

Online Proctoring Services

Questions:

2017

What type of online proctoring tools (e.g., ProctorU, Examity, Proctorio) do you use at your institution? Do you charge students a fee to use this service and if so, what do you charge?

- Kelvin Bentley, Ph.D., Vice President for Academic Affairs, Tarrant County College
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2015

Can anyone share with me what online exam proctoring service/vendor they are using; how satisfied/dissatisfied they are with the service/vendor; the cost; and whether the institution or the student incurs the charge?

- Brenda Sutton, Director of Strategic Initiatives, Extended Campuses, Northern Arizona University
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Answers:

Here at Kent State, we are under contract with ProctorU for live test proctoring. Since we collect a distance learning fee for our online courses, students do not pay for proctoring with ProctorU in an online course. Some of our traditional courses have ProctorU as an option for students and those students pay for the service directly. We also use ProctorU for students who wish to re-take their math entrance assessment and cannot come back to campus; these students also directly pay for ProctorU.

We are also currently piloting Proctorio for automated proctoring for one online course; the students do not directly pay for these exams – the distance learning fee covers these as well.

- Paul Creed III, Technology Project Director, Kent State University
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We are in the process of changing from Respondus Lockdown Browser and Monitor to Proctorio, with one school using Examity because they need human proctors.



We conducted a 2-year extended pilot, comparing 5 different proctoring vendors. We needed an automated system so we didn't pay per exam, but rather per student. We cannot charge students, so we are absorbing the costs just as we do the LMS; we're a public university in a state that's requiring reduced Higher Education costs, so paying by exam was prohibitively expensive. We needed a system that would seamlessly integrate with our LMS (Canvas), and one that students and faculty found easy to use. Proctorio best met all those criteria.

- Beth Rubin, Ph.D., Assistant Provost for e-Learning, Miami University

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We are using RemoteProctorNow by Software Secure. For now I'm using my eLearning budget to pay. We may look at the funding issue in the future as use grows.

- James Johnson, eLearning, Pierce College

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We use Software Secure- Students pay \$170 initially through our Barnes & Noble College Bookstore. We then pay the quarterly \$45 renewal fee per student since this includes allowing us to view the videos and Software Secure stores the videos.

- Lisa Clark Ph.D., Dean of Online Programs, University of Northwestern Ohio

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We use Software Secure's RP Now tool here at UAA. At this time, we do not charge students a per test fee, as we include the service as part of our existing eLearning course fee they already pay.

- David R. Dannenberg, Ph.D., Director, Academic Innovations & eLearning, Assistant Professor of Instructional Technology, University of Alaska Anchorage

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We've been using ProctorU since 2012 for all final exams. We've been very happy. Prior to 2012 online proctoring was optional, but we believed that 3rd party trust in the credits being transferred would, ultimately, be a requirement in higher education. Also, as a side note, online proctoring is needed for identity verification and to dissuade cheating, but it also increases the long-term security and reliability of the assessments being delivered. In other words, with online proctoring students can't copy the assessments and post them for others to use.

- Burck Smith, CEO, StraighterLine

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I don't have a specific recommendation at this point, as we are currently in the pilot stages, but we have demoed three vendors—ProctorU included—and are currently piloting Respondus Monitor. Here are my observations, as I shared with one of our academic oversight committees:



We reviewed ProctorU, as well as SoftwareSecure Remote Proctor, and at a fundamental level, these tools function in a similar way in that a student takes an exam in a monitored environment. That said, they differ with respect to that environment and there are some major differences with how the review features of each product functions, which is basically tiered as follows:

- Respondus Monitor: students are recorded while taking the assessment, and the responsibility of reviewing the session falls upon the instructor or his/her designee. One of the tasks of our Monitor pilot is to test how much onus this puts on the instructor. They try to ease this by providing regular snapshots of the student during the session, so that an instructor/designee can quickly check for suspicious behavior (looking down, absent from the picture, others in the picture, etc.). One reference client stated that instead of hiring additional proctors to need face-to-face demand, they were hiring session reviewers to lessen this onus on instructors.

The cost for Monitor is annual and based on FTE.

- Remote Proctor by SoftwareSecure takes the Respondus Monitor model, but provides two reviews of each session by separate reviewers. Any suspicious activity is flagged and the instructor can investigate. So, this does take the onus off the instructor, but reviews are still after the fact.
- ProctorU provides live proctors who monitor the assessment process from start the finish—along with several other simultaneous sessions, the number of which was not provided to us. Sessions, in general, are only recorded when the proctor suspects suspicious activity, which is reported to the instructor. NOTE: because this is a synchronous session, it requires nearly a 1Mbps download rate—mid-range broadband access—so this may cause problems for students with limited internet connectivity.

While the last two options remove the review onus from instructors, this comes at a cost. Both charge a per student/per assessment fee:

- Remote Proctor charges \$15 for exams up to two hours, and this fee increases for longer exams.
- ProctorU charges \$17.50 for a one-hour exam, \$25 for a two-hour exam, etc. Students must also schedule a time in advance with ProctorU, or pay additional fees to take it sooner—pending availability of proctors.

Neither Remote Proctor’s nor the ProctorU’s test-taking environments are currently ADA compliant, as neither work well with JAWS. They are also both heavily reliant on Flash, which has some security concerns and is generally being phased out by websites.

Note: we reviewed these in August of 2014, so some of this information is likely to have changed.

We decided to run a pilot with Monitor as we already have a relationship with Monitor, and they offered us a free pilot. We are currently wrapping up that pilot, but thus far, the results have been mixed: students seem positive about it, instructors are fairly neutral. What was clear—not surprisingly—was that neither group wanted to incur a charge for using such a service.

- Eric Mosterd, Assistant Director, Center for Teaching & Learning, The University of South Dakota



We use ProctorCam <http://www.proctorcam.com>

Benefits: All exams are watched live by the ProctorCam support staff throughout the entire exam.

Drawbacks: Limited time for exam windows because of the live support aspect. That said we have used for a while and are happy with the results.

- Rob Haley, Assistant Director of Educational Technology and Production, Boston University Office of Distance Education

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We currently use ProctorU but we are looking at B-Virtual <http://bvirtualinc.com/> because it's the only one that integrates with SmarterProctoring scheduling (<https://www.smarterproctoring.com/>). Being a traditional brick and mortar school with a mix of both on-campus and distant online students enrolled in our courses, we have some students who wish to take their exams with their professor, on-campus, for free but we have other students who need a distant or virtual proctoring option. Keeping track of this complex scheduling of various options has become a growing challenge. For this reason, we are hoping that SmarterProctoring scheduling (integrates with our D2L LMS) will be the answer we need. We hope to test the solution this Summer.

- Janet Gubbins, State University of West Georgia

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We use ProctorU and are generally very satisfied with the level of service, features and reliability. Students incur the charges, but I believe there is also an available option for the institution to absorb the charges (this may be a good option if you are planning a wide implementation). ProctorU is live proctoring, and as such, the proctors can accommodate a range of exam specifications or restrictions (e.g., open book, closed book ...). One of the only issues we have experienced is the availability of ProctorU for some students over networks that contain firewalls. However, ProctorU has a good set of diagnostic tools available so that students can test the readiness of their systems ahead of time.

- Doug Geier, Director of eLearning and Instructional Design, Golden Gate University

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As a reminder, the Higher Ed Reauthorization Act of 2008 has this requirement: [Institutions] "Makes clear in writing that institutions must use processes that protect student privacy and notify students of any projected additional charges associated with the verification of student identity at the time of registration or enrollment."

Federal notification requirement from Chapter 34, §602.17: https://www.ecfr.gov/cgi-bin/text-idx?SID=f58e655e284fb6490999e20bfcbb301a&mc=true&node=pt34.3.602&rgn=div5#se34.3.602_117

The complete language federal language related to identity verification:



Requires institutions that offer distance education or correspondence education to have processes in place through which the institution establishes that the student who registers in a distance education or correspondence education course or program is the same student who participates in and completes the course or program and receives the academic credit. The agency meets this requirement if it—

1. Requires institutions to verify the identity of a student who participates in class or coursework by using, at the option of the institution, methods such as:
 - a. A secure login and pass code;
 - b. Proctored examinations; and
 - c. New or other identification technologies that are effective in verifying student identification; and
2. Makes clear in writing that institutions must use processes that protect student privacy and notify students of any projected additional charges associated with the verification of student identity at the time of registration or enrollment.

– Mollie McGill, Director, Programs and Membership, WCET

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