Respondus®

Why Colleges use Respondus Monitor® (or Switch to it)

We aren't fans of product evaluations that rely on feature checklists. They tend to focus on quantity over quality – the individual threads, rather than the woven fabric. When we ask customers what they most like about Respondus Monitor, they mention the everyday things that Respondus (the company) does well. That's at the center of what differentiates Respondus Monitor from other proctoring systems.

No Fake Features

Respondus doesn't promote easy-to-bypass features that claim to catch students cheating with mobile phones. We don't say our technology enables a person to live-proctor hundreds of exam sessions simultaneously – and "drop in" on students when cheating occurs. What Respondus Monitor excels at is providing instructors the features they want, with proctoring results that are both meaningful and actionable.

Respondus Vision™

Our computer vision technology is the heart and soul of Respondus Monitor. We don't use out-of-the-box systems developed for other industries. Our machine learning models are trained for proctoring environments, with a laser-like focus on reducing false positive flags. Respondus Monitor is continuously tested to ensure that age, gender, skin tone and other factors don't impact the proctoring results.

LockDown Browser

All Respondus Monitor proctoring sessions run atop LockDown Browser, which is the gold standard for locking down a computer or device during an online exam. LockDown Browser isn't a browser plugin that's easily circumvented by students. It's a native application for Windows, Mac, Chromebook and iPad that's trusted by thousands of universities to secure hundreds of millions of online exams each year.

Accessibility

"Wow, that's impressive." We hear that phrase a lot regarding our approach to accessibility. Respondus doesn't just target the minimum for regulatory requirements. Our audits and VPATs are produced by third-party accessibility firms every 6 months. We also work with the major accessibility tool vendors to ensure seamless compatibility between our respective applications.

respondus.com/monitor

5-Star Support

All proctoring companies offer 24/7 support, but the similarities end there. Students can access a live-chat agent within Respondus Monitor itself, with an average wait time of 24 seconds. For support tickets opened by a license administrator, the average time for a written response is 22 minutes during daytime hours. That's why 97% of users select the highest rating to describe their support experience with Respondus.

Training by Respondus

The training team at Respondus has helped tens of thousands of instructors get up and running with online testing and remote proctoring. Training videos and resources are available within the Respondus Monitor application. Live training webinars can also be joined throughout the month, with custom trainings available upon request. Instructors can even set up a one-on-one call with a Respondus Trainer – all free with your Respondus Monitor license.

Low, Transparent Pricing

Respondus is the only proctoring company to publish its pricing. Flexible licensing options allow institutions to start small and grow their usage over time. Universities with unlimited licenses pay, on average, 25 cents per proctoring session. That's less than the cost of a paper exam.

No Contract Lock-in

A frequent complaint we hear from institutions using a competing system is that they're locked into a multi-year license. Respondus doesn't use discount gimmicks to secure long-term contracts. We achieve 95%+ annual renewal rates because of the quality of our product and service. It motivates us to always do our best.

Easiest Company to Work With

It's delightful to hear customers say "Respondus is the easiest edtech company to work with" and "Respondus provides the best training and support in the industry." Respondus account managers work with the same institutions year after year, providing a single point of contact and a deep understanding of the customer's needs.

Continuous Innovation

As a founder-led company with no outside investors, invention and innovation are in our DNA. It's what drives us to solve problems and make things better. Our product team is grounded in science and guided by customer feedback. The result is a continuous stream of product enhancements that address exam integrity in meaningful ways.

> We use Respondus tools across the board – in all types of courses and programs – to protect online exams. Respondus Monitor is so easy to use and has so few demands on our help desk – in fact, very few faculty don't use Respondus applications!

Ruben Zamora
LMS Development Manager
Center for Online Learning and Teaching Technology
University of Texas of the Rio Grande Valley

> Faculty who never previously used online examinations have told us Respondus Monitor completely changes how they will provide assessments in the future. They love the convenience, ease of setup, and the flexibility it provides their students.

Steve Kaufman
Senior Instructional Designer
University of Akron