

# Online Testing Options: Which is Right for You?

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# Hello!

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# Agenda

- ◆ Test Administration Considerations
- ◆ The Role of Human Proctors
- ◆ Proctored Computer-Based Testing
- ◆ Remote or Virtual Proctoring
- ◆ Unproctored Internet Testing (UIT)
- ◆ Considerations
- ◆ Questions



# Testing Considerations

- ◆ First, why is testing important to us as HR professionals?
  - » Helps assess and select the best candidates
  - » Objective and often cost effective measure
  - » Follows civil service and other agency rules
- ◆ So how do you choose the right tools and processes for your selection process?

# Type of Tests

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- ◆ Multiple Choice
- ◆ Training and Experience (T&E)
- ◆ Supplemental Applications
- ◆ Writing Proficiencies
- ◆ Computer Simulations (e.g., Word, Excel)



# Test Administration Considerations

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- ◆ Standardization
- ◆ Test security
- ◆ Candidate identity
- ◆ Cheating



# The Role of Human Proctors

- ◆ Standardization
- ◆ Verify candidate identity
- ◆ Maintain control of test materials
- ◆ Monitoring candidates to ensure no cheating
- ◆ Serve as witness to administration process



# Proctored Computer-Based Testing

- ◆ Computer-based testing administered individually or in a group setting
- ◆ Tests can be installed on the computers, on a network, or on the Internet
- ◆ Proctors perform the same functions as in “standard” testing





# Advantages of Proctored Computer-Based Testing

- ◆ Easy content replacement
- ◆ Easy to add experimental items
- ◆ Easy to create multiple forms
- ◆ Immediate scoring
- ◆ Potential for multi-media and interactive content
- ◆ Potential for computer-adaptive testing
- ◆ Proctors control the process, check candidate identification, maintain security, control cheating



# Disadvantages of Proctored Computer-Based Testing

- ◆ Requires a facility with enough computers to have few administrations
- ◆ Need technology partner in the organization (IT) or a vendor
- ◆ Need tech support during administrations





## Poll Question

- » What type(s) of online computer-based testing do you utilize, if any? Select all that apply.
  
- » Proctored multiple choice
- » Unproctored multiple choice
- » Unproctored Training & Experience (T&E)
- » Other proctored exams (personality, writing sample, in-basket, etc.)
- » Other unproctored exams (personality, writing sample, in-basket, etc.)



# Unproctored Internet Testing (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)



# Use of Unproctored Internet Testing (UIT)

## ◆ In Education

- Online-based classes
- Students typically provide their own internet resources

## ◆ In Employment

- Private: retail companies or customer-facing businesses using personality testing, especially for customer service
- Public: initial screening; large candidate groups for entry-level positions
- Multiple choice examinations

## ◆ In Licensure/Certification

- Professional certifications; continuing education credits (CEU, CLE, etc.)



# Advantages of UIT

- ◆ No test administration logistics
- ◆ No need to hire/train/pay proctors
- ◆ No test site availability issues and costs
- ◆ No site security issues
- ◆ No printing and shipping of materials
- ◆ All of the advantages of computer-based testing
- ◆ Potentially promotes a positive organizational image



# Disdvantages of UIT

- ◆ Availability of technology/outside sources
- ◆ No proctors to ensure standardization, test security, and candidate identification
- ◆ No proctors to stop cheating





# Remote Proctoring

- ◆ Internet-based testing that implements technology to monitor candidate identity, test security, and test administration
- ◆ Proctor acts from a different location to provide
  - » Computer control
  - » Automated monitoring
  - » Video recording
- ◆ Different levels of authentication and proctoring depending on the test administrator's needs





# Remote Proctoring

## Automated Monitoring

- ◆ Keystroke analytics
- ◆ Automated behavior monitoring:
  - ◆ Candidate looking away from the computer often
  - ◆ Candidate speaking aloud
  - ◆ Breaking any set rules

## Record and Review

- ◆ Candidate is given “rules” of behavior for the session
- ◆ Video recording of the test session can be viewed at a later time to look for candidate irregularities, etc.



# Remote Proctoring

## Live Proctoring

- ◆ Candidate is monitored by a live proctor via webcam
- ◆ 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 to ensure they are complying with rules (alone in the room, all doors and windows are closed, etc.)
- ◆ Proctors monitor for flags or signs of possible cheating behavior, like looking away from the computer too much
- ◆ Proctor can communicate with candidate at any time



# Remote Proctoring

## Requirements

- ◆ Candidate must have the necessary equipment, or agency provides (computer with webcam, internet access, etc.)
- ◆ Candidate must install program unless the program is web-based



# Advantages of Remote Proctoring

- ◆ Ability to reach candidates in remote areas
- ◆ Immediate scoring
- ◆ Potential for multi-media and interactive content (videos, simulations)
- ◆ Potential for computer-adaptive testing
- ◆ Technologically savvy organizational image
- ◆ Easy content replacement
- ◆ Easy to add experimental items



# Remote Proctoring

## *Pros:*

### **All the advantages of UIT**

- ◆ No test administration logistics
- ◆ No location constraints
- ◆ No time constraints (live proctoring 24 hours per day)

### **Many of the advantages of a live proctor**

- ◆ Confirming candidate identity (with live proctor and copy of photo ID)
- ◆ Controlling cheating (to a degree)



# Cons

## Still have some of the disadvantages of UIT

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



## Poll Question: What is your biggest obstacle to utilizing remote proctoring? (Please choose one.)

- ◆ Cost to administer
- ◆ Staff/knowledge to oversee it
- ◆ Security/candidate concerns
- ◆ Buy-in from the organization
- ◆ Policies and/or agency rules



# Considerations

- ◆ Cost
- ◆ Communication with candidates about what to expect
- ◆ High stakes vs. low stakes testing
  - Is it appropriate for the type of job and candidate pool?
- ◆ Probability of cheating
- ◆ Ways of cheating - creative new ways
- ◆ Candidate perception





## Considerations Continued

- ◆ Mixed-mode testing
- ◆ What level of automated control and monitoring do you need?
- ◆ What measures do you already have in place for UIT or remote proctoring and are they sufficient?



# Thanks!

*Any Questions?*

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