



Online proctored exams

Frequently asked questions

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Purpose

This guide provides answers to questions received from students regarding Proctortrack software, the onboarding process, and online proctored exams generally.

Why has the University decided to use proctoring software for exams?

The University's [Assessment Teaching and Learning Policy](#) advocates authentic assessment rather than a reliance on a weighted exam. Some award courses are accredited by external authorities who have specified a requirement that a proportion of assessments in one or more units of study contributing to the accreditation of a degree must provide verification of a student's identity and invigilation of a student completing the assessment. The disciplines concerned have determined that an online proctored exam will meet these accreditation authority requirements. Other universities also have to meet these requirements, and some have elected to use online proctoring software, too.

How did the University choose Janison (software provider) and Proctortrack (proctoring software)?

Janison is a leading Australian educational technology provider. They work with several universities, including Charles Sturt University, the University of South Australia, and the University of Wollongong, other educational institutions including schools, and with major federal and state government agencies and non-government organisations, such as the New South Wales Department of Education, the Australian Government Organ and Tissue Authority, NAPLAN Online, National Australia Bank and Westpac. Janison provides Proctortrack software to Chartered Accountants Australia and New Zealand, supporting online exams for accounting professionals.

The University conducted interviews with four online proctoring software providers. It was important to us that a provider is located in Australia for service and support reasons, that management and retention of student personal data occurs in Australia, and that student personal data is retained for a minimum period determined by the University. Janison fulfils these requirements.

[Janison](#) is the Australian representative vendor for Proctortrack software and other software solutions.

Proctortrack software is developed and owned by [Verificient Technologies](#).

How will I know whether my laptop or computer works with Proctortrack?

Proctortrack software requires the following hardware. Do not load the software to a phone.

	Mac	PC
Operating system	Mac OSX 10.7 Lion or higher	Windows 7.8 or higher
Processor/RAM	Intel 2GB RAM or better	Dual-core 2.4Ghz CPU, 2GB RAM or better
Recommended browser	Google Chrome v25.0 or higher, or Mozilla Firefox v.20.0 or higher	
Plug-ins	JavaScript enabled and Third Party Cookies enabled	
Camera resolution	800 x 600 resolution or better	
Internet connection	Cable modem, DSL or better (300 kbps download, 250 kbps upload)	

Why do I have to onboard to Proctortrack?

The Proctortrack onboarding test

- (a) reviews your computer's hardware for the optimum use of Proctortrack software
- (b) captures and retains face and personal ID scans, enabling verification of identity during exams for a maximum period of 12 months – so, you must onboard to Proctortrack to be able to take your exams
- (c) provides a step-by-step experience similar to that in an actual exam

How do I know if I've passed the onboarding test?

The AI function checking and verifying the scans collected during the onboarding test can take up to 4 hours to complete the verification task, depending on the volume of onboarding tests occurring concurrently. You can check your status in the Proctortrack Dashboard. A green status indicates that you have passed the test. A red status indicates that the test failed, although in this case you will also receive an email telling you that you must attempt the test again. You will only fail the onboarding test if you didn't follow the on-screen advice, direction and examples provided when you scanned your face or ID. You may fail the onboarding test if your personal workspace is too dark, if you sat too far away from the screen, or if your ID is not clear and your name on the ID cannot be read. The name on your ID must match your name in the University's enrolment records.

Why do I have to switch off all apps to complete the onboarding test?

The Proctortrack onboarding test requires the maximum closedown of apps, software, and web sites and focuses on the complementary operation of hardware in your desktop or laptop computer essential to the conduct and integrity of exams, such as your camera and microphone. It is possible that some apps, software or web sites will be available to you during your exam, but these will be permitted by your Unit Assessor on an individual exam basis.

What personal data is collected by Proctortrack and why is it collected?

"Personal data" means a scan of your face; a scan of your ID; the audio-visual recording of you undertaking your exam; services metadata including details of your exam, links that you interact with during the exam, and log data for your actions during the exam, such as use of edit, copy and delete keyboard functions; other log data including your browser type, configuration, and plug-in settings; information about your device, its operating system, and system crash data in the event of technology issues arising during the exam; cookie settings and cookie information; and information about your location, which is necessary to our support for your exam.

How long is my personal data held by Proctortrack?

Recordings of your exam and ID scans for your exam are retained for a maximum period of 180 days. ID scans for your onboarding profile are retained for a maximum period of 12 months. The University can request the deletion of data sooner. If your onboarding profile is deleted, you must satisfactorily complete a new onboarding test to sit another exam.

Where is my personal data being stored?

Your personal data will be held on a Janison server located in Sydney for a limited time, as above, for the review of recordings for academic integrity purposes.

[Read the Janison Privacy Policy](#)

[Read the Verificient Technologies Privacy Policy](#)

How do I access my exam?

A Proctortrack Dashboard is located in your Blackboard learning site. You must access the onboarding test, any practice test or exam, and your final exam, from the Proctortrack Dashboard. To start a test or exam, go to the Proctortrack Dashboard and click "Go To Test" next to the relevant assessment task. Your Unit Assessor will provide you with all the details about your final exam well in advance. Your final exam may appear on your Proctortrack Dashboard ahead of the date and time of your exam; even if you click "Go To Test" you will not be able to access the exam until the set date and time. Your Unit Assessor will allow time for the Proctortrack login and verification process and time for reading within the total exam period.

My exam will be open book. Will I be able to use my notes, books, and access information online during my proctored exam?

Your Unit Assessor will determine what is allowed or permitted during your exam and arrange Proctortrack settings accordingly. You will be told what is allowed or permitted prior to the exam.

I have a study plan that includes adjustments for my exams. How will I be assisted and supported?

Discuss your study plan and exam arrangements with your Unit Assessor, as appropriate to your individual circumstances and needs.