

ONLINE PROCTORING FOR THE ENTIRE CAMPUS

UNIVERSITY OF ARIZONA

INSTITUTIONAL PROFILE:

Location: Tucson, AZ

Control: Public, Land-Grant University

42,236 Enrolled Students

 **Nearly 30%** of students enrolled in some **online/distance education**

A CENTRALIZED PROCTORING SOLUTION FOR LARGE-SCALE, ONLINE PROGRAMS

As a large, public university with a significant number of online learners, University of Arizona needed to deter cheating within its high risk online exams. Business, nursing, and other programs with specialized accreditation requirements for academic honesty and integrity required a centralized remote proctoring approach. Prior to starting a competitive request for proposal process, University of Arizona had relationships with more than five distinct online proctoring vendors, each with varying levels of adoption at the individual class, faculty, and program levels.

Dr. Vincent Del Casino, Vice Provost for Digital Learning and Student Engagement, pushed hard for a centralized approach when building out University of Arizona Online, and advocated for a solution where students did not have to pay a fee for each proctored exam. In addition to creating a set of detailed, technical requirements for a proctoring solution, the university carefully examined its own policies and practices surrounding academic integrity. This high level of introspection helped ensure that the selected vendor would be the best fit for students, faculty, administrators, and accreditors alike.

From a handful of solutions considered, University of Arizona selected Examity primarily for its support of multiple types of remote proctoring. The university viewed this as an important feature to allow the highest degree of academic freedom to faculty, while at the same time ensuring students did not pay a premium for the online proctoring experience.

EDUVENTURES
INSIGHTS

TECHNOLOGY
VOL.2 ED. 2

TRAINING AND SUPPORT IS AS IMPORTANT AS THE TECHNOLOGY ITSELF

University of Arizona refused to take on an investment in technology without a parallel investment in personnel for support, even though the technology solution would be delivered entirely in the cloud. Staff from the institution exclusively supported the rollout of Examity across campus in coordination with a dedicated account manager from the company. Having internal champions dedicated to the success of the implementation was just as critical as having a responsive product development team on the part of the vendor.

Integration with existing technology was paramount to the success of the proctoring solution. For example, Examity learned a lot about the idiosyncrasies of the university’s learning management system (LMS) during the course of the implementation project. A complex combination of integrated assessments from ALEKS, Pearson, and McGraw Hill required the Examity solution to support multiple vendors, including on-premise and cloud-based integrations.

ONLINE PROCTORING AS A STEP TOWARDS AN ENTERPRISE INTEGRITY SOLUTION

Starting with the largest group of users at the institution—the math department—the university hosted sessions jointly with Examity to collect feedback on the company’s product and services. These sessions opened the door to ongoing conversations about programmatic changes including the selection of which courses and exams truly require different types of remote proctoring, such as fully live or record and review. While the University has an unlimited subscription to Examity’s SaaS-based automated proctoring solution, record and review is set as the default mode of proctoring for all courses in order to reduce overall costs. Otherwise, faculty can selectively opt for fully live proctoring if the exam demands it.

University of Arizona staff sees the online proctoring and authentication tools provided by Examity as a central piece of its holistic integrity solution. Policy at the institution gives faculty a lot of flexibility to define their own rules for academic integrity. Determination of cheating is left to the discretion of instructors and department heads; the proctoring system only flags students for rules violations which are then referred to faculty directly for action. Post implementation, faculty reported catching more instances of cheating than prior to using Examity.

What was the vendor selection process like?

- Thorough discussion of the needs of multiple stakeholders across all departments affected, resulting in a 480 line-item requirements document
- Clear expectations with faculty and academic sponsors as to their role within an academic integrity solution, including escalation rules when cheating is suspected
- Only nine months from request for proposals to full implementation

What was the scope of the implementation?

- 90 classes, mostly introductory-level, across a broad range of fields, ready to use online proctoring from Examity by Spring 2016
- Multiple instructors per class, and over 3,000 students using the product during initial launch
- Upcoming roll out of a proctored math placement exam impacting 8,000 students every year

What are the fees to students?

- **No additional costs to students for proctoring**
- Students already pay an online course fee of \$50, a portion of which covers online proctoring

University of Arizona acquired a universal license to use Examity for authentication for all courses, and will pursue implementation after the initial year of online proctoring has concluded. Next steps in the Examity roll-out include better integration of the company's authentication products with the school's database of photo identification. Since photo verification is a required step in enrolling students for online proctoring, having official photos loaded into Examity will speed adoption of the authentication solution.

ABOUT EDUVENTURES

Eduventures is the leading research and advisory firm focused exclusively on analyzing the forces transforming higher education. Building on twenty years of success in working with education leaders, Eduventures provides forward-looking, actionable research based on proprietary market data and advisory services that support both strategic and operational decision-making. Our recommendations and personalized support enable clients to understand the top traits of leaders in critical disciplines and to evaluate the opportunities presented by new technologies.

More about Eduventures can be found at www.eduventures.com.



@eduventuresinc



@eduventures



/company/eduventures