Test Where You Live:
Enhancing the Student Experience with Technology

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Session Objectives

- Identify and evaluate institutional needs for maintaining and improving academic integrity utilizing academic technology.
- Evaluate current and future institutional infrastructure to support technology utilization across colleges, faculty, and different student populations.
- Evaluate strategies and institution-wide policies to support technology adoption.
How do you address academic integrity at your institution?
Enrollment Growth Impact

- **Actual**: 22,080
- **Goal**: 24,311

**Undergraduate**
- **2017**: 13,134
- **2018**: 13,836
- **Increase**: +5.34%

**Masters/Professional**
- **2017**: 5,205
- **2018**: 5,013
- **Increase**: +5.12%

Enrolled in at least one online class (includes students enrolled only online)

Enrolled only online
Proctoring...

- Allows the use of video technology to prevent/deter cheating during online exams
- Allows a faculty person to monitor student’s test taking behavior
- Assures an institution that students are who they say they are
- Levels the “playing field” for students
The UAB Proctoring Journey Timeline

- **2001**: Form Proctoring
- **2013**: Addressed Accreditation Requirements
- **2015**: ProctorU Across Campus Online Only
- **2018**: ProctorU On Ground and Online
- **2019**: Added Automated Proctoring
- **Secure Browser**
### 2001-2012 Example Proctoring Options

**Option A: On-campus**
Take the exam on campus as scheduled with your instructor or a proctor identified by the department or instructor.

1. See course schedule for dates, times, and location.
2. You must present a valid driver’s license.
3. There is no fee associated with this service.

**Option B: Off-Campus Institutional or Community Proctoring**
Students may choose off-campus proctoring according to the guidelines outlined on the Proctor Selection Guidelines.

1. See course schedule for dates and times the exam will be available.
2. You must present a valid driver’s license.
3. Email or provide the printed the Proctor Selection Guidelines to your proctor. Your proctor will need to read the guidelines/instructions and fill out the form.
4. Submit the form via the Proctor Approval assignment link at least two-weeks prior to the exam.
Connects a human proctor to the student’s computer, webcam, speakers and microphone. The proctor communicates with the students and watches the student as he or she are taking the exam.

The advantage of this human proctoring is that the student and the proctor can communicate and clarify any misunderstandings, and that a proctor may make judgement calls as they are monitoring the student.
2015 University Proctoring Process and Adoption

- Available only in fully online courses
- Negotiated Rates for Students (number of exams and length of exams)
- Added Proctoring Guidelines
- Developed Faculty and Student Documentation
- Developed a Proctoring Resource Portal and Timeline
- Implemented institution-wide policy for all faculty to create a dynamic syllabus in the Canvas LMS
Developed Faculty Prep for Live Proctoring
Timeline

**Before Term Starts**
Schedule one-on-one training by creating an instructor account [here](#). For additional questions, reach out by emailing Amanda Hileman at ahileman@proctoru.com or calling 205-289-1395.

**3 Weeks Before Exams**
Schedule your ProctorU exam within 3 weeks prior to your actual exam date. See the [Faculty ProctorU Guide](#) for instructions on how to schedule your exams. You are not required to have your exam materials ready at the time that you schedule your exams with ProctorU.

**Within 24 Hours**
After submitting the exam, you will receive an email from ProctorU within 24 hours confirming approval. Students can schedule after this time.

**72 Hours+**
After receiving exam approval, please invite students to schedule their exams at no cost. *Students scheduling their exam within 72 hours of their appointment will incur late scheduling fees. Share the [Student ProctorU Guide](#).*

**Exam Day**
Students will take the exam.
Q Section Proctoring: UAB eLearning covers proctoring fees for up to two exams (up to 2.5 hours each) per student per Q section course. If additional exams are needed, students will be charged per exam regardless of duration for any Q section course.

Non-Q Section Proctoring: UAB provides a virtual testing option for non-Q section courses through ProctorU. Students will be charged per exam regardless of duration for any non-Q section course.
2018 Faculty Responsibilities
Regardless of Course Section

1. Submit test information to ProctorU three weeks prior to the exam per the faculty proctoring instructions. Schedule one-on-one training by filling out the ProctorU form.

2. Email student proctoring instructions and link within your course.

3. Students are responsible for fees associated with late scheduling and/or missed exams. Instructor permission is required prior to rescheduling outside of the original exam window.

4. For additional information on ProctorU, visit the eLearning ProctorU webpage.
Valuable Reporting Provided
Understanding

- Incident reports
- Insight report
- Usage report
- Student satisfaction report
- Admin dashboard
2019 Automated Proctoring Added to All Courses

- Increases academic integrity in courses and programs
- Records and analyzes student exam sessions
- Suspicious behaviors are flagged and ranked
- Improves accessibility
- Avoids cost shifting
- Expands testing options in courses regardless of modality
Lessons Learned

- Identifying who the test taker is via identity verification
- Adding LMS requirements drove adoption
- Value of time
- Proctoring via an online service helps ensure the integrity of course and programs
- Growing Pains (University and Service Provider)
Value Adding for University

- Continuous Enhancement
- Commitment to Training
- Supports University Quality Matters initiative
- Dedicated Services by Service Provider
- Reporting
- Regain Access to Valuable Campus Space
2020 Upcoming Enhancements to Live Proctoring

- Faculty dashboard
- Live+
  - Live proctors are augmented by AI that helps flag suspicious activity, and the whole process is overseen by interventionists who routinely audit live sessions and are specifically trained to deal with potential breaches of integrity
  - Real-time exam viewing and notifications for test administrators
  - Better video and audio streaming utilizing HTML5/WebRTC
  - Single video playback of exam sessions
  - Enhanced analytics to drive program improvements and understand test-taker behavior
SCALE & DEMAND DRIVE INNOVATION

Online proctoring with **automated** software

Online proctoring with **human** oversight
Faculty Dashboard Example
# EXAM INSIGHT

## Exam Details

<table>
<thead>
<tr>
<th>Details</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Total Reservations</td>
<td>1,530</td>
<td></td>
</tr>
<tr>
<td>Exams Completed</td>
<td>1,301</td>
<td></td>
</tr>
<tr>
<td>Total Cancellations</td>
<td>229</td>
<td></td>
</tr>
<tr>
<td>No Shows</td>
<td>153</td>
<td></td>
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</table>

## Prevention

<table>
<thead>
<tr>
<th>Details</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Exams with Unpermitted Resources Removed</td>
<td>1,100</td>
<td>(71.90%)</td>
</tr>
<tr>
<td>Total Prevented Breaches</td>
<td>1</td>
<td>(0.07%)</td>
</tr>
<tr>
<td>Confirmed Academic Integrity Incidents</td>
<td>15</td>
<td>(0.98%)</td>
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## Test Taker Experience

<table>
<thead>
<tr>
<th>Experience</th>
<th>Count</th>
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<tbody>
<tr>
<td>Average Start Time</td>
<td>9:31</td>
</tr>
<tr>
<td>Exams with Technical Issues</td>
<td>102</td>
</tr>
<tr>
<td>Completed Exams with Technical Issues</td>
<td>96</td>
</tr>
</tbody>
</table>

## Satisfaction

<table>
<thead>
<tr>
<th>Satisfaction</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Proctor Satisfaction</td>
<td>87%</td>
</tr>
<tr>
<td>ProctorU Services Satisfaction</td>
<td>82%</td>
</tr>
<tr>
<td>Survey Response Rate</td>
<td>27%</td>
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</tbody>
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Above data from 1/1/2018 to 10/31/2018

If you have any questions, please email: monthlyinsightreporting@proctoru.com
Previous 6 Months

EXAMS PROCTORED
TOTAL LIVE AND AUTOMATED EXAMS PROCTORED

864,841

UNPERMITTED RESOURCES*
65% OF EXAMS HAD UNPERMITTED RESOURCES REMOVED BEFORE THE TEST BEGAN

561,751

ACTIVE INTERVENTIONS*
7.7% OF EXAMS WHERE THE PROCTOR HAD TO TAKE AN ACTION TO STOP A POTENTIAL BREACH OF INTEGRITY

66,467

CONFIRMED BREACHES*
0.5% OF EXAMS HAD A CONFIRMED INTEGRITY INCIDENT DURING THE TEST

4,144

*Unpermitted Resources: The number of exam sessions in which materials were removed from the testing area prior to the beginning of an exam. An unpermitted resource is anything that could provide an unfair advantage during an exam: i.e., books, notes, secondary computers, mobile devices, Bluetooth devices, people, etc.

*Active Interventions: Any action that is taken by a proctor during an examination to correct an action taken by the student, clarify an expectation of behavior, or stop a potential academic breach from occurring.

*Confirmed Breaches: The number of exam sessions in which a breach of academic integrity has occurred. This can be a one-time event of egregious behavior, or a repetition of events where a prevented breach turns into a confirmed breach.
Evaluate Sessions and Win!

- Download and open OLC Conferences mobile app
- Navigate to specific session to evaluate
- Select “Evaluate Session” on session details screen (located under session type and track)
- Complete session evaluation*

*Each session evaluation completed (limited to one per session) = one contest entry

Five (5) $25 gift cards will be awarded

Must submit evals using the OLC Conferences mobile app or website