

Preparing for Online Exams using Respondus LockDown Browser and Monitor

October 7, 2020

Dear Colleagues,

As we move into the second half of the semester and prepare for final exams, we wanted to consolidate a number of resources for Respondus LockDown Browser and Monitor, if you were interested in software that increases student integrity during exams.

Some descriptions:

LockDown Browser: “Locks” down the browser on a computer so that students are unable to copy, print, access other applications*, or visit other websites during an online exam.

Respondus Monitor: Asks students to use a webcam to record themselves during an exam. Only the instructor can review video recordings and the results of the proctoring session.

We strongly recommend that you set up a practice quiz well in advance of your scheduled exam. This will allow your students to become familiar with the software and to catch potential glitches. If you or your students encounter problems, please provide us with screenshots (if possible) of trouble spots so that we can try to assist.

Curry College has created a number of resources for Respondus. Please visit this [page in the Canvas Readiness Course](#) for:

- Video of a training session facilitated by Barbara Pinchera
- Guide sheet for instructors on how to set up quizzes using Respondus
- Instructions for students on how to download and use Respondus. (Although students cannot access these documents and video, you can download the resources to provide to your students.)

*Respondus LockDown Browser and Monitor can accommodate students with documented needs for read and write and speech to text software. Please contact PAL or the Office of Disability Services for detailed instructions for students.

QUICK TIPS AND BEST PRACTICES

Hardware

1. Respondus does not work on Chromebooks.
2. We have had some experience with Respondus not working as well if students are using a MacBook Air machines. MacBook Pro and Windows machines seem to work the best.

Increasing Familiarity

1. Instructors should always have students take an ungraded practice quiz that requires the use of LockDown Browser, before the graded exam occurs. Leave the quiz available for the duration of the course, with unlimited attempts, so students can access it again if they use a different computer. This will confirm that both their hardware/OS is compatible and their connection is strong enough to take an exam.
2. Students can use the Help Center in the browser itself to test their connection prior to starting an exam. More information at: <http://www.respondus.com/products/monitor/helpcenter.shtml>

Set-up and Ensuring Consistent Connectivity

1. We are finding that Respondus in “New Quizzes” works differently than “Classic Quizzes” in Canvas. There are instructions for both Quizzes in the Canvas Readiness Course, which [can be found here](#).

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2. Instructors may not want to use the “forced completion” setting in the test settings because when students run out of time, the exam automatically submits.
3. Instructors may consider using smaller file sizes in the test questions or presenting the test with all questions on one page. Large files may slow the response of the online test – and may result in students losing their connection to the test.
4. Instructors may want to either extend the time limit or allow students a second attempt on exams, so that students can restart the test if their connection drops. If students lose connection or power, the student can use the Early Exit feature to exit the browser and leave the exam. Once connectivity is restored, they can re-enter the exam where they left off, with all answers saved.
5. To help lessen the potential for interruptions, students can do the following:
 - a. If possible, plug an ethernet cable into the computer to ensure the best possible network connection/speed, instead of using a wireless connection. Not all laptops have an ethernet port, but students can use an ethernet to USB cable adaptor, if necessary.
 - b. If an ethernet connection is not possible, the student should move as close to the wi-fi router as possible.
 - c. When using wi-fi, it is best to avoid networks that might have heavy traffic, such as libraries, bookstores and cafes.
 - d. Shut down all other applications on the computer other than LockDown Browser. This will help reduce the bandwidth being used by other applications running in the background. Students may also want to shut down smartphones and tablets, if they are using the same wi-fi network.
 - e. Avoid repeated saving of questions. If there are a lot of questions saved in a short time and the student doesn't have a lot of bandwidth, it is possible that all those requests will consume all the available bandwidth. This could result in a video interruption.

Respondus also provides extensive support for instructors and students:

- Quick set-up guides for instructors: <https://web.respondus.com/rapid-rollout-instructors/>
- Webinars for instructors: <https://web.respondus.com/webinars/>
- Resources specific to LockDown Browser: <https://web.respondus.com/he/lockdownbrowser/resources/>
- Resources specific to Monitor: <https://web.respondus.com/he/monitor/resources/>
- Students can live chat with Respondus 24-hours a day: <https://web.respondus.com/student-help-livechat/>
- Technical support: <https://support.respondus.com/>

As always, if you are having problems, please contact the [Faculty Center](#). Students should contact [ITS](#).

Thank you!

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