

Riverside Insights

FAQ's for Parents on Students and Proctorio

General

Q: Proctorio is basically malware/spyware, isn't it?

A: No, spyware indicates that the program is secretly stealing information from the owner of the device without the user knowing. Proctorio makes the user fully aware of what permissions are required to access the test before entering the test. Their program only runs during a test and runs as a Google Chrome extension, so it runs within a sandbox and is limited in its access to the user's personal computer.

Q: Once my student installs Proctorio will it always be running in the background of their computer?

A: No, Proctorio only runs during the test. Since it is a Google Chrome extension, it can be uninstalled after the test and reinstalled if/when it's needed again.

Q: Why do you force students to download Proctorio?

A: Proctorio never forces anyone to do anything! Proctorio requires all its partners (for example, Riverside Insights) to provide alternative forms of proctored assessments to students. It is also important to note that Proctorio runs as a Google Chrome extension and can be uninstalled and reinstalled as many times as the test-taker chooses. Many of Proctorio's competitors, however, do require the installation of third-party software, rather than running their programs with browser extensions.

Q: Does Proctorio access the student test-taker's personal computer files or data?

A: No, Proctorio is a Google Chrome extension and operates within the Chrome sandbox. Therefore, its access to the student test-takers' personal computer is limited.

Q: Is the Proctorio product's design to capitalize on a teacher's mistrust of students?

A: No, Proctorio's sole purpose is to ensure and protect the integrity and value of an online test or course.

Q: Why aren't bathroom breaks allowed during tests?

A: We encourage proctors to allow bathroom breaks during longer tests. However, it is the proctor's final call on whether students can leave the test area and re-enter. Proctorio has no control over this.

Q: It would be preferred if Riverside Insights wasn't using an outside company and was just offering a way of assessment through the schools instead.

A: Proctorio integrates directly with the Riverside Insights *DataManager* platform. No extra credentials are needed and there is no need to access another third-party site. Proctorio aims to mimic an in-class or testing center experience by only allowing the teacher to review student behavior on tests and make determinations regarding behavior.

Behavior

Q: How do you decide what behavior counts as “cheating”?

A: Proctorio doesn't determine which behavior is considered cheating. Only the teacher can dictate what type of behavior is considered as an infringement on the integrity of the test. Teachers can also review all test attempts to verify if any flagged behavior was truly infringing on the integrity of the assessment.

Q: How do you dictate what “normal” behavior is?

A: The Proctorio software does not dictate what is considered “normal behavior”. Behavior is flagged based on its stark irregularity compared to the behavior found in other test attempts. After the test is finished, the teacher can review the test attempt by a given student and make the final decision on whether the behavior infringed upon the assessment's academic integrity.

Q: What if a student looks at the clock to check the time? Or if a student tends to move around a lot? Will they be flagged?

A: Subtle movements are not likely to be flagged as the system isn't extremely sensitive. Even if such actions are flagged, the teacher can review the recording of the test and judge whether the given behavior was dishonest or not.

Data Privacy and Security

Q. How is data is collected? What type of data is collected?

A: During the test, Proctorio records video via the student's webcam and, depending on the options selected for the test, may record audio and monitor screen activity, website navigation, and similar activities. The Proctorio software analyzes this information and can identify certain behaviors that may be signs of unpermitted assistance or other prohibited conduct. The software then generates a report called a gradebook for each testing session. Test data and gradebooks are made available to authorized district/school personnel (teachers).

Depending on the options selected for the test, we will collect information, including biometric information, during the test (e.g., the computer's IP address, video and audio recordings, video of the testing environment, student IDs or government identification cards-if required, mouse movements and location, browser size, open browser tabs and windows, keystrokes, facial detection, the student's eye, mouth, and head movements, the entire computer screen,

websites visited during the test, identification of connected storage drives, any other applications running, and the number of display screens connected).

The information collected during the testing process will also be used in an anonymized form (i.e., without any information identifying the student) for product development.

Q: Will Riverside Insights or Proctorio ever sell test-takers' test-related information?

A: No. Riverside Insights and Proctorio never sell student data to third parties. Student information is not shared with third parties other than third-party vendors who enable the delivery of the assessment services and are subject to strict confidentiality and privacy obligations with respect to all student data. Riverside Insights and its vendors are compliant with the Children's Online Privacy Protection Rule (COPPA) and with the Family Educational Rights and Privacy Act of 1974 (FERPA).

Q: How is data protected against data breaches?

A: Proctorio encrypts test-related data in three layers in transit and at rest, so test-related data never leaves the student test-taker's computer unencrypted. At rest, test-related data is stored with zero-knowledge encryption, allowing the data to be inaccessible or completely useless to any individual other than the approved school administrators (teachers). This includes employees at Riverside Insights and at Proctorio.

Q: Where is student data stored?

A: Test-taker data is stored in secure, geographically relevant data centers in the regions closest to the schools. Test data for US-based students is stored in the US.

Q: What happens to students' data if Riverside Insights ends their contract with Proctorio?

A: Proctorio keeps the stored data for 30 days after the end of the Riverside Insights contract, unless otherwise specified.

Q: Can students access the test data?

A: No. The only people that can access and unencrypt the test-related data are the teachers or approved school administrators, and they, themselves, can only access the data within *DataManager* for up to 6 months after the completion of the test.

Q: Where I can learn more about how the platforms are used and how data is protected?

A: Please refer to the Riverside Insights [Terms of Use](#) and [Privacy Policy](#) for more information.