

EMERGING TECHNOLOGIES: REMOTE TESTING

BE PREPARED

ASPCRO

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Kelly Denny, VP Metro Institute

WHY REMOTE TESTING?

- COVID or the next COVID.
- Limited agency resources.
- Staffing priorities.
- Adding value to your program by providing convenience to your constituents.
- Cost.

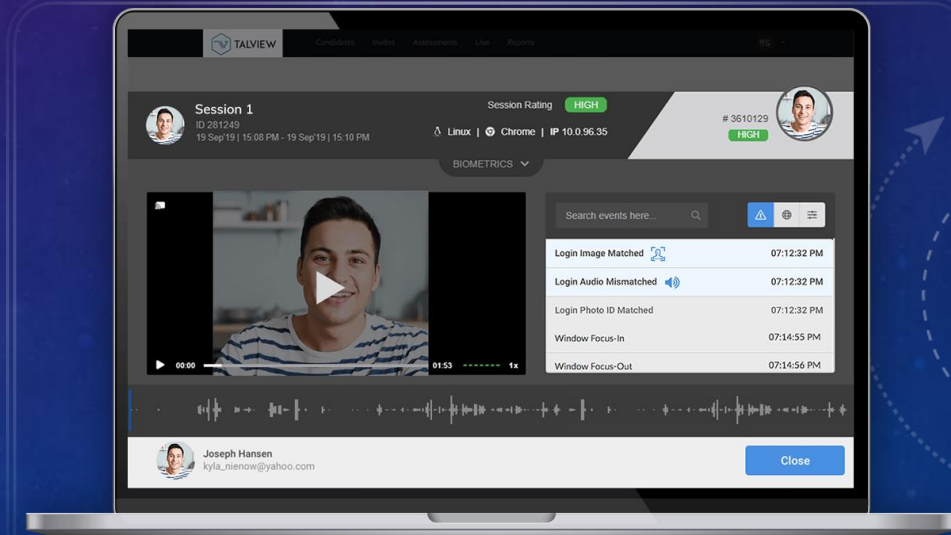
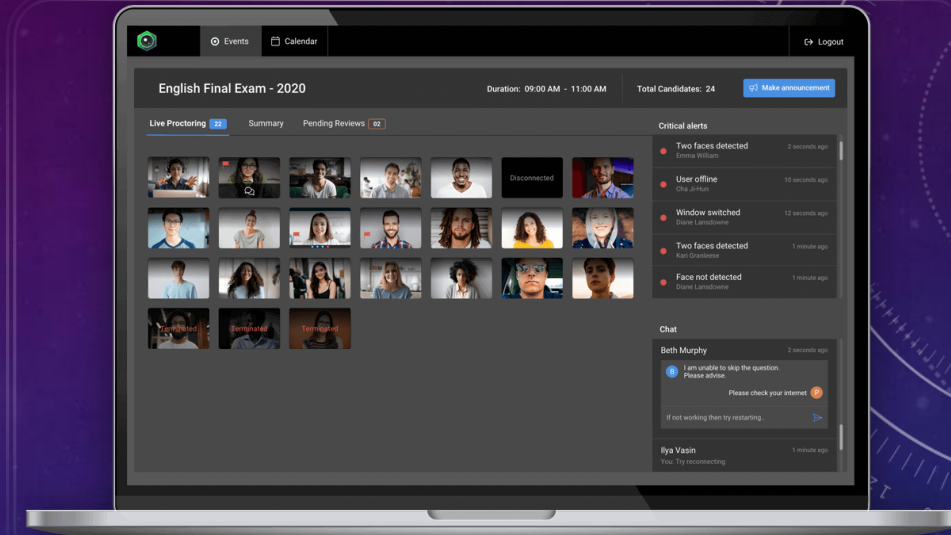


REMOTE TESTING OPTIONS

- AI only, no proctor. Generally, with mid and post exam review
- AI with live a proctor monitoring multiple test candidates
- AI with a one-on-one live proctor to candidate ratio
- AI with a live proctor with exam termination capabilities

“As the COO of a company that offers test and training solutions, I have observed that balance is key. So, when it comes to high-stakes exams, the testing solution should include a powerful feature set, such as combining elements like traditional technology, human intervention and artificial intelligence.”

Andy Dua, Forbes.com



WHAT IS THE BEST OPTION?

- It depends on your priorities
- Cost is a big factor
- Exam Security
- Candidate convenience



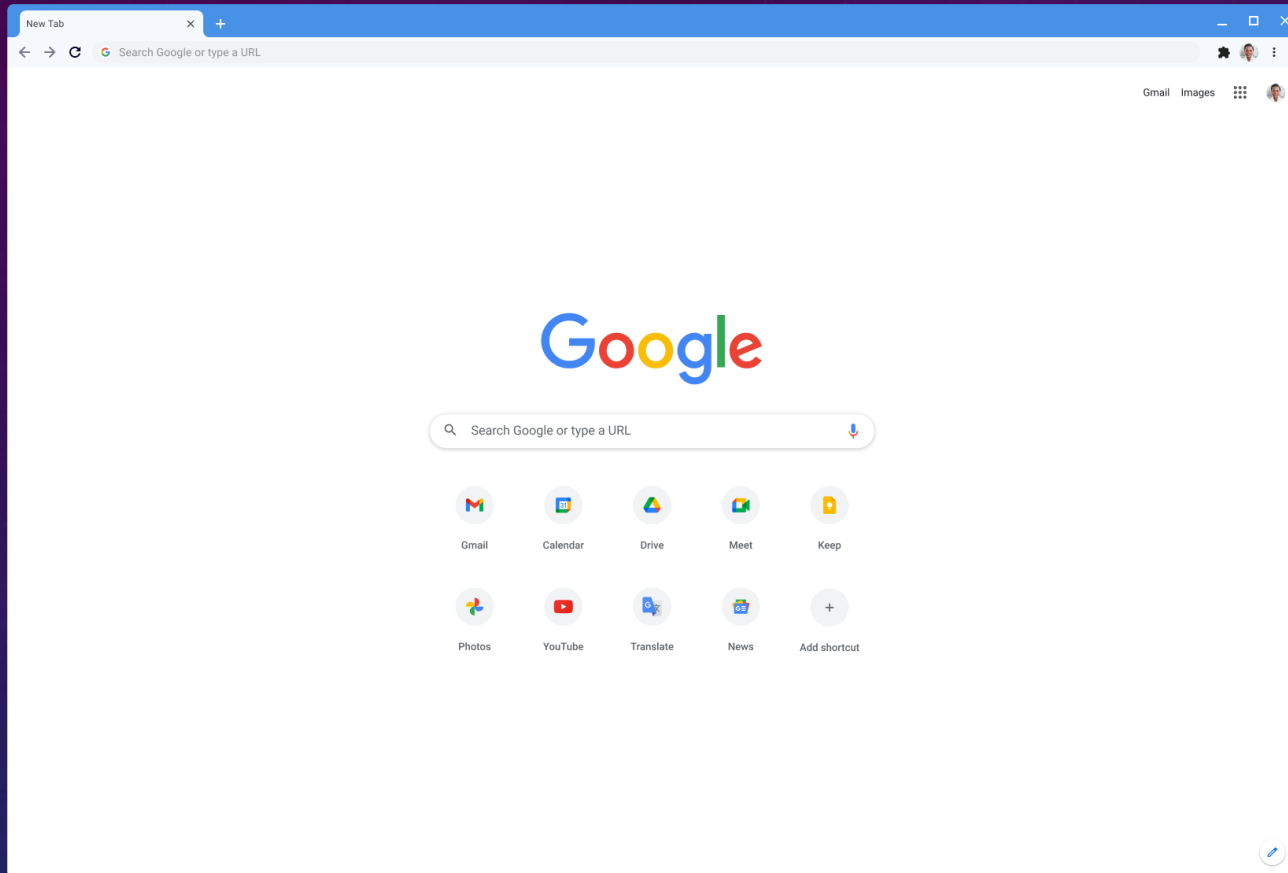
EMERGING TECHNOLOGY IS ADAPTING

Emerging technology in remote testing is being driven by the relatively new implementation in high stakes testing. Remote testing technology historically has been employed for quizzes, employment interviews and even academic examinations.

With the advent of COVID organizations and agencies that had previously never considered remote testing have turned to it as a solution to continue meeting state and federally mandated regulatory requirements.

Many of the advances in remote testing technology have come from real world experience and the obvious need to address the potential pitfalls of allowing candidates to access exams from the home or office.

I think we have all asked the question “how do you stop someone from cheating?” There are many more considerations and issues to be addressed than that obvious question and these are what some of the emerging technologies are aiming to address.



THINGS TO GOOGLE

Remote testing.....

- Privacy concerns
- Proxy testing
- Discrimination
- College petitions
- Exam anxiety
- Security
- Data Breach
- Exam theft
- Candidate Technology limitations

EMERGING TECHNOLOGY

- **Artificial Intelligence** – Monitors and flags suspicious behavior
- **Traditional Technology** – Lockdown browsers, key stroke logging, cameras and microphones
- **Human Intervention** – Live proctor monitoring and termination of exams
- **Digital Identity Management** – ID capture and facial comparison, keystroke logging, biometrics and public record challenge questions.
- **Question Rendering** – Programmatically building multiple versions of the same question.
- **Exam Forensics** – Use of algorithms to detect unusual patterns and identify suspicious testing events.
- **Monitoring Bad Actors** – Performing surveys of internet forums, websites and cheat companies.
- **Proctor Computer Access** – Proctor searches the candidate's computer for nefarious programs and proxy connections.

FUTURE CONSIDERATIONS



- What is your back up plan?
- Protecting exam data.
- Cheating versus protecting your intellectual property.
- Exam creation allocations.

CHEATING VERSUS EXAM THEFT

Cheating is bad.... exam theft is worse.

- All remote testing providers have mechanisms to flag and catch incidents of cheating.
- One solution to cheating is for the agency is to deny certification when someone has violated the rules.
- Testing providers have implemented procedures and mechanisms to help prevent exam theft. Many of these require more software and stricter rules for test takers to follow. This can limit accessibility for some testers.
- While no provider can promise 100% theft protection every step should be implemented to prevent it from happening.
- A live proctor with the ability to terminate an exam when cheating or theft is detected is a good step in the right direction.

IS REMOTE TESTING THE ONLY SOLUTION?

- Remote testing can be an effective option to deliver certification exams.
- Options, Options, Options.
- One size does not fit all for the test candidate or the agency.
- Protecting your test data should be a top concern.
- Protecting candidate privacy and personal data is paramount.
- Remote testing is not fool proof.
- No testing program is fool proof.
- Brick and mortar testing locations are a viable option, either alone or combined with a remote testing program.



BRICK AND MORTAR OR REMOTE TESTING?

Both

Remote testing can be a powerful addition to your existing testing program.

Remote testing can be reserved and implemented quickly as circumstances dictate.

Providing physical testing locations for test candidates not able to meet the technical and testing environment requirements ensures that everyone can test where they feel the most comfortable.

Having a fallback if either of these is suspended or unavailable is a good strategic move to ensure the continuity of your certification program.

Many companies have the capability to seamlessly integrate remote testing with traditional testing at high stakes testing centers. Some allow agencies to manage both options from the same administrative application.

The End

