



Michael Berkman MP
For Maiwar ▲

25 June 2020

University of Queensland
Attention:
Professor Joanne Wright
Deputy Vice-Chancellor (Academic)
Email: dvca.office@uq.edu.au

ProctorU software concerns

Dear Deputy Vice Chancellor Professor Joanne Wright,

Thank you for your letter of 7 May 2020 in response to my letter seeking an update on the University of Queensland's practice of online examinations, in particular the use of the exam software ProctorU. I very much appreciate the difficulties presented for the University by the COVID-19 crisis, and particularly in finding solutions that allow you to carry on with core business.

I have, however, continued to receive a substantial amount of correspondence from students detailing what I consider to be very serious problems with the software and the process of online monitoring of exams. For example:

- Poor behaviour by examination supervisors, including looking through a student's computer files, being late and not knowing where to find particular keys on a keyboard;
- Supervisors causing students stress by suggesting certain behaviours were indicative of cheating; and
- Accidental skipping of exam questions.

I'm concerned that these issues have created unreasonable stress for students and may have significantly affected some students' performance in exams. I am, therefore, calling on the University of Queensland to discontinue the use of the ProctorU software and find a solution that allows in person supervision of students.

Please do not hesitate to contact my office on 3737 4100 if you would like to discuss this matter in more detail.

Kind regards,

Michael Berkman MP

Visit Us
1/49 Station Road, Indooroopilly
Open: Monday to Friday 9am - 5pm

Contact Us
Tel: (07) 37374100
maiwar@parliament.qld.gov.au
www.michaelberkman.com.au