



ZCAS UNIVERSITY

Frequently Asked Questions: Quilgo Proctoring for Quizzes

1. What is Quilgo, and why is it being used to proctor the quizzes?

- **Answer:** Quilgo is a proctoring software that monitors and records students during quizzes to ensure academic integrity. It is used to prevent cheating and create a fair assessment environment for all students.

2. How does Quilgo work?

- **Answer:** Quilgo integrates with the e-Learning Portal and uses your device's webcam and microphone to monitor your activity. It tracks and records your behaviour, such as head movements, eye gaze, and background noise, to identify any suspicious activities during the quiz.

3. Will my privacy be protected during proctoring?

- **Answer:** Yes, your privacy is a priority. Quilgo only records during the active quiz session and does not access personal files or data. The recordings are stored securely and used solely for exam monitoring purposes.

4. Do I need special equipment to use Quilgo?

- **Answer:** You only need a computer with a functioning webcam and microphone. Ensure you have a stable internet connection to avoid disruptions.

5. What should I do if I face technical issues during the quiz?

- **Answer:** If you experience any technical difficulties, such as losing connection or issues with the webcam, inform your lecturer immediately. They will provide guidance on how to proceed.

6. Can I take breaks during the quiz?

- **Answer:** Breaks are generally not allowed during proctored quizzes. If a break is necessary for a medical or personal reason, inform your lecturer ahead of time for accommodations.

7. What happens if I accidentally look away from the screen?

- **Answer:** Briefly looking away from the screen is usually not an issue, but frequent or prolonged distractions may trigger alerts. It's best to stay focused on the quiz and minimize unnecessary movements.

8. What if someone enters the room while I'm taking the quiz?

- **Answer:** If someone enters the room, try to minimize interactions and remain focused on the quiz. Repeated disturbances may be flagged, so it's advisable to find a quiet and private space for the quiz.

9. Will I be notified if I'm flagged for suspicious behaviour?

- **Answer:** Quilgo does not notify you directly during the quiz. Suspicious behaviour is reviewed afterward by the lecturer, who will reach out if clarification is needed.

10. How long will the recordings be stored?

- **Answer:** Recordings are typically stored for the duration necessary to review and validate the quiz results. Afterward, they are securely deleted based on ZCAS University's data retention policies.

11. What can I do to prepare for a proctored quiz using Quilgo?

- **Answer:** Ensure that your webcam, microphone, and internet connection are functioning correctly. Choose a quiet, well-lit space where you won't be disturbed, and test your equipment before the quiz begins.

12. Can I use external resources or open other tabs during the quiz?

- **Answer:** No, using external resources such as books, notes, or other websites is prohibited unless explicitly permitted by your lecturer. Quilgo may detect tab-switching or unusual activities that could result in academic integrity violations.

13. How does Quilgo detect cheating behaviours?

- **Answer:** Quilgo uses your webcam, microphone, and browsing activity to monitor the environment for any irregularities. It can detect behaviours such as looking away frequently, talking to someone else, using unauthorized devices, or switching tabs.

14. What happens if I'm flagged for suspicious behaviour?

- **Answer:** If flagged, your lecturer will review the footage and other data before making any decisions. If they suspect a violation, you'll be contacted to explain the situation. Final decisions are made based on a thorough review process.

15. Can I review the proctoring guidelines before the quiz?

- **Answer:** Yes, your lecturer should provide you with detailed guidelines on what is expected during the proctored session, including allowed materials, quiz rules, and any specific requirements for your setup.

16. Is Quilgo compatible with all browsers and devices?

- **Answer:** Quilgo is compatible with most modern browsers like Chrome and Firefox. However, some devices (e.g., older tablets or smartphones) may not support the full range of proctoring features. Using a desktop or laptop is recommended.

17. How can I ensure my setup meets the requirements for proctoring?

- **Answer:** Test your camera, microphone, and internet connection in advance. Sit in a well-lit space, position your camera to show your face clearly, and ensure that your background is free from distractions.

18. Will my entire screen be recorded?

- **Answer:** Yes, your lecturer will enable screen recording features to monitor your browsing activity during the quiz. Once you log into the quiz, please do not navigate to any other tab.

19. What should I do if I need to use the restroom during the quiz?

- **Answer:** If an emergency arises, alert your lecturer. Leaving your seat without prior approval may be considered a violation.

20. What if my internet connection drops during the quiz?

- **Answer:** If your connection is lost, try to reconnect as quickly as possible. Quilgo may allow you to resume if the interruption is brief, but if the issue persists, contact your lecturer immediately.

21. How can I be sure Quilgo won't be active outside of the quiz?

- **Answer:** Quilgo is only active during the set quiz period. Once the quiz is submitted or the timer expires, the proctoring stops. You can verify this by checking your camera and microphone indicators.

22. Can I use a cell phone to attempt the proctored quiz?

- **Answer:** No, you can't. You can only attempt the proctored quiz using a computer (desktop or laptop) that has a webcam, microphone, and internet connection.

23. Will I be able to retake the quiz after the first attempt?

- **Answer:** No, you won't. The quiz is like an exam, so you will only be able to make one attempt within the specified time frame.

24. Can I attempt the questions in consultation/together with my classmates?

- **Answer:** No, you shouldn't. The quiz is not a group assignment and Quilgo may detect this as a violation, resulting in you being failed.

25. I do not have a computer; how do I attempt the quiz?

- **Answer:** You either need to borrow or buy one.

26. My computer cannot last for a long time without being connected to electricity; what should I do?

- **Answer:** Replace the battery in advance or borrow a computer that can last the duration of the quiz or find a location that has no load-shedding.

27. There are long hours of load-shedding where I live; how do I attempt the quiz?

- **Answer:** Charge your laptop in advance or borrow a computer that can last the duration of the quiz or find a location that has no load-shedding.

28. There is poor or no internet connectivity where I stay; how do I attempt the quiz?

- **Answer:** Go to the nearest location, town, city etc. that has internet access.

29. Do I need to download Quilgo or any other software to attempt the quizzes?

- **Answer:** No, you will just need to log into the e-Learning Portal to access and attempt the quizzes.