The State of Online Examinations 2022

Staying future-forward
with digital

Contents

Preface

When the COVID-19 disruption compelled worldwide lockdowns in 2019, it was a critical moment in most examination calendars – academic, government recruitment, and even corporate promotions. Almost every sector reacted proactively to the crisis and swiftly advanced toward digital adoption. Consequently, digital transformation progressed quickly from traditional exam centers to online, remote proctored exams.

72% ↗

Institutions turned to some form of online exam during the COVID-19 disruption.

78%

Institutions plan to adopt online as well as hybrid exam models in 2022.

Now, in 2022 the online exam landscape continues to thrive given the shift in perspective. An increasing number of educators and educational institutions continue to embrace the benefits of online education and exam software.

But is this another short-lived trend or a necessity set to become the norm in the coming years?

Mercer | Mettl's The State of Online Examinations 2022 is a report exploring the intricacies of this question. Furthermore, the report presents data from a global survey involving university chancellors, vice-chancellors, chairpersons, directors, deans, controllers of examinations, and Chief Technology Officers (CTOs).

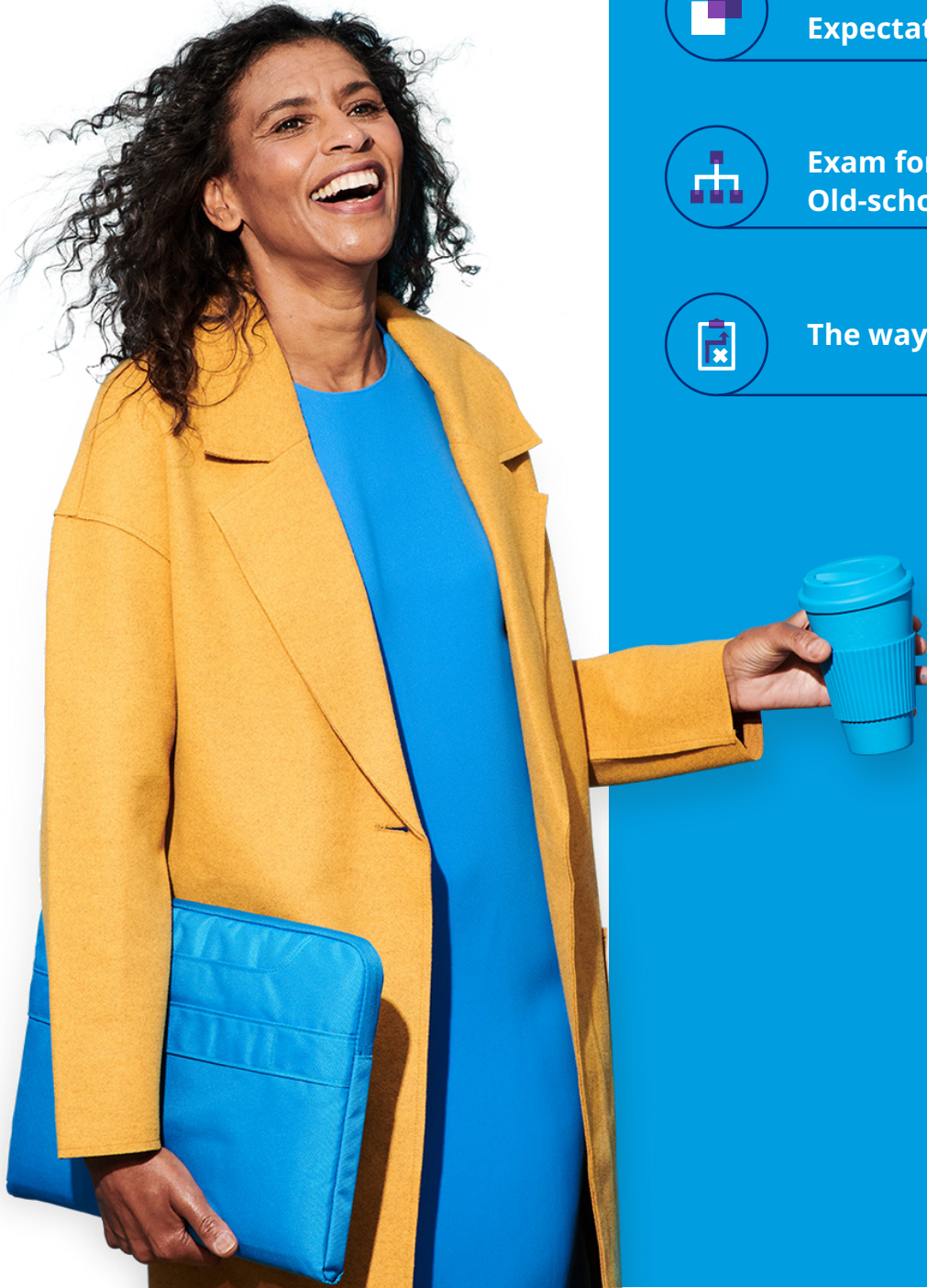**Mercer | Mettl reached out to educational institutions across 50+ countries to understand their experiences with online exams and their plans for conducting exams in 2022.**

In addition, the survey also derived insights into the challenges with the online mode, areas of improvement in typical exam platforms, and the most loved features that make online exam platforms a favorite among most respondents.

Executive summary

The State of Online Examinations 2022 sets out to analyze the trends in online exams, briefly tracing their rise since 2019. Its key findings and recommendations highlight crucial progressive industry trends in the global online exam proctoring market, allowing stakeholders across the value chain to initiate sustainable strategies.

The report is divided into four sections:

The current exam landscape: A global overview

Online exam platforms: Expectations vs. Reality

Exam formats in 2022: Old-school, remote or hybrid?

The way forward

1.

The current exam landscape: A global overview

This section offers an overview of online exam trends relevant to 2022. It also analyzes the existing exam preferences in educational institutions while documenting the experience of conducting online exams compared to offline exams.

Key findings

After analyzing the data from three consecutive years, this section of the report identifies the following trends:

- A higher number of educators are willing to incorporate digital into their exam preferences in 2022, given that there is a balance between center-based exams and remote online assessments.

- There is a demand for more cost-effective online exam solutions.

- There is a high preference for a hybrid exam format in 2022, with educators preferring the pen-and-paper mode for semester exams compared to the data from the previous two years. However, the preference to host certification evaluations and distance learning tests online has significantly increased since 2020.

- In the case of hosting preferences, most institutions incline toward integrating exam platforms with their Learning Management Systems (LMS).

2.

Online exam platforms: Expectations vs. Reality

This section presents an evaluation of online exam platforms and their offerings. It takes a microscopic look at the challenges education centers face globally in adhering to the online mode. It assesses the features of online exam platforms that have benefited universities, colleges, and other education centers the most.

It lists improvement areas where service providers need to double down and offer better quality features and functionalities to augment the overall exam giving and taking experience.

Key findings

• Although most online exam platforms have succeeded in fulfilling the education sector's top requirements, there is still scope for improvement in areas like proctoring efficacy and insightful report generation post the exams.

• Online exam platforms have significantly improved the overall exam management experience for a majority of educators and educational institutions.

• "Ease of setting up the exam, exam evaluation and grading, and real-time dashboards" has emerged as the most appreciated benefit of using an online exam platform worldwide.

• For the third consecutive year, anti-cheating technology continues to be the most predominant exam-platform feature that the education sector demands.

• The list of popular exam platform features includes strong operational support for students and faculty, customizable question formats, data security, scalability, adaptability across devices and internet bandwidths, automated reports, and seamless dashboards.

3.

Exam formats in 2022: Old-school, remote or hybrid?

This section gauges the major advantages and challenges of various exam models, setting the stage for the future of online exams and a safe digital exam environment. It intends to understand whether exams would continue to be offered using the online medium, go back to the old-school center-based format, or take a more ingenious hybrid route, with a mix of offline and online.

Key findings

- One out of every four respondents believe that online exams ensure better cheating prevention and proctoring than conventional exam formats.

- Security concerns, internet speed and difficult accessibility in remote geographical regions are the top concerns with an absolute online exam format. Therefore, most institutions are leaning toward the hybrid route in 2022.

4.

The way forward

This report section establishes a broader trajectory for the immediate times ahead.
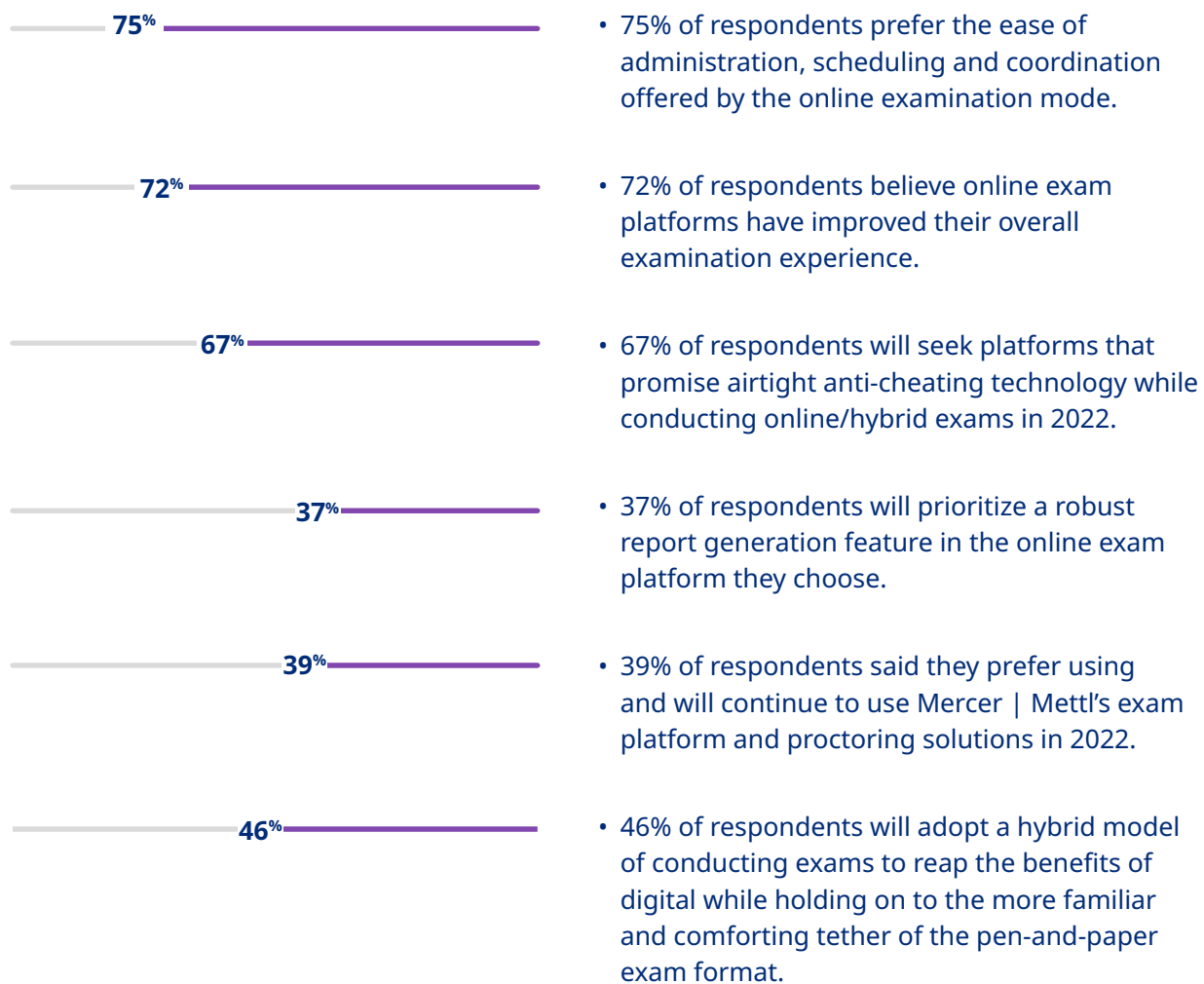
Key findings

- Suggest how online exam platforms can improve.

- Make recommendations for education centers.

- Assess why hybrid exam modes would work in the foreseeable future.

94%

An impressive 94% of the respondents have admitted that Mercer | Mettl's online exam platform and proctoring technology have put their worries to rest.

The following are a few highlights summarizing how academia views the road ahead:

75%

- 75% of respondents prefer the ease of administration, scheduling and coordination offered by the online examination mode.

72%

- 72% of respondents believe online exam platforms have improved their overall examination experience.

67%

- 67% of respondents will seek platforms that promise airtight anti-cheating technology while conducting online/hybrid exams in 2022.

37%

- 37% of respondents will prioritize a robust report generation feature in the online exam platform they choose.

39%

- 39% of respondents said they prefer using and will continue to use Mercer | Mettl's exam platform and proctoring solutions in 2022.

46%

- 46% of respondents will adopt a hybrid model of conducting exams to reap the benefits of digital while holding on to the more familiar and comforting tether of the pen-and-paper exam format.

Section 1

The current exam landscape: A global overview

2019

US$ 354.37 M

2027

US$ 1,187.57 M

The market was valued at US$ 354.37 million in 2019 and is projected to reach US$ 1,187.57 million by 2027; it is expected to grow at a CAGR of 16.4% from 2020 to 2027.

- Online Exam Proctoring Market Forecast to 2027
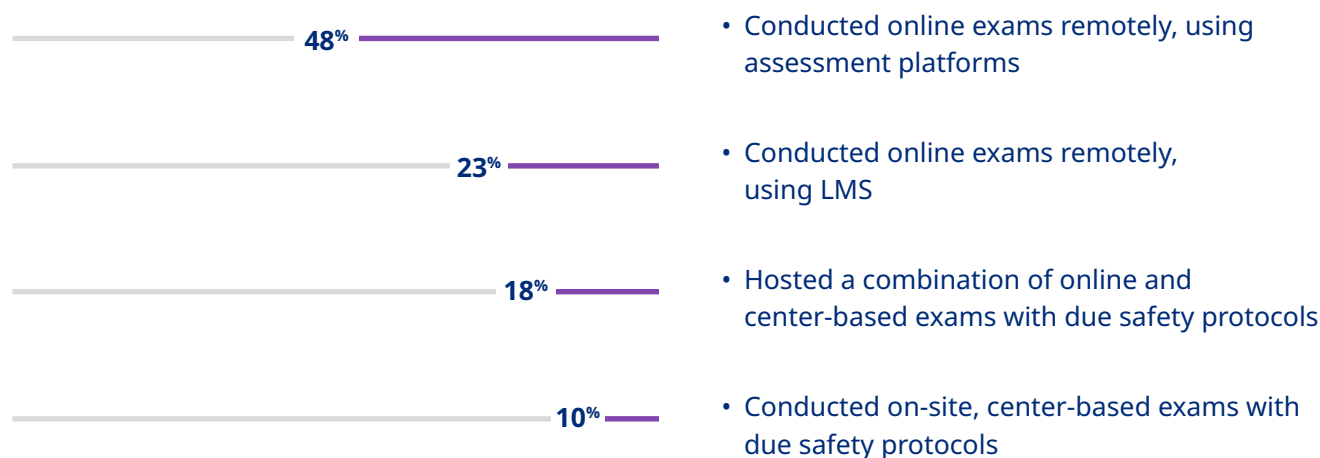
Tracing exam trends between 2020 and 2022

Recent years have underlined several problems emanating from the overwhelming dependence on conventional pen-and-paper exams. Yet, one cannot overlook the challenges presented by the digital model. Hence, striking a balance between online and offline is essential.

Since 2020, educational institutions worldwide have exhibited tremendous resolve to continue their established academic and examination schedules. Moreover, despite their limited familiarity with the new platforms, academia tried to learn and upgrade to digital, preventing the entire system from coming to a standstill.

The Mercer | Mettl survey reveals that over 48% of respondents used various assessment platforms to conduct exams remotely. About 23% used a Learning Management System (LMS), and almost 18% adopted a combination of online and center-based tests while adhering to health and safety protocols.

Graph 1 :
How did you manage your exam processes during the COVID-19 disruption?

Responses

48% • Conducted online exams remotely, using assessment platforms

23% • Conducted online exams remotely, using LMS

18% • Hosted a combination of online and center-based exams with due safety protocols

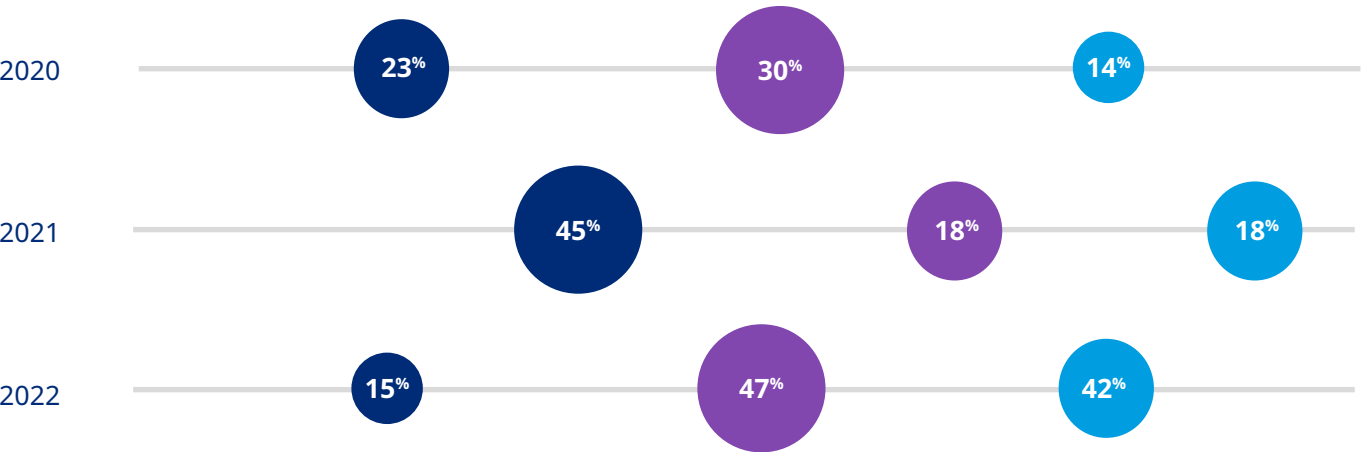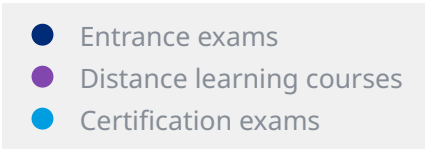**10%** • Conducted on-site, center-based exams with due safety protocols

In 2020, 38% of Mercer | Mettl's survey respondents had been holding center-based semester exams. In 2021, this dropped to 36%. In 2022, however, 43% of respondents were inclined toward center-based semester exams.

On the other hand, there has been an incredible jump to the online mode regarding entrance exams, distance learning courses and certification exams.

Table 1 :
Percentage of respondents preferring the online mode

- ● Entrance exams
- ● Distance learning courses
- ● Certification exams

	Entrance exams	Distance learning courses	Certification exams
2020	23%	30%	14%
2021	45%	18%	18%
2022	15%	47%	42%

Analyzing existing exam preferences in educational institutions

Online exams have made educational institutions adaptive to digital natives in 2022. However, at the same time, online exam proctoring solutions may not be feasible for all circumstances. Section 2 of this report elaborates on those challenges but to give you a sneak peek, 53% of the respondents admitted worrying about connectivity and accessibility issues, particularly in remote regions. Besides, there are concerns about data security, the availability of computers, and anti-cheating measures.

On the brighter side, 75% of the respondents prefer the ease of administration, scheduling and coordination offered by the online mode. It all boils down to the platform used and how well it addresses the most pressing concerns.

The survey reveals the following statistics regarding exam preferences:

- Preference for a more cost-effective online exam solution: 22%

- Preference for the online mode: 31%

- Preference for a hybrid model of online and offline exams: 46%

- Preference for a completely offline exam format: 22%

Furthermore, the respondents also have varying preferences about where to host the exams:

40% of respondents prefer hosting the exams on a platform integrated with their LMS.
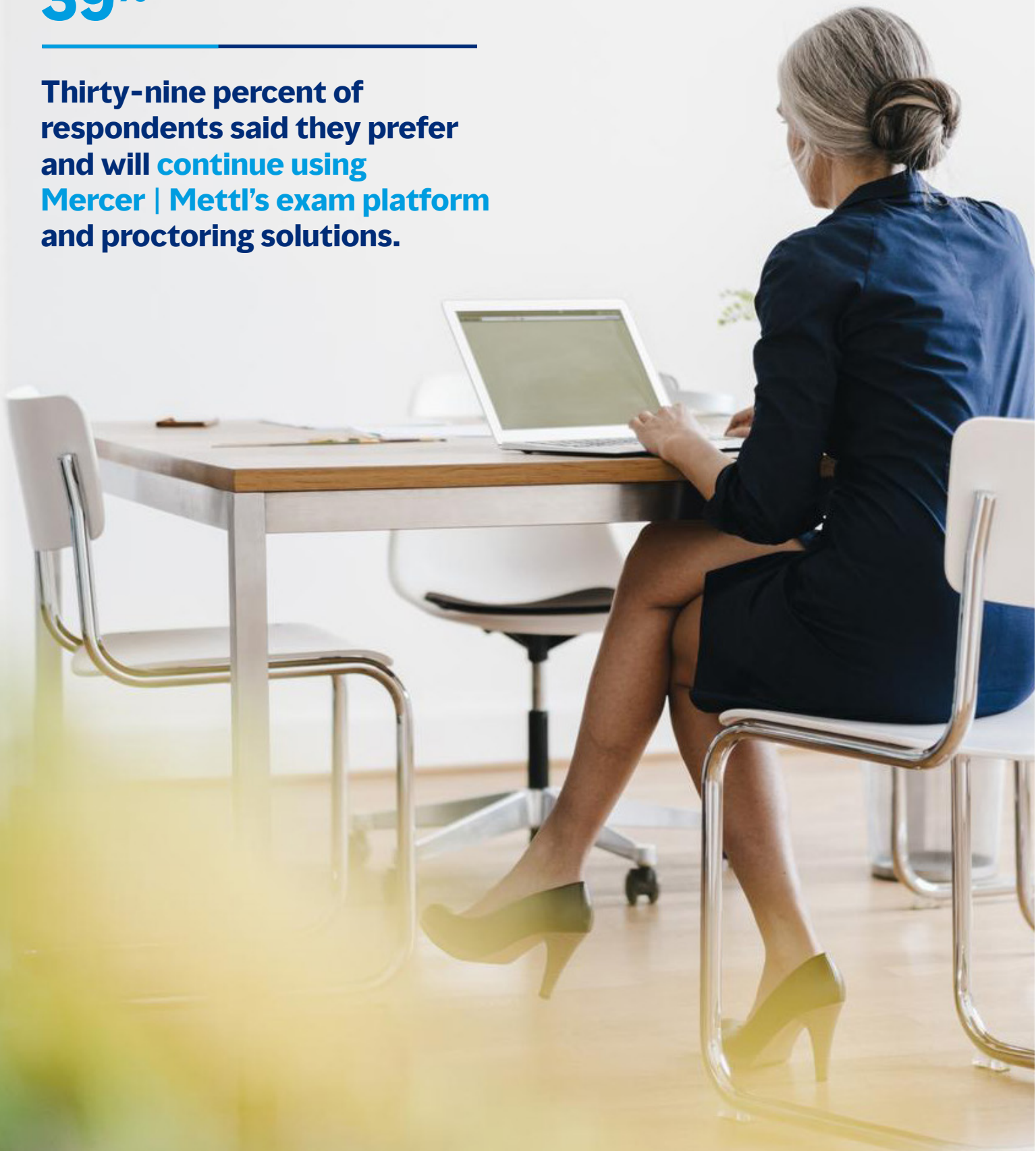
31% of respondents prefer hosting the exams entirely on an external platform.

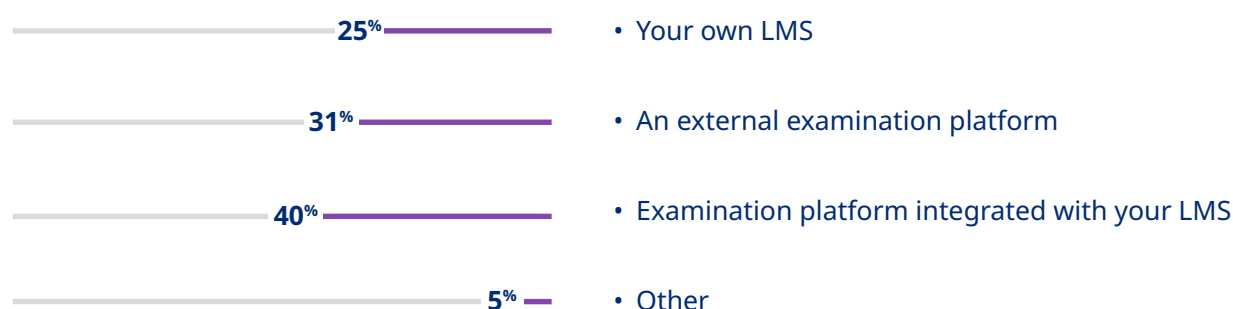25% of respondents prefer to rely on their own Learning Management System.

39%

Thirty-nine percent of respondents said they prefer and will continue using Mercer | Mettl's exam platform and proctoring solutions.

Graph 2 :
Where would you prefer to host online exams?

The most preferred LMSs were Moodle, Canvas, Blackboard and D2L's Brightspace. Mercer | Mettl's platform seamlessly integrates into these systems to ensure utmost ease of use for administrators.

Responses

25% • Your own LMS

31% • An external examination platform

40% • Examination platform integrated with your LMS

5% • Other

Graph 3 :
Which LMS do you use to host online exams?

These findings indicate that online exam platform providers should ensure the adaptability of the software in a way that it can be integrated with most of the leading LMSs worldwide. It also suggests that data security and browser security are among the leading must-have features educators seek in online exam platforms. The final part of this report's second section elaborates on these priorities, taking a deep dive into the most in-demand features of online exam platforms.

Responses

20% • Canvas

38% • Moodle

19% • Blackboard

7% • D2L

16% • Other (Please specify)

Section 2

Online exam platforms: Expectations vs. Reality

This section evaluates respondents' assessment of the features of online exam platforms in ensuring cheating-free online exams. It also seeks to highlight the improvement areas where service providers need to invest more time and resources to plug in the loopholes to improve the quality of cheating prevention mechanisms and functionalities.

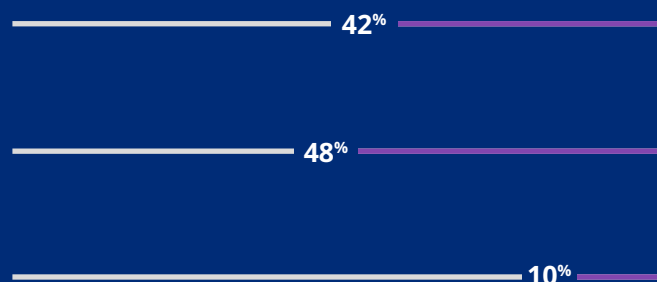# Assessing the impact of online exam solutions and tools

Close to 42% of respondents report that online exam platforms have matched all their exam requirements

A more in-depth assessment of the features and/or steps in online examinations where service providers have been able to match the experience of conducting center-based exams reveals exciting insights. The survey findings indicate a more comprehensive acceptance of features and systems, with consistently high data value for almost all listed options. This outcome means that service providers have primarily been able to match the experience of conducting center-based exams.

Graph 4 :
Have the online platform providers lived up to your expectations?

Responses

42%

• Yes. The platforms have catered to all our exam requirements

48%

• They catered to most of our needs but there is still scope for improvement

10%

• No, there is tremendous scope for improvement

Almost half of those surveyed reported several areas of improvement in the existing online exam environment offered by exam platforms.

These findings are significant references to identify specific pain points, and speed up the improvements in online exam technology.
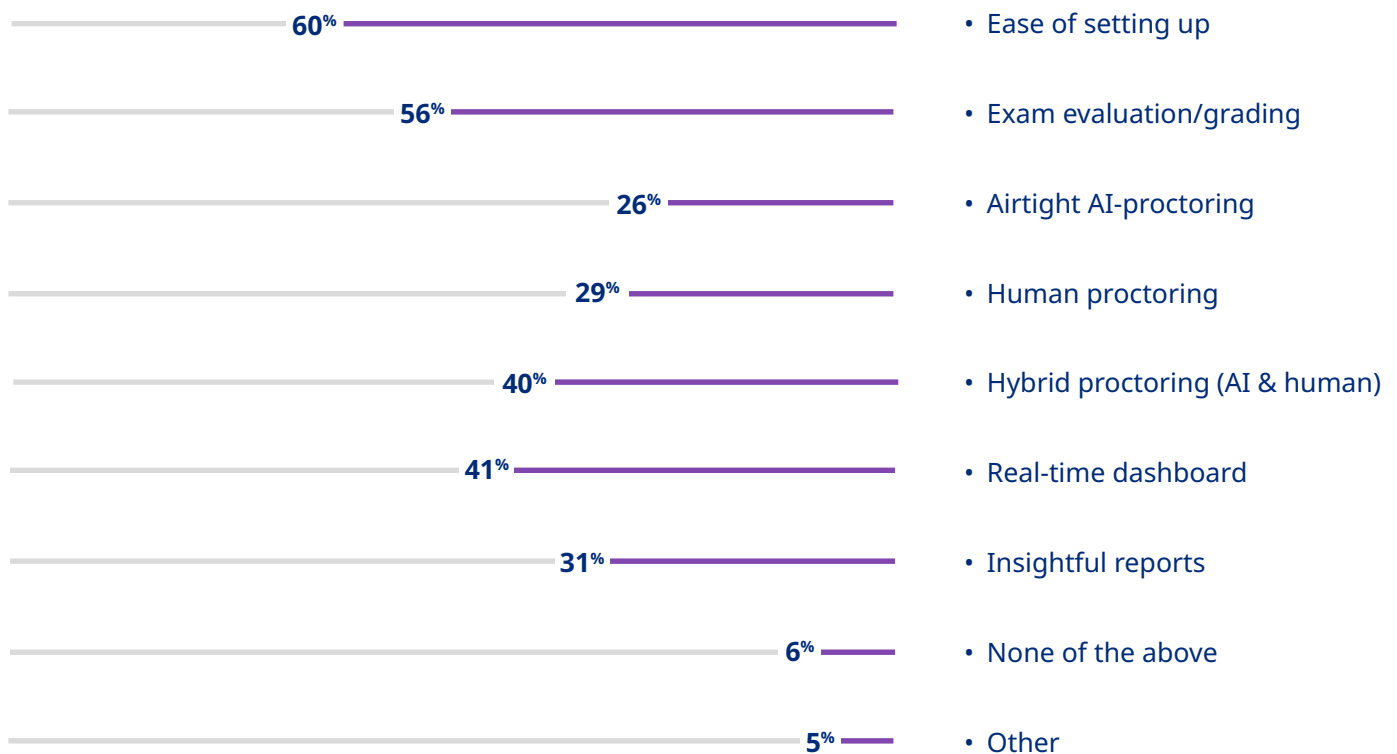

Online exam platforms have significantly improved the overall exam management experience.

"Ease of setting up the exam, exam evaluation and grading, human and AI proctoring, hybrid proctoring, real-time dashboards and insightful reports" have received maximum traction. It is an encouraging finding, indicating significant progress in global online exam technology.

Graph 5 :
What did your institute benefit most from?
(More than one option was chosen)

Responses

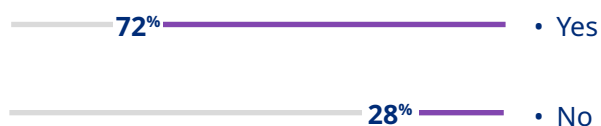|	
60%	• Ease of setting up
56%	• Exam evaluation/grading
26%	• Airtight AI-proctoring
29%	• Human proctoring
40%	• Hybrid proctoring (AI & human)
41%	• Real-time dashboard
31%	• Insightful reports
6%	• None of the above
5%	• Other

Respondents have also listed specific features that improved their overall exam management experience. These features are explained in the following sub-section.

Graph 6 :
Did online exam platforms improve your examination experience?

Responses

72% • Yes

28% • No

Most in-demand features of online exam platforms in 2022

The previous sub-section underlined how online exams improved the examination experience for most educators and educational institutions. While the findings have re-emphasized the importance of certain assessment platform facets, they have also identified cheating prevention as the hero feature for the third consecutive year.

The survey revealed six exam platform features that education centers will seek in 2022.

Popular exam platform feature

- Anti-cheating technology
- Strong operational support for students and faculty
- Customizable question formats and data protection
- Scalability and adaptability
- Insightful automated reports
- Seamless dashboards

Popular exam platform feature 1:
Anti-cheating technology

Anti-cheating technology: The most popular exam platform feature
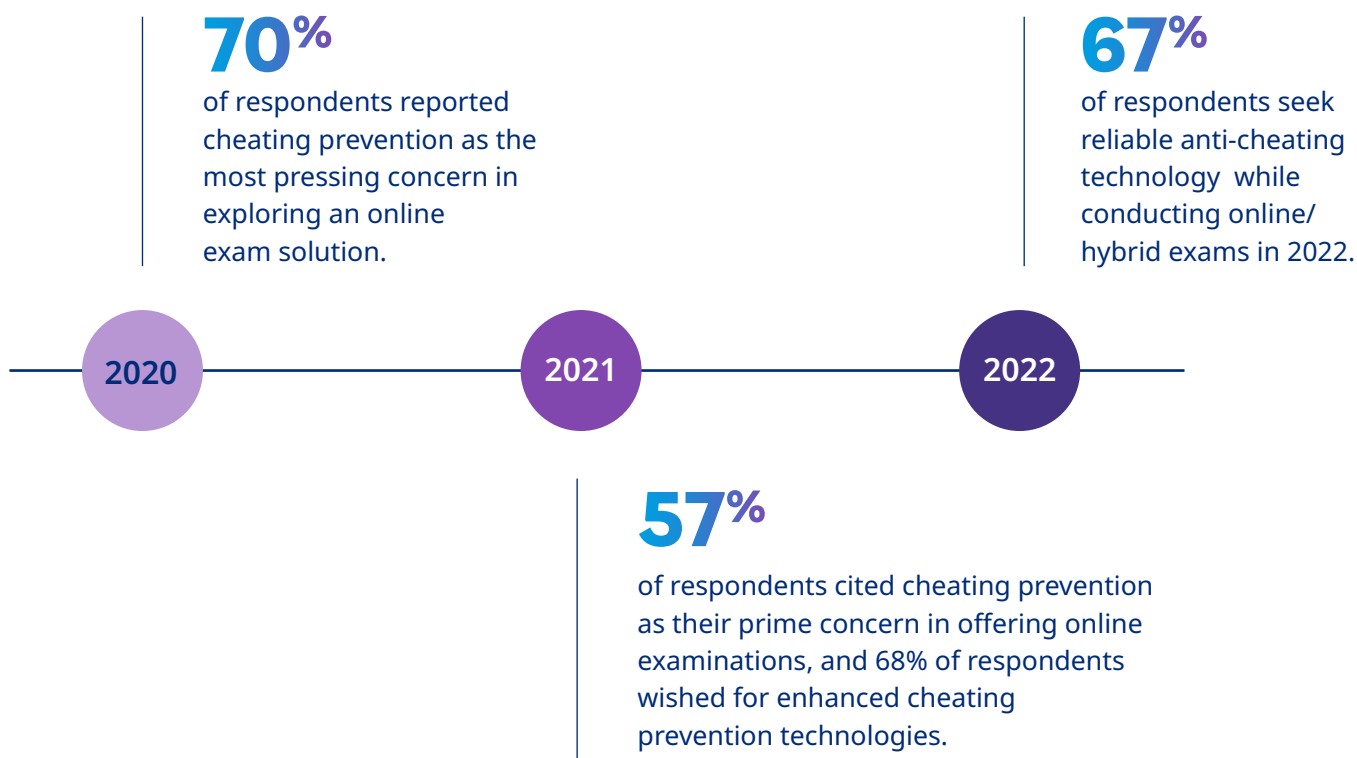**(Identified by Mercer | Mettl surveys conducted for the annual SOOE reports)**

70%

of respondents reported
cheating prevention as the
most pressing concern in
exploring an online
exam solution.

67%

of respondents seek
reliable anti-cheating
technology while
conducting online/
hybrid exams in 2022.

2020   **2021**   **2022**

57%

of respondents cited cheating prevention
as their prime concern in offering online
examinations, and 68% of respondents
wished for enhanced cheating
prevention technologies.

These findings illustrate that faculty and academia, in general, are determined to maintain utmost integrity
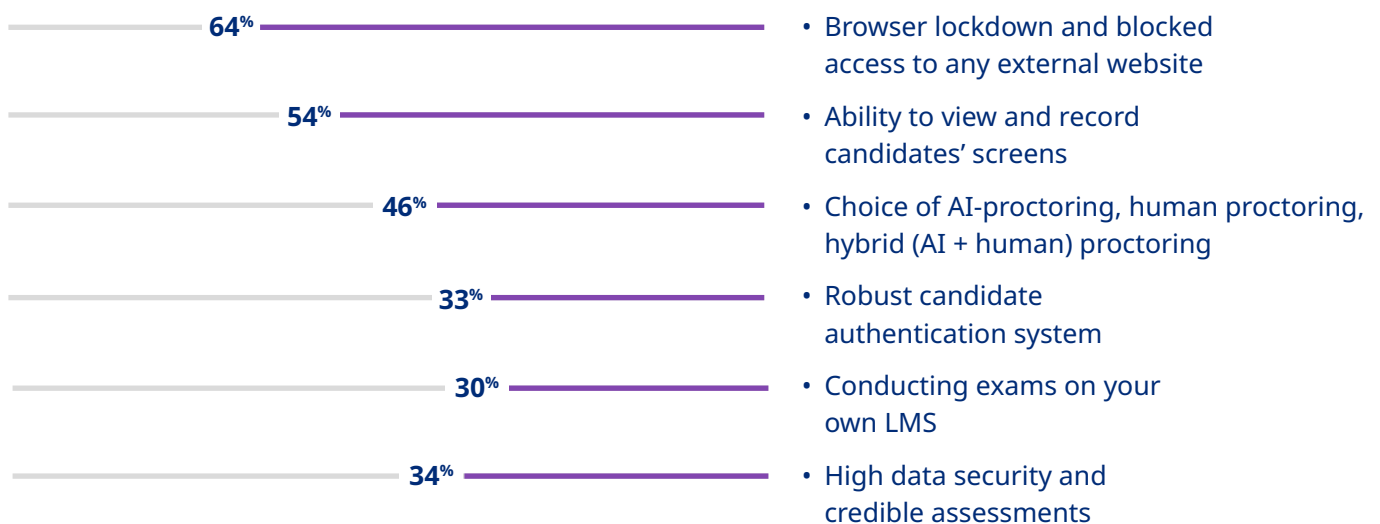during every assessment format.

As exam platform providers continue to enhance their anti-cheating features, the following data will prove helpful:

- Browser lockdown and blocked access to external websites are the new favorites among most educators.
- More than half of those surveyed said that the ability to view and record the test-taker's screen is the most helpful anti-cheating feature for them.
- Close to 46% of respondents prefer to enjoy the choice of various proctoring methods: Entirely automated and managed by AI, remote human proctoring, or a combination of AI + human proctoring.
- High data security and credibility rank fourth in the preference for anti-cheating features, closely followed by a robust candidate authentication system.
- Three in every 10 educators want the option of hosting exams on their own LMS to be able to completely trust the anti-cheating technology available to them.

Graph 7 :
What are your favorite anti-cheating features in an online exam platform? (More than one option was chosen)

Responses

%	Feature
64%	Browser lockdown and blocked access to any external website
54%	Ability to view and record candidates' screens
46%	Choice of AI-proctoring, human proctoring, hybrid (AI + human) proctoring
33%	Robust candidate authentication system
30%	Conducting exams on your own LMS
34%	High data security and credible assessments

Popular exam platform feature 2:
Strong operational support for students and faculty

Close to 50% of those surveyed emphasized their primary platform requirement that ensures constant round-the-clock operational support. This finding is further backed by data around reasons for not wanting to continue with online exams, where 50% of respondents stated "broken experience for students and faculty" as the third greatest hindrance (ref. Graph 9.) in their online exams journey.

Prime areas that could require operational support include:

- Setting up the exam platform
- Testing system compatibility
- Understanding the dashboard features and navigation system
- Ensuring seamless running on specific devices and browsers
- Troubleshooting while the test is running
- Spotting red flags and alerts about cheating attempts
- Saving test responses
- Ensuring test completion and submission
- Answering queries related to human and AI-proctoring
- Report generation and customization
- Sharing insights and test results

Popular exam platform feature 3:
Customizable question formats and data protection

Most education centers seek an online exam platform that supports various question types and formats. Therefore, exam platform providers need to take heed and design/update their interfaces to accommodate long-form/descriptive answers, diagrams, Multiple Choice Questions (MCQs), closed-end questions, and more to meet the end-users' requirements.

At the same time, the platforms must promise end-to-end data security and legal compliance related to student ID mandates, airtight algorithms to prevent any form of data leakage, and high-end measures to prevent copying or sharing of questions during or after the exam, etc.

Popular exam platform feature 4:
Scalability and adaptability

The survey results indicate that academia would always seek a platform that serves as a highly scalable and customizable alternative to center-based exams. The systems need to be simple and easy to use, but they should also be adaptable enough to deploy tests of various kinds across distances.

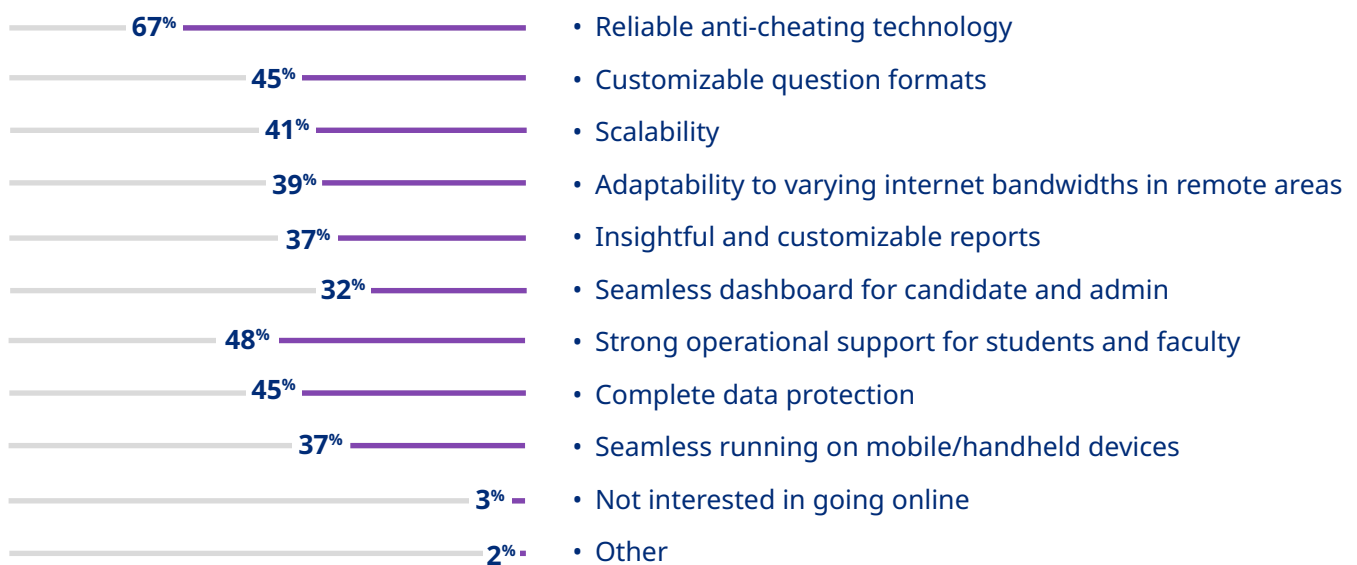## It is vital that exam platforms make improvements based on the following data points:

- 40% of respondents lean toward an exam platform's adaptability to varying internet bandwidths in remote areas.

- Close to 37% of respondents demand a platform that can seamlessly run on mobile/handheld devices.

- Scalability across international geographies is an essential exam platform feature for more than 40% of those surveyed.

Graph 8 :
What features would you seek while conducting online/hybrid exams in 2022? (More than one option was chosen)

Responses

%	Feature
67%	• Reliable anti-cheating technology
45%	• Customizable question formats
41%	• Scalability
39%	• Adaptability to varying internet bandwidths in remote areas
37%	• Insightful and customizable reports
32%	• Seamless dashboard for candidate and admin
48%	• Strong operational support for students and faculty
45%	• Complete data protection
37%	• Seamless running on mobile/handheld devices
3%	• Not interested in going online
2%	• Other

Popular exam platform feature 5:
Insightful automated reports

An online exam platform with a robust report generation feature is more likely to be the preferred choice for 37% of the respondents. Insightful and customizable reports take away a massive burden from tedious human-based evaluations, which are not always unbiased and error-free.

Popular exam platform feature 6:
Seamless dashboards

Data reveals that an online exam platform is only as good as its interface. Unless the platform promises a seamless dashboard for the test-takers and examiners/administrators alike, it cannot live up to the target audience's expectations.

32%

Thirty-two percent of respondents have reported seamless dashboards as a high-priority feature they seek in an online exam platform.

Section 3

Exam formats in 2022: Old-school, remote or hybrid?

With the increased demand for e-learning and remote assessment, online exam platforms and proctoring technology will remain a significant solution across all end users. These new-age solutions provide flexibility, which is a bonus to meeting the demand for online courses. At the same time, these solutions confer greater accessibility and cost-effective and convenient operations.

In their paper Online Exams: Practical Implications and Future Directions, researchers Dr. Sophie Schratt-Bitter and Gabriele Frankl observe:

Online testing methods increase assessment objectivity and also lighten correction workloads. This is particularly advantageous in classes with hundreds of students, such as mandatory courses of the study entry and orientation phase (STEOP). It would seem clear that at this point in time, up-to-date teaching requires up-to-date testing.

Dr. Sophie Schratt-Bitter and Gabriele Frankl

Researchers

The online exam mode, just like its conventional counterpart, is not free from obstacles. This section analyzes those challenges that hinder most institutions from adopting or continuing with digital. Simultaneously, it analyzes the key advantages that encourage others to adopt a digital or hybrid mode.

Evaluating the advantages and challenges of three exam formats

The old-school exam format: Pen-and-paper/center-based

The survey findings indicate that the primary reason for requiring physical attendance to proctored remote exams is to validate and authenticate the test-takers. As highlighted in the previous section, at least 11% of respondents are unsatisfied with their online exam platform providers and believe there is tremendous scope for improvement if they continue with the remote and digital mode.

Remote exam format: Online/digital

Findings from the survey also reveal that for most education centers, remote online exams have offered better cheating prevention and greater ease of exam administration. At the same time, concerns about connectivity, broken experience for students and faculty, and concerns related to data security and legal implications are the biggest hindrances.

Furthermore, to administer an online at-home exam, several factors need to be in place:

- Candidates must have access to an electronic device (desktop, laptop, or tablet) compatible with the exam delivery software.

- A stable and secure internet connection is imperative. The test format and content should be compliant to online delivery. The latter is particularly critical for online screen visualizations of reading passages, images, charts, figures, and geometric shapes.

- The online exam should be designed so that test-takers are tested on the content of what is being assessed, rather than on their familiarity with the testing software or on the use of a specific electronic device. That is essential to produce valid student performance scores.

- Efficient remote proctoring is key to monitoring test takers' behavior and preventing malpractice.
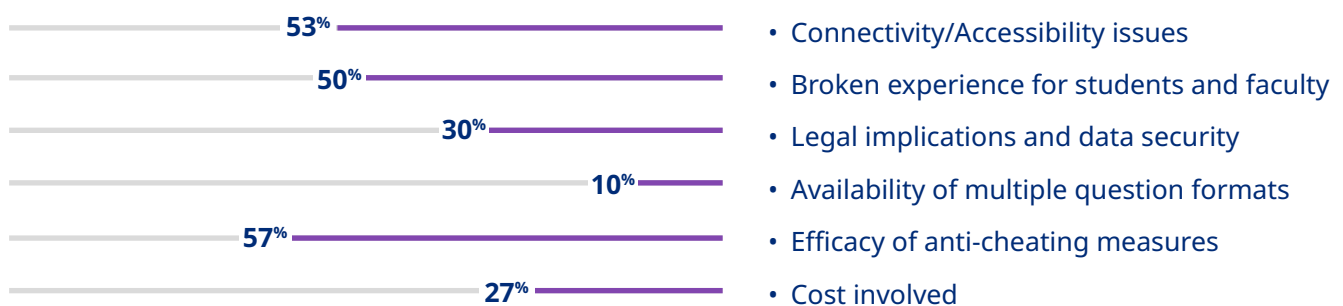
94%

Interestingly, a whopping 94% of the respondents admitted that Mercer | Mettl's online exam platform and proctoring technology put their worries to rest by helping them overcome most of the challenges stated above!

Graph 9 :
What are the reasons you would NOT want to continue with online exams? (More than one option was chosen)

Responses

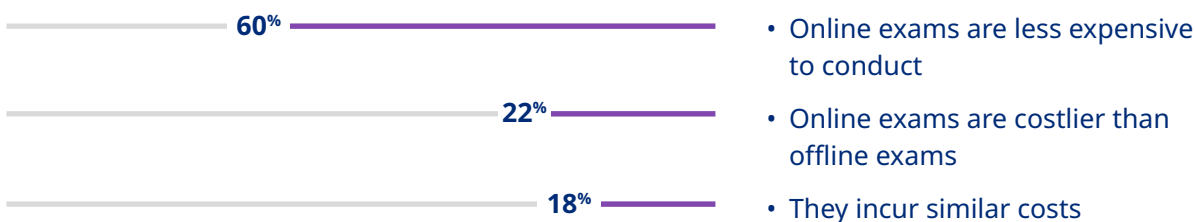|	
53%	• Connectivity/Accessibility issues
50%	• Broken experience for students and faculty
30%	• Legal implications and data security
10%	• Availability of multiple question formats
57%	• Efficacy of anti-cheating measures
27%	• Cost involved

Benefits of online exams

While assessing the impact of online exam solutions and tools, striking revelations emerged as 60% of respondents found online exams to be less expensive than conventional pen-and-paper or center-based exams.

Graph 10 :
Do you think that online exams are cost effective?

Responses

60% ———————————— • Online exams are less expensive to conduct

22% ——— • Online exams are costlier than offline exams

18% —— • They incur similar costs

Cost-effectiveness

Creating question papers, grading systems and communicating the results is often a tedious and expensive process in traditional exam formats. However, in the case of online exams, all these processes can be scheduled and managed at the click of a few buttons, thereby saving time and money.

Ease of administration, scheduling and coordination

Online exams eliminate the hassles of printing and circulating question papers, organizing logistics, appointing invigilators across all exam centers, etc. The intuitive nature of the online mode further makes it easier for administering bodies to manage the mechanism.

Scalability

34%

Thirty-four percent of respondents said they would want to continue conducting exams online because of how scalable the solution is.

Unlike traditional examination mechanisms, students need not travel to the examination center in the case of digital modes because online exams break geographical barriers. It is possible to conduct 200,000+ exams in one day if you use a robust platform without conventional exam challenges.

Better cheating prevention and proctoring

Choosing the right online exam platform enables institutions to take advantage of online audit, remote AI and hybrid proctoring, webcam use, amplifiers, controller mechanisms, and an array of supporting features that have proven to make online exams more resistant to cheating and malpractices.
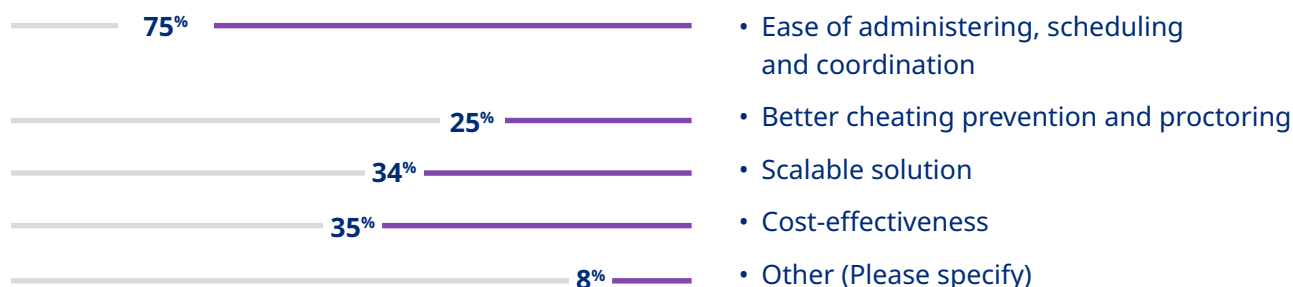
One out of four respondents believes online exams ensure better cheating prevention and proctoring than conventional exam formats.

Graph 11 :
What are the reasons that you would want to continue conducting exams online? (More than one option was chosen)

Responses

- **75%** • Ease of administering, scheduling and coordination
- **25%** • Better cheating prevention and proctoring
- **34%** • Scalable solution
- **35%** • Cost-effectiveness
- **8%** • Other (Please specify)

Hybrid exam formats

As stated earlier in this section, the survey identified three most pressing challenges about the online exam format: security concerns, internet speed and difficult accessibility in remote geographical regions.

Even though platforms such as those offered by Mercer | Mettl promise to help overcome these challenges, a hybrid format is a more feasible option for several educational institutions worldwide.

There can be many ways of implementing this format. For example, while some colleges and universities would conduct entrance exams online, they would still prefer the traditional mode for semester exams. Similarly, tests for distance learning and certifications are preferred digital (refer to the section Predictions for 2022 and beyond).

Another way to adopt the hybrid mode is to conduct written exams in the pen-and-paper format while hosting in-person interviews or verbal tests online. The hybrid mode allows boundless customization and flexibility to choose the best of both worlds.
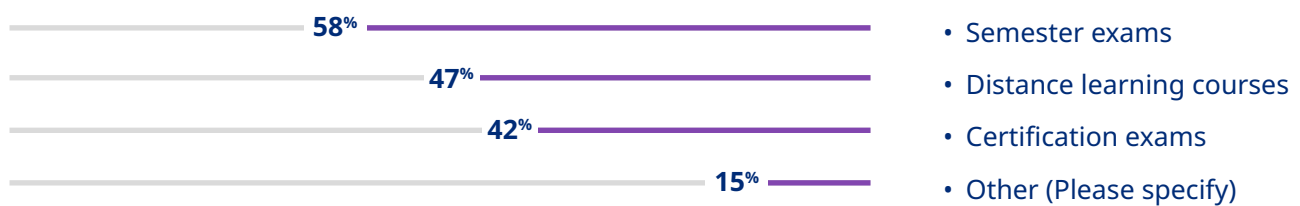

Predictions for 2022 and beyond

The survey findings indicate that a rise in demand for e-learning platforms, elimination of high costs of proctored assessment centers, reduction in learner's time and money are likely to drive the growth of online exam proctoring market in 2022 and beyond.

Close to half of the survey respondents have expressed the willingness to continue conducting distance learning courses and certification online. That is followed by an even greater percentage (58%) of respondents interested in hosting semester exams online.

Graph 12 :
Which exams would you want to conduct online?
(More than one option was chosen)

Responses

58% —————— • Semester exams

47% —————— • Distance learning courses

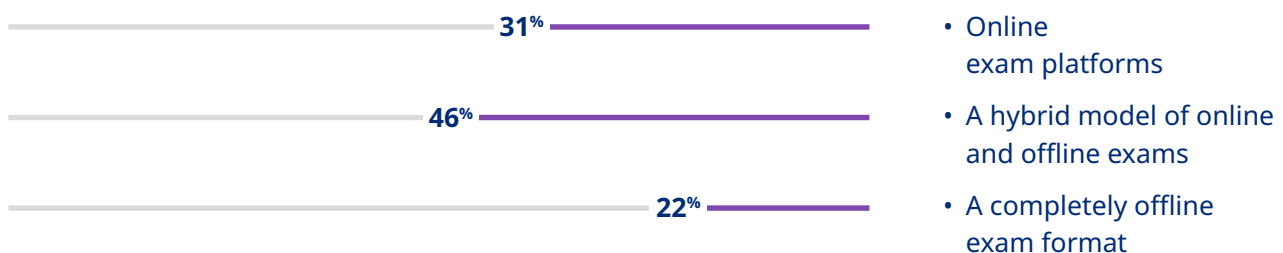42% —————— • Certification exams

15% —————— • Other (Please specify)

However, a deeper look into these findings indicates that the future of exams is more likely to be hybrid, with 46% choosing so.

Graph 13 :
How do you plan to conduct exams in 2022?

Responses

31% —————— • Online
exam platforms

46% —————— • A hybrid model of online
and offline exams

22% —————— • A completely offline
exam format

Section 4

The way forward

As educators and exam platform providers work toward enhancing the assessment solutions they offer for high-stakes decision-making, it will be imperative to ensure that solutions meet the validity, reliability, and fairness properties of a high-quality assessment.

Based on an analysis of the findings reported in SOOE 2022, below seems to be the way forward for online exam platform providers and educational institutions worldwide.

For online exam platform providers

Findings from the **SOOE 2022** emphasize how remote proctoring solutions need to constantly devise and upgrade ways to eliminate the external factors that lead to cheating.

In addition, online exam platforms need to actively work on solutions that can easily integrate into any learning management system or website to be proctored. Finally, as the human factor remains a differentiating facet, online exam and proctoring solutions must imitate an on-site proctor as closely as possible.

As the platform providers continue to evolve and perfect their offerings, monitoring candidates from widespread areas with the help of online proctoring technology will lend higher credibility to assessments in the future. Along the same line, innovation in e-learning and ongoing developments will further help reinvent how learners obtain knowledge and boost their academic performance.

For educational institutions

The survey findings establish the education sector's readiness to adopt technology as the mainstream means to offer exams.

While several roadblocks continue to exist, such as lean IT infrastructure and internet connectivity, the development of digital infrastructure worldwide provides a promising outlook for quality, secure online exams.

Therefore, educational institutions need to consider the long-term benefits of using technology in examinations.

The latter outweighs the short-term costs that are required to change the system. That positions a glorious era of change where opportunities are accessible to everyone, in all parts of the world.

Why hybrid over absolute digital

Learning assessments/exams must adhere to universal design principles that allow all students/candidates to have equal opportunity for demonstrating their knowledge, skills and learning progress. An absolute digital exam environment may not be ready to accommodate every traditional exam experience. However, on the other hand, they may succeed in replicating the essentials. But, to nurture a more holistic system, the key is to balance conventional and novel.

As Mercer | Mettl's survey findings have revealed, it is for the same reasons that a significant section of the global academia insists on the hybrid model as the immediate future of exams and learning. The fact that challenges of absolute digital for exams are not trivial adds to the argument in favor of hybrid exam formats.

Close to 50% of those surveyed have reported that they would adopt a hybrid model of online and offline exams in 2022, with about 60% voting in favor of online semester exams and variations in preference for online certifications and distance learning courses.

Hence, it is more likely that an amalgamation of digital and traditional will be the norm for the foreseeable future.

How Mercer | Mettl can help

Mercer | Mettl was a perfect fit for our fellowship examination as the platform was streamlined with our needs seamlessly. It met the requirement of providing a secure space to the test-takers, giving us the option to use browsing tolerance. It provided the advantage of adding live human proctors, which wasn't available on any other platform.

Lily López- McGee

National Fellowship Director
Howard University

Two out of every five respondents wish to use or continue using Mercer | Mettl as their online exam platform provider.

And here are the reasons why:

A robust online exam platform designed to empower educational institutions

Mercer | Mettl's powerful and user-friendly online exam platform enables educational institutions to set up question papers and schedule and conduct exams in a scalable manner on one system.

- The platform can conduct over 200,000 exams in a day.
- The platform supports a wide variety of exams, using a repository of 26+ question formats.
- It is augmented with scan and upload technology. The latter simulates physical exams by enabling students to upload subjective answers by scanning their answer sheets.

Add-on custom proctoring and digital evaluation methods

After the exams, administrators use Mercer | Mettl's digital evaluation system to assign answer sheets to evaluators and manage the evaluation process. Evaluators have dashboards to track progress. Moreover, they can evaluate, co-evaluate and re-evaluate answer sheets, all within one secure system.

Mercer | Mettl further empowers educational institutions to choose from human, AI and hybrid remote proctoring methods.

- The auto proctoring technology accesses students' webcam, and microphone feeds for auto-invigilation. It raises flags, highlighting instances of suspicious activities with utmost accuracy.
- With one-to-one and one-to-many proctoring features, live proctoring provides a classroom view to the human invigilator to enable remote monitoring from start to finish.
- An added feature of pausing /stopping /resuming the test in real-time, with a live chat option, enables the invigilator to interact with students to allay any suspicions. The entire recorded session can be viewed later by using the proctoring software.

Airtight cheating-prevention technology

In addition to advanced proctoring solutions, Mercer | Mettl's futuristic AI algorithm is trained with more than 2.8 million proctored assessments. As a result, it can detect up to 18 dynamic digressions with over 95% accuracy.

- The intelligent algorithm is configured to flag various suspicious cases, such as the non-visibility of face/ presence, detection of mobile phones, an additional person's presence, and a distracted eye movement.

- Mettl Secure Browser (MSB) is a secure browsing feature that allows academicians to host the online exam in a safe environment eliminating concerns about on-screen malpractices. It enables browser lockdown functions, allows minimum navigation control, and blocks all external ports. Furthermore, MSB restricts access to every unauthorized resource possible. This feature prevents candidates from surfing the web for answers.

- The platform's 3-point candidate authentication ensures the utmost reliability and authenticity of the candidate. Live authentication begins after the candidate clicks on the exam link. The webcam first asks test-takers to click their photo and show their ID proof, followed by their registration details. Mercer | Mettl's proctors are available around the clock to verify the photo ID against the registration details and attest to the candidate's legitimacy.

- Mercer | Mettl's proprietary Candidate Credibility Index offers auto-generated reports highlighting the applicant's integrity score for a proctored session. With valuations such as high, medium, and low, examiners can swiftly identify and filter out candidates who may have resorted to cheating. Insights from AI flags record the details of the proctoring session, and the test finish status forms the basis of the analysis. The index is also displayed on the candidate reports, and PDF and Excel downloads.

One-click proctoring integration with the most popular LMSs

Mercer | Mettl also caters to the demands of institutions that prefer hosting online exams on Learning Management Systems like Moodle, Canvas and D2L's Brightspace, among others. The proctoring plugin integration can be completed with the click of a few buttons.

Furthermore, institutions can:

- Choose to connect to 250+ Learning Tools Interoperability (LTI) compliant systems.
- Opt for complete customization with deep LMS integration using Representational State Transfer Application Programming Interfaces (REST APIs).
- Add a chrome-based extension for their chosen LMS.

Essentially, there are three ways of using Mercer | Mettl's proctoring solution:

Platform integration:
The proctoring software is already integrated with the exam platform.

API integration:
Mercer | Mettl's REST APIs can be integrated with any web-based application.

LMS integration:
The proctoring software is a zero-hindrance upgrade to popular LMSs.

Once integrated with the chosen LMS, the software guarantees the following data security features:

- Secure data hosting on Amazon Web Services
- Multi-factor authentication to ensure the credibility of the test-taker
- Annual testing of vulnerability and data penetration risks
- Defined access rights for various roles
- Regular external and internal audits

A suite of pre-built psychometric assessments to meet varied exam needs

Mercer | Mettl also offers a diverse range of ready-to-use psychometric assessments that can be hosted on the exam platform. These assessments measure aptitude, intelligence, domain knowledge and learning agility. Although more prevalent in recruitment, these assessments can be a helpful addition to university entrance exams and aptitude screening to shortlist candidates for specific courses. When combined with Mercer | Mettl's proctoring and anti-cheating solutions, these assessments further enhance the efficacy of the admissions process.

AI-powered voice-assessment technology for objective English-language evaluation

Mercer | Mettl's SpeechX is an English-speaking test technology that combines the best of human and artificial intelligence. Its evaluation methodology is based on CEFR guidelines and enables evaluators to make data-backed decisions by assessing candidates at scale, without biases.

SpeechX's patented technology is powered by Carnegie Speech's world-class speech evaluation. It comprehensively assesses candidates' English-speaking ability on key parameters, including pronunciation, fluency, grammar and listening comprehension.

Mercer | Mettl's powerful proctoring suite can be stacked atop the SpeechX assessment to ensure candidate authentication, cheating prevention, candidate recording for audits, report generation, and more.

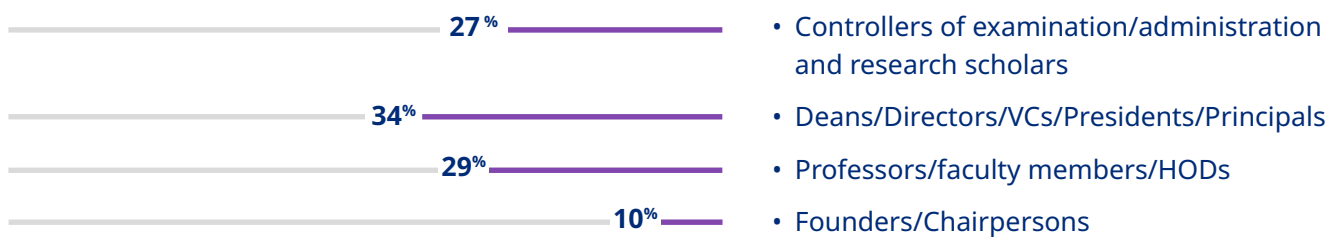## Dedicated platform to host high-stakes competitions at large scale

Mercer | Mettl's Xathon is a digital platform that enables organizations and institutions to host large-scale interactive events such as hackathons and ideathons. The platform encourages brainstorming and execution of creative solutions to problem statements/challenges that organizers choose to present.

Using Xathon, institutions can customize the event and include various technical and non-technical rounds. Moreover, these events can be public or private. The platform uses advanced automation technology to speed up different processes and stages of the event while empowering institutions to make changes and updates whenever required.

Respondent summary

The survey response included over 400 participants from 50+ countries, featuring senior decision-makers from the education sector. Respondents included deans, HODs, professors, proctors, superintendents and other essential stakeholders.

Respondent breakup

27 % — • Controllers of examination/administration and research scholars

34% — • Deans/Directors/VCs/Presidents/Principals

29% — • Professors/faculty members/HODs

10% — • Founders/Chairpersons

A select list of participating universities and colleges

- Africa Nazarene University, Kenya
- AIMS International, India
- Amity University, The UAE
- Bicol College Of Applied Sciences and Technology, Philippines
- Big'S Odyssey Consults, Nigeria
- Central University of Technology, South Africa
- Centro Universitario Uninovafapi, Brazil
- Chevron College, Ireland
- Cornerstone Institute, South Africa
- ESEG, Brazil

- Excelsior Community College, Jamaica
- Eye Level Athens, Greece
- Federico Villarreal National University, Peru
- Indian Institute of Management, India
- Instituto Argentino De Ejecutivos De Finanzas, Argentina
- Jenderal Soedirman University, Indonesia
- Kenyatta University, Kenya
- Kingsdale Foundation School, England
- National University of Science and Technology, Pakistan
- Kibbutzim College of Education Technology and the Arts, Israel

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.

✉ mettlcontact@mercer.com

🌐 www.mettl.com

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