

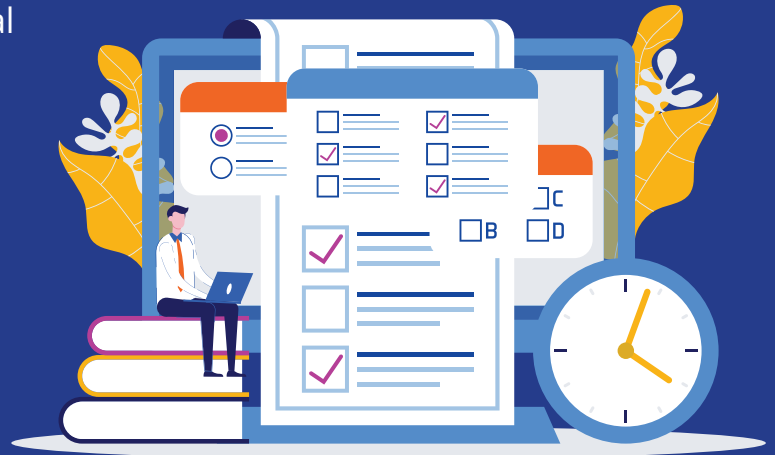


# Top Considerations When Evaluating Online Proctoring Solutions



As an increasing number of schools redesign their courses to give students the greatest chance of success in an online environment, exam proctoring systems are being called on to help ensure the integrity of academic assessments.

We've interviewed higher education administrators, instructors and instructional designers about their experience when selecting an online proctoring partner and put their suggestions together in this ebook to serve as a guide. As you evaluate proctoring solutions for your institution, keep in mind these top considerations from colleagues who have already gone through the process.



### Integration into your LMS

In 2020, faculty and students have faced an unprecedented shift in how they teach and learn. Adapting to remote learning has been challenging, but the technology that makes it possible shouldn't be. Ensure your remote proctoring system seamlessly integrates with your LMS so that faculty and students can work in a learning environment they've already mastered. The proctoring system you choose should operate within your LMS without requiring additional logins and passwords.



### Third-Party Integrations

At times, faculty may want to administer exams through third-party providers such as Cengage, Pearson, or McGraw Hill. When faculty need to administer exams outside of your LMS, they need a solution that will provide effective evaluation while preventing academic dishonesty. Make sure your proctoring solution works with third-party systems.



### **Ease of Use for Faculty**

With faculty already navigating new and unprecedented change, make sure the proctoring system you select is easy to use. Rule out clunky, complicated platforms that add another pain-point for your faculty. Prioritize solutions that exist within the LMS environment so it is easy to set up your exams right there and then. Examine the solutions' user interface. Is it user-friendly? Are buttons clear and settings easy to toggle on and off? Is the system easy for a user who is not particularly tech-savvy?

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### **The Ability for Faculty Customization**

Faculty have varying needs and requirements for their courses and they need an online proctoring system that can be adapted to each individual instructor and course. Some faculty prefer to have a recording verifying their students' identities for an open book exam, while others prefer more structure so as to mimic as closely as possible the conditions of their in-person exams. Ensure the system you select has the ability to be easily customized to meet their needs.

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### **Ease of Use for Students**

It can be frustrating for students new to remote learning to navigate online exams. They want technology that is quick and straightforward, but instead many proctoring solutions require them to download a clunky program, schedule a timeslot for their exam, and walk through multiple verification steps. Be sure to evaluate proctoring systems from your students' perspective. Ask these questions: Is it simple to use and compatible with any computer? Is it integrated with your schools' LMS to prevent multiple sign ons? Is it available for students on-demand without the need to schedule an appointment? If the answer to any of these questions is No, cross it off your list.

# Wow Factors

Once you're satisfied that the previous considerations have been met in your selected proctoring solution, be sure to prioritize features that go that extra step to ensure academic integrity in your assessments and success for your students.



## Protect your Exam Content

Faculty spend a lot of time crafting exam questions that will allow students to demonstrate their newly-gained knowledge. It's frustrating when these questions are copied and shared with common study sites such as Quizlet, Chegg, and Coursehero. Does the proctoring solution you're considering take steps on your behalf to search for your questions and remove those questions from these sites?



## 24/7/365 Customer Support

Nothing is more frustrating than contracting with a new vendor only to find out that you have to pay for implementation and training—or worse—that you're on your own to implement and train your staff on the new technology. Make sure your proctoring partner provides free implementation and training, along with "how-to" videos, manuals, and resources, along with 24/7 access to support agents.



## Detect the Use of Mobile Devices

As students have access to more and more devices, it becomes harder for instructors to preserve academic integrity in a remote testing environment. Does the proctoring solution you're considering have the technology to deter the use of secondary devices and capture a screen recording of sites visited by these devices to provide evidence in the event of a violation?



### **Dedicated Customer Success Manager**

Now that you've vetted the availability of customer support for your faculty and students, ask if you will have a dedicated Customer Success Manager as your point of contact. A Customer Success Manager will be a valued partner dedicated to your ongoing success, providing you with regular touch points to identify trends and communicate actionable data to keep your school's reputation safe.



### **Student Privacy Concerns**

Today's students are tech-savvy and will research and read the fine print when it comes to new technologies they use. When it comes to being proctored via webcam, they are hyper-vigilant and vocal. Be sure the proctoring company you're using is proactive in supporting you through the change.org petitions and particular grievances from students. Is your proctoring company providing you with resources, or is the burden on your faculty to address these concerns?



### **Free Practice Exam for Students**

Students have enough stress when it comes to exams. Make sure your proctoring solution offers free practice exams for students so they can access Customer Support to ensure their camera is set up, get familiar with the proctoring technology and ensure their technology (computer and internet) is sufficient prior to the real exam. Extra tip: ensure your students take the practice exam by grading it! Do it the first week of school so they know they have the right equipment, to be set up and prepared for the real exam.



### **Adaptability**

Sometimes instructors will need to make special accommodations for students, or instructors will want the freedom to adjust the exam settings for a particular assessment or course to strict, relaxed, or somewhere-in-between. Be sure the solution you buy allows for exceptional circumstances and makes it easy for instructors to customize settings.

Protect academic integrity with Honorlock. [Request a Demo](#)