

The PSI logo consists of the lowercase letters "psi" in a dark blue, sans-serif font, enclosed within a dark red, oval-shaped border. This logo is positioned on the left side of the slide, partially overlapping a large, dark red, curved graphic element that starts at the top left and curves downwards.

psi

Remote Proctoring: Methods, Challenges, and Partnership Opportunities

14 September 2017, Session 8A

Rory E. McCorkle
Brendan Bellefeuille
PSI Services

About Your Speaker



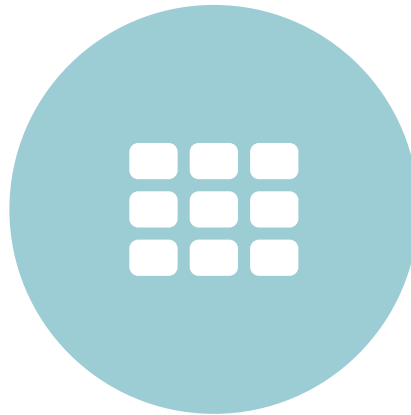
Rory E. McCorkle, PhD

VP of Certification Services

rmccorkle@psionline.com



**CHARACTERISTICS
OF REMOTE
PROCTORING**



**TYPES OF
REMOTE
PROCTORING**

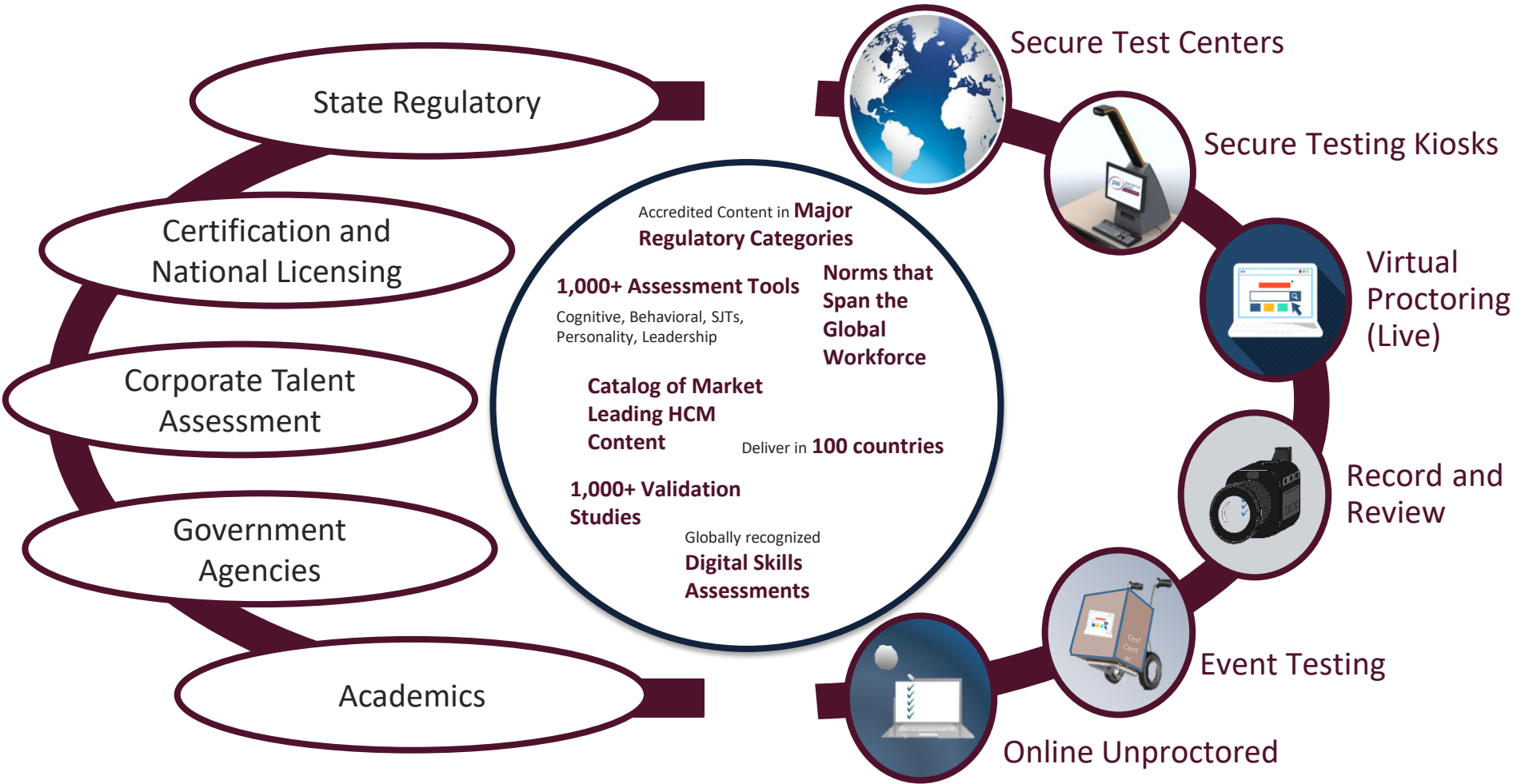


**PARTNERSHIP
OPPORTUNITIES
AND
CHALLENGES**

What are the biggest challenges for you as a testing professional of remote proctoring?

What is the biggest challenge for your institution's testing center?

About PSI



Everything we do influences someone's career!

What is remote proctoring?

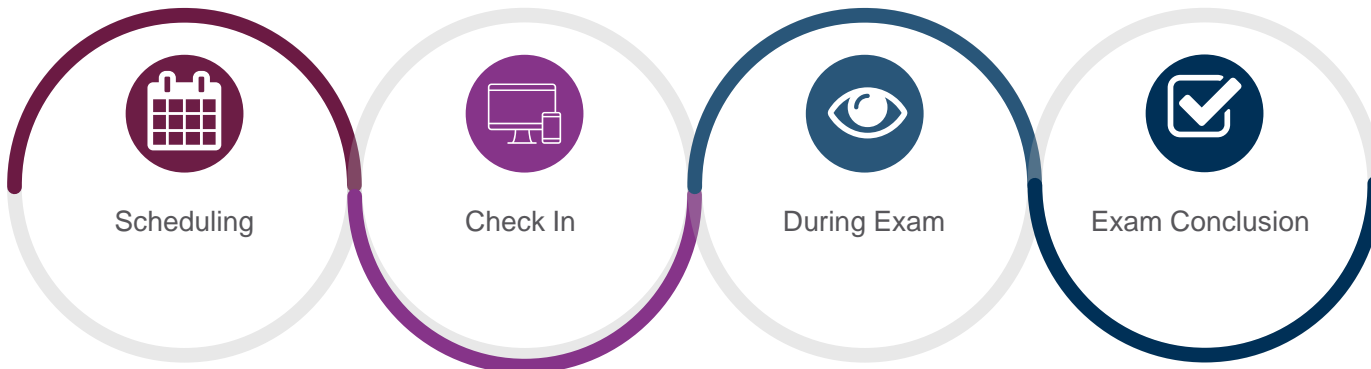


Changes the nature of exam delivery

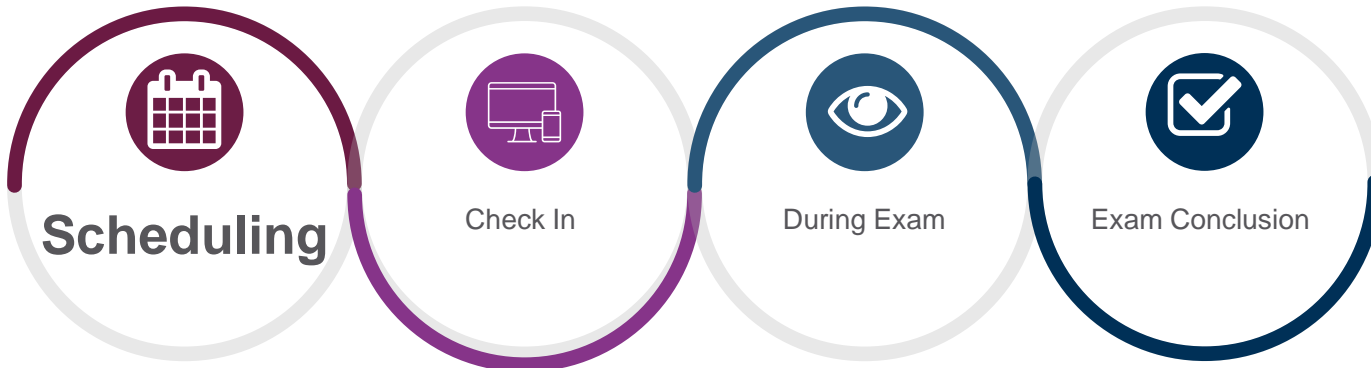
- Convenience
- Reduces test anxiety
- Allows easier usage of technology and performance examinations
- Reduces risk of proctor coaching

Alters the landscape of test security

- Checking identification remotely
- IP harvesting risk increased



RP Process – Scheduling



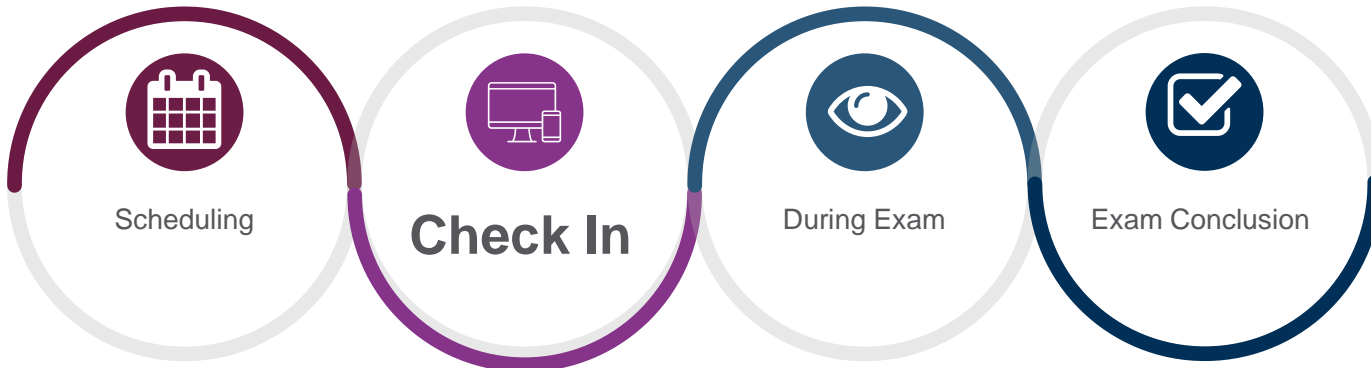
Candidate schedules or takes test immediately

Process should include a check of candidate's system for meeting minimum technology requirements

Scheduling should set expectations about this exam delivery environment

- Private vs. public space
- Interaction capabilities with proctor

RP Process – Check In



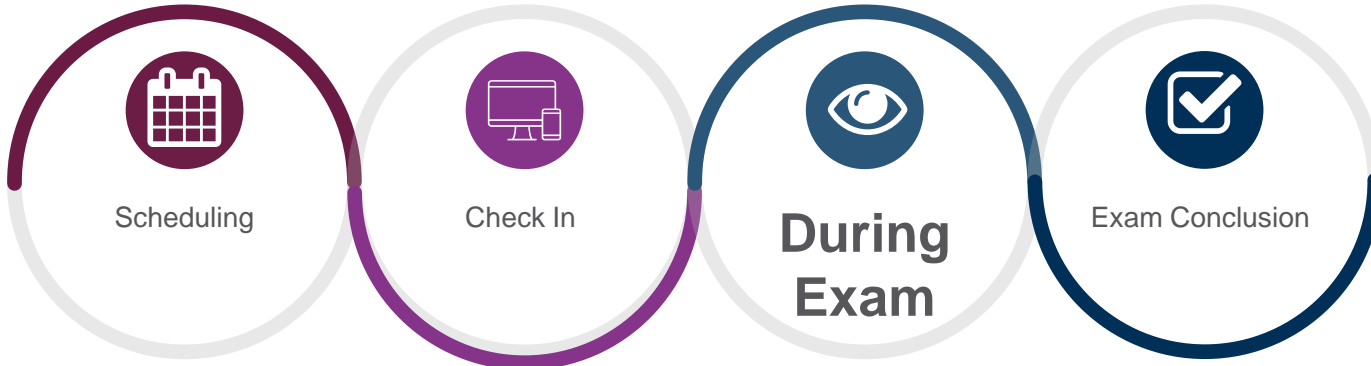
Check in can happen via dual video/audio collaboration or text only

Identification verification is major element

- ID check
- Photo taken, if applicable

Environmental scan

RP Process – During Exam



Proctors should have ability to pause or end examination

Proctors should not see exam content

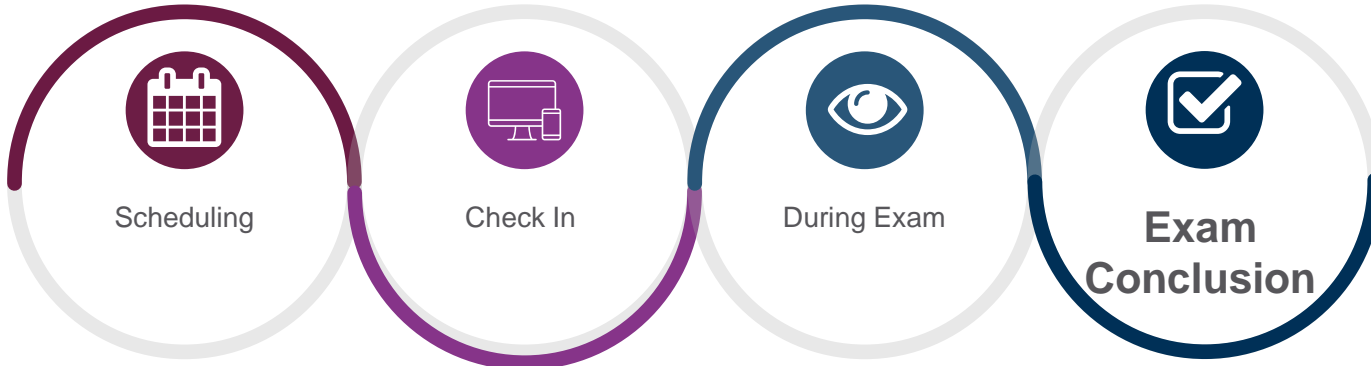
Secure browser

Recorded for audit purposes

Breaks

Technical issues

RP Process – Exam Conclusion



**Score report /
completion notice**

Key Security Features



- Encrypted for data transfer
- Supervision of Proctors
- Video review (live or post-exam)



- Test controls: pause, suspend, cancel
- Keystroke Tracking
- Proctor/Candidate Ratio
- Data Forensics

Key Security Features



Secure browser

- ✓ Prevent navigation / multiple applications
- ✓ Prevent printing

Authentication features

- ✓ Username/password or SSO
- ✓ Facial recognition or photo comparison

Webcam

- ✓ External or internal

Comparing Standard Methods



A

Live Proctoring



- Requires scheduling
- Full Recording
- Schools don't have to deal with cheating

B

On-Demand Proctoring



- No Scheduling
- Full Recording
- Use Tech for Self-Service
- Professional Review
- Time lag and deal with cheaters

C

Automated Proctoring



- Algorithms Flag Actions
- No Scheduling
- Need review

Record and Review



On Demand

- Take exams on their own schedule
- Consistent access to exam in 5 minutes
- 24 hours a day, 7 days a week



Easy to use

- No advanced setup required
- No third party software



Low Cost

- Flat fee for every exam
- No late fees



Low Minimum Requirements

- 125 kbps upload speed
- Excellent for slow connections and international students

Record and Review



Exam Setup



Exam Flexibility



Security

- LTI Integration allows fast exam registration
- Register multiple exams at once
- Works with all platforms
- Open book, closed book, and everywhere in between
- Customizable and configurable security
- Cannot take exam outside secure environment
- Can stop programs and processes from running

Automated Proctoring



Unproven

New in the marketplace. Small number of clients, lack of experience supporting large clients



Force specific browser

How many teachers does this impact?
How many students?



Closed book only

Do all of your teachers require closed book only?



False Positives

Significant impact to faculty / admins.
Requires hours of unnecessary review.

Kiosk Delivery



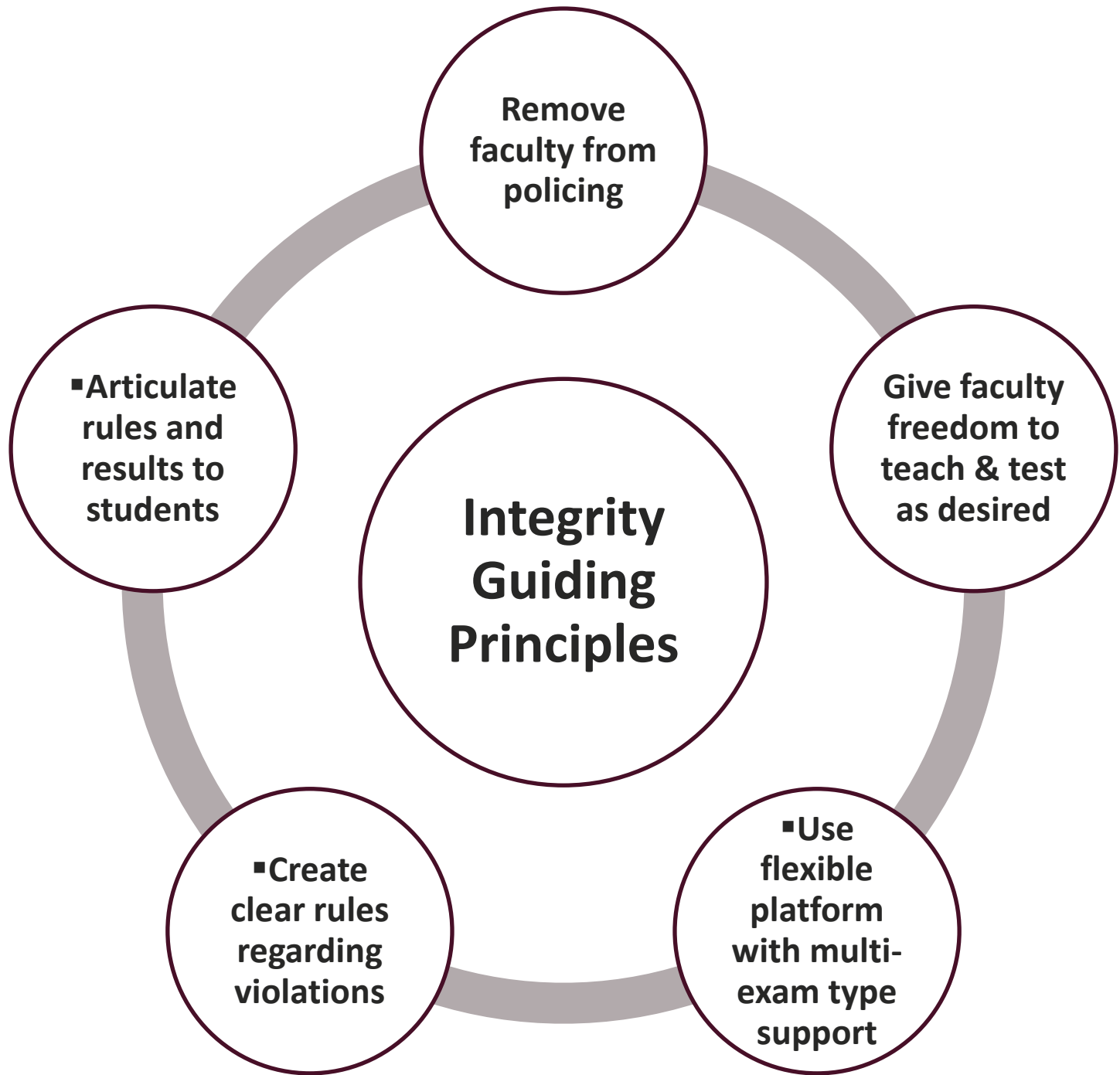
- **PSI online method**
- **‘One person’ testing center**
- **Hosted in test centers and schools**





So...

How do we
partner together?



Remove faculty from role of integrity enforcer, then:

- Have a flexible platform that supports every kind of exam
- Create clear rules regarding violations
- Have others enforce the rules
- Articulate rules, methods and results to students
- Assess data and evaluate need for change

Use Technology When Possible



- **Automated checks (minimum requirements, secure browser)**
- **Facial recognition**

Notify Students of Outcomes



If a user had a Rules Violation on their exam, an email similar to the following is sent to the user detailing those Rules Violations:

Sample Student Email

=====

Dear <Student Name>,

The following violation(s) occurred on your last exam:

Macroeconomic 101 on 10/11/2011 9:50:44 AM

- Someone else in the room
- Talking aloud

Please be sure not to repeat the violations listed above or any others listed in your school's policy. The consequences for failing to comply are outlined in the policy. To review your school's current Remote Proctor policy, follow this link: www.schoolb/integritypolicy.

Please note: On your next exam, you will be provided a reminder pop-up that you must acknowledge in order to access your next exam.

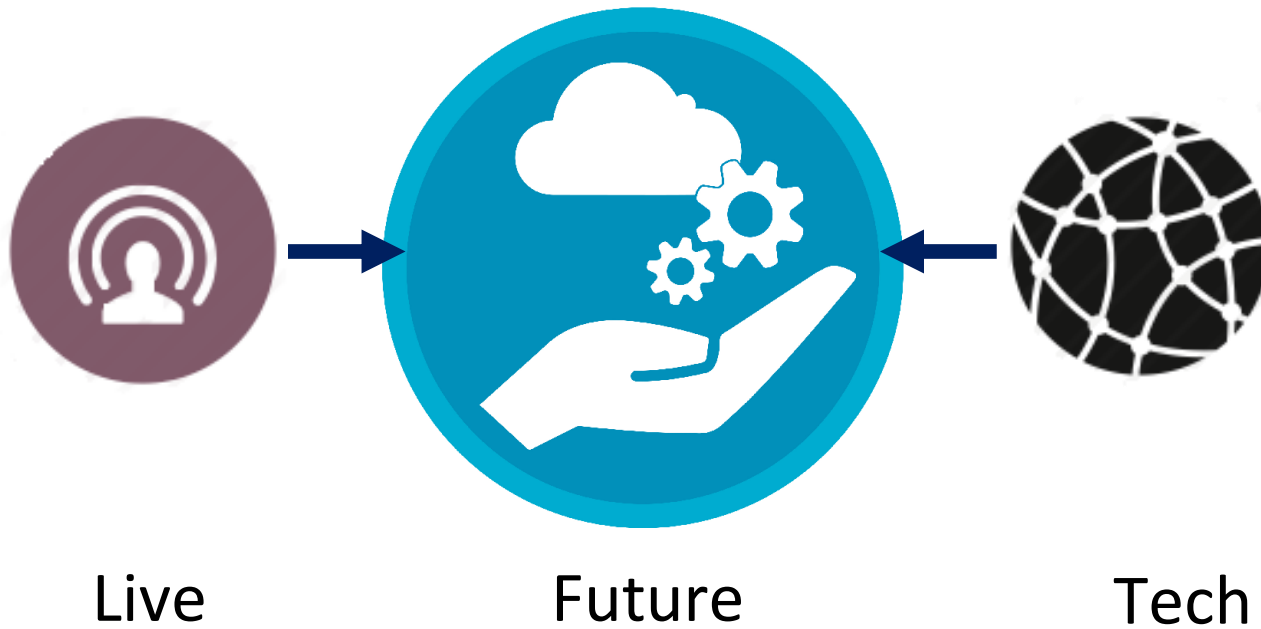
Provide and Evaluate Data



- **Volume**
- **Candidate issues**
- **Support activities by type**
- **Violations by type**

Feedback should be used to help institutions – and faculty – build better exams!

Online Proctoring Market



- **Big Data will enable determination of how an should be proctored**
 - Has the student cheated before
 - Has the student shown a sudden change in performance
 - Is the student taking an exam at a particular time
 - Is the student suddenly answering questions “too” fast.

- **Proctoring Modality can be chosen by data as opposed to arbitrarily by teachers/faculty.**
- **Promotes integrity at the lowest possible price, and the least amount of intrusion**

- **Third party test centers are still in demand!**
 - Certification and licensure space
- **Kiosk hosting**
- **Removing faculty from policing role**

Contact Us



Rory

rmccorkle@psionline.com

[@rorymccorkle](#)

Brendan

brendanb@psionline.com