Proper Use of Respondus LockDown Browser (RLB)

(for examinations delivered via Blackboard)

The following guidelines have been created in an effort to ensure a positive experience for students, staff, and faculty making use of Respondus LockDown Browser and Respondus Monitor in conjunction with Blackboard. Use of any of these technologies, in any combination, does not necessarily prevent all forms of student misconduct.

Students may engage in activities that undermine exam security, and so it is the course director’s responsibility to understand how the technology available at UNMC functions and to consistently monitor student activity to identify potential threats to security. Each department, school, or college is solely responsible for preventing, investigating, documenting, and providing governance regarding student misconduct. Examination policies may require updates due to this change in available technologies.

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Definitions

Blackboard: learning management system used for administration, documentation, tracking, reporting, and delivery of web-based instruction and assessment. (www.blackboard.com)

Respondus LockDown Browser: “custom browser that locks down the testing environment within Blackboard, ANGEL, Desire2Learn, Canvas, Moodle, and Sakai. When students use Respondus LockDown Browser they are unable to print, copy, go to another URL, or access other applications. When an assessment is started, students are locked into it until they submit it for grading. Available for both Windows and Mac.” (www.respondus.com/products/LockDown-browser/)

Respondus Monitor: “companion product for LockDown Browser that enables institutions to protect the integrity of non-proctored, online exams. Students use their own computers and a webcam to record assessment sessions, all without leaving the institutions learning management system.” (www.respondus.com/products/monitor/)

Overview of Suggested Settings

<table>
<thead>
<tr>
<th></th>
<th>Proctored Environment</th>
<th>Semi-Proctored Environment</th>
<th>Unproctored Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Respondus LDB</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Password to Access Exam</strong></td>
<td>Recommended</td>
<td>Recommended</td>
<td>Recommended</td>
</tr>
<tr>
<td><strong>Suggested Format</strong></td>
<td>5-9 characters; a combination of letters and numbers; not easily guessed by students, nonsensical; new for each exam period</td>
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<td>5-9 characters; a combination of letters and numbers; not easily guessed by students, nonsensical; new for each exam period</td>
</tr>
<tr>
<td><strong>Password to Exit Exam</strong></td>
<td>Recommended</td>
<td>Highly Recommended</td>
<td>Highly Recommended</td>
</tr>
<tr>
<td><strong>Suggested Format</strong></td>
<td>short (3-6 characters); easy to remember by proctors; not easily guessed by students</td>
<td>short (3-6 characters); easy to remember by proctors; not easily guessed by students</td>
<td>short (3-6 characters); easy to remember by proctors; not easily guessed by students</td>
</tr>
<tr>
<td><strong>Respondus Monitor</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Webcam Check</td>
<td>NA</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>Student Photo</td>
<td>NA</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Show ID</td>
<td>NA</td>
<td>Optional</td>
<td>Yes</td>
</tr>
<tr>
<td>Environment Check</td>
<td>NA</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Additional Instructions</td>
<td>NA</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td><strong>Blackboard Settings</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Multiple Attempts</td>
<td>No</td>
<td>No*</td>
<td>No*</td>
</tr>
<tr>
<td>Force Completion</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Set Timer</td>
<td>No</td>
<td>Optional</td>
<td>Optional</td>
</tr>
<tr>
<td>Auto Submit (Timer)</td>
<td>No</td>
<td>Optional</td>
<td>Optional</td>
</tr>
</tbody>
</table>

*Allowing multiple attempts may be appropriate in some instances. See the detailed recommended settings below.

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Proctored Environments (in a managed laboratory or auditorium setting that is being proctored by faculty or staff)

- Assign a password for the examination and only provide it to students at the start of the test period.

In Blackboard, access the Respondus LockDown Browser section of the Course Tools menu and choose Require RLB. Require students to use LockDown Browser to access the test and to use a password.

Options include:
- requiring RLB with a password (recommended)
- requiring RLB without a password
- an exit password (recommended)

Exam passwords should be:
- 5-9 characters
- a combination of letters and numbers
- not easily guessed by students, nonsensical
- new for each exam period

Suggested Settings:

- Use an exit password and provide it only to proctors.

The exit password is a password used by the proctor that will automatically close RLB should the student encounter a problem or if he/she needs to resume the test at a later time.

Exit passwords should be:
- short (3-6 characters)
- easy to remember by proctors
- not easily guessed by students

Exit passwords can be used by more than one test and should never be given to students. An institutional exit password exists and is changed periodically by LEIS.
Consider the Test Availability Options available in Blackboard.

- **Multiple Attempts:** allows the student to begin and submit their responses more than once; proctor can determine a limited number of attempts or allow unlimited attempts

- **Force Completion:** if checked, forces the student to complete the test in one sitting (never recommended)

- **Set Timer:** allows proctor to set a completion time; not recommended for use in proctored environments (use clocks in room instead)

- **Password:** do not change this setting; use the setting in the RLB menu in the Course Tools to set the password

Suggested Settings:

- Consider feedback options when deploying the test.

  From the Edit Test Options menu, you can choose to have Blackboard show or hide feedback when the student submits his/her responses. (i.e., Score; Submitted Answers; Correct Answers; Feedback – entered by the subject matter expert when building the test, usually includes a rational for the correct response)

- Assign students to seats for easy monitoring.

  Assigning students to seats or tables allows proctors to quickly identify missing students, tardy students, or students who are engaging in improper activity.
Semi-Proctored Environments (make up examinations in an office, classroom, or conference room; examinations taking place in a clinical setting with some supervision)

- Use adaptive release to make the examination available only to those students who should be accessing it. In Blackboard, adaptive release works the same way for assessments as it does for other items.
- Assign a password for the examination and only provide it to students during the test period.

In Blackboard, access the Respondus LockDown Browser section of the Course Tools menu and choose Require RLB. Students will be required to use LockDown Browser to access the test and to use a password.

Options include:
- requiring RLB with a password (highly recommended)
- requiring RLB and Monitor (recommended, requires webcam with audio)
- requiring RLB without a password
- an exit password (recommended)

Exam passwords should be:
- 5-9 characters
- a combination of letters and numbers
- not easily guessed by students, nonsensical
- new for each exam period

Suggested Settings:

If exams are administered asynchronously, change the exam password periodically.
Exit passwords can be used by more than one test and should never be given to students. An institutional exit password exists and is changed periodically by LEIS.

- Use an exit password and provide it only to proctors.

The exit password is a password used by a proctor that will automatically close RLB should the student encounter a problem or if he/she needs to resume the test at a later time.

Exit passwords should be:
- short (3-6 characters)
- easy to remember by proctors
- not easily guessed by students

- Consider the Test Availability Options available in Blackboard.

  Multiple Attempts: allows the student to begin and submit their responses more than once; proctor can determine a limited number of attempts or allow unlimited attempts

  Force Completion: if checked, forces the student to complete the test in one sitting (never recommended)

  Set Timer: allows proctor to set a completion time; timer is visible to students

  course director should determine whether or not to enable auto-submit, which will submit on behalf of the student at the set time expiration; if not enabled, students will be able to continue after the time expiration – Blackboard will alert the grader in the Grade Center if a student uses more than the allotted time

  Password: do not change this setting; use the setting in the RLB menu in the Course Tools to set the password

Suggested Settings:
• Consider feedback options when deploying the test.

From the Edit Test Options menu, you can choose to have Blackboard show or hide feedback when the student submits his/her responses. (i.e., Score; Submitted Answers; Correct Answers; Feedback – entered by the subject matter expert when building the test, usually includes a rational for the correct response)

• Only make software download for RLB and Monitor available to students who are currently enrolled in the course and will be using the technology.

• Consider use of a student attestation of academic integrity built into the testing procedures.

• Provide thorough training to offsite proctors/volunteers so they may easily troubleshoot and/or understand the policies and procedures in place (i.e., expectations of students, expectations of proctors, how technology functions)
Unproctored Environments (students testing from home or other unsupervised location)

- Use adaptive release to make the examination available only to those students who should be accessing it. In Blackboard, adaptive release works the same way for assessments as it does for other items.
- Assign a password for the examination and only provide it to students during the test period.
- In Blackboard, access the Respondus LockDown Browser section of the Course Tools menu and choose Require RLB. Students will be required to use LockDown Browser to access the test and to use a password.

Options include:

- requiring RLB with a password (highly recommended)
- requiring RLB and Monitor (highly recommended, requires webcam with audio)
- requiring RLB without a password
- an exit password (recommended)

Exam passwords should be:

- 5-9 characters
- a combination of letters and numbers
- not easily guessed by students, nonsensical
- new for each exam period

Suggested Settings:

If exams are administered asynchronously, change the exam password periodically.

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• Use an exit password and provide it only to proctors.

The exit password is a password used by the proctor that will automatically close RLB should the student encounter a problem or if he/she needs to resume the test at a later time.

Exit passwords should be: short (3-6 characters)

easy to remember by proctors

not easily guessed by students

If exams are administered asynchronously, change the exam password periodically.

Exit passwords can be used by more than one test and should never be given to students. An institutional exit password exists and is changed periodically by LEIS.

• Require students to use Respondus Monitor. (see link on page one for full instructions)

• Consider the Test Availability Options available in Blackboard.

  Multiple Attempts: allows the student to begin and submit their responses more than once; proctor can determine a limited number of attempts or allow unlimited attempts

  Force Completion: if checked, forces the student to complete the test in one sitting (never recommended)

  Set Timer: allows proctor to set a completion time; timer is visible to students during the test

  course director should determine whether or not to enable auto-submit, which will submit on behalf of the student at the set time expiration; if not enabled, students will be able to continue after time expires – Blackboard will alert the grader in if a student uses more than the allotted time

  Password: do not change this setting; use the setting in the RLB menu in the Course Tools to set the password
Suggested Settings:

2. **Test Availability**

<table>
<thead>
<tr>
<th>Make the Link Available</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add a New Announcement for this Test</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

- **Multiple Attempts**
  - Allow Unlimited Attempts
  - Number of Attempts

- **Force Completion**
  Once started, the Test must be completed in one sitting.

- **Set Timer**
  Set expected completion time. Selecting this option also records completion time for the Test. Students will see this option before they begin the Test.

  - **Hours**: 0
  - **Minutes**: 0

- **Auto-Submit**
  - **OFF**: The user is given the option to continue after the time expires.
  - **ON**: The Test will save and submit automatically when time expires.

- **Display After**: 07/19/2013
  Enter dates in mm/dd/yyyy. Time may be entered in any increment.

- **Display Until**: 07/19/2013
  Enter dates in mm/dd/yyyy. Time may be entered in any increment.

- **Password**
  Require a password to access this Test.

- **Consider feedback options when deploying the test.**

  From the Edit Test Options menu, you can choose to have Blackboard show or hide feedback when the student submits his/her responses. (i.e., Score; Submitted Answers; Correct Answers; Feedback – entered by the subject matter expert when building the test, usually includes a rational for the correct response)

- **Only make software download available to students who are currently enrolled in the course where testing will be used.**

- **Consider use of a student attestation of academic integrity built into the testing procedures.**

- **Clearly communicate expectations of students at beginning of course.**