## CSU Instructor Check List For Using Respondus LockDown Browser + webcam Monitor

While most students do not experience a concern with proctoring, if you do have a concern, here’s what to do!

*Respondus LockDown Browser with Monitor - Mac or Windows PC laptop/desktop computer, iPad-iOS 11 or higher*

<table>
<thead>
<tr>
<th>Topic</th>
<th>Steps To Take</th>
<th>Resources</th>
</tr>
</thead>
</table>
| **Best Practices** | • Week before exam, create 1-2 question practice Respondus exam in Canvas for students to test their equipment.  
• Consider adding an additional 5 – 10 minutes to timed exams to allow for a technical concern.  
• Lot of students taking exam? Avoid bottlenecks and start a little after the hour. E.g. start at 10:10 instead of 10:00 | CSU Respondus page |
| **Help Quiz Images** | • Try to keep exam images below 1 MB in size.  
• Numerous images? Display questions on the quiz one at a time to insure they load properly. | |
| **Internet Speed** | • Use wired connection, when possible.  
• Wireless connection, students should locate close to wireless router, reduce number of people on network while taking test. | |
| **Learning Accommodations** | • [Student Disability Center (SDC)](https://www.csu.edu/disability) provides accommodation letter to student to share with instructor.  
• Work with student to meet need. | SDC  
[Canvas Learning Accommodations](https://www.canvas.net) |
| **Student requires Assistive Technology (AT) e.g. text to speech, speech recognition** | • Respondus does not work well with AT.  
  Provide alternative version of exam or testing method. | [Student Disability Center Assistive Technology Resource Center](https://www.csu.edu/disability) |
| **Student experiences concern while using Respondus** | After opening Respondus LockDown Browse, at top [click Help Center](https://www.respondus.com) and initiate chat session with support. | [Respondus Support](https://www.respondus.com/support) |
| **Student does not have webcam/mic** | • Instructor/TA proctor via a [Teams meeting](https://www.microsoft.com/en-us/teams).  
• Use Monitor [option to use webcam or access code](https://www.respondus.com/support). Give students without webcam the quiz access code/password. | |
| **Student requires quiet space for testing** | • Can be inside or outside.  
• Student can place towel/sheet behind them for privacy. Family member enters during test, flagged review, but can still take test. | Course instructor can review flagged incidents. |
| **Who sees recorded proctoring session/flagged incidents?** | Course instructor only | Course instructor |
| **Need Help?** | Contact Respondus Support | [Respondus Support](https://www.respondus.com/support) |

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