Challenges in Proctoring

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Overview

Let’s Talk!

• A Centralized System
• Exam Integrity
• Identity Verification
• Proctoring
K–State Global Campus

Student and Faculty Services – Centralized exam proctoring system

• Testing Coordinator
• Primary [contact]
• Local testing center
• Proctor “Agreement”
Centralized Exam Process

Semester process

• Gather exam details
• Contact all students
• Distribute exam information
• Process paper exams and login issues

Strengths and Drawbacks
Centralized Exam Process

**Strengths**
- Support for faculty
- Centralized information
- Standardized communication in office
- Database of proctoring options
- Strong attention to detail
- Immediate response (8–5 M–F)

**Drawbacks**
- Delayed communication with faculty
- Confusion regarding who to reach out to on issues
- No standardized communication / consistency in the courses
Centralized Exam Process

Questions?
Honor and Integrity System

K-State Honor Pledge: "On my honor, as a student, I have neither given nor received unauthorized aid on this academic work."
Honor and Integrity System

Based on personal integrity, which is presumed to be a sufficient assurance that, in academic matters, one's work is performed honestly and without unauthorized assistance.
Honor and Integrity System

Is this enough?

How do we ensure adherence in online coursework?
Student Identification Verification

Huge concern in higher education

• Financial Aid fraud
• Who is taking the course?
  – Cheating in Online Classes Is Now Big Business
  – Does Distance Learning Encourage Cheating?
  – New Cheating Economy

Strong online course structure helps
Prevention Measures

• Clear communication
• Syllabus quiz / assignment
  – include agreement with Honor statement and acknowledgement of syllabus contract
• Honor and Integrity Module
• Strong assignment strategies
Exam Best Practices

Strategies in online exams

1. Use Question Groups to randomize questions.
2. Shuffle answers in multiple choice questions.
3. Show only one question at a time—disallow revisits to a question.
4. Use a robust database of questions.
5. Use higher level questions to analyze, compare, evaluate, etc.
6. Settings:
   a. Limit availability—exam can only be taken for a set date range.
   b. Limit duration—how long the exam is open.
7. Only reveal questions & answers after the test deadline has passed.
8. Release grades after test deadline.
9. Spot check test times for any completed below ‘realistic’ time frame.
Online Integrity

Other ideas?
What works for you?
Proctoring

Steps that an online proctoring service can add to help verify student identity

- Require a proctored exam
- ID and picture match
- Challenge questions
- Keystroke analysis
- Full recording of all exams
Proctoring

Definition of a Proctor:
The role of the proctor is to duplicate the environment of the classroom as close as they can while serving as a proxy for the instructor by monitoring you during the entirety of your exams.
Proctoring

Online proctoring

• Types of proctoring
  Biometrics, record and review, live proctoring

• Proctoring companies
  BIOMIDS
  ProctorFree
  Proctortrack
  RPNow
  Examity
  Proctorio
  ProctorU
  SmarterProctoring
2010 – Proctoring by webcam, including remote screen monitoring and identity authentication service

2014 – Preferred client – lowered fee, record all exams, 4/1 ratio

2016 – Direct link within Canvas, but not full LTI integration
Spring 2017 – moved to Examity

- Full LTI integration with Canvas
- Lower fee
- Level 3 live proctoring
- Student proctor ratio is 2/1; 3/1 at most
Strengths and Weaknesses

- Excellent customer service at all levels
- Willing to work with us before Canvas
- Issues with quality of observation by proctors (4/1 ratio at best)
Strengths and Weaknesses

- Excellent observation and recording by proctors
- Issues with integration process
- Issues with customer service through chat and appointment center
Questions?

Please share your experiences
(we can talk more at the proctoring SIG)
Resources


Resources


• Woverton, Brad. (2016) “The New Cheating Economy.” Retrieved from http://www.chronicle.com/article/The-New-Cheating-Economy/237587/?key=O998qdDb93HBW6pFSQu7iQwMfqpyQrINGMXgLhs08I8ZP=cf5Bl6ajxwhChFb4MREE4UWIUSGIVeZyWVGZ1g1UmhpTmtHSmcyZVRtOG1MUVdqQXVOTUFrdw

• Cercone, Kathy, PT, Ph.D, Housatonic Community College. “Prevent Cheating In Distance Education.” permission granted 2017