Microsoft Teams and Remote Proctoring

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Agenda

- What is MS Teams?
- How Teams is used at NAIT
- How Teams is used at Humber College
- How Teams is used at Camosun College
- Strengths and Weaknesses with MS Teams
- Points to Consider
- Additional Resources

What is Microsoft Teams?

Teams is a workplace conferencing, communication and collaboration tool. It has the following features:

- chat

- video meeting

- file storage and sharing

- application integration

NAIT Assessment Centre Background

- **Our Team:**
  4 FTE Staff (1 manager, 3 admin)
  All staff work Monday – Friday,
  8:00AM-4:30PM

  Volume:
  Approx. 6000 exams/year

  Context:
  Prior to COVID19, we were not
  offering any remote proctoring
  from our centre.

NAIT – How Did We Get Here?

- On **Tuesday, March 17th** our centre, along with our entire campus, was closed due to COVID19.

- Focus was shifted to getting the assessments that directly impacted NAIT students' admissions process back up and running:

  NAIT Equivalency Tests
  NAIT Placement Tests
  NAIT Typing Tests

- On **Monday, March 30th** we offered our first remotely proctored assessment using Microsoft Teams

- We **do** now offer assessments beyond Equivalency, Placement, and Typing

So How Does It Work at NAIT ?

- **Step 1:** Student makes assessment booking using RegisterBlast
- **Step 2:** Proctor creates Microsoft Teams remote proctoring meeting
- **Step 3:** Proctor sends the candidate additional information via Email (if required)
- **Step 4:** Assessment day!

Assessment Day : Key Points to Consider

- Ensure the proctor can view the entire student computer screen, entire student, and desk.
- Once testing, our proctors will mute their mic, and turn off video, all in an effort to not disturb the candidate while testing
- Our proctors move through mandatory dialogue with the candidate prior to the candidate beginning
- "Can you please show your ID to the camera?"
- "Are your devices charged? Do you have chargers nearby?"
- "Please scan the entire room."
- "Have you asked people that might be in the house to not disturb you? If not, please do so now."
- "Do you need to use the washroom?"
- "Please remove your hat/watch/items from pockets"
- "Please show me your permitted exam materials."
- "At the end of the exam, I'll ask you to show me your scrap paper. Please do not write down any specific exam questions on the paper."

Humber Testing Services – A Brief Background

- Two campuses – North and Lakeshore

Team:

- We have 10 full time staff (6 work at North and 2 work at Lake, 1 Manager and 1 Coordinator

- 6 part time staff that work at both campuses.

Volume:

38,500/year

Context:

Remote proctoring via Examity for Admissions

and Placement purposes

How We Use Teams at Humber

- Need – Our math only site was down along with the rest of Examity due to COVID 19 restrictions between mid march and early April. It went up later than our Examity main page.

- MS Teams used to complete math placement testing via the OCMT website

- Also, used to complete one off testing for Admissions purposes with Accuplacer.

- Will be used to support students with accommodations who require a Reader/Scribe

How We Test at Humber

- Students registered for Math vouchers which were generated prior to testing.
- Manager divided list of students needing testing among 14 staff members (staff received about 3 each)
- Staff provided with instructions mapping out process which included:
    - staff selected date and time for student to test
    - send student email with appointment details, requirements , voucher, and getting set up in Teams (account creation)
- Proctor creates meeting in Teams for proctor and student
- Staff create appointment, record onto spreadsheet and update it once testing is completed.

How We Test at Humber

Proctoring the Test
- Welcome student
- Verification process (Student name, government issued ID, and confirm test)
- Confirm version of Teams used (Desktop or app in browser) and features
- Review scrap paper, and work area (including scan of room)

Test Overview
- Review length of test and requirements
- Features of the platform

How We Test at Humber

Launching Test

- Provide student with website via chat
- Student will copy and paste into Google Chrome browser
- Proctor request student to share desktop(screen) and control of student's computer to enter site password
- Student fill out personal information and then test starts
- Proctor to mute mic and disable camera but will make self visible at different points during the session and at end

How We Test at Humber: Continued

Ending Session

- Advise student results will be on my Humber account within 2 business days
- Have students rip up scrap paper in front of proctor and throw out
- Score upload done by team on a daily basis

Things to Consider

- Connect with your IT department to get some detailed info of program, capabilities, and potential alternatives
- Students who use a MAC computer need to enable Teams before proctors can control their computers

    In the Operating System click on security, next- accessibility, then –

    enable
- Students still try to access software using web app and not desktop version (delay process)
- Need to be able to address technical issues with students (can take some time)
- Spend time with staff to review features to ensure comfort and ease of use prior to 1st session
- Student not required to register as can access features needed as a guest

Camosun College: Background

Team:

- 1 Coordinator, 4 Testing Officers (2.5 FTE)
- 1 HT English Placement Counsellor (faculty)
- 1 FT Faculty Leader of Assessment (faculty)

Volume:

- ~3000 exams/year
- 45%:55% internal assessments: external exams

Operating hours:

- 9:00 – 4:00 M-F

Context:

- Limited remote proctoring via Examity

Camosun College: Assessments Using Teams

Standard assessments (discontinued)

- Placement Assessments (Accuplacer-developed tests)
    - English
    - Math

- Readiness Assessments (locally-developed tests; Accuplacer delivered)
    - Trades math
    - Fine Furniture

Accommodated assessments (Ongoing)

Camosun's Remote Assessment Process

Student registration & booking

- Parallel booking calendars created in Registerblast *and* Outlook
- Students select a test date in RB and provide demographics to create student record.
- Senior staff member (3 days prior to assessment date):
  - Validates, processes, and stores data
  - Creates student record
  - Issues voucher & instructions
  - Assigns 1 student to 1 proctor using Outlook calendar
  - Creates Teams meeting and invites student and proctor

Camosun's Remote Assessment Process

Proctoring the assessment
- Welcome
- Verification
  - Student name, ID, Test to be written
  - Version of Teams (browser or app)
  - Scrap paper & materials
  - Work area
  - Chat function
- Test overview
  - Time
  - Test sections
  - Lockout, etc.
- Test launch

Camosun's Remote Assessment Process

Finishing up

- End Teams meeting
- Generate score reports & store in shared drive
- Update student information system with results
- Issue results & next steps to student via email

Key Points to Consider from Camosun

- Consider whether Teams is the right platform for you
  - Does your institution have a license?
  - Do you need a privacy assessment?
  - Do you need breakout-room functionality?

- Consider how you will integrate Teams with the other systems you are using.
  - Camosun example:
    - Teams (Proctoring),
    - Outlook (Work coordination, scheduling, communications),
    - Registerblast (Registration, data collection)
    - Accuplacer (Testing tool)
    - Colleague (Student information management)
  - Note: the test volume will influence how you collect your data, schedule appointments, assign work, etc.

Strengths and Weaknesses of Teams

Strengths

- Convenience
- FREE
- Students have expressed that they feel decreased levels of anxiety being able to test in the comfort of their own home
- Don't need to pay for parking
- Potential to be used for students that require accommodations (private space, guide dog, etc.)
- Accessible to candidates that live out of city, province, or country.

Weaknesses

- Beware time zones. Must ensure that students that live in different time zones are ready to test at a time that a proctor is available.
- Inefficient for high volume service.
- IT Troubleshooting – what happens when things go sideways?
- Candidates require technology: computer, mobile phone/tablet, microphone, speakers, internet connection.
- Is it "good enough" to be a long term solution?

Assessment with Teams: Looking ahead

- Do we continue with in-house remote proctoring post-COVID-19?
  - Yes, but only as-needed.
    - Extraordinarily inefficient – not good for high-volume service.
    - Not good for students who need a lot of help (e.g., with technology)
    - Great for students who require accommodations.

- Have we gained much from developing this model?
  - Yes!
    - Streamlined or eliminated inefficient processes
    - More comfortable with the tool as a general communications platform
    - Have a Teams process to fall back on when other services fail

Additional Resources

- Microsoft Teams Quick Reference guide

https://its.humber.ca/sites/default/files/guides/MicrosoftTeamsQRG.pdf

- Teams Meetings Quick Reference guide

https://its.humber.ca/sites/default/files/guides/MSTeamsMeetingsQRG.pdf

- Learning Microsoft Teams for Education

https://www.linkedin.com/learning/learning-microsoft-teams-for-education/welcome?u=2218586