
Re: Spring Term Online / Remote Teaching - Exam Proctoring Issue Needs to be Addressed

Michael Reis <reis.michael@gmail.com>

Thu, Mar 19, 2020 at 11:47 AM

To: Chelle Batchelor <batchelorc@mail.wou.edu>

Cc: Steve Taylor <taylors@wou.edu>, Kathy Cassity <cassityk@mail.wou.edu>, Rob Winningham <winninr@wou.edu>, Hamid Behmard <behmarh@wou.edu>, Bill Kernan <kernanb@wou.edu>

Hello all,

Hope this finds you healthy and hanging in there. Thanks for pulling me in, Chelle. I'm happy to help figure out some remote proctoring solution. As some level-setting, I've attached a document that was created in 2016 when VCU's School of Business moved its MBA online and went through some conversations about proctoring options. It may be a bit dated, but it does speak to the overall categories of proctoring options.

With respect to the current challenge of efficiently ramping up remote options, if it's possible get a sense of need among the faculty, that would be the first step. This could as straightforward as a 1 or 2 question google form. Specifically, if it's possible to survey faculty as part of moving online to figure out which of the following best describes their course:

1. Course does not have a proctored exam.
2. Course has a proctored exam but I believe a browser lockdown would suffice.
3. Course has a proctored exam but I believe this exam could be effectively redesigned to not need a proctor WITH instructional design assistance.
4. Course has a proctored exam but I believe this exam could be effectively redesigned to not need a proctor WITHOUT instructional design assistance.
5. Course has a proctored exam and I do not believe it can be changed without comprising the integrity of the course.

I recognize the above may not be possible, especially with the many different priorities we're all balancing as institutions respond to COVID-19. With that in mind, other information to gather or steps to consider might be:

1. Is the current install of Moodle equipped with either SafeExam or Respondus? These are browser lockdowns; one of which I believe is free for Moodle installs, Respondus is a licensed a product.
2. Some campuses have implemented a signed honor code among their students as they move to remote instruction, with the hopes this will help create a better climate for academic integrity and in recognition that no anti-cheating solution will ultimately be perfect or comprehensive.
4. OSU e-Campus appears to be using ProctorU as its remote proctoring service. Is it possible as another public university in Oregon to either join their contract (i.e. through consortia purchasing) or to let their RFP stand in for a full RFP process?
5. Should the university elect to use an e-proctoring solution, conversations should begin now about who will ultimately bear the cost of that service. Many of these providers either charge students directly or charge the institution based on bulk purchase.
6. General redesign strategies that I've seen successfully used to reconfigure proctored exams for an un-proctored environment are moving to an open book format (usually with an increase in difficulty), using timers in exams to make it much more difficult for someone to be able to successfully look up answers if they are unprepared or unfamiliar with the answers already, and retooling assessment questions to require more unique answers that bring together principles (and would therefore be harder to fake an answer without understanding or to find a pre-written answer elsewhere). However, doing this well requires time and potentially some instructional design support, which may both be in short supply right now.

I'm happy to do some research into the different e-proctoring products available right now and see if I can get a better sense of pricing and whether or not there might be some attendant technology integration that would require some time to take place. Let me know your thoughts on the above and I'm definitely available to look for specific information or be part of talking through potential solutions.

Best,
Michael

On Thu, Mar 19, 2020 at 1:23 PM Chelle Batchelor <batchelorc@mail.wou.edu> wrote:

Hi all, I'm pulling Michael Reis into this thread. My knowledge of online proctoring systems is very limited, and I know he has expertise with this.

-Chelle

Chelle Batchelor
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On Thu, Mar 19, 2020 at 10:16 AM Steve Taylor <taylor@wou.edu> wrote:

Colleagues - I'm sure this has been discussed, but if we are to engage online /remote learning in a significant / meaningful way, we need to address the issue of exam proctoring. There are a number of ways of doing this ranging from a drop-in exam center / proctored computer lab environment to a hired contracted service by a third party vendor. I have the personal experience from my oldest daughter who has significantly engaged online learning / degree completion at several different universities, and I've been personally observing her experiences, including exam administration in a proctored environment... there are interesting and thoroughly tested best practices out there...

Any ideas on how we might address this issue both on the short-term emergency circumstance for spring term... and the longer term prospect of advancing online education at WOU in general?

s.t.

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