kent.edu/advising-testing/university-testing-services

As a Reminder, ⚠

• By taking this remote assessment, you are abiding by the Honesty Statement and Remote Proctoring Agreement, https://www.kent.edu/advising-testing/honesty-statement-and-remote-proctoring-agreement

• You may use scratch paper and pencil to work problems. *You may not use a calculator*. If one is needed, it will appear in the math problem during the assessment.

- You are prohibited from the following:
  - Accessing other resources (a phone, tablet, notes, books, etc.).
  - Communicating with other people.
  - Leaving the room.

- For best results:
  - Work in a quiet space.
  - Keep others out of your testing space.
  - Sit at a desk and remain seated until the assessment is completed.

- If an interruption or other issues occur, email and inform testingservices@kent.edu.

Proctoring Protocols

- Avoid wearing hats that extend beyond your forehead. The camera will need to see your face.
- Select a distraction-free environment for the reassessment, which includes silencing all other devices and requesting that people leave who may be in the room. People that come into view of the webcam may trigger flags by the automated system.
- If using a notebook computer, place it on a firm surface like a desk or table, not your lap. By doing this, there is less chance of movement out of the video frame or change from relative position to the webcam.
- If the webcam is built into your computer screen, avoid making screen adjustments after the reassessment starts. A common mistake is to push the screen back, resulting in only the top portion of your face being recorded, which could trigger a flag.
- Take the exam in a lighted room. If the details of your face don't show clearly during the webcam check, the automated video analysis is more likely to flag you as missing.
- Avoid backlighting situations, such as sitting with your back to a window. The general rule is to have light in front of your face, not behind it.
- Read Kent State University's Honesty Statement and Remote Proctoring Agreement. By taking this reassessment, you are acknowledging that you understand the implications of these guidelines.
- KSU testing center staff will monitor the recordings daily, M-F, for each placement.
- If, for any reason, you are unable to meet the requirements of these steps, contact your home campus testing center to let them know of your special circumstances.

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