



examity[®]
BETTER TEST INTEGRITY.

Online Proctoring for Certification and Licensure Programs

Frequently Asked Questions

Considering online proctoring for your programs? You're not alone. As a growing number of licensure and certification programs move beyond the test-center model to expand candidate access and flexibility, demand for solutions that ensure the security of online assessments continues to accelerate. And at Eximity, our online proctoring capabilities not only securely protect your content and test integrity, but also set a solid foundation for future growth and expansion.

Not sure where to begin? Below we've provided a list of the most frequently asked questions from our certification and licensure partners, along with informative answers to set you on the right path to a successful online assessment program.

General Information



What types of proctoring do you offer?

We offer two approaches to online proctoring: automated and live. Within these approaches, partners may elect a Standard or Premium design. And while both levels are quite similar in methodology and overall effectiveness, there are significant trade-offs between live and automated proctoring, beginning with their respective security and service levels.



Live Proctoring:

Considered the most secure approach with a superior level of service for high-stakes assessments, our live online proctoring solution utilizes a human proctor for authentication and exam monitoring. This modality begins with ID validation and a 360° sweep of the exam environment. As an administrator, you can select Live Premium proctoring, where the proctor can comment, flag, or troubleshoot in real time during the exam. You may also opt for Live Standard, where the exam session is recorded and a proctor will review the session after the exam is submitted. For quality assurance purposes in both Premium and Standard, our auditing team will watch a recording of the exam session before releasing audio, video, and analytics to the dashboard, for quality assurance purposes.



Automated Proctoring:

Automated proctoring begins with a three-part auto authentication process, including an ID Check, challenge questions, and a digital signature match. After authentication is complete, our software takes over to capture audio, motion, and systemic changes to identify aberrant behaviors. As with live proctoring, we offer Standard and Premium levels for this solution. The difference? In Premium, our auditing team will review a recording of the exam session before releasing the audio, video, and analytics to the dashboard. In Standard, the exam session video is released without a human audit.



How do you protect test content?

There are three key components Examity deploys to protect your exam content: people, technology, and process. Our highly trained staff, rigorously tested security software, and robust procedures have been developed and proven through our experience proctoring more than two million exams annually. Below, we've highlighted our proctoring protocols that come standard with Live Proctoring – Premium.

Test Set-up: Should the testing platform you select support such capabilities, testing will begin with APIs to pause and exit the test remotely, allowing proctors to control the exam environment and keep the content secure in cases where the candidate is disconnected from the session.

Multi-factor Authentication: Multiple stages include human ID verification, photo comparison, challenge questions, and a digital signature before the assessment begins.

Environmental Scan: A thorough desk and room scan confirms that the testing area is 100% clear of prohibited materials.

Real-time Intervention: Examity proctors follow precise rules to ensure every test-taker adheres to the exam instructions. If suspicious behavior is observed or a rule is broken, proctors can engage in real time to address prohibited behavior and a new environmental scan may be requested.



Who are your proctors? How are they trained?

Even before proctors begin work at Examity, they are subject to an intensive screening process. This includes interviews by our senior team members and proctoring leads, background checks, and comprehensive training with two distinct objectives in mind: security and service. This level of detail is designed to provide test-takers with the best support and supervision available prior to, and during, exam launch.

Proctors must:

- Hold a college degree
- Have completed online courses
- Maintain advanced technical skills
- Possess strong communication skills

Once hired, all proctors enter into a training program which includes coursework on the proctoring and data management processes, as well as training in privacy, data security, professionalism and customer service, documentation and elevation protocols, and the proper use of all Examity software and tools.

Online Proctoring & Your Program



What test platforms do you work with?

Eximity is already integrated with many of the industry's leading platforms, and through API, can easily integrate with all others. And with Eximity's single sign-on, the need for additional usernames and passwords is eliminated. Both test sponsors and candidates will access Eximity through pre-established credentials from the test delivery platform.



What proctoring solution is best for my program?

One of the key advantages of working with Eximity is that you may select the proctoring modality that best fits your needs. This means that as needs change, Eximity will change right with you.

All of this is to say that what approach is best for you really depends on how you have built your program and how you classify each assessment. For low-stakes, pre-employment and continuing-education programs, many clients opt for automated proctoring. For high-stakes assessments, licensure exams, and certifications that matter more, our partners typically prefer the elevated level of service and security that only live proctoring can provide.



How long does it take to transition to an online proctoring model?

The implementation process varies based on your program criteria. Simple programs can be established in as little as six to eight weeks, whereas more complex programs will require a more in-depth planning strategy and implementation process. However, as you consider building online proctoring into your program, you should also take into account other timeline components, such as candidate and stakeholder communications, as well as back-office support requirements.

Candidate Experience



What's an average candidate-to-proctor ratio at Eximity?

Eximity is proud to lead the industry with an average candidate-to-proctor ratio of 2:1. We achieve such a low proctor ratio by leveraging our team of more than 1,000 proctors, and Eximity will never change proctors during an exam. This methodology ultimately delivers a greater level of security and continuity, along with a more customer-focused and high-touch candidate experience that will always remain true to your brand.



What protocols do you have in place to protect candidate privacy and security?

Our privacy and security process involves capturing the minimum amount of personal data possible while still enabling accurate candidate authentication. The specific personally identifiable information (PII) requested for each candidate is limited to only what is required to fully authenticate them at exam time. This typically includes their first name, last name, email address, and a government-issued photo ID.

To protect the confidentiality of this PII, and the candidates' privacy, we employ a range of industry-recognized best practices and information-security controls, including data masking, obfuscation, fine-grained access permissions, and strong encryption (both in transit and in storage). We regularly monitor privacy legislation and regulations from around the world, investing heavily in continuous testing and the refinement of our security controls and architecture to ensure we remain compliant – and more importantly – confident in our ability to protect candidate privacy.



How can I set up my candidates up for a successful proctoring experience?

To help limit any surprises or delays on assessment day, advise your candidates to proactively prepare ahead of time, limiting any potential obstacles – both technical or regulatory – that they could otherwise experience over the course of the exam. And while our live proctors are IT experts trained in customer service to help students navigate the process, we will provide you with consultation on best practices and specific verbiage to share with your candidates based upon our experience from delivering more than two million exams per year. For example, test-takers should always:

Check the Rules: Be aware of exactly what is and isn't permitted during their assessment.

Prep the Test Area: Find a quiet, isolated area in which they will not be disturbed.

Use a Hardwired Connection: WiFi may be more convenient, but a direct internet connection is best.

Test Computer Systems: Always run a computer-system check before assessment day to ensure compatible technology.



What about candidates who require accommodations?

At Examity, we present a streamlined process to add special accommodations for specific candidates. In just a few clicks, administrators can add them either at the program, exam, or candidate level. Accommodations can include, but are not limited to:

- Exam time extensions
- Assistive technology requirements
- Having a service animal in the testing area
- Having a scribe or reader in the testing area

Program Administration



What are some of the things I should consider when transitioning my programs from on-ground test center to online test delivery?

At Eximity, we understand every program is different and unique to your organization and mission. However, as you begin to build your programs for online delivery, we recommend you check off as many these attributes as possible as part of your discovery process:

- ✓ Establishing escalation procedures
- ✓ Setting proctoring rules
- ✓ Developing an incident report review process
- ✓ Identify the best delivery platform for your needs
- ✓ Determining timing for implementation and platform integration
- ✓ Creating a post-exam survey to collect candidate feedback and identify opportunities for continuous improvement



What type of account support does Eximity provide?

We ensure program administrators receive real-time assistance on any issues or concerns from an account management team that gets to know the client team and understand client programs. From the very beginning, all Eximity clients are assigned a designated account manager who facilitate support during both normal and non-traditional hours. From implementation and training to heavy-testing periods, your account manager will be with you for any and all ongoing support throughout the entirety of your contract. We do this because we believe that a strong relationship with open communication yields the best results.



What does the reporting look like? How are cheating incidents addressed?

All proctoring results, including all audio/video and flagged violations, receive a full audit* from our highly trained team before being shared with the organization. Administrators do not have to review each exam session. Eximity's dedicated account manager will deliver all 'red-flagged' exams directly to the client. These exams will have a full, time-stamped report and have been audited by our team for maximum accuracy.

Once Eximity has provided this information, it is solely the responsibility of the instructor or administrator to determine if a cheating incident has occurred. All red flag videos are available for one year and can be delivered upon request with proper authority.

Other types of reporting are also readily available in our partner portal, which includes, but is not limited to: test summaries, average wait and launch times, exam counts, and test-taker evaluations.

*Human audits are only available in our Automated Premium, Live Standard, and Live Premium Proctoring solutions.

Contact Us

Interested in Learning More?

While our intention was to provide you with the most informative and helpful guide as possible, we understand you still may have questions. For further information about any of these items or to learn even more about our online proctoring solutions, you may contact Examity at:

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