

ACADEMIC INTEGRITY IN ONLINE TESTING

How Three Institutions Define Success



At a recent education technology conference, panelists from Delgado Community College, Northern Kentucky University, and Baylor University shared their experiences on implementing online testing solutions across campus and beyond. The guiding theme was **“What does success look like for online testing, academic integrity, and proctoring?”** Key moments are captured below (edited for clarity and brevity).



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Amanda Rosenzweig

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Which departments or schools use online proctoring the most?

Amanda (Delgado CC): Use differs by department and discipline. The health professional and STEM disciplines pretty much require every test to be proctored, whether they're open notes or high stakes exams. This is also done to protect the integrity of the questions — so they don't get into the wild as easily. Our other disciplines will often only require proctoring for the midterm and final, not every exam ... We occasionally need live proctoring for certification exams [which is done through a different vendor].

John (Baylor U): For the longest time, Baylor only offered in-person instruction. But a lot of online programs were added the last 10 years or so. We have graduate professional education programs and fully online degree programs that use proctoring solutions, primarily Respondus Monitor. Our Online MBA program uses it very heavily, as do other departments across campus. After the pandemic, a lot of our faculty discovered that they no longer have to spend class time doing examinations. They take advantage of a tool like Respondus Monitor to save class time for instructional purposes and do the testing outside of the classroom.

How is proctoring paid for at your institution?

Amanda (Delgado CC): We didn't want to put the financial burden of proctoring on our students. We went with an unlimited license for Respondus Monitor so an extra fee didn't fall on the students.

Jeff (NKU): We have been a Respondus customer for a long time. We went to an unlimited license the summer before COVID hit, so our university didn't have an extra cost or go into panic mode when COVID set in ... There was talk along the way about using a live proctoring solution. But we are a tuition-driven institution and we didn't want to put that cost

onto our students. It would make us less competitive in the market.

John (Baylor U): We also have the unlimited license since it's available to all of our colleges and schools across the university.

Editor Note: In addition to "Unlimited" licensing, Respondus Monitor can be licensed in 1,000-seat "tiers." A "Student Purchase" option is also available. Pricing is provided on the Respondus website.

What policies does your institution have for academic integrity?

Jeff (NKU): About two years ago our university became increasingly concerned about students being dishonest during online exams. The provost instituted a committee on academic integrity that has members from every college, IT, and my office [Center for Innovation and Technology and Education].

We realized there wasn't a good definition for academic integrity. The students' concept was here and the faculty's was over there. The committee had to define many of those terms, and they later put up web pages to educate both faculty and students on this.

We also learned from other research that faculty can do things to prevent students from feeling the need to cheat. That became a focus of the academic integrity committee... We created a checklist for faculty members to help reduce factors that make students feel like they need to cheat. For example, one of our biggest users of Respondus Monitor is nursing. The nursing faculty now explain to students that in order to get certified and pass the boards at the end of the program, they will need to take a test that uses Respondus Monitor, or a product just like it. This alleviates a lot of student complaints and it helps them realize this isn't just about faculty not trusting them. We all want them to do well on their certifications.

John (Baylor): Faculty are strongly encouraged to reference the honor code in their syllabus. They are also encouraged to communicate with students their expectations relating to academic integrity.

We have an Office of Academic Integrity. They chair the Honor Council, which is made up of faculty representatives. If an issue or complaint comes up, it will go before the Honor Council. They review it, and then may conduct what is, basically, a hearing with the student as it pertains to the honor code. One of our goals in the tech group is to help faculty understand the proper use of proctoring tools. Faculty will sometimes try to use [proctoring results] as hard evidence that cheating has occurred. We try to explain that exam interruptions will sometimes occur, particularly as more and more people take their exams at home. A family member might start talking to them. Somebody might start a vacuum cleaner, not realizing they're taking a test. We don't want faculty to simply rely on proctoring flags. They need to use common sense and a bit of flexibility when evaluating situations that arise.

Amanda (Delgado CC): We have an academic integrity statement in every syllabus — that's required by our college ... A very important aspect in faculty training is having conversations about how to understand the flags, how to review the exams. I tell faculty they don't have to watch videos for 500 students. You look at thumbnails, flags and the key moments in the exam. You look at grades — did they go from not doing well in the class to suddenly getting a hundred percent?

A lot of times, students aren't even aware there was a brief internet interruption during the test. They don't get a warning and [the system reconnects] without them knowing... In faculty training, we talk about using empathy, compassion and flexibility.

How does your institution define success for proctoring technologies?

John (Baylor): For us, success is a proctoring solution that is easy for the faculty to use and understand. The process to enable the Respondus solution within [the LMS] is one of the easiest things an instructor can do. We don't do a lot of training on our campus. We only have one person on our team who actually does training. We send a lot of people to Respondus for training [which is free], and we post the resources and videos from Respondus ... Ease of use is definitely a big, big factor for us.

Jeff (NKU): At NKU, success is giving faculty assurance that online testing can occur in a fair environment and that we've taken steps to prevent students from being dishonest. In some of our student surveys, we find that they worry about cheating by other students — that they won't be judged fairly

against other students who are being dishonest. This technology helps to address that.

Amanda (Delgado CC): I would say that success is defined by student and teacher satisfaction. We gather that type of data in surveys ... We recently tried to do a pilot of another proctoring application. Students in those classes were outraged that they weren't using Respondus. That feedback says a lot ...

Adding to [Jeff's] point, students will tattletale on other students because they get upset that their hard work is not being recognized when other individuals [are cheating]. I feel that when students have academic dishonesty or testing violations, it's often out of a desperate need of the moment, not because they're not capable of doing the work [honestly].

Why LockDown Browser and Respondus Monitor?

Amanda (Delgado CC): We've been with Respondus around 15 years, and as our faculty needs have changed, Respondus has changed along with us. For instance, they now have a lot of integrations with publisher platforms [which are covered by the same license].

John (Baylor): We don't push products. It's almost always driven by faculty requests. When we are asked, "Hey, do we

have some sort of proctoring solution?" we tell them about Respondus. We also make sure they know where to get the training and support they need. We don't need to do a lot of in-house support for Respondus. We rely on their support, the [live chat], the resources they offer, all the videos and live training sessions. From our perspective, adoption is really easy. It's like, yeah, here's where you go, now go have fun.

Online Proctoring with Respondus

Each year hundreds of millions of exams use [LockDown Browser](#) and [Respondus Monitor](#) to protect academic integrity at over 2,400 educational institutions. Respondus applications work seamlessly with assessments delivered in LMS and publisher systems, including Blackboard, Brightspace, Canvas, Moodle, McGraw-Hill ALEKS, and Pearson MyLab.

Continued Reading

- [Why Colleges use Respondus Monitor \(or Switch to it\)](#)
- [Respondus Has You Covered](#)
- [How Ole Miss Selected an Online Proctoring Solution](#)
- [What is Respondus doing about ChatGPT?](#)
- [One Technology, Lots of Flexibility](#)