

7 May 2020

Mr Michael Berkman MP  
Member for Maiwar  
1/49 Station Rd  
INDOOROOPILLY QLD 4068

Email: [maiwar@parliament.qld.gov.au](mailto:maiwar@parliament.qld.gov.au)

Dear Mr Berkman,

Thank you for your letter regarding the University of Queensland's (UQ) decision to engage ProctorU. The Vice-Chancellor has asked that I respond to you as the process and examinations are under my portfolio.

Due to the potential health risks of COVID-19 for staff and students, it is not possible to hold traditional invigilated on-campus examinations. However, we also do not wish to hold up students' studies or diminish the integrity of the assessment process. The University thoroughly considered a number of options, and following this process, appointed ProctorU to provide a fair and secure invigilated online environment for students to undertake examinations.

Where possible, Course Coordinators have redesigned assessments, and only 18 percent of examinations scheduled this semester will require invigilated online examinations. In general, these are major examinations where alternative assessments are not possible or where the cohort size is substantial.

UQ values the privacy of all students and has negotiated enhanced terms relating to data privacy and security as part of the contract. Our [FAQ](#) page, developed for students, provides further details.

In answer to the specific concerns raised in your letter:

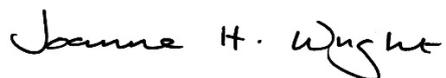
- UQ has reviewed the way in which ProctorU recruits, trains and monitors its examination supervisors and is assured that they meet UQ's high standards of integrity and quality assurance. UQ's contract also requires that ProctorU staff comply with Queensland's *Information Privacy Act 2009*.
- Students' rights are protected through the contractual arrangement between UQ and ProctorU.
- The encrypted data is owned by UQ, and cannot be sold or commercialised. It will be deleted in the shortest timeframe possible, or earlier if requested by UQ.
- Students are not required to disable any firewall or antivirus software.

- Supervisors cannot gain access to a student's computer or track keystrokes, and the student must provide permission for the supervisor to view their screen.
- As with in person examinations, students are monitored to ensure there is no activity that is not related to taking the examination. The UQ Course Coordinator will receive a report of incidents that occurred during the examination process. Only they can make a decision about whether any misconduct might have occurred.
- Students can opt to book a space and access computers at our campuses to complete their examinations, and the same process is followed for students requiring adjustments or special provisions.

The University is continuing to work with Course Coordinators and students taking ProctorU supervised examinations, to provide training and support.

As you are aware, COVID-19 has meant we are responding to a rapidly changing environment governed by both State and Federal health authorities. If you are in contact with students who still have concerns, please encourage them to contact our Student Services team so that we can address them in a timely manner.

Yours sincerely



Professor Joanne Wright  
**Deputy Vice-Chancellor (Academic)**

Copy: Office of the Vice-Chancellor and President  
DVCA communications

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