



Challenges in Proctoring

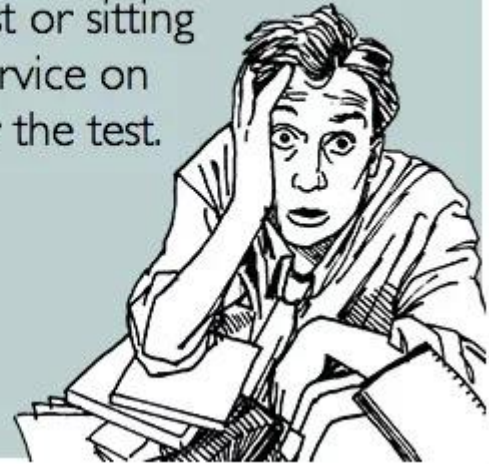
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Overview

Let's Talk!

- A Centralized System
- Exam Integrity
- Identity Verification
- Proctoring

I'm not sure which is more exciting:
proctoring a test or sitting
through an inservice on
how to proctor the test.



somee cards
user card

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?

The seal of Kansas State University is partially visible on the left side of the slide. It features a circular design with the text "KANSAS STATE UNIVERSITY" and "FEBRUARY 1863" around the perimeter. In the center, there is a figure holding a sheaf of wheat and a plow, with the motto "WISDOM BY DEEDS" above it.

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."

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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

- WCET, UT TeleCampus, and Instructional Technology Council. (2009) “Best Practice Strategies to Promote Academic Integrity in Online Education.” WICHE Website. Retrieved from <http://wcet.wiche.edu/wcet/docs/cigs/studentauthentication/BestPractices.pdf>
- UNTHSC Center for Innovative Learning. (2015) “Strategies to Encourage Academic Honesty for Online Exams.” Retrieved from <https://www.unthsc.edu/center-for-innovative-learning/strategies-to-encourage-academic-honesty-for-online-exams/>
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- Woverton, Brad. (2016) “The New Cheating Economy.” Retrieved from <http://www.chronicle.com/article/The-New-Cheating-Economy/237587/?key=O998qdDb93HBMW6pFSQu7iQwMfqpyQrINGMXgLhs08I8ZP=-cf5BI6ajxwhChFb4MREE4UWIUSGIVejZyWVFGZ1g1UmhpTmtHSmcyZVRtOG1MUVdqQXVOTUFrdw>
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