

Remote Proctoring

*Will it make internet testing a real option
for employment testing?*

CPS HR Webinar Series

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Today's Presenters



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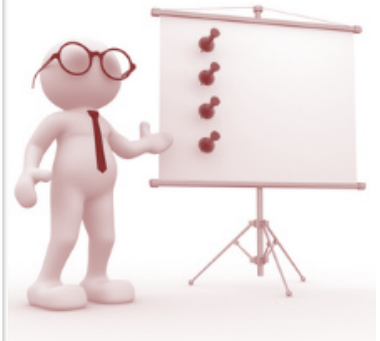
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● Today's Topics

Considerations for any type of
test administration

The role of proctors

A look at testing modalities



● Today's topics

Unproctored Internet-based testing
(Who needs proctors anyway?)

A different solution:
Remote Proctoring

Is Remote Proctoring right for
your organization?



Requirements for any type of test

Standardization

For fairness and defensibility

- Same experience for all test takers
- Equal treatment

For validity and reliability

- Identical test content and timing
- Physical/Environmental conditions that facilitate performance



Requirements for any type of test

The Proctors' Role

- Ensure all examinees have the correct materials
- Ensure examinees are working on the correct test/section
- Provide consistent instructions
- Provide consistent timing
- Control the environment



Requirements for any type of test

Test Security

- ❑ Candidates may steal test materials
- ❑ Candidates may record or memorize items to share with others
- ❑ Compromised tests cause great loss of money and time



Requirements for any type of test

The Proctors' Role

- ❑ Provide secure storage
- ❑ Log materials at check-in/check-out
- ❑ Conduct barcode scanning



Requirements for any type of test

Cheating

- ❑ Taking a test for someone else
- ❑ Receiving answers from previous candidates
- ❑ Looking at other candidates' answers
- ❑ Communicating answers non-verbally
- ❑ Answers on hands or hidden materials
- ❑ Using phone or smart watch



Requirements for any type of test

The Proctors' Role

- ❑ Check candidates' ID
- ❑ Collect and watch for use of cell phones and smart watches
- ❑ Watch for materials brought from outside
- ❑ Keep candidates from looking at others' test materials
- ❑ Provide restroom escorts





A quick look at test modalities...

Paper and Pencil Testing

Pros

- ✓ Test can be administered in a group setting
- ✓ Very large administrations are possible
- ✓ On-site proctors can provide traditional proctoring roles
- ✓ No technology is needed for administration

Cons

- ✗ Test development takes a lot of time and money
- ✗ Need a test site.
- ✗ Tests must be shipped, inventoried, etc.
- ✗ With large administrations, multiple proctors are needed to monitor cheating
- ✗ Scoring takes time



A quick look at test modalities...

Proctored Computer-Based Testing

Pros

- ✓ Tests can be installed on computers, on a network, or administered on the Internet
- ✓ Can be administered in a group setting
- ✓ Easy content replacement
- ✓ Easy to add experimental items
- ✓ Easy to create multiple forms
- ✓ Immediate scoring
- ✓ Potential for multi-media and interactive content, or CAT
- ✓ Proctors control the process

Cons

- ✗ Requires a facility with enough computers to have few administrations
- ✗ Need technology partner in the organization (IT) or a vendor
- ✗ Need technology support during administrations
- ✗ Some candidates might not be comfortable testing on computers
- ✗ Logistics of reasonable accommodations

What about Unproctored Internet Testing?



What is UIT?

- Computer-based testing administered via the Internet
- Candidates can take the test on any computer with Internet access
- Candidates can take the test at any time (within an assigned timeframe)



Where is UIT Prevalent?

- **Education**
- **Employment**
 - *Private*: retail and other customer-facing businesses
 - *Public*: initial screening; large candidate groups; entry-level positions
- **Certification**



What Types of Tests?

- **Personality Testing**
 - Hogan
 - DiSC
 - Meyers-Briggs
- **Software skills testing**
 - Microsoft Office
 - IT skills
 - Accounting

Unproctored Internet Testing

Pros

It's computer-based testing:

- ✓ All of the advantages of computer-based testing

No location constraints:

- ✓ Can be taken anywhere with Internet access
- ✓ More convenient for candidates
- ✓ Possible larger and broader applicant pools

No test administration logistics:

- ✓ No need to hire, train, or pay proctors
- ✓ No test site: availability, cost, security, access
- ✓ No printing and shipping of materials

No time constraints:

- ✓ More convenient for candidates
- ✓ No candidate scheduling issues
- ✓ HR can do immediate or as-needed testing

Promotes a positive image:

- ✓ Organization is seen as high-tech/cutting-edge
- ✓ Process may be perceived as more fair

Unproctored Internet Testing

Cons

Technology availability:

- X Candidates may not have computer or Internet access
- X The “digital divide”: consider age and/or socioeconomic level; possibility of adverse impact
- X Need technology partner in the organization (IT) or a vendor
- X Need ongoing technology support

No proctors to ensure:

- X Control of the testing environment
- X Test security
- X Candidate identification (*who is actually taking the test?*)
- X No cheating (candidates using other sources or another person to assist)

Unproctored Internet Testing

Some experts say that UIT is therefore never appropriate for high-stakes testing.



Need a different solution? How about Remote Proctoring?

What is
Remote
Proctoring?

Controls

Monitoring
and
Recording

Live
Proctoring

Requirements

Remote Proctoring

What is Remote Proctoring?



- ❖ Internet-based testing that implements technology to ensure candidate identity and test security, and to prevent cheating
- ❖ Different levels of authentication and proctoring depending on the test administrator's needs
- ❖ Computer is "locked down"
- ❖ Candidate may be recorded
- ❖ Candidate may be monitored by a live proctor via webcam

Remote Proctoring

What is
Remote
Proctoring?

Monitoring
and
Recording

Live
Proctoring

Requirements

Controls

- ❖ Browser controls
 - Prevents user control of browser during test
 - Prevents simultaneous tests
 - Controls test exit
- ❖ Computer controls
 - Disables right-click, copy/paste, printing, function keys
 - Prevents the launching/running of apps, including communication tools

Remote Proctoring

What is Remote Proctoring?

Controls

Monitoring and Recording

Live Proctoring

Requirements

- ❖ Keystroke analytics
- ❖ Automated behavior analysis
- ❖ Video chat/ongoing communication
- ❖ Breaking any set rules
- ❖ Remote access of computer
- ❖ Monitor testing location
- ❖ Rules of behavior for the session
- ❖ Video recording vs. live proctor

Remote Proctoring

What is Remote Proctoring?

Controls

Monitoring and Recording

Requirements

Live Proctoring

- ❖ IDs are checked by the candidate holding the ID up to the webcam to verify, or by using an eSignature.
- ❖ Candidates must move their laptop or camera to show the entirety of the room – that they are alone and that all doors and windows are closed.
- ❖ Proctors monitor for flags or signs of possible cheating behavior, like looking away from the computer too often.

Remote Proctoring



Requirements

- ❖ Candidate must have the necessary equipment or the agency provides it
- ❖ Candidate must install the program unless the program is web-based
- ❖ Web-based tests might require applications or plugins like Java
- ❖ Candidate must have access to the Internet



Pros & Cons

Remote Proctoring

Pros

It's computer-based testing:

- ✓ All of the advantages of computer-based testing

It's similar to UIT:

- ✓ Nearly all of the advantages of UIT

It's similar to having a live proctor:

- ✓ Many of the advantages of in-person proctoring

Cons

- ✗ Technology availability (even more requirements than UIT – webcam, microphone, speakers)
- ✗ Better, but not complete, control of the testing environment
- ✗ Better, but not foolproof, candidate identification
- ✗ Still not cheat-proof

Considerations...

Level of
Monitoring
Needed

Probability of
Cheating

High Stakes
versus Low
Stakes Testing

Candidate
Perceptions

Creative
New Ways to
Cheat

High Level of
Communication
with Candidates
about
Expectations



Considerations...

Mixed-
Mode
Testing?

Level of
Automated
Control
Needed

Appropriateness
for Job and
Candidate Pool

Are other
measures in
place
sufficient?

Cost

Accommodations

Cost

Do you want the highest level of monitoring (2 to 1 candidate to proctor ratio) or will a recording that is reviewed later suffice?

Higher levels of monitoring cost more.

Will candidates pay for the remote proctoring service or will your agency?

What about the socioeconomic ramifications? If the candidates have to pay for the service, will any drop out due to not being able to afford it?

If you choose mixed-mode testing, there are extra costs associated.



Final Thoughts...

- Is remote proctoring just a trend?
- Would it be worth the money?
- Would candidates be less likely to test?
- What about candidates with disabilities?

On the other hand...

- Possible savings in staff time
- Possible cost savings
- More flexibility with test items
- Reach a larger applicant pool
- On-demand testing



Questions?





Thanks for attending!

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