

# SELECTING AN EXAM PROCTORING SOLUTION

## FIVE FACTORS THAT LED THE UNIVERSITY OF TEXAS AT ARLINGTON TO SELECT RESPONDUS MONITOR



The University of Texas at Arlington offers an extensive catalog of online courses and more than 30 fully online programs. In 2013, they selected Respondus Monitor® for its automated proctoring solution which uses webcam and video technology to prevent cheating during online exams. Several factors led to UTA's choice of Respondus Monitor, as well its rapid adoption over the next four years.

### COMPETITIVENESS

Universities face increasing pressure to offer students a learning experience that fits their schedules, budgets, and lifestyles. Administrators at UTA knew it wasn't reasonable to ask students in fully online courses to travel to campus for their examinations. What they needed was a scalable, cost-effective solution that let students take tests online, but still maintained the integrity of the examination process. As UTA looked to grow its fully online programs, they determined that online proctoring was going to be an important piece of the puzzle.

### EASE OF USE

UTA recognized that for their proctoring solution to be a success, they needed broad acceptance by both students and staff. Respondus Monitor ranked high on that requirement because it integrates seamlessly with learning management systems. There are no third-party websites to deal with, no registration steps for instructors or students. Several faculty at UTA gave the new system a try, and word quickly spread to other instructors. The proctoring results include automated flagging that are then compiled and ranked according to the risk that exam violations have occurred. Students like the convenience of Respondus Monitor: it enables them to take exams from home, and eliminates the need to schedule proctoring appointments ahead of time.

### COST

UTA administrators were committed to keeping student fees down, so requiring students to use an expensive, live proctoring service was unacceptable. Respondus Monitor enabled UTA to meet key goals (prevent cheating during online exams, ensure a level playing field for students, and instill instructor confidence in online testing) all at a fraction of the cost of live proctoring. In the early years, "tiered" pricing for Respondus Monitor allowed UTA

In the 2018-2019 academic year, students at UTA completed

**170,000**

exams using Respondus Monitor

at an approximate cost of

**\$0.25**

per exam.

to add seats at a pace that paralleled the growth of their online program. As usage increased, a switch was made to "unlimited" pricing which allowed UTA to obtain cost equivalency of about 25 cents per exam – less expensive than print-based exams.

### X FACTORS

In any initiative, UTA administrators look well beyond the features of a technology before selecting it. Key considerations include security, scalability, accessibility, and student privacy. Respondus anticipates these requirements and offers universities detailed technical documentation and third-party evaluations of Respondus Monitor. This paves the way for a successful pilot, purchase, and rollout.

### CONSISTENCY

UTA wants students to have a consistent technological experience across online courses. They achieved this goal by deploying a single solution for automated proctoring of online exams. An added benefit is that it streamlines training, user support, and the technical integration with the LMS – critical but often overlooked aspects of software implementations.