

Things to consider when exploring technology as proctoring solutions

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Overview

- Examine your goals
- Types of technology
- Things to consider
- Questions to ask
- Key takeaways

What we learned...

Examine your goals

- **What** is the goal for using technology? (reduce costs, increase efficiency or testing capacity)
- **Why** is technology needed to accomplish this?
- **How** do you want your team, instructors, and test-takers to interact with the technology?

Get past the sales pitch

- Technology is not one size fits all
- Identify potential barriers
- Examine your current resources
- What technology is already available

Types of technology

- Lock down browser
- Remote screen monitor/control
- Record and review
- Automated proctoring
- Live proctoring

Things to consider

P.A.W.S.

- **P**ricing model
- **A**ccessibility
- **W**orkflow/integration
- **S**upport/customer service



Pricing models

Institution pay

- Per exam
- Per user
- Site license

Student pay

- Per exam
- Flat fee

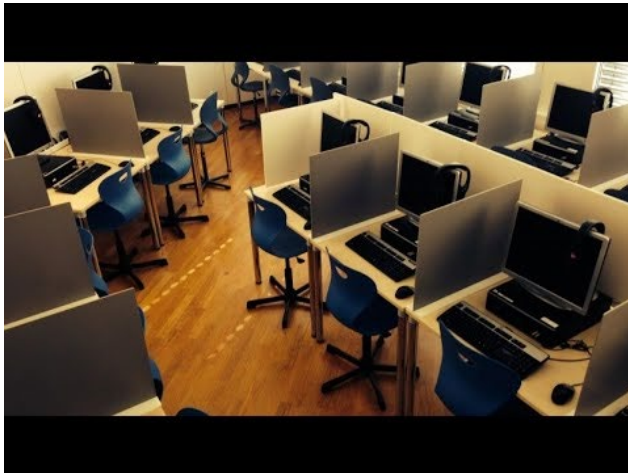
Accessibility

- What makes it accessible?
- Does it work with assistive technology your test-takers may use?
- Does it create any barriers for your test-takers?
- Are there multiple ways to get support?



Workflow

- Compatibility with other technology
- Process changes
- Training needs
- Benefits and potential barriers



Integration

- Integration with your LMS
- Improve processes or shift workloads
- Where are exam sessions stored
- How does it interact with test-takers
- Test-taker data collection

Support and customer service

- Training resources
- Support for test-takers, instructors, and staff
- Critically examine satisfaction ratings
- Customer service/exam integrity

Key takeaways

Know your goals

- what, why, how
- identify potential barriers
- demonstrate how it works

P.A.W.S

- pricing model
- accessibility
- workflow/integration
- support/customer service

Questions?



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References

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