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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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

- 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

<table>
<thead>
<tr>
<th>Pros</th>
<th>Cons</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Test can be administered in a group setting</td>
<td>X Test development takes a lot of time and money</td>
</tr>
<tr>
<td>✓ Very large administrations are possible</td>
<td>X Need a test site.</td>
</tr>
<tr>
<td>✓ On-site proctors can provide traditional proctoring roles</td>
<td>X Tests must be shipped, inventoried, etc.</td>
</tr>
<tr>
<td>✓ No technology is needed for administration</td>
<td>X With large administrations, multiple proctors are needed to monitor cheating</td>
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<td>X Scoring takes time</td>
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</table>
# A quick look at test modalities...

## Proctored Computer-Based Testing

<table>
<thead>
<tr>
<th>Pros</th>
<th>Cons</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Tests can be installed on computers, on a network, or administered on the Internet</td>
<td>✗ Requires a facility with enough computers to have few administrations</td>
</tr>
<tr>
<td>✓ Can be administered in a group setting</td>
<td>✗ Need technology partner in the organization (IT) or a vendor</td>
</tr>
<tr>
<td>✓ Easy content replacement</td>
<td>✗ Need technology support during administrations</td>
</tr>
<tr>
<td>✓ Easy to add experimental items</td>
<td>✗ Some candidates might not be comfortable testing on computers</td>
</tr>
<tr>
<td>✓ Easy to create multiple forms</td>
<td>✗ Logistics of reasonable accommodations</td>
</tr>
<tr>
<td>✓ Immediate scoring</td>
<td></td>
</tr>
<tr>
<td>✓ Potential for multi-media and interactive content, or CAT</td>
<td></td>
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<tr>
<td>✓ Proctors control the process</td>
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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

<table>
<thead>
<tr>
<th>It's computer-based testing:</th>
<th>No time constraints:</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ All of the advantages of computer-based testing</td>
<td>✓ More convenient for candidates</td>
</tr>
<tr>
<td>✓ No location constraints:</td>
<td>✓ No candidate scheduling issues</td>
</tr>
<tr>
<td>✓ Can be taken anywhere with Internet access</td>
<td>✓ HR can do immediate or as-needed testing</td>
</tr>
<tr>
<td>✓ More convenient for candidates</td>
<td></td>
</tr>
<tr>
<td>✓ Possible larger and broader applicant pools</td>
<td></td>
</tr>
<tr>
<td>No test administration logistics:</td>
<td></td>
</tr>
<tr>
<td>✓ No need to hire, train, or pay proctors</td>
<td>✓ Organization is seen as high-tech/cutting-edge</td>
</tr>
<tr>
<td>✓ No test site: availability, cost, security, access</td>
<td></td>
</tr>
<tr>
<td>✓ No printing and shipping of materials</td>
<td>✓ Process may be perceived as more fair</td>
</tr>
</tbody>
</table>
### Unproctored Internet Testing

#### Cons

<table>
<thead>
<tr>
<th>Technology availability:</th>
<th>No proctors to ensure:</th>
</tr>
</thead>
<tbody>
<tr>
<td>X Candidates may not have computer or Internet access</td>
<td>X Control of the testing environment</td>
</tr>
<tr>
<td>X The “digital divide”: consider age and/or socioeconomic level; possibility of adverse impact</td>
<td>X Test security</td>
</tr>
<tr>
<td>X Need technology partner in the organization (IT) or a vendor</td>
<td>X Candidate identification (who is actually taking the test?)</td>
</tr>
<tr>
<td>X Need ongoing technology support</td>
<td>X No cheating (candidates using other sources or another person to assist)</td>
</tr>
</tbody>
</table>
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

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?

Live Proctoring

Monitoring and Recording

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

Live Proctoring

Requirements

Monitoring and Recording

- 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

What is Remote Proctoring?

Monitoring and Recording

Controls

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
## Remote Proctoring

<table>
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<tr>
<th>Pros</th>
<th>Cons</th>
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</thead>
<tbody>
<tr>
<td><strong>It's computer-based testing:</strong></td>
<td>X Technology availability (even more requirements than UIT - webcam, microphone, speakers)</td>
</tr>
<tr>
<td>✓ All of the advantages of computer-based testing</td>
<td></td>
</tr>
<tr>
<td><strong>It's similar to UIT:</strong></td>
<td>X Better, but not complete, control of the testing environment</td>
</tr>
<tr>
<td>✓ Nearly all of the advantages of UIT</td>
<td></td>
</tr>
<tr>
<td><strong>It's similar to having a live proctor:</strong></td>
<td>X Better, but not foolproof, candidate identification</td>
</tr>
<tr>
<td>✓ Many of the advantages of in-person proctoring</td>
<td>X Still not cheat-proof</td>
</tr>
</tbody>
</table>
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
Higher levels of monitoring cost more.

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

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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