Remote Proctoring from TestReach

This datasheet provides information on the TestReach remote proctoring service and answers many of the common questions that prospective customers and examiners have.

Some Frequently Asked Questions

Why is remote proctoring from TestReach different to other suppliers?

The vast majority of remote proctoring for online exams is delivered via remote proctoring companies, who 'bolt onto' an existing online assessment solution. This means that there are actually two suppliers involved – one who provides the software to set up the exam and one who provides the proctoring.

TestReach works very differently. TestReach is a comprehensive online assessment solution that includes integral and live remote proctoring. This means that exams can be created within TestReach and then proctored online by TestReach supervisors - and this all takes place within one secure application.

Any exam can be both created and assembled within TestReach, and then remote proctoring can be easily switched on to deliver the exam. This is a fundamental differentiator at the heart of TestReach – that you can have very sophisticated and feature-rich online assessment technology combined with integral remote proctoring, in one easy-to-use application. This approach means that TestReach provides a seamless exam experience for candidates, backed by professional and high-quality services and support.

Remote proctoring from TestReach includes extensive and complex communications technologies that can scale to meet enterprise demands. Candidates can take assessments at any time and at any location while examiners can be assured of the validity, authenticity and security of the test delivery mechanism.

What specific information can you provide on the quality of your exam service?

TestReach tracks a lot of statistics around our exam service and quality of support. We are very proud to have an exam completion rate of 99.87%. The average wait time for a candidate when they are connecting to their supervisor is 3 minutes. The average onboarding time for a candidate (this is when they go through the validation checks with their supervisor before connecting to their exam) is less than 5 minutes. The response time to candidates using the WebChat feature in the application is 2.5 minutes, and the call wait time if they telephone the support desk is an average of 21 seconds.

Our support chat ratings are excellent, with 92.3% of candidates saying that our support team have given an "amazing" or "great" service. This is backed by feedback surveys from our clients who say that satisfaction rates with TestReach remote proctored exams is in excess of 90%. This data shows that we can stand over our promise that we provide the most seamless, secure, robust and professional remote proctoring service available.

Does TestReach provide other exam delivery methods as well as remote proctoring?

Yes, TestReach is a complete assessment solution which incorporates all functionality required for creating, delivering and managing online examinations. This includes collaborative question authoring tools, advanced item banking management, exam paper assembly, exam delivery options, marking for constructed response questions, moderation, exam psychometrics and reporting.

All exam delivery options are included and can be used in any combination, such as test-only delivery (for use online, in test centres, or for practice exams), offline test centres, assignment upload and remote proctoring. Remotely proctored exams can be offered 'on demand' or session based, there is full flexibility to deliver according to our client's preferred schedule.

Why should an organisation choose an integral remote proctoring solution?

There are a lot of benefits to using live remote proctoring that is within one single assessment application. The all-in-one approach makes TestReach an excellent solution for running high-stakes professional examinations, where they must be delivered securely and with best-in-class support and proctoring services. Here are some more benefits to be aware of:

- Because remote proctoring is an integral option in the TestReach application, it is very easy to use whenever required, and can be used in combination with other exam delivery options. You simply set a flag on the exam for it to delivered with online proctoring.

- Exam candidates are under a lot of pressure at exam time and often have many questions, some of which may relate to the assessment application, e.g., are my answers being saved? Is the notepad submitted as part of the exam? If the proctors have no underlying knowledge of the assessment application (because they work for a different company), they cannot provide a knowledgeable and supportive service. This can be very frustrating for candidates. At TestReach, the proctors are TestReach employees, and are based in Ireland. They are trained using our application and are subject to regular quality monitoring. This means we can stand over the quality and professionalism of the proctoring service provided.

- Organisations can deal with one supplier with responsibility for all aspects of their assessment.

- Our live proctoring solution means that candidates are being watched closely by the trained supervisors. They can intervene if there is any suspicion of cheating and check what is happening. With automated solutions, it is often the case that candidates can be unfairly closed out of their exam and be unable to resume back where they left. With TestReach, our supervisors will only raise an infringement or close an exam when it is confirmed that exam protocols have been breached.

- With a bolt-on proctoring solution, there may be security concerns, where proctors have to take control of the candidate's screen to enter a password in the assessment system, or alternatively passwords are supplied by the proctor, which may result in them being compromised. This can potentially risk candidates accessing the exam without being remotely proctored. If all-in-one live proctoring and assessment solution is used, there is no way for a candidate to access the exam paper without going through the validation process with the supervisor.

- All data is in one system, so you have complete reporting across assessment and proctoring. With 'bolt-on' solutions you often cannot have clear visibility of which candidates have taken their remotely proctored exams. Having data all in one system with one supplier ensures you have a full picture of all your candidate examination data.

- Because proctoring is provided within the TestReach application, and not in a browser window, this is a robust and reliable approach. It is very easy for a nervous candidate to close out a browser window and lose exam data. It is also possible to navigate away from the exam to check other windows or applications. Using TestReach remote proctoring within our application ensures that the candidate cannot accidentally leave the exam while in progress, all data is being saved regularly and the application minimises interruption from fluctuating internet levels.

What is the process a candidate must follow in order to sit a remotely proctored exam on TestReach?

When candidates are enrolled into their exam, they receive a sequence of emails to advise them of what to do. These emails can be amended by our clients to suit specific exam rules and branding requirements. Candidates follow a link to download the TestReach application and they then log in using a temporary password, which they then change to their own password choice. When candidates log into the application they can see the exam(s) they are enrolled in on their dashboard. They are then taken through a quick automated check of their technical equipment, including video, audio, internet and screenshare, to ensure their computer is suitable for sitting the remotely proctored exam on. This ensures that any potential technical issues are picked up and resolved well before exam day.

Once the system check is complete, the candidate can then confirm or book their exam time. On exam day, they log back into the application and they run through the system check one more time to ensure nothing has changed on their computer in the interim. Once that's complete, they will be connected to one of our trained supervisors via various secure technologies. It is a streamlined process that is very straightforward even for candidates with limited technical skills.

When the candidate meets their supervisor online, the supervisor will run through a sequence of validation checks. This includes checking ID, checking that there is not a second monitor in use, ensuring mobile phones, Apple watches and headphones are removed. Using the webcam our supervisors also look around the room and desk to ensure the environment is secure and no unpermitted materials are accessible. Once the validation checks are complete, the supervisor will give the candidate access to their exam paper.

During the exam, at all times the supervisor can clearly see, hear and view the candidate's screen. In addition, everything is recorded and so can be reviewed by the examination body at a later time. The candidates are monitored at all times during the exam and any exceptional circumstances that arise are reported in full to the examination body. It is worth saying that the ratio of candidates per supervisor is much lower than in a typical exam-hall environment. At TestReach we never go higher than 8 candidates per supervisor, but typically it is usually 4 or 5 candidates per supervisor.

How does TestReach provide candidates with information about remote proctoring and the process involved?

A candidate FAQ and a candidate preparation video are provided to test-takers on how to use TestReach remote proctoring solution, which are very effective in educating candidates about remote proctoring and what to expect. Most people have not taken a remotely proctored exam before, so it is really important that they are properly enabled and that they are provided with sufficient information to demystify the process. This ensures that on exam day, they can focus on the exam and are not concerned about the system.

TestReach also has an online test tutorial which is always available in the candidate dashboard. Candidates can take this test tutorial as often as wished in order to familiarise themselves with the application and navigation through questions. This includes questions like, "At the bottom of the screen you'll notice a horizontal bar with numbers, this is a navigation bar. Click on number 4 now, to be brought to question 4". This really helps candidates to become very familiar with the system.

When candidates come to book their remotely proctored exam, they are taken through a quick and sophisticated system check that is completely automated. This checks that their webcam, audio and

screenshare options are working. Only once this system check is complete can they book their exam time. At exam time, they will run through this system check one more time to be sure nothing has changed in the interim.

Does the candidate need a special camera?

TestReach works with all standard cameras on laptops and desktops.

How can a candidate ensure that their computer and technical environment will work?

When the candidate books their exam, they have to go through an automated check of their technical equipment, including video, audio and screenshare. Then when exam time arrives, they go through this quick automated check process one more time before being invited to connect to their supervisor. That way we ensure that the technology is working properly before they can start their examination. It also ensures that if there is any difficulty with their technology, they can talk to our support team to resolve it well before exam time.

How does the proctor confirm the identity of the person sitting the exam?

With TestReach, before access to the exam is granted, a number of checks are undertaken, one of which is to review official ID presented by the candidate. A snapshot of the ID is also taken.

How does the proctor monitor the candidates to ensure they do not cheat?

Because TestReach provides live remote proctoring, the candidate is monitored for the duration of the exam (including during the verification process) using audio, video and remote screenshare. The video feed is very clear, enabling close monitoring of candidates. The session is also recorded for future review in case this is required. There is also instant messaging for the candidate and invigilator to communicate. If there are any infringements, these will be raised by the invigilator and must be acknowledged by the candidate before they can proceed.

A key benefit of live proctoring is that any infringements that arise can be addressed immediately, and if they are severe, then access to the exam can be terminated if required. Our invigilators are trained to challenge, so for example if they see some repeated movement such as looking down to the right a number of times, they will ask the candidate to stop that behaviour, reminding them that the session is being recorded and that if the behaviour persists, then an infringement will be raised to bring matters to the attention of the examiner.

How does the proctor communicate with the candidate during the exam?

The proctor can communicate with the candidate during the test via audio and instant chat functionality.

How can candidates access TestReach support if they are having any difficulties?

TestReach has an extensive and well-trained support team on hand to help both client administrators and exam candidates with any user interface queries. They can be contacted by email, website contact form, phone and (for exam candidates) through the WebChat option in the TestReach application dashboard. The WebChat option is always available to exam candidates, and it makes it easy for them to check answers to standard questions and they can also request help from an agent if required.

We track the efficiency and quality of our support service, which is excellent. For example, the average chat first response time is 2.5 minutes, the average call wait time is 21 seconds, chat ratings are 92.3% saying 'amazing' or 'great' and average call handling time is less than 4 minutes.

How many candidates does each proctor invigilate at one time?

The maximum ratio of invigilators to candidates is 1:8. However on average it is more like 1:4 or 5 candidates.

Can the proctor see the candidate's screen?

The candidate's screen is visible at all times to the proctor and is recorded as part of the video.

Is the candidate's computer locked down?

TestReach has a Desktop Application which is similar in functionality to a browser. This is installed on the computers of all candidates who are taking remotely proctored exams. This allows computer lockdown to be turned on for any exam, which prevents access to other applications and browser windows for the duration of the test. It also ensures a very robust experience for the candidate, as a browser can easily be shut down by accident, which is not ideal when running high-stakes exams. Having the exam within a secure application also creates a better experience for candidates. In addition, all data is being saved regularly and the application minimises interruption from fluctuating internet levels.

How do proctors deal with suspicious behaviour?

TestReach proctors are trained to spot suspicious behaviour during an exam. Often when something minor happens e.g. the candidate looks two or three times to the left, then asking them to desist or requesting that they pan the camera to the specific area is sufficient to stop the behaviour reoccurring.

In the event of a breach of the rules as agreed with each customer, TestReach can then take appropriate action from questioning and investigating the issue, right up to terminating the exam. There is also flexibility to add additional time to an exam if issue investigation causes delays. It's important to note that there do not tend to be many exam breaches for professional exams, as typically there are reputational issues for candidates to consider. Usually if an invigilator spots something it is quickly investigated and resolved.

Can an invigilator stop a test and prevent a candidate getting further access to the exam?

As above, the proctor can immediately shut down the test if suspicious behaviour is spotted that, under the customer's rules, requires the exam to stop. Because the proctoring system is an integral part of the assessment solution, there is no possibility that the candidate will still have access to the assessment solution after supervision has stopped. We can be 100% sure that full access is stopped immediately.

What information is provided to the examining body if an incident arises during an exam?

All incidents that arise during remotely proctored exams are fully documented by our proctors and reported in full to the examining body. As explained above, our proctors operate on the basis of infringements, which are categorised as low, medium or blocker. All categories of infringements are discussed and agreed with

each customer in advance – so you can add new ones or move our default ones to a different level if you wish. Our approach to proctoring is very structured, where all comments, infringements, videos, etc. are fully captured in real time within the system.

Can a customer review a video?

All remotely proctored exams are recorded and the videos are held for 6 weeks before being securely deleted, unless the examining body requests otherwise (e.g. as part of an appeals process). Specific videos can be made available to customers on request.

How do you manage breaks to go the bathroom during remote invigilation?

There are a number of different ways to deal with comfort breaks. If the exam is two hours or less, most of our customers do not allow a comfort break and they make this clear to candidates in advance. Some customers take a more pragmatic approach and allow a comfort break of up to 5 minutes during an exam. In this case, the candidate must let the supervisor know when they are going on the break and the break is then timed by the supervisor. Any risk could be viewed as in line with the risks involved an exam hall, where if a candidate takes a comfort break, they could potentially have notes hidden in a toilet cubicle.

The third approach is to amend the exam paper so that there are sections with linear progression. For example, if a candidate has to answer 20 questions in an exam, two sections could be created with 10 questions in each one and linear progression can be turned on. This means that the candidate cannot start the second section until they have finished the first, and once they finish the first section, they cannot re-access it. They can then take a comfort break between sections in the exam.

How do you agree what exam protocols will be used for remotely proctored exams?

We agree exam protocols with each client and our supervisors will adhere to those protocols for the examination. We have a standard protocol document that clients can review and may use or amend as necessary. Protocols can vary a lot for exams e.g., some need high levels of security checks, where others may be open-book, and our supervisors are briefed before each exam to be sure that the right protocols are applied to each exam.

When candidates are connecting to their exam, can they log into TestReach in advance?

Candidates can log into the application to connect to their supervisor up to 15 minutes before their exam start time.