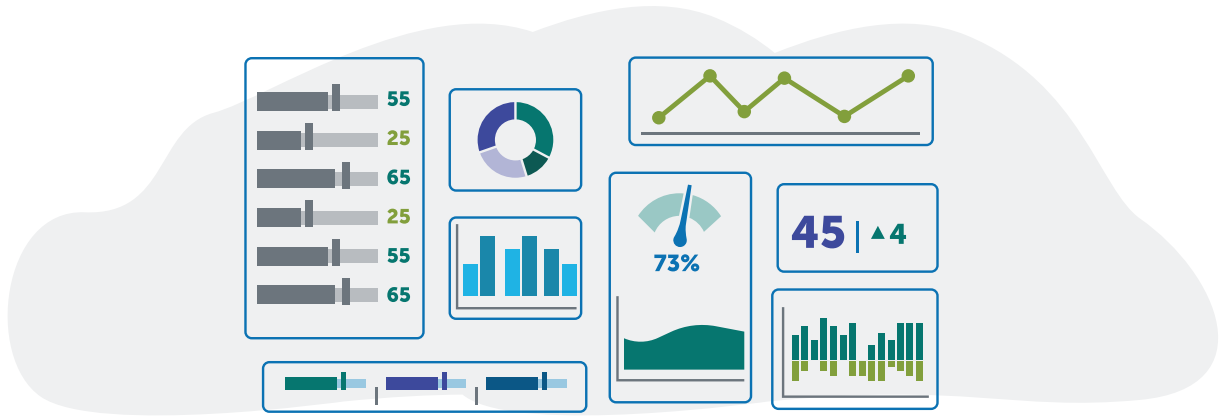




9 Questions to Ask Every Online Proctoring Vendor Before Committing

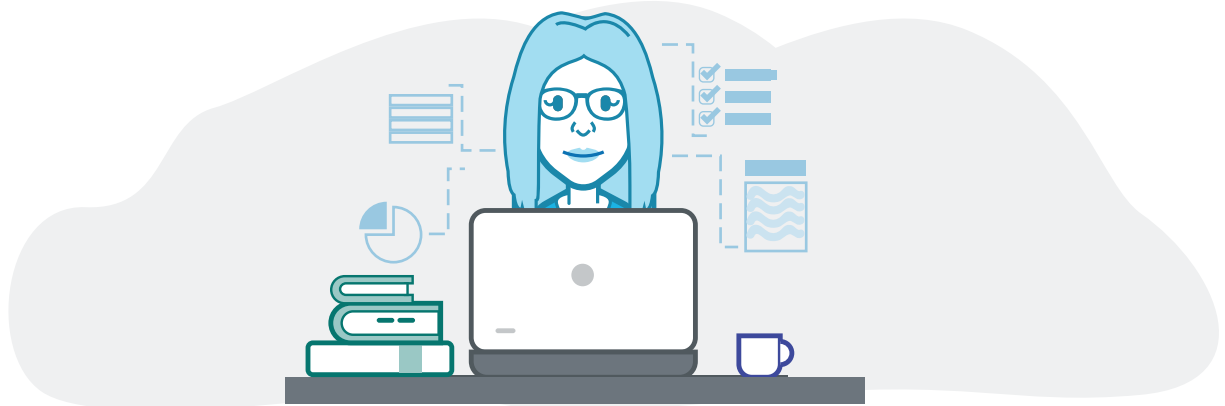
Protecting the value of hard-earned degrees, certifications and credentials is crucial in establishing and maintaining your program's credibility. When your reputation is on the line, it's time to ask the hard questions. Quality proctoring is so much more than just software and service features. It requires a solid base of smart people, proven processes and procedures, and reliable technology. Here are nine questions to ask every vendor when you're evaluating online proctoring services.



① How do you define quality proctoring?

Why is this important: If a company cannot adequately define what quality means to them, or if their definition of quality does not match your own, how can you trust they will protect the credibility of your exams? Some companies define quality as keeping the student-to-proctor ratio as close to 1:1 as possible. But is that a true indication of proctoring quality? What proves each proctor is actually doing a good job?

ProctorU: We define quality proctoring as delivering positive, [measurable results](#), for our partners as well as better outcomes for students. We provide monthly reports and an exam dashboard displaying real-time, relevant data that shows the quality of the service we are providing. Metrics include the number of unpermitted materials removed before an exam, the number of active interventions that occurred during an exam, the number of tech issues that occurred during a session, company and proctor satisfaction scores, and much, much more.



② How are your proctors trained and evaluated?

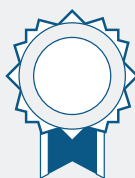
Why is this important: Training separates good proctors from great ones. Anyone can sit in a room and watch someone take an exam. A great proctor knows how to detect cheating behaviors, how to deal with potential issues, the laws by which the proctoring industry must abide, and how to properly communicate with test-takers.

80

HOURS OF TRAINING

40

HOURS OF SUPERVISED
PROCTORING



PROCTOR
CERTIFICATION
EXAMS



BLIND AUDITS

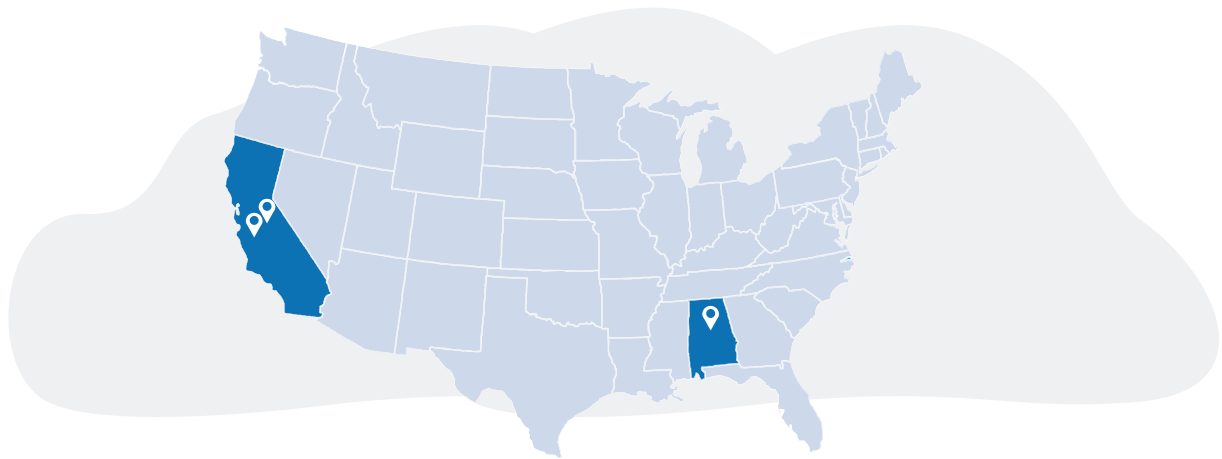
ProctorU: All of our proctors go through 80 hours of training, including FERPA compliance and other privacy training. After training, they must complete a minimum of 40 hours of supervised proctoring under the direct observation of a certified proctor manager. Successful candidates are invited to apply for initial certification which includes a performance review, an online exam testing their knowledge of the ProctorU system, policies and processes; an English certification exam; and an exam to test their knowledge and understanding of FERPA and privacy. After certification, all proctors receive monthly group training, constant one-on-one coaching and regular refresher training. Furthermore, proctors are blind-audited each month and receive monthly performance reports and remediation, when needed.



③ Who and where are your proctors?

Why is this important: To test-takers, proctors are the face of your program. It's important that they're knowledgeable, tech-savvy, and customer service-focused. Employing well-rounded proctors ensures that your test-takers feel comfortable during an already stressful time. For security reasons, a proctor should never work out of their home or use a personal computer. They should only work in a secure facility controlled by the vendor.

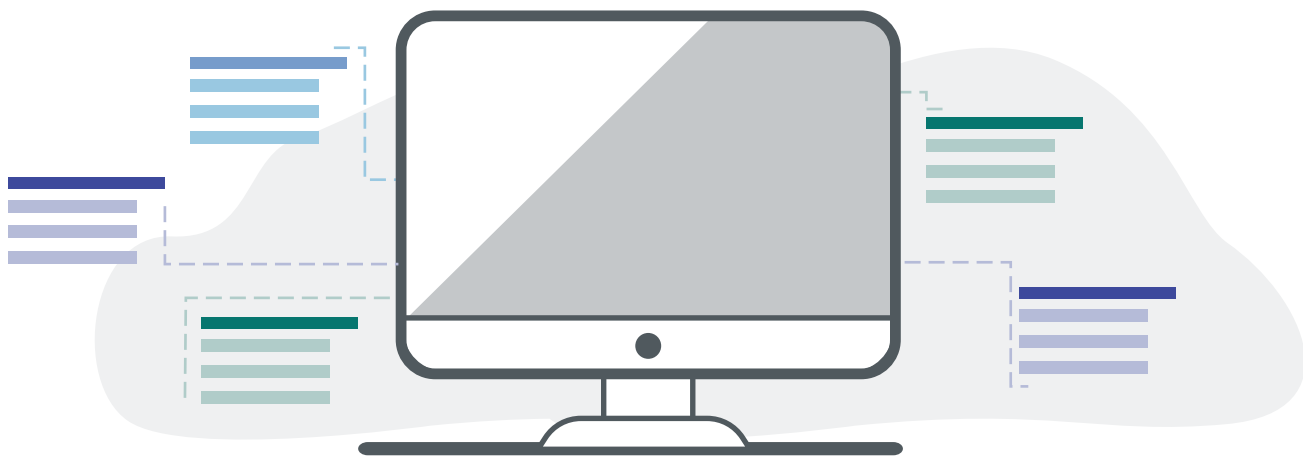
ProctorU: All of our proctors work in one of our secure locations, conveniently located across the world to ensure 24/7 availability. Many of our proctors hold, or are working toward, college degrees. For many of them, proctoring is a full-time, career-driven profession. Each proctor goes through rigorous training that includes technology and customer service training as well as weekly blind auditing to ensure they're all proctoring at the same high standard.



④ Can I visit a proctoring facility?

Why is this important: There is no better way to understand how a company handles its business than to sit next to a proctor in a facility and watch them administer an exam. This will show you their professionalism, ability to manage people and how they scale during busy times.

ProctorU: We invite any client to visit any of our proctoring facilities at any time.



⑤ Are security challenge questions used in your identity authentication process? If so, how are they generated?

Why is this important: Knowledge-Based Authentication (KBA) is one of the most effective ways to authenticate identity, but only when the questions being asked are a surprise to the test-taker. If a test-taker knows the questions beforehand, they could simply provide the answers so an impostor can take an exam for them. Creating your own questions is a method the banking industry uses to keep someone out of your account against your will. Allowing students to create their own security questions solves a problem that doesn't exist. How many times have you found out someone logged in to take an exam against your will?

ProctorU: We use a multi-factor authentication process in which KBA is only one of three authentication methods used by our platform to verify a test-taker's identity. Our security questions are selected at random from public records, with over 120 possible questions in the test bank. Test-takers do not set their own questions.

⑥ Do you keep a record of test-taker satisfaction? What is the average response?

Why this is an important question: Keeping track of customer satisfaction reflects a company that is continually striving to become better, listen to their audience, and deliver what that audience wants and needs within reason.

ProctorU: We keep a record of satisfaction for ProctorU as a company as well as with each user's experience with their individual proctor. We feel so strongly about this that we even guarantee an 85% satisfaction rating as part of our standard service-level agreement. If you ever want to see how we're doing, check out the last six months of aggregate exam data where [satisfaction scores are displayed](#) at the bottom of the page.



⑦ How are technical issues resolved?

Why is this important: Taking an exam can be a stressful situation, especially when the stakes are high. When technology is being used to facilitate an exam, it's important that a high level of technical support be provided in the event that issues arise during the process. Online exam delivery and proctoring is meant to add convenience to test-takers, not add to their stress.

ProctorU: We provide test-takers and administrators with free 24/7 technical support via live chat, email and phone. We make every effort to resolve technical issues that arise before or during an exam session. If we cannot resolve an issue for any reason, our test-taker advocates reach out to instructors and exam facilitators on behalf of test-takers in order to explain the situation and work toward resolution.

⑧ Do you utilize artificial intelligence (AI)? If so, what does it track or prevent?

Why is this important: While a lot of companies claim to use AI, it's not always clear how they're using it or for what purposes. In some cases, what's being deemed "artificial intelligence" is actually just a series of algorithms that have no element of intelligence or learning, which does not actually meet the definition of AI. In other cases, AI is being used in an attempt to automate a process that still needs human oversight.

ProctorU: We believe in a multi-layered approach to proctoring in which live humans are augmented, not replaced, by AI and other technologies. Even for clients using our automated platform, we insist that all sessions with flagged incidents be reviewed by a human to determine what actions, if any, should be taken. We employ a range of [adaptive and machine learning technologies](#) in order to assist proctors and act as a second set of eyes for things that humans may not be able to pick up on such as minor facial differences, low sounds or whispers, and reflections. However, we believe that in order to truly prevent a breach of integrity, a human must be involved to intervene.

⑨ What percentage of your exams include a potential integrity violation before or during an exam?

Why is this important: If a proctoring company is doing a good job of clearing and securing the testing environment prior to the start of an exam, there will be at least a portion of test-takers who will be required to remove materials from their exam space. And there will always be a portion of test-takers who, either knowingly or unknowingly, break the rules during an exam. A proctoring company should have a record of those “touchpoints” and be ready to share that data with you. If they’re not capturing, documenting, and reporting to you any prevention metrics, you may want to have a discussion about what they are tracking and how they know they are preventing and detecting cheating.

ProctorU: In any given month, our proctors remove [unpermitted materials](#) from a testing environment prior to starting 65-70% of all exam sessions, and a potential breach of integrity is either stopped or flagged during 6-8% of all sessions. Additional data is available to exam facilitators around what materials were removed and what kind of violations occurred before and during each session.

Take it a Step Further...

In addition to asking these questions, we always recommend you review [case studies](#), [testimonials](#), and references for each company you are considering. These resources will further validate whether a vendor will be a good partner for your specific needs.