



[Identity Authentication and Proctoring Systems](#)

October 1, 2015

Webcast Chat Log

Recorded webcast available [here](#).

08:37 to: *Jeremy Gordon, University of Wisconsin Milwaukee*

How have these services catered to specific needs of Competency Based Ed students? Open resource (including web) test taking, ability for students to begin but not finish exams at a later date, flexible scheduling, etc.

12:15 to: *Jeremy Gordon, University of Wisconsin Milwaukee*

(for Doug) Can faculty view recordings after proctors report?

13:53 to: *Doug Winneg*

@ Jeremy - I (Doug) will show how we distribute exam results to schools and faculty later in presentation.

14:09 to: *Doug Winneg*

But to answer your question - yes, faculty see it all or just what we flag.

15:19 to: *Katie Shifflett-CCBC (Comm Coll of Baltimore County)*

What measures and considerations are taken for someone who identifies as transgender?

16:08 to: *Katie Shifflett-CCBC (Comm Coll of Baltimore County)*

Can students who require disability accommodations use these services?

16:59 to: *Justin Louder, TTU*

@katie - we will discuss accommodations a little later in the session

19:47 to: *Ruth Lunsford-Pensacola Christian College 1*

Who is speaking now?

20:04 to: *Megan Raymond, WCET*

Jeff Maynard, you can see who is speaking by the mic next to their name.

21:35 to: *K-State Global Campus*

Can the faculty see the student's computer screen (which websites the student visited) during the video?

22:50 to: *Margo Perry*

Are there recommended courses of action for faculty to follow once an incident report is received?

26:09 to: *Jeremy Gordon, University of Wisconsin Milwaukee*

(for Doug) what is turnaround time average for proctor reports- are there volume limitations, i.e. our program has monthly cycles and there is high volume at end of each month

26:29 to: *Mollie McGill, WCET*

can any of the company speakers share any stories from institution clients as to how a purchase decision for a proctoring service has had the positive impact of driving more careful look at how assessments are designed, their internal policies to support faculty who have concerns of cheating, etc.

26:31 to: *Bob Hails - PASSHE*

If I have two computers connected via a KVM switch, would you capture that?

26:44 to: *Doug Winneg*

average turnaround is 3 days - no volume limits. We can address special needs if they exist.

28:33 to: *Ray Young - Thomas Edison State College*

Could you explain how each product interfaces with the various LMS's?

28:52 to: *Keith Berggren-University of Alaska Anchorage*

(Jarrod) what is the ratio of proctor to students?

29:06 to: *Mollie McGill, WCET*

Student Privacy Pledge: <http://studentprivacypledge.org/>

30:10 to: *Tina Rettler-Pagel - Madison College*

We have heard from some college partners that proctoring costs are passed on to the students. Is this a common practice? Is there research to show how this practice is perceived/accepted by students?

32:05 to: *Jeremy Gordon, University of Wisconsin Milwaukee*

Is there 24-hour student technical support? Is this outsourced?

33:15 to: *Jarrod Morgan, ProctorU*

@Jeremy- for ProctorU, yes, we have 24-hour support, in-sourced using ProctorU employees. And yes, we provide coffee to them :)

35:02 to: *Jeff Maynard BSI*

Jeremy for BSI we offer 24x7 zen desk with Q&A's and ticket system. However we have reported that less than 1% help desk calls occur = really low levels with our technology

35:20 to: *University of Idaho*

(for Jeff) what kinds biometric behaviors are being captured/monitored for authentication?

36:05 to: *Mollie McGill, WCET*

Good points Doug and Jarrod! The proctoring product is just one piece of the solution.

38:01 to: *University of Idaho*

Are there options for a course that has paper and pencil exams?

39:03 to: *IECC*

Are any of these systems mobile friendly for students who take a test completely on a mobile device?

41:34 to: *Jeremy Gordon, University of Wisconsin Milwaukee*

Can anyone discuss experience working with Competency Based Ed students/programs?

42:07 to: *Justin Louder, TTU*

@jeremy - yes I will ask this question soon

42:28 to: *Jeff Maynard BSI*

IECC for BSI -students can use BloSig-ID on any device with HTML activated

42:31 to: *Mollie McGill, WCET*

To the audience, an update learned today from US Dept of Ed re. some pilots they are conducting: We implemented verification of high school completion and identity for certain selected applicants beginning with the 2013-2014 award year. We are collecting data from institutions about whether they found problems, and in which areas, with verifying these students. We use certain, secret parameters based on a variety of factors to select these individuals and we have worked with the OIG for help in developing them. Identity is being verified by the student signing another statement of educational purpose in the presence of an institutional official or a notary if the student cannot appear in person and presenting a valid, government issued photo ID.

44:01 to: *jj johnson - Pierce College*

@Mollie -- source, please.

45:14 to: *Mollie McGill, WCET*

@jj johnson: it's the Director of Policy Development Group, Office of Postsecondary Education. WCET will be following up for more info.

45:27 to: *jj johnson - Pierce College*

Thanks, Mollie!

47:46 to: *Jeremy Gordon, University of Wisconsin Milwaukee*

Doug, does software secure offer early identification? can students go through id when they enroll for example, and then more quickly id themselves going forward in the program?

49:15 to: *Doug Winneg*

@ Jeremy Gordon - yes, school can pass us info about authorized students and we can pass through - other methods as well - happy to discuss off line.

49:42 to: *Jeremy Gordon, University of Wisconsin Milwaukee*
thanks!

57:44 to: *Bob Hails - PASSHE*

I can think of 3 possible ways to cheat. 1) using a KVM switch to switch to a computer with reference materials using the same monitor, keyboard, and mouse; Using a large monitor that displays two computers side-by-side on the screen; and a camera focused on my screen viewed by a conferee in a another room who can access reference materials and tells me answers using my Bluetooth-enabled hearing aids.

1:00:04 to: *Amy Hart*
Thank you