

## Proctortrack Student FAQ

### **1. Why is Ontario Tech using video and audio monitoring software?**

Due to the orders and directives issued by the Government of Ontario, and relying on advice of public health authorities as it relates to COVID-19, Ontario Tech is unable to administer in-person assessments at this time. Video monitoring through software is viewed to be an integral part of the transition to blended learning. Use of this software allows the university to maintain the academic integrity of its assessments, while protecting the health and safety of all of its members by adopting the recommendations for physical distancing during the pandemic.

### **2. What information does the video and audio monitoring software collect about me?**

During your assessment while Proctortrack is enabled, the software collects video and audio recordings captured by your webcam and microphone, images of your computer's desktop, an image of your student ID, and data regarding your activity, including eye movement and the time taken by you to answer specific questions. The software also uses automated processes to help authorized Ontario Tech personnel to evaluate the recordings.

Student identifiable information including name, grades, course name, and photos taken for identification cards is only accessible through Ontario Tech's Learning Management System (LMS) by authorized Ontario Tech personnel. Proctortrack cannot view or access your student information on the LMS.

### **3. Who has access to my video and audio recordings at Ontario Tech?**

Only authorized Ontario Tech faculty or staff have access to view video and audio recordings of your assessment along with personal information such as your name. Authorization is granted on a course-by-course basis and is restricted to the following personnel:

- Your course instructor(s) and teaching assistant(s);
- Proctor(s) authorized by your Faculty;
- LMS administrators; and
- Faculty and staff responsible for the review, investigation and adjudication of allegations of academic misconduct pursuant to Ontario Tech's academic regulations.

### **4. How will Ontario Tech use my information?**

Information will be treated in accordance with the Ontario's *Freedom of Information and Protection of Privacy Act*, the privacy law that governs the university. Every employee of Ontario Tech is subject to this law, which means that information will only be used by personnel who require the information to perform their duties and solely for the purpose the information was collected.

Assessments conducted through Proctortrack are not viewed or monitored in real-time like in-person assessments. Instead, the system is set up to generate data that flag any abnormal activity.

Audio and video recordings, along with the additional data generated by the software's automated processes, will be used by Ontario Tech for the sole purposes of improving educational processes and managing the academic integrity of its assessments by: (i) allowing authorized personnel to review, assess,

and analyze student performance and conduct; and (ii) using the relevant recordings as evidence for the purpose of investigating and adjudicating allegations of academic misconduct.

Images of student ID cards or government-issued ID will be used to ensure compliance with Ontario Tech's Examination and Grading Policy, which requires students to present student ID cards or government-issued ID to verify their identity at the beginning of each final examination.

#### **5. Who has access to my video and audio recordings at Proctortrack?**

Only authorized personnel will have access to video and audio recordings of assessments for the uses stated in Question 6.

#### **6. How will Proctortrack use my information?**

Proctortrack limits its use of information to purposes: (1) for which it has been given permission, (2) necessary to deliver the Services, or (3) as may be required or permitted for legal compliance or other lawful purposes.

Specifically, relating to the Services, information is used to:

- Improve and optimize the operation and performance of services;
- Diagnose problems with and identify any security risks, errors, or needed enhancements to the services;
- Detect and prevent fraud and abuse of services and systems;
- Collect aggregate statistics about use of the services; and
- Understand and analyze how Services are used

#### **7. Do any other third parties have access to my personal information?**

No. Proctortrack will not share recordings or personal information with third parties.

#### **8. How is my information secured?**

Proctortrack employs industry standard practices to protect your Personal Information in accordance with applicable law. Their practices are audited to review and verify the effectiveness of internal controls and processes on an ongoing basis. The audit covers internal governance, technical safeguards and internal control processes. Proctortrack has received SOC 2 Type 2 certification, which demonstrates that Proctortrack has appropriate system and administrative controls in place.

Within the LMS, student identifiable information including name, grade, course name, and photos that show identification cards can only be accessed by authorized Ontario Tech personnel.

Only users with instructor credentials for the LMS course (e.g., instructors, teaching assistants, proctors, LMS administrators) are able to view video sessions in conjunction with student identifiable information.

#### **9. Can Proctortrack or the virtual proctor access or view any other files or data that are stored on my computer?**

No. Although Proctortrack stores captured data locally on your computer before uploading to servers, Proctortrack does not access any data on your computer.

**10. How can I further protect my privacy interests when taking an assessment online?**

During the assessment, it is recommended that if possible you situate yourself in a quiet and unoccupied space, where other persons inside your dwelling will not be observed, and remove or conceal personal property bearing images or names (e.g. family photographs or signs) to further maintain your privacy.

**11. Do I need a functioning webcam or microphone?**

Yes. Both webcam and microphone need to be functional and enabled on your computer at all times during the assessment. If you do not have one or both of these capabilities, please contact your instructor.

**12. How long does Proctortrack keep my information?**

Your personal information will be retained by Proctortrack and Ontario Tech for one year after it is collected. This is consistent with Ontario privacy law.

**13. Who do I contact if I have questions or concerns?**

Please contact Dr. Susan L. Forbes, Manager, Teaching and Learning Centre at [Susan.Forbes@ontariotechu.ca](mailto:Susan.Forbes@ontariotechu.ca) if you have any questions or concerns about the use of Proctortrack.

**14. Are there any policy instruments that address the use of Proctortrack?**

The university is currently developing a directive that will regulate the use of virtual proctor systems. A draft will be made available on the [Policy Office website](#) for community comments. We expect the directive to be presented for approval by Academic Council at its October meeting.