

From: [Tripp, Tom](#)
To: [CCB All Locations Faculty Staff and PhDs](#)
Subject: Please use this proctoring service if you use online exams
Date: Thursday, March 26, 2020 5:04:10 PM
Attachments: [Proctored Exam course details template\[1\].xlsx](#)

Dear CCB Instructors,

AOI and the Provost's office have been working on providing a more standardized, cheaper option for proctoring exams online. We now have one that I would like to recommend all CCB instructors use if they choose to give online exams. The service is called Proctorio.

Know that Proctorio has dropped its cost to \$5 per student per exam (e.g., 100 students taking 2 exams would cost $2 \times 100 \times \$5 = \1000). *Note that students will not pay this cost*; WSU (the CCB) will pay the cost. So, please make sure students know it's free to them, and don't worry about the cost to the CCB. Indeed, central WSU administration does not want students paying to take online exams; it's one more hardship we don't want to give students.

- Instructions for faculty to use Proctorio are here: <https://li.wsu.edu/teaching-tool-boxes/are-you-ready-for-distance-delivery/for-faculty-proctored-exams/> (Ignore that this site says it costs \$10; it is now \$5.)
- And for students here: <https://li.wsu.edu/teaching-tool-boxes/are-you-ready-for-distance-delivery/for-students-proctored-exams/>

If you use Proctorio, please send this link to your students, and make clear that they pay no costs. Also, if you have students who need accommodations, there is information at the above faculty link.

Of course, technology is not error free and some students will have tech problems. Proctorio has 24/7 tech support and in most cases will be able to resolve issues fairly quickly. If you have any technical questions, please use the "Help and Support" link on the pages linked to above.

Finally, if you have already arranged another proctoring service and there is not enough time to change to Proctorio, please let me know, especially if students have to pay a cost. And if it's not terribly inconvenient, AOI has requested the favor of letting them know about your upcoming Proctorio exams by completing the attached spreadsheet and sending to Rebecca Vandevord at AOI: bvandevord@wsu.edu. This will help us track expenses and better coordinate with Proctorio.

I am sorry we did not have this proctoring option earlier. I do appreciate your patience and understanding as we work out how to create a good online experience for you and our students.

Thank you.

Tom

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