Academic Integrity Online:
Tools and Technical Tips for Online Quizzes and Tests

As online instructors, we promote & enforce academic integrity online through our pedagogical practices, our technical tools, and through our institutional policies (*e.g.,*Honor Code). In this newsletter issue, we will focus on **tips for using the technical tools** in Blackboard for online quizzes and tests. What technical tools are available for online proctoring at Mason? What are some technical tips for creating & setting up online quizzes & tests? What are technical tips to share with your students for taking online quizzes & tests in Blackboard?

Tools to Support Academic Integrity in Online Quizzes & Tests

At Mason, we have the following **online proctoring tools** for quizzes and tests available within Blackboard:

- **Respondus Monitor:** Records webcam audio and video of the student taking the test.
- **LockDown Browser:** A custom web browser application that does not allow a student visit another website, access other applications on their computer, copy, or print, while taking a test in Blackboard.
- **How to Make Respondus Lockdown Browser and Monitor Required for Tests in Blackboard?**
- **Have questions?** If you need assistance with these tools in Your Blackboard course, please contact Mason ITS Blackboard Courses Support at **courses@gmu.edu.**

For Instructors: Tips for Creating Online Quizzes & Tests

- **Use Recommended Test Option Settings.** Mason ITS recommends specific settings for Blackboard Test Options. **Please review & use the recommended settings.**

- **Preview the Quiz or Test before Making Available to Student.** Make sure to check the quiz or test using Preview or Student View.

- **Assign a Practice Test**. Have your students complete a low-stakes/no-stakes practice test that uses Respondus Monitor and LockDown Browser to make sure they have the browser and webcam installed correctly.

- **Have a Plan for Students to Follow for Technical Issues During the Test.** Make sure that your students know what to do if something goes wrong during the test. They should contact you immediately to inform you about the problem, particularly if the exam needs to be reset. **See Taking a Test Online- What If Something Goes Wrong?**

- **Learn How to Extend Test Time for a Student in Blackboard. Know how to adjust settings to provide extra time** for individual students needing accommodations for quizzes and exams.

For Your Students: Technical Tips for Taking Online Quizzes & Tests
(from Mason ITS Blackboard Support)

Share these tips with your students to prepare them to take online quizzes and tests:
- Make sure that student has a quiet space to take the test; review and follow all instructions, including what materials are allowed to use during the test, and **how to load and use Respondus Lockdown Browser** (if required for the test).
- Avoid wireless internet. Wireless can be intermittent or sporadic.
- When answering an essay question, click the save button every 10 to 15 minutes to keep the connection to Blackboard active.
- Do not click any buttons on browser, especially the back button.
- Refreshing, minimizing or maximizing screen can affect resolution-specific questions like math equations.
- Do not double click on save or submit buttons.
- Do not use the mouse scroll-wheel. This may inadvertently change choices in multiple choice questions.
- At the end of an exam, student must be sure to select save and submit or submit.

What If Something Goes Wrong During the Test?
(from Mason ITS Blackboard Support)

Here are some tips from Mason ITS to share with your students to let them know what to do if something goes wrong during an online test:
- If something goes wrong and you (student) can still access the test, student should try a different browser.
- Document any problems or any error messages received during exam by taking a cell phone photo or a screenshot of computer screen.
- Student should contact Blackboard Courses Support at **courses@gmu.edu** or (703) 993-8870 if there are technical issues accessing or during the online exam. Please note that Courses Support cannot reset a test for a student; resetting an online test must be done by instructor.
- Student should Immediately email instructor with a brief explanation of the problem, with record of when the problem occurred. Include screenshots or photos, if possible.
- If student gets locked out of the test or has missed the test deadline, it is the instructor's decision whether or not to let student attempt the test again.

More Tips for Academic Integrity Online

- WCET, UT Tele-Campus & Instructional Technology Council (2009). **Best Practice Strategies to Promote Academic Integrity in Online Education Version 2.0.** This handout includes lists of still-relevant practices and strategies for academic integrity in online education, including institutional support, curriculum & instruction, faculty support, student support, and assessment & evaluation.

Contact Us!

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