THOMAS EDISON STATE COLLEGE *Exclusively For Adults*

Walking the Line Between Security and Convenience

How Thomas Edison State College is Using Online Proctors for Exam Delivery

Who are our students?

Thomas Edison State College was founded in 1972 for the purpose of providing a flexible way for adults to further their education.

We have a student population of over 20,000 students spread out across the country and world.

Over 250 courses, with a new term beginning at the start of each month.

Exam security crucial to verify identity of student and ensure the protection of our assessment tools.

Moving away from paper exams

Our course model included paper exams that were delivered to third-party proctors via the US Mail

- Popularity of online courses made paper exams seem outdated
- Harder for students to write lengthy essays on paper
- Higher expectation for faster feedback on exams and assignments
- Traveling to a test site was becoming more of a burden for time-strapped students
- Increased security methods instituted by the military meant a slower delivery and return rate for military students

Changing our mindset about online exams

The College began experimenting with the exam feature in our Learning Management System

Pros

- Cut down drastically on exam turnaround
- Popular with students

Cons

- Test security was not up to the College's standards
- Lots of technical issues with no staff to deliver expertise

Online testing – Take 1

We contracted with a company that offered online testing at test centers around the country

Pros

- We developed a better understanding of how eager our students were to test online
- Began developing our exams for online delivery

Cons

- Lack of locations for online version as opposed to paper version
- Long travel time for students in less populated states
- Higher proctoring cost for online exams

Online testing – Take 2

We switched to a company that could proctor our students online on home computers

Pros

- It was a time-saving experience for our students
- First time test-security for online exams was comparable to security for paper exams

Cons

- Communication with students limited to chat through pop-up windows
- Complicated administrative procedure for downloading exams became an administrative burden

Online testing – Take 3

We are now partnering with ProctorU and have found a process that works for our students

- Utilizing a testing software that is secure and separate from any proctoring situation
- ProctorU staff provides technical assistance to our students
- Scheduling site is straight-forward and easy to use
- The College receives immediate reports and video footage of testing irregularities so appropriate action can be taken
- Over 2,500 of our exams were administered last month through ProctorU and we expect that number to grow

What works for our students

- Online testing provides flexibility – no more having to find a proctor and work out a test-time that's convenient.
- Balance of convenience and security
- Students are becoming savvy consumers with high expectations
- Support from the College is needed along with the assistance provided by online proctors.

Walking the Line Between Security and Convenience

ProctorU Regional Partnership Manager

Luke Brymer

ProctorU

ANDREW JACKSON
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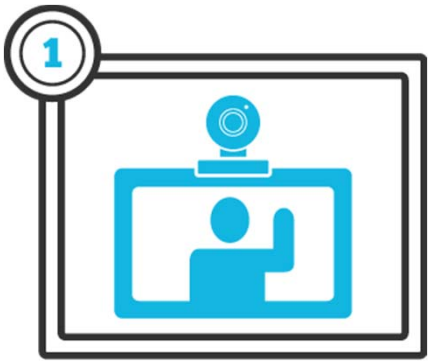
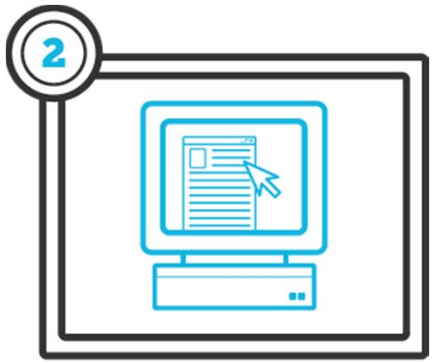
ProctorU

The definition of proctoring



See the Test-Taker



See What They Are Doing

Know Who They Are

We Use Real Proctors

What are the Options for Authentication?

- Government-Issued IDs
- Keystroke analytics
- Facial Recognition Against File Photos

Questions?