Using Zoom for Exam Proctoring

Zoom can be set-up for the purpose of invigilating online exams in real-time. There are specific settings that should be enabled/disabled for the Zoom meeting if it is used for invigilation purposes as opposed to an online lecture.

Communication to Students

The following note should be included in your Exam Invigilation Instructions to students:

Exam Invigilation Instructions
This is an invigilated exam. You must turn on your camera and leave it on throughout the examination. You will be asked to hold up your student card for identification purposes, and an invigilator may also ask you to share your screen at any point during the exam.

Your privacy is important to us. The camera feed will not be recorded.

Roles & Permissions in Zoom

- **Host** – dedicate one person to be the host who will be responsible for the following:
    - Set-up the Zoom meeting
    - Admit participants from the waiting room (if enabled)
    - Create and start breakout rooms
    - Oversee and manage the session during the exam

Important: Only **one person** can be assigned as the host per meeting. Only the host can create and assign participants to breakout rooms.
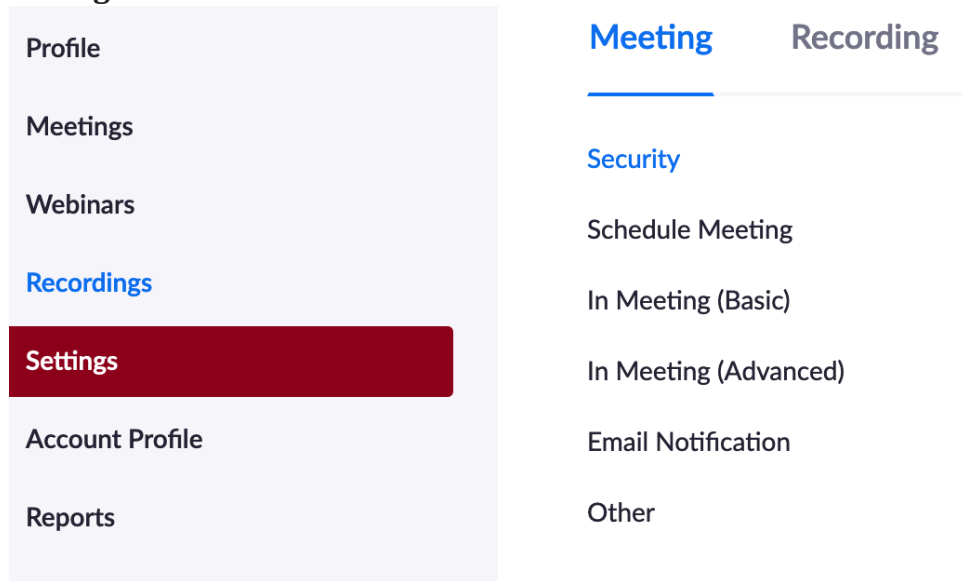
- **Co-host:** TAs/Invigilators/Instructors will stay in the breakout rooms and invigilate the students.
- **Participants** – Students stay in the waiting room until they are admitted and assigned to a breakout room by the host.

Note: waiting room and breakout rooms can be enabled/disabled, depending on how you want your exam to be invigilated.

Step 1: Host reviews the Zoom settings

The host should review the default Zoom meeting settings set for your account. There are a couple settings that we recommend disabling/enabling for exam invigilation purposes.

- To access your Zoom Settings, log into Zoom at: https://zoom.us/signin. Click on **Settings** from the left-hand menu.

Profile	**Meeting** Recording
Meetings	
Webinars	Security
Recordings	Schedule Meeting
Settings	In Meeting (Basic)
Account Profile	In Meeting (Advanced)
Reports	Email Notification
	Other

Under the <u>MEETING</u> tab:

- **Private chat**: <u>disable</u> this option so participants cannot send a private message to another participant. Private messages are not visible to the host or co-host.
- **Always show meeting control toolbar**: <u>enable</u> this option so you always have access to the controls on the toolbar.
- **Remote control**: <u>disable</u> this option to prevent participants from controlling each other's computer
- **Virtual background**: <u>disable</u> this option so participants cannot hide what is in their background when taking the exam (e.g. another person in the room, notes on the wall)
- **Show a "Join from your browser" link**: <u>enable</u> this option so participants who have difficulties downloading/installing the Zoom application can still join the meeting from their browser. Joining via the Zoom application is recommended, but if the participant is unable to, they can join via the browser. It is recommended to use Chrome if joining through an Internet browser. **Note:** there are some limitations

with joining from the browser, see [here](#).

Under the <u>TELEPHONE</u> tab:

- **Mask phone number in the participant list**: <u>enable</u> this option so the phone numbers of the participants who join by dialing into the meeting do not appear to all other participants.

Step 2: Host sets up the Zoom meeting

In theory, the Host is the instructor. If you are planning to have your exam invigilated by other invigilators, you must add them as **"alternative hosts"**. Make sure to inform them of the process and ask them to conduct a practice exam.

- Log into Zoom at: https://uottawa-ca.zoom.us/
- Under **Meetings**, click on **Schedule a Meeting.**
- Fill in all the meeting information. All the settings should be kept as default except for the following:
  - **Topic**: enter a name for your meeting
  - **When**: specify the date of the exam and the start time **(set the start time to be at least 30 minutes before the exam start time to account for set-up and identity checks, more details below)**
  - **Duration**: indicate how long the exam will be
  - **Meeting Password**: check this option and require students to enter a password before joining the meeting for added security
  - **Meeting Options**: check the following options:
    - **Mute participants upon entry**: participants' audio will be turned off by default
    - **Enable waiting room:** participants will be put in a "waiting room" until the host admits them
  - **Alternative Hosts:** anyone with a uOttawa Zoom account. Enter their uOttawa email.

Your meeting is now set up. Copy the **Join URL**. This is the URL that you will share with your teaching team and students in order for them to join the session (along with the meeting password). You can share the link with the students by email.

Step 3: Teaching Team Joins Meeting (~20 minutes before exam)

There are certain settings that can only be done within the meeting, so it is recommended that the teaching team joins approx. 20 minutes before the exam start time.

Important: We recommend you set up a practice exam few days prior the exam, to let students familiarize themselves with the invigilation process and Zoom options, especially if you are planning to use breakout rooms or have students share their screen during the exam.

3.1. Start the meeting and disable chat

The host will need to log into Zoom and start the meeting first.
If this is your first-time using Zoom, you should download the Zoom desktop application. If you already have the application installed, click on **Open zoom.us** when prompted to.

Important: it is recommended that you use the Zoom desktop application instead of joining using the browser as the browser does not provide you with all the features.

The host should disable the ability for participants to message everyone in the main room. Click on **Chat** from the bottom of the meeting screen and a chat window will appear on the right.
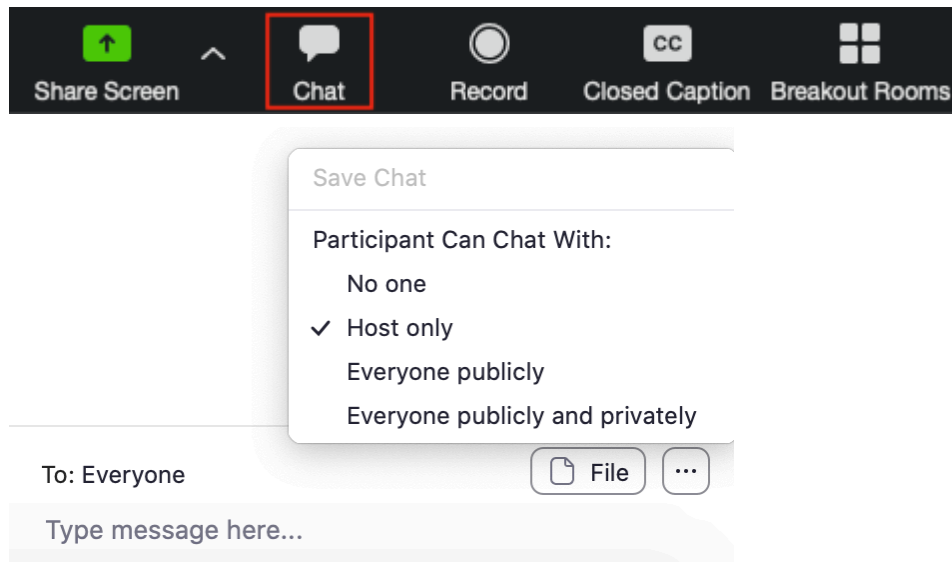
Click on the three dots beside **To: Everyone** and check "**Host only**".

Tip: keeping the setting as host only allows students to still be able to message the host/co-hosts privately in the main room if they have questions or experience any issues.

Important: the chat functionality in the **breakout rooms** is different from the main room.

- Students still have the ability to send a message that is visible to **everyone** in the breakout room (this cannot be disabled).
- If the private chat option is disabled at the Zoom Meeting settings level (see Part 1), this will prevent students from privately messaging other students in the same breakout room during the exam (highly recommended). Private messages are not visible to the host/co-host.
- **Students can only private message the Host/Co-host in the breakout room if they joined the meeting through a browser. If the student joined using the Zoom desktop application, they won't be able to message the Host/Co-host privately.**
- You may want to provide students with an alternative way for to contact the Instructor/TA (e.g. email, Brightspace discussion) outside of Zoom.

3.2. Make teaching team co-hosts
- The teaching team (Instructors/TAs/Invigilators) will join the meeting by going to the **Join URL** provided by the host.
- After everyone joins, the Host needs to change everyone to "Co-hosts" (they join as "participants" by default).
    - In the participant list, hover over the **name** > click on **More** > choose **Make Co-Host**. Repeat this for everyone in the teaching team. (You can have up to 50 co-hosts).

3.3. Change the video layout to Gallery View

When you join the session, click on **Gallery View** on the top right-hand side corner of your screen to see all the participants. The Gallery View displays up to 49 participants per screen.

3.4. Invigilation of the Breakout Rooms

- If the breakout rooms are used, confirm with the Teaching Team how they will be invigilated and by whom.
- Confirm the breakout rooms options (e.g. allow participants to return to main session at any time, auto-close breakout rooms after 60 minutes).

### Step 4: Students Join Meeting (~15 minutes before exam)
Students should join the meeting at least 15 minutes before the exam so the Host can assign them to breakout rooms.

- Students join the meeting. Ask students to use their **surname and their preferred first name** that they have on file with uOttawa when joining the meeting.
- Students may choose to use a pseudonym for the Zoom invigilation session. Ideally, students who wish to use a pseudonym should register it with their instructor prior

to the exam. If pre-registration is not logistically possible, Instructors/TAs will need to keep track of pseudonyms when they check the student ID cards.

- If the "waiting room" feature is used, they will stay in the "waiting room" until the host/co-host(s) admits them. The student will see the following message when they are in the waiting room. This message can be customized by following the instructions here.
- If the breakout rooms are used, the Host will place the students in the breakout rooms manually and check the options (e.g. allow participants to return to main session at any time, auto-close breakout rooms after 60 minutes).
  - You may want to allocate an additional 5 minutes for students to set up their exam on Zoom (e.g. access the exam on Brightspace, share screen, etc.).

The host/co-host will click on **Manage Participants** at the bottom of the meeting screen to see a list of participants in the main room as well as the people in the waiting room.
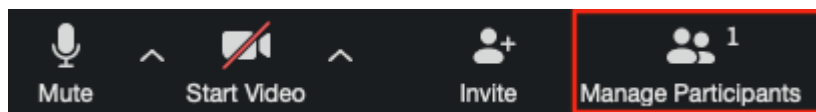
Students will appear in the order they join, with the first one on the list being the first to join. The host or co-hosts can click on **Admit** to admit the students individually or **Admit all** to admit everyone at once.

Tip: If you are using the waiting room to take attendance, you should decide with your teaching team who is/are the one responsible for admitting the students and taking attendance. Both the host and the co-host(s) can admit students.

Identity Check 2: Match the students' names in the waiting room with your class list.

Step 5: Host ends meeting
- When the students submit their quiz, they can notify you or the other invigilators via chat and leave the session.
- At the end of the exam period, you notify students and ask them to submit their quiz.
- You can then leave the session and end the meeting for all.

Key Recommendations

- If you are using Zoom to invigilate a large group (100 students or more), you should consider splitting the group in 2 or 3 depending on the number of invigilators available and create separate Zoom meetings. Note that you can have up to 25 webcams in the gallery view, and it is easy to flip from one group to another.
- If you have an open book exam, you could allow students to have access to a cheat sheet during the exam and ask them to upload a copy of the cheat sheet before the exam (e.g. 3 hours before). You could also request the cheat sheet to be handwritten, to make sure it is not made of content that is copied and paste from another source.
- If you are planning having students take the exam (Quiz) on Brightspace, you could put them individually in a breakout room and ask them to share their screen, so that you can monitor what they are doing on their computer.

Updating Zoom

Zoom version 5.3 is now available. Instructors, teaching assistants and students can download it from the Zoom Download Center: https://zoom.us/download

This new version includes new features, such as the ability for students to self-enrol to breakout rooms, without depending on the Host to assign them to a breakout room randomly or manually. To make an effective us of this feature, we recommend that you set the groups on Brightspace, so that students know to which group they belong. During a Zoom session, give an extra 2-3 minutes to students to join their breakout room.

Tip: This will only work if all the students have updated their Zoom app to version 5.3.

Note: You do not need to create **pre-assigned breakout rooms** that require students to create a Zoom account. With this new version, students can choose to join a breakout room by themselves.

How to update Zoom?
Make sure to update the Zoom app regularly.

- Open the Zoom app, log in to your uOttawa account Sign in with SSO. Enter your company email, uottawa-ca and click Continue. You will be redirected to the uOttawa sign in portal.

Click on your initials on the top right-hand side corner of the Zoom app, and select Check for Updates in the drop-down menu.