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Ten most asked questions around **exam proctoring** by first-time users

welcome to brighter

Learning something new is always wonderful and necessary to stay abreast with a constantly evolving technology landscape. It also helps reinvent oneself to keep up with change. However, the hesitance or reluctance to ask questions is a challenge that continues to fuel the use of traditional systems and processes.

But it's time to rewire old habits, and we are here to help you make that much-needed transition.

After extensive research, we've answered ten most asked questions around exam proctoring by academia, who are first-time users, that will help you acquaint with a not-so-well-known process. These answers succinctly explain proctoring technology, which is assuming greater relevance among institutions worldwide that are adopting them and getting accustomed to its diverse usages.
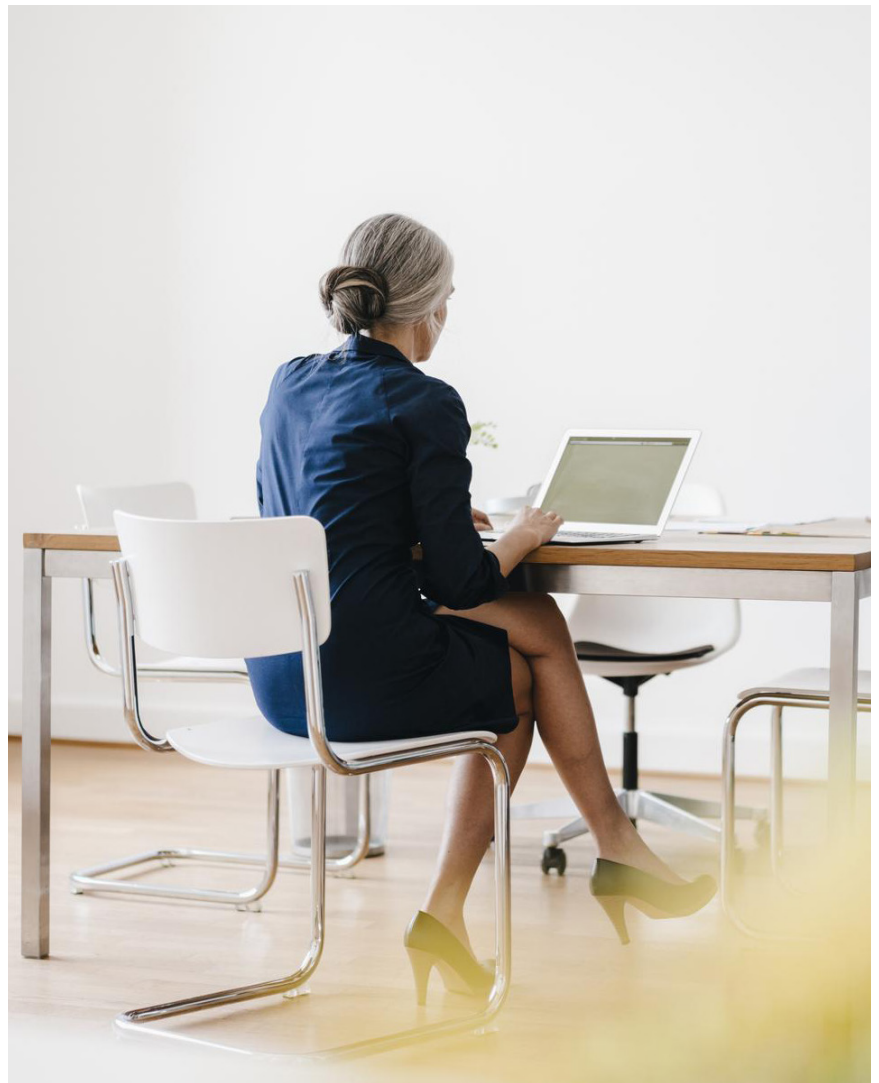
10 FAQs around exam proctoring

Questions and answers

Q1. **What is an online proctored exam?**

An online proctored exam is supervised by an online proctor and proctoring software using participants' desktops, webcams, audios and videos. Software collates data, analyses it thoroughly and generates instant results, informing proctors about students' sincerity in taking an exam, ensuring utmost strictness to the drive and eliminating any unwanted incident, safeguarding its integrity.

Q2. **What are the different types of proctoring approaches?**

The different types of proctoring approaches are as follows:

Live proctoring

It is much like invigilating during an actual classroom setting, except an online proctor monitors multiple examinees remotely during live online proctoring. The proctor uses a real-time audio and video feed from start to finish to ensure cheating-free assessments.

Auto proctoring

It is a form of online invigilation automated by AI (Artificial Intelligence) to prevent, detect and gather evidence of any untoward activity during an online exam.

Recorded proctoring

It does not involve proctors for real-time monitoring of the entire session. Instead, the candidates' audiovisual and screen-sharing feeds are recorded throughout the test and reviewed later by the proctors.

Hybrid proctoring

It combines live and AI proctoring where professional proctors' scrutiny and an AI algorithm raise flags on various suspicious cases. Together, they eliminate the most glaring vulnerabilities associated with an online examination drive.

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Q3. How to select an online proctoring system?

Here are some tips on shortlisting a state-of-the-art online proctoring system:

- Your proctoring system provider should provide an end-to-end online proctoring solution for conducting online exams seamlessly and affordably, with high exam integrity.

- The proctoring solution should be easy to integrate with any LMS, either via a Chrome extension or any other solution.

- It should offer a slew of sophisticated anti-cheating features and proctoring services, such as:

3-point candidate authentication with facial recognition

AI proctoring with audio, video and image proctoring

Candidate credibility report

Proctor supervision

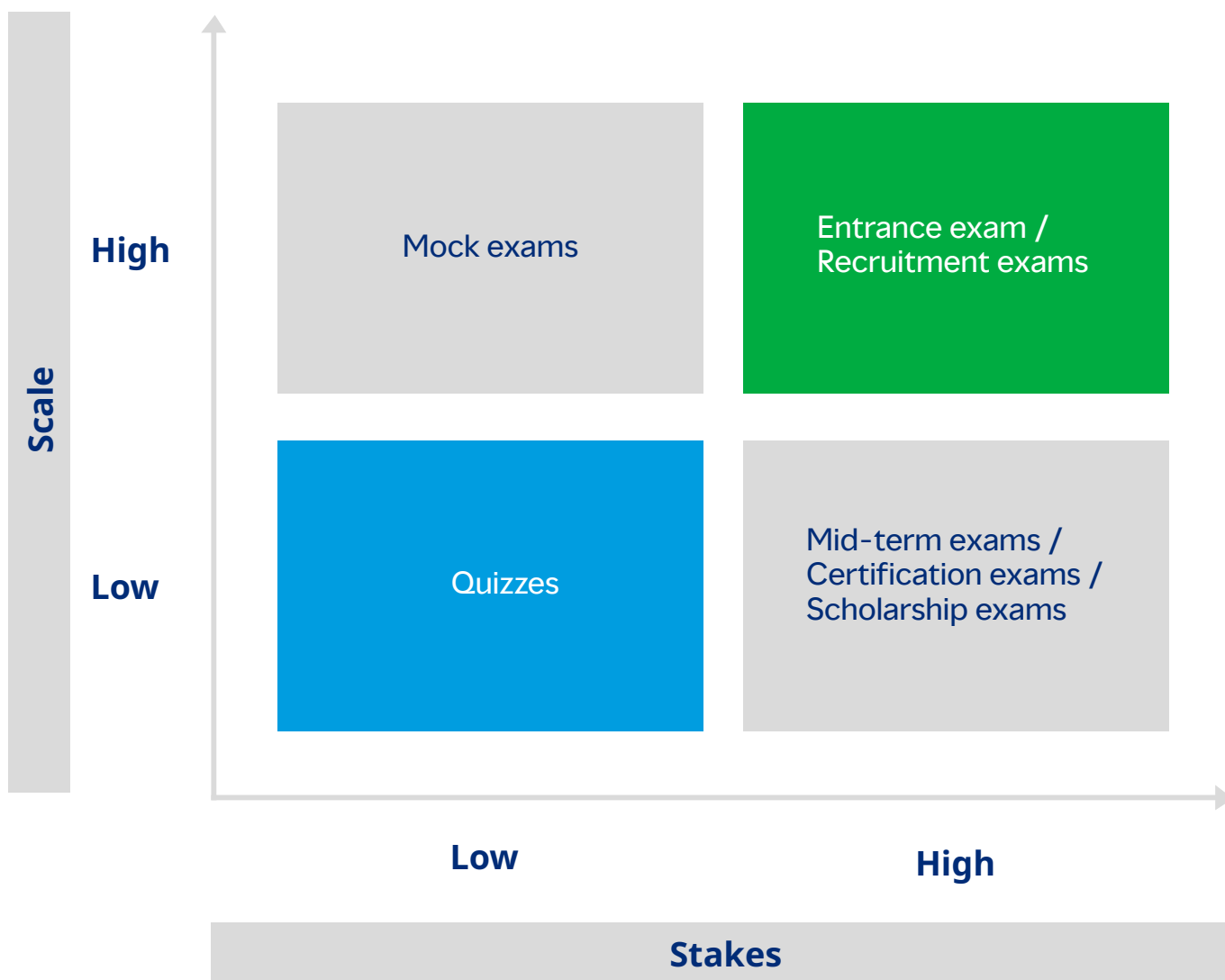**Human proctoring with a live chat option for constant communication**

Secure exam browser

- You must check if they provide an insightful candidate diagnostic report that contains details on student performance.

- The scale or the robustness of the technology should not hinder offerings.

- When choosing the right proctoring type, begin by determining the exams' stakes - high or low. This distinction defines the purpose of the examinations under consideration. Following this, you decide on the scale you want to manage.

For instance, the table below will give more clarity:

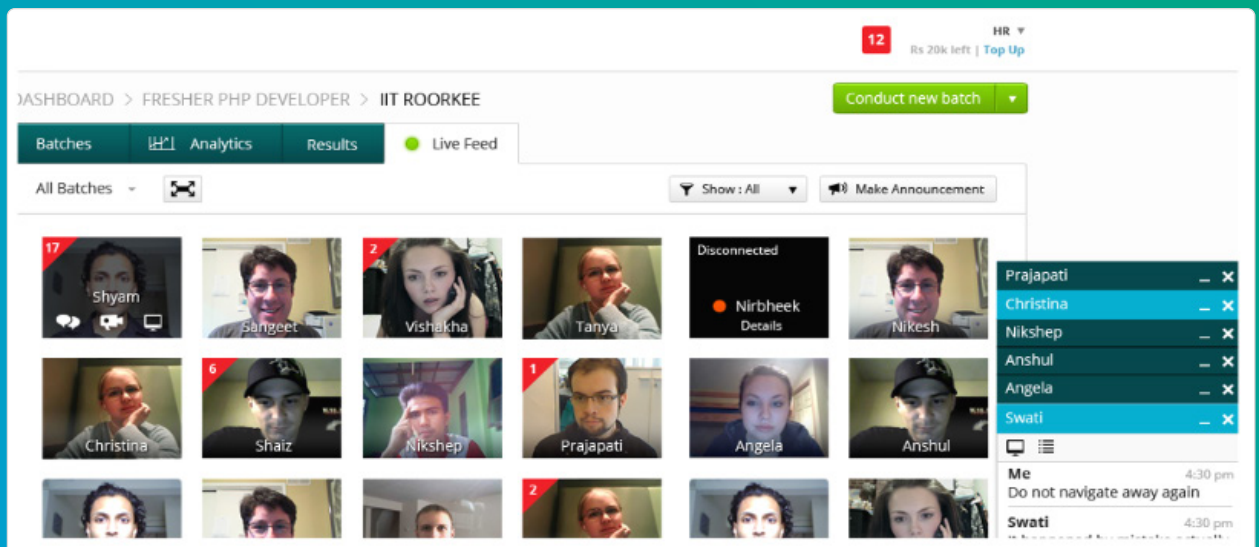| Scale	Stakes Low	Stakes High
High	Mock exams	Entrance exam / Recruitment exams
Low	Quizzes	Mid-term exams / Certification exams / Scholarship exams

Q4. How does a proctored exam work?

A proctored exam is a two-sided undertaking involving a candidate and a proctor. A remote proctor, on average, invigilates ten test-takers simultaneously with a one-to-many view. The distance is immaterial, given the provision of unhindered access with minimal internet speed. The test can commence after all the prerequisites are in place.

Here is a quick summary of how a proctored exam commences:

- The candidate/student must first fill in all details, including the name, date of birth, age and gender.

- Following which the authorization page comes into the picture, wherein the test-takers let the online proctoring system take control by allowing for sharing their screens, videos and audio.

- Then they must furnish acceptable ID proof, which is usually government-issued. It is validated either by a facial recognition feature or by human proctors available round-the-clock who verify every applicant's photo ID against previously shared registration details to attest to their legitimacy.

- Once the system or the proctors enable and approve the requests, the students wait in the 'waiting room' - a page with some customizable instructions and a prominently displayed 'test start' timer. After the wait time elapses, the test starts for all students at the same time.

- While the test-takers take their test, the proctor monitors them in a grid view via a webcam, observing their tabs using another window. An image of the same has been shared below:

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- Some exam proctoring sessions will also have a chatbox (seen on the window's bottom corner) to convey information between the assesses and assessors. For example, the proctors are notified when the system flags any suspicious candidate movement. They leverage the live chat option to interact with students to assuage their doubts before deciding the course of action.

- The evaluation commences after the examination is over. The results are automatically submitted. The candidates are presented with question-wise and section-wise comprehensive reports on their performance.

- Trained and experienced proctors, well-versed in technology and the exam proctoring system, are usually employed to proctor online exams. Faculty members may also act as proctors if they have trained on the exam proctoring software.

Q5. What prevents a test-taker from searching the internet or taking screenshots of the exam questions?

Examiners can activate a feature called the Secure Exam Browser when proctoring an exam. This feature allows academicians to safely host and proctor online exams by locking the test screens once students begin their online proctored exams. This lockdown mode prevents them from opening new browser tabs/incognito tabs/ windows. Besides, it blocks functions such as copying/pasting, restricts keys such as Alt+Tab/ CMD+Tab/ 3-finger swipe. It also prevents access to secondary external devices before and during an online exam.

Q6. How are proctored exams different from un-proctored exams?

Imagine students taking an exam without supervision. Wouldn't they be tempted to cheat? The absence of invigilators or supervisors may prompt some test-takers to refer to course material, seek assistance from friends or family or even browse the internet for answers. And an exam whose integrity is compromised will offer inaccurate results and evaluation reports, inaccurately reflecting students' abilities and the institution's integrity. It may also hamper the morale and efficiency of righteous students taking their exams. Hence, administering un-proctored exams can dent an institution's credibility.

In an online proctoring system, however, test-takers know that cutting-edge technologies and vigilant proctors constantly monitor and analyze their behaviors and activities. Hence, they are more mindful of their actions and prefer not to trick the system.

Q7. **How can I enable proctoring on a system? How complex or easy is the process?**

These are the two ways of enabling proctoring on any system:

- Institutions that own a platform or LMS (Learning Management System) can seamlessly add a layer of proctoring technology to their existing platform.

- If you don't have a platform, proctoring also comes integrated with a platform.

Either way, setting up a proctored exam is a straightforward process. With rudimentary guidance, even the senior-most faculty without any technical expertise can set up proctoring for an online exam.

Q8. **Can exams be proctored within an LMS, such as Moodle, Canvas or a personal LMS?**

If you possess an LMS but need only a seamless layer of proctoring technology, you can add Proctoring as a Service. Proctoring as a service is an AI-powered or human layer of remote supervision that can be integrated into any system, software or platform. This arrangement allows exam administrators and faculty to customize and initiate online proctored exams successfully at any given time with its credible anti-cheating features and insightful analysis.

Mercer | Mettl, a global platform and proctoring service provider, is already compatible with and available on leading LTI compliant LMSs, such as Canvas, Blackboard and Moodle via the Google Chrome Extension, which means institutions can administer online proctored exams with a click of a button without leaving their LMS environment.

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Q9. **What if there is a technical glitch during the course of an exam? How does the faculty or proctor ensure that students are not taking an un-proctored exam?**

Test-takers can encounter technical problems, such as power cuts, computer glitches and choppy internet connectivity. But proctoring service providers, such as Mercer | Mettl, offer round-the-clock customer support teams that promptly resolve issues and reduce the impact of such disruptions, preserving the integrity of an online exam. Besides, it ensures that the exam starts from where the glitch occurred, and the student is left with the same time to attempt the remainder of the test. We advise students to inform faculty/proctors about any technical trouble during the exam.

Q10. **How safe are exam-related material in an online system?**

Data security, credibility and robustness are the three pillars of a secure online system that ensure that not just exam-related material, but every information hosted on it is completely safe. Such an ecosystem follows stringent cybersecurity protocols and is backed by various compliance standards that protect exam-related information, such as students' personal data, institutions' questions data and exam results.

There you go! It is not that difficult, to begin with, right? I hope these questions answer all your queries around proctored exams and help you get started with this feature without any hesitation.

About us

At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 15+ educational institutions across more than 90 countries.

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