



MEASURE
LEARNING

11 Questions to Ask When Considering Online Proctoring for Your High-Stakes Credentialing Program

When considering online proctoring for your assessment program, it is essential to choose a vendor that actively protects the value of hard-earned certifications and credentials. Whether you're adding online proctoring for the first time or transitioning to a new vendor, this guide outlines 11 critical questions to ask during the evaluation process. In addition to providing the questions and their reasoning, we've also included our own responses to those questions, as a leading provider of test development, administration, and delivery services.

1 | How do you define quality proctoring?

Why this is important: It is critical to have confidence that your online proctoring vendor is preventing and detecting cheating behaviors to protect the integrity of your program. But how do you measure proctoring quality? What data proves each proctor is doing a good job and that your online proctoring solution is effective and consistent?

Our response: We define quality proctoring as delivering measurable results for our clients and a positive testing experience for candidates. The reports and analytics dashboards within the ProctorU Platform provide full access to exam information, session activity, and candidate satisfaction scores. From a holistic program view all the way down to a single exam session, test sponsors and credentialing managers can see data related to scheduling, session activity, technical issues, exam launch times, integrity incidents, satisfaction surveys, cancellations, and more. Transparent reporting provides the data you need to monitor the quality and effectiveness of our proctoring services. Sharing this information with you allows us to work together to improve your program.

2 | How are your proctors trained and evaluated?

Why this is 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 deal with potential issues and the laws surrounding the proctoring industry. Furthermore, proctors must also understand testing accommodations and how to properly communicate with and support candidates.

Our response: All our proctors go through weeks of rigorous training, including compliance and privacy education. After initial onboarding, they go through an extended period 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 proctoring system, policies, and processes; an English-language certification exam; and an exam to test their knowledge and understanding of processes and privacy requirements. After certification, all proctors receive monthly group training, constant one-on-one coaching, and regular refresher training. Furthermore, our Compliance team has 24/7 observation coverage of all proctors in order to perform blind audits. If a proctor fails an observation, managers are required to acknowledge the issue and provide additional training or remediation as needed.



Intensive
Onboarding
Training



Weeks of
Supervised
Proctoring



Ongoing
Group
Training



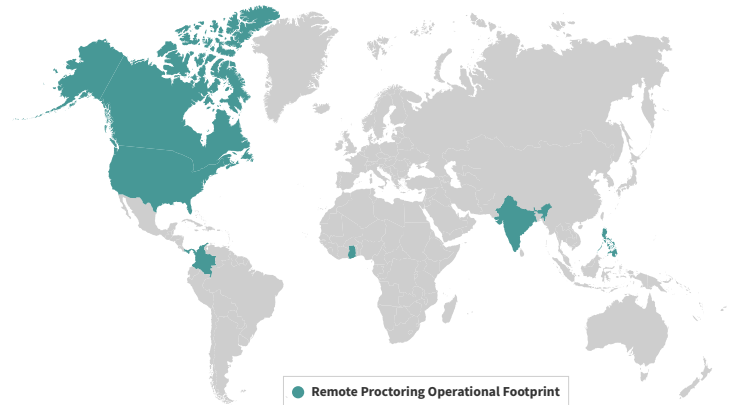
Proctor
Certification
Exams



Blind
Auditing

3 | Who and where are your proctors?

Why this is important: Proctors are the face of your program for candidates. It is important that they are knowledgeable, tech-savvy, and customer service-focused. Employing skilled and service-oriented proctors ensures your candidates feel comfortable during an already stressful time. For security reasons, a proctor should only work from a secure environment and follow procedures controlled by the vendor.



Our response: All our remote proctors and supporting personnel work in secure environments located across the world to ensure 24/7 availability and operational redundancy. Many of our proctors hold or are working toward college degrees, and proctoring is a full-time career for most of them. The average tenure of our proctors is between 1.5 and 2 years, with extremely low turnover rates. We provide career pathing for all proctors, giving everyone a chance to grow professionally and take on more responsibilities. Additionally, most of our proctors speak at least two languages and Meazure Learning can support nearly every language, so candidates never have to worry about a language barrier. Each proctor goes through rigorous training that includes technology and customer service certification, and they are blind audited weekly to ensure they meet our high proctoring standards.

4 | What is your business continuity and scalability plan?

Why this is important: It is important to partner with a vendor that is prepared for potential threats to operations such as cyber attacks, natural disasters, and pandemics. In addition to threat prevention, can your vendor seamlessly continue operating during these business challenges and even scale their services when necessary? A solid business continuity plan and proven execution provides peace of mind knowing your testing program will be minimally affected, if at all.

Our response: Our business continuity plan began in 2015, when we built an operational infrastructure to distribute proctors around the world and create redundancies to mitigate various types of threats. Today, we have around a dozen strategically placed global proctoring locations in numerous countries. Our proctoring operations can be routed seamlessly, withstanding operational challenges, to provide our high level of service. This plan was put to the test with the COVID-19 pandemic, when we increased our capacity by more than 400% to better serve new and existing clients.

5 | How will my exam perform in an online environment compared to a test center?

Why this is important: You have invested extensive time, resources, and budget into creating a high-stakes exam that accurately determines a candidate's knowledge and skills. It is important to ensure that your test items perform consistently, regardless of testing modality and environment.

Our response: Based on research, we can confidently say that no statistical difference can be found for performance on exams administered in a test center versus a remote proctoring environment. There is no distinct advantage to candidates who are proctored online compared to any other type of proctoring. You can be confident your exam will perform consistently regardless of delivery modality.

6 | Do you measure candidate satisfaction?

Why this is important: Measuring and tracking customer satisfaction reflects a company that is continually striving to become better, listen to their audience, and reasonably deliver the services that audience needs. This can also be an indicator of training needs or issues that may need to be resolved.

Our response: We ask every candidate to complete a quick survey at the end of their exam to rate ProctorU Platform's service and their experience with the proctor. This data helps us monitor positive trends and identify areas where there is room for improvement. We also track those key performance indicators (KPIs) over time and report them to you. You can see your program's satisfaction metrics and compare them to our global average at any time through the Administrator Dashboard and Candidate Survey reports within the platform.

7 | How are technical issues resolved?

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

Our response: We provide candidates and program managers 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 advocates reach out to exam facilitators on behalf of candidates to explain the situation and work toward a resolution.



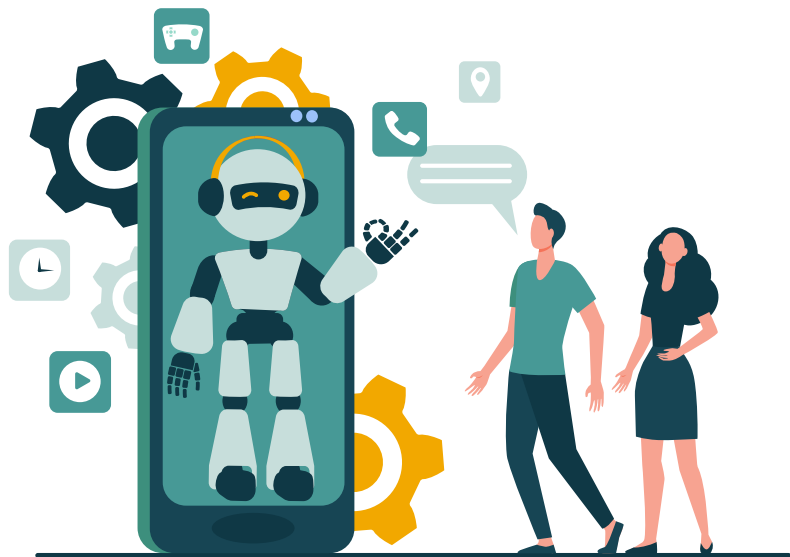
8 | How do you know your IP is secure?

Why this is important: Anyone can put a test online, but a secure testing platform and environment are vital to ensuring your exam content cannot be redistributed, manipulated, or copied.

Our response: Since this is often one of the highest priorities for our clients, we created a proctoring platform paired with stringent processes and security measures to ensure the utmost protection for exam content. Regardless of which ProctorU Platform service line is being used, we employ a combination of technology and human validation to authenticate candidate identities, check their physical environment, restrict their virtual environment, and securely give them access to their exam.

9 | Do you use artificial intelligence (AI)? If so, what does it track or prevent?

Why this is important: Artificial intelligence (AI) and other advanced technologies have their place in many different fields and help many different industries. What makes AI a good fit for automating repetitive tasks also makes it unsuited for handling nuanced human interactions. Although AI can pick up on repetitive actions just like humans can, it cannot interpret those actions as being either meaningless or dishonest.



Our response: We believe that certified and trained professional proctors should assess every minute of a candidate's exam, either in a live session or through a recording. The reason? Tech-only proctoring systems could flag false incidents of misconduct that trained humans would easily recognize as harmless. To avoid that, we practice a balanced approach, giving human proctors the right technology to effectively monitor exams, saving time for administrators and stress for candidates.

10 | Can you provide support for ANSI and NCCA accreditations?

Why this is important: ANSI and/or NCCA accreditation may be an important stamp of quality approval for your program and stakeholders. Whether working toward a new accreditation or retaining your accreditation status, it is important to partner with a vendor that is able to support the data and process required to attain and maintain accreditation.

Our response: We have worked with numerous ANSI-accredited programs, such as National Restaurant Association, StateFoodSafety, Global Information Assurance Certification, and Crossfit. We take a consultative approach to educate, support, and guide our clients who are seeking or maintaining their accreditation using remote proctoring. Our support includes guidance and documentation on security, privacy, policy and procedures for exam development, administration, and delivery.

We also provide significant data and reporting to demonstrate the effectiveness of online proctoring to validate exam content integrity. These efforts have been critical in the NCCA pilot program to assess the effectiveness of online proctoring, compared to test centers, against the compliance to NCCA standards.

11 | How do you report potential integrity violations with exam administrators?

Why this is important: When a proctoring company is doing a good job of securing the testing environment prior to the start of an exam, there will always be a portion of candidates who will be required to remove materials from their exam space. And there will always be some candidates 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 are not capturing, documenting, and reporting prevention metrics, you need to have a clear understanding of how they are preventing and detecting cheating.

Our response: As your online proctoring vendor, we work closely with you to ensure your exam integrity is maintained, content is protected, and program value is preserved. Integrity and security data is available for all of our clients as well as detailed reports that are available within 48 hours of each exam session. Exam session reports include flagged events, end-to-end recordings, and timestamps.