Remote Proctoring
for Cisco NetAcad Final Exams

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Online Instructor

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About Me...

My name is Marlene Craik, and I teach at Minnesota State Community and Technical College (a.k.a. MState).

The college became a Cisco Networking Academy in 2001. I was hired in July of 2001 to integrate the Cisco CCNA courses into the existing degrees. I am currently lead faculty and advisor for the Online Information Technology AAS degree. I have taught the Cisco CCNA courses in both hybrid and fully online formats for many years.

I hold a Bachelor of Science in Computer Information Systems and a Master of Business Administration. Prior to coming to MState, I was employed in industry as a Network Administrator. I have worked for both federal and county governments as well as the private sector.
Overview of Remote Proctoring Methodology

• I have remotely proctored the final exam for NetAcad courses for many years, and my objective has remained the same: To ensure the integrity and effectiveness of each student’s exam taking experience.

• I use video cameras and video conferencing technology (such as Cisco Webex) to observe and communicating with the students as though I was in the same room with them.

• My average class size is around 24 students, which I divide into 2 groups of 12 for more effective visual monitoring.

• I select two evenings when I give the exam, and I assign each group a date.
I post the schedule with dates and times of the exams for the groups along with test information.

<table>
<thead>
<tr>
<th>Monday, May 4th 6:30 PM</th>
<th>Tuesday, May 5th 6:30 PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student1</td>
<td>Student9</td>
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<tr>
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<td>Student7</td>
<td>Student15</td>
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<td>Student8</td>
<td>Student16</td>
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</tbody>
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Exam Information:
• Hyperlink: Video conferencing meeting room
• External camera requirement (see following slides)
• Students must also have a headset with a microphone
Students are to purchase or borrow an external USB camera. Here are a couple for under $20. (It is a requirement for my online class, so my students would already have such a camera.)

Please be sure the camera has a minimum of a 6-foot USB cord.
The integrated camera must be disabled

• If the computer has an integrated camera, and the video conferencing technology does not allow selection of the external camera, then the integrated camera must need to be disabled.

How to disable your Integrated Web Cam in Windows 10

• Right click Start Button
• Select Device Manager
• Once Device Manager opens, scroll down to Cameras (or Imaging Devices) and expand it.
• Right Click on Integrated Camera (or WebCam) and choose Disable.
• This will allow you to use your external camera.
• When you are done with the exam, go back into Device Manager and enable the Camera
A second laptop may be used in place of the external camera

• Due to impact of COVID-19 during this spring semester, external cameras were sometimes out of stock from retailers, so I had some students use a spare laptop or smartphone with an integrated camera.

• The camera must be positioned so that it will display the computer used for testing.

• The headset with the microphone will be connected to the laptop with the camera.
  • You don’t want both computers connected to the audio and you will get microphone feedback.
Guidelines for Exam Taker

- Only one monitor is allowed.
- No other browser tabs opened or applications running in background.
- No notes are allowed.
- Students must have a microphone, so I can speak to them as needed.
- Students must have an external USB camera plugged into their computer. (Not the integrated camera in the computer screen.)
- The camera must be positioned behind the student and off to the side, so I can see the student, their screen, and their workspace. I help them adjust the camera’s position and angle as needed.
On the day of the exam

• Students join the video conferencing meeting 15-30 minutes early (around 6:00 to 6:15pm) to test their cameras, headsets, and microphones.

• I begin the exam promptly at 6:30pm by activating it within the Learning Management System.
Best Practices

• I turn off my camera so that the students cannot see what I am doing. I want them to believe that I am constantly monitoring them.

• Due to additional cost, I typically don’t record the video conferencing sessions. I have found that both the camera’s positioning and the students not being able to see my video act as an effective deterrent against any form of cheating.

• I have the students send a message in the Chat area when they are done with the exam.

• I have the students take the NetAcad Course Feedback prior to activating the final exam, so it does not get missed.

• I ask the students to mute their microphones (or I manually mute them) before beginning the exam, so they don’t distract others.
Best Practices

• I have an external monitor connected to my laptop to which I move the video conferencing application to display the camera views of the students.

• On my laptop’s screen, I have the Cisco NetAcad course gradebook open to check each student’s exam score as soon as they have sent me a chat message that they are finished.
  • You will need refresh the webpage to see the updated score.
  • I also have the gradebook open for my college’s system, so I can record the score of the final exam for the student right away.

• I confirm that a student’s exam score is in the NetAcad course gradebook before I give them the go-ahead to logoff the video conferencing session.
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