Response to Questions about Online Proctoring

During this historic and unforeseen event, NJIT has worked hard to make the transition to online learning as smooth as possible for both students and faculty, doing everything possible to ensure that students can successfully complete the semester.

An important part of transitioning to online instruction includes ensuring the academic integrity of exams within this new modality. Putting exams online, specifically exams in STEM-based disciplines in which it is often important to show your work during the assessment process, presents a new challenge.

Where possible, the Provost’s office and the Office of Digital Learning encourages faculty to use authentic assessment (e.g., projects, presentations, case studies, etc). When that is not an option, faculty are recommended to use solutions that do not require a live proctor—these include two services: Respondus LockDown Browser and Monitor and ProctorU’s Review+. Because there were unexpected expenses, NJIT is covering the costs of these services*.

NJIT takes student privacy seriously and is aware that some students have reservations about online proctoring. A recent NJITech reddit thread raised questions about what data ProctorU collects and stores. Their privacy policy outlines what is collected, and it is similar to most technical companies. We have also received emails asking whether ProctorU sells or makes students’ data available to third parties. These concerns are addressed by ProctorU’s Terms of Service and Privacy Policies (something that NJIT reviews anytime we contract for services). Per their privacy policy: “ProctorU does not use any student’s personal information for any reason other than the proctoring of online exams. We never sell any personal information to third parties. We do not market to students, nor do we share any personal information for the purpose of marketing to students.”

ProctorU has been used by online programs for many years, and schools across the country are utilizing these services to implement online proctoring. Furthermore, ETS (a global leader in educational measurement and learning solutions) recently selected ProctorU to administer at home GRE and TOEFL testing.

For the students that are concerned we suggest the following:

- Use your NJIT Student ID instead of driver license during the pre-exam check
- Log out of and uninstall the browser plug-in after the exam

Exam recordings will be deleted once the grade dispute period passes.
We understand that this semester has presented students with unusual challenges and wish you the best of luck as you complete the spring semester.

* An exception would be ProctorU Live+ exams that are not scheduled at least 72 hours in advance.