

Online Proctoring: Key Considerations for Campus Administrators



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The growth of online proctoring requires campus administrators to address a range of issues, including course modalities, costs, academic integrity policies, and faculty training. Respondus hosted a panel session at the EDUCAUSE annual conference to discuss these topics. Key moments are captured below (edited for clarity and brevity).

What drove the growth of online proctoring at your institution?

Jinny: Our use of remote proctoring at University of Mississippi emerged as a result of the pandemic. Previously, all of our online classes required students to come to a testing center at least once during the term for an exam. That requirement has since been lifted with the adoption of online proctoring.

Jeff: Northern Kentucky has been using LockDown Browser and Respondus Monitor for years. We had always offered it as a means to deter students from cheating. Use of the tools

grew organically, and over time we've reduced the number of Scantron tests by switching to online assessments and LockDown Browser. Luckily, we had an unlimited license for both applications before the pandemic.

Jonathan: Miami-Dade has also used LockDown Browser and Respondus Monitor for years. When the pandemic started, we were able to transition seamlessly to remote testing. Through online proctoring, we've been able to offer more competitive enrollment options for students.

What is the importance of flexibility when it comes to your online proctoring solution?

Jonathan: We want to offer instructors and students a variety of options for online testing. We use Respondus Monitor for remote proctoring, which was deployed in over 4,000 courses last year. We also have eight testing labs where LockDown Browser is used. The Instructor Live Proctoring option is also being used [where instructors watch students with a video conferencing system during an exam, while LockDown Browser prevents cheating on the student's computer]. Some faculty will have students take exams in their office with LockDown Browser. Respondus applications are great in terms of flexibility.

Jinny: We want our faculty to know it's really up to them on how to deliver their exams, and our role is to support the various options. Not only is remote proctoring used with our fully online students, but some instructors of face-to-face classes choose it for their assessments. This allows classroom time to be used for instructional purposes and has students take assessments on their own time. Some faculty use LockDown Browser in classrooms. Even in classes of, say, 120 students, it's easy for instructors to monitor the class if students are using LockDown Browser.

How do you educate staff and students on your academic integrity policy?

Jeff: We worked with our Dean of Students to create an academic integrity website with educational resources for students and faculty. It's important that faculty and students get on the same page about what cheating is. Students have long been in the habit of whipping out a phone to find an answer to a question. It's important that professors state up front what they consider to be cheating or academic dishonesty for that class. In our nursing classes, we explain to students that one reason we use technology like LockDown Browser is to prepare them for their state licensing exams, which uses similar technology. We want them to be successful in their careers.

Jinny: We try to educate students about academic integrity, but we also push our faculty a bit to rethink their testing practices. The 50-question multiple choice test they did with a Scantron prior to the pandemic isn't necessarily the best way to assess students with online testing.

Jeff: One of the things we learned along the way is that faculty need to be educated on how to report cheating. This process needs to be clear at the policy level.

How have Respondus pricing models enabled you to scale online proctoring?

Jeff: At Northern Kentucky, the university funds LockDown Browser and Respondus Monitor. We cannot pass on costs and still be competitive in our market for students.

Jonathan: The university absorbs the cost, which is great for students. It works out to about 25 cents or less per exam for Respondus Monitor, which is very reasonable. By comparison, we also work with a live proctoring vendor,

where the price is at \$18.50 [per exam]. Price is definitely an important factor when it comes to proctoring.

Jinny: Prior to the pandemic, if a student needed remote proctoring, the cost was anywhere from \$18 to \$40 per test. We don't want that to be a burden for our students, so it was a conscious decision to absorb the cost for proctoring services.

What advice would you give other administrators about online proctoring?

Jinny: We ultimately want students to be able to demonstrate mastery of the content. We look at remote proctoring as a transformative experience for us -- to expand the pedagogical approaches and the way we offer instruction to both online students and our face-to-face students.

Jeff: Always ask faculty to provide a practice test. This gives students a chance to get comfortable with the technology.

Jonathan: Be sure to create an environment of support and collaboration. We need to learn from each other in this industry, even from vendors. We have been very appreciative of the support Respondus has provided. There's always a way forward, as long as you have the support structure in place and you're there willing to train faculty and adapt.

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. Over 60 certification and assessment companies additionally "white label" Respondus technology for their own systems.

Continued Reading

- [One Technology, Lots of Flexibility](#)
- [Our Commitment to Accessibility](#)
- [Respondus Monitor: Data Privacy Overview](#)
- [Instructor Live Proctoring](#)
- [Respondus Technology Partners](#)