Honorlock

Comprehensive Guide To Online Exams

Best Practices, Mistakes to Avoid and Technology to Prevent Cheating

Online exams are a great alternative to traditional in-person assessments because they're flexible and efficient. However, online exams can be full of pitfalls and serious challenges if you're not well prepared.

In this three-part guide, we'll cover everything you need to know to create effective online exams that allow your students to show what they know, prevent cheating and protect the academic integrity of your programs.

Part 1: Best Practices

Building effective online exams doesn't have to feel like homework. Whether you're new to teaching online or have experience, these best practices will ensure the best online exam experience possible while maintaining academic integrity.

Part 2: Common Mistakes To Avoid In Online Exams

From not detecting cell phone use and preventing internet access to unsecured student ID verification, these common mistakes can make or break your online exams.

Part 3: Technology To Prevent Cheating

What technology is needed to prevent academic misconduct and protect the integrity of your online exams?

PART 1

Best Practices

Teaching online can be a daunting task for instructors whether they're an experienced online instructor or teaching an online course for the first time.

With all of the new processes and technologies, many instructors feel overwhelmed and uncertain of the effectiveness of their online exams.

Tips To Improve Your Online Exams:

▶ Provide Practice Tests

▶ Limit Access To Certain Information

▶ Use Question Banks

▶ Observe Student Behavior

▶ Review & Optimize Exam Settings

Provide Practice Tests

No matter how long you've been teaching online, it's important to remember two things:

1. **Online exams may be new to your students**
2. **This may be their first time using your platform for online exams**

Practice tests are a great way to make sure that students understand how to use the online testing platform and your expectations for online exams. By the end of the practice test, students should be comfortable with the technology and confident for their first real online exam. If the exam is proctored, it may also help alleviate some of the anxiety associated with a proctored exam.

TIP

When you create your practice tests, use a format that is similar to that of your actual tests and quizzes.

▶ If students will be timed in a real test, time the practice test
▶ If you'll include both multiplechoice and essay questions in the real test, use both question types in the practice test

Limit Access to Certain Information

With any online exam, you need to ensure that students don't have access to content that will compromise the integrity of the assessment, such as online test banks.

However, there may be certain information you want to provide access to that is beneficial to complete the online exam.

You need to ensure that students aren't locked out of information that is essential to solving a problem but doesn't need to be committed to memory. For example, figures and tables or authorized websites needed to effectively frame and answer questions should be provided in the testing and proctoring software. This helps students focus on solving a problem rather than remembering models.

Use Question Banks To Mix Things Up

One of the best features online exams have to offer is the question bank—a solution that helps you keep your students on their toes, make sure they're engaged with the content and mix things up from student to student.

TIP

Create more questions than actually needed for the exam

- ▸ If your exam has 30 multiple-choice questions, create 40.
- ▸ By creating additional questions, the system will randomize questions pulled for students so that there are no identical tests

Observe Student Behavior

If you've ever created materials for online learning, such as exams or assignments, you know that what you intend and what students perceive is not always aligned. This means that students can miss cues you might have felt were obvious. It's crucial to review items such as the student usage logs and watch the online exam videos if recorded. By reviewing and performing a quality check, you'll better understand how your testing expectations are interpreted, which allows you to revise and improve in the future.

Review & Optimize Your Exam Settings

While you may not have control over a student's environment during the online exam, online proctoring provides many customizable settings to ensure success.

Examples:

▶ **Only Display One Question At A Time**
Choosing to only display one question at a time has a dual purpose: It makes it more difficult for students to screenshot or copy online exam content and saves their progress after each question.

▶ **Randomizing Questions And Disabling Copy/Paste**
By randomizing your online exam questions and removing the ability to copy and paste your content, you're protecting your test questions and course content.

Ultimately, you can choose what works best for you and your students by getting to know the features and what they do. And, once you've chosen your favorites, remember to review them every time so you know you'll get the results you want from your assessment.

Provide Accommodations For Specific Students

Providing an accessible online exam to students is crucial for their success. In Honorlock's online exam proctoring Accommodations section, you can specify accommodations for specific students, for example:

▶ **John Doe is allowed to use multiple monitors**

▶ **Jane Doe is allow a 5-minute restroom break**

▶ **John Doe does not have a Photo ID, please bypass ID verification.**

You can also use your learning management system to manage online exam availability, time extensions, number of attempts, and extended due dates.

Request Feedback

Encourage students to provide you with genuine feedback about your online exams.

TIP

Be objective and truly listen to the feedback given by your students. Use their feedback in a constructive way to improve your online exams.

Common Mistakes To Avoid

Each year, more institutions are offering online exams to their students. While online exams are flexible and efficient, students can also access more technology and devices, making it difficult for instructors to protect academic integrity in an online testing environment.

With these tips in mind, instructors can avoid common mistakes to help protect academic integrity and ensure a fair testing environment for all students.

Avoid These Common Online Exam Mistakes:

- ▶ Not Detecting Cell Phone Use
- ▶ Not Removing Exam Questions From The Internet
- ▶ Not Checking For Study Resources And People In The Room
- ▶ Not Monitoring Exams In Real-Time
- ▶ Not Verifying The Student's Identity Before The Exam
- ▶ Watching The Entire Online Exam Live

1. Not Detecting Cell Phone Use

Students have seemingly endless ways to access the internet, such as cell phones and tablets, which makes it easy and tempting to cheat on your online exams.

How do you ensure that students aren't using other devices to access the internet during an online exam?

Unless you have technology that can detect the use of external devices, you can't be entirely certain. Students need to be aware that if they attempt to use a cell phone or another external device, such as a tablet, during the online exam, it will be detected, and they can be penalized according to the instructor.

2. Not Removing Exam Questions From The Internet

It's frustrating for instructors to find their online exam questions on unauthorized websites. Test bank websites were initially aimed to provide learning support materials, but regardless of their intention, they make it quick and easy for students to find and share your online exam questions.

TRY THIS

Google search a handful of your online exam questions

You may be surprised at the number of your exam questions that are on the internet without your permission.

Instructors need smart technology that provides them with confidence that their online exam content isn't being used on the internet, prevents them from having to continually create new exam questions each semester, and ensures institutions are protecting academic integrity and reputation.

3. Not Checking For Study Resoures And People In The Room

Online exams are convenient because students can take their assessments at any time from any location with internet access, but they also provide an opportunity for students to access other resources. Resources can include class notes, textbooks, or even a knowledgeable friend in the room.

How can you prevent students from using other resources?

The best way is to use <u>online exam proctoring</u> that allows you to require a student to scan the room using their webcam before taking the assessment. This gives instructors peace of mind and verifies that the student is alone in the room and doesn't have their notes or textbooks available during the online exam.

4. Not Monitoring Online Exams in Real-Time

Many online proctoring companies offer on-demand services via a record-and-review model. While this model may help identify academic dishonesty, it's time-consuming and can take days for reports to be sent to the instructor, which means that the student is only penalized *after* the online exam.

Are you only relying on a record-and-review model to proctor online exams?

By providing online proctoring with real-time monitoring, you can <u>prevent cheating before it happens</u>. An online test proctor can intervene as incidents occur, resolve issues, and help students get back on track.

5. Not Verifying The Student's Identity Before The Exam

Before a student begins your online exam, you need to verify their identity.

How can you verify the student's identity in an online proctoring format?

You need a secure online proctoring system that quickly captures the content on the student's ID along with their photo so you can be sure the student taking the online exam is the student getting credit. There are differences among online testing and proctoring systems, but essentially, to verify the student's ID, the webcam is used to capture an image of both the student and their photo ID. When the system confirms that the student and ID match, the student can begin the online exam.

Did you know that for some programs, ID verification is required by law?

The federal government's 2008 Higher Education Opportunity Act requires higher education institutions receiving Title IV funding to verify the identity of enrolled online students by at least one of the following methods:

1. **Proctored online exams**

2. **A secure login and password, such as a Learning Management System**

3. **New or other technologies and practices which verify identify**

"Many institutions simply opt for secure student login and password credentials through their Learning Management System (LMS). While this meets federal regulations, basic LMS credentials are not an effective combatant or deterrent against academic integrity violations."

– Termini and Hayes, Student Identity Verification Tools and Live Proctoring in Accordance With Regulations to Combat Academic Dishonesty in Distance Education, 2014
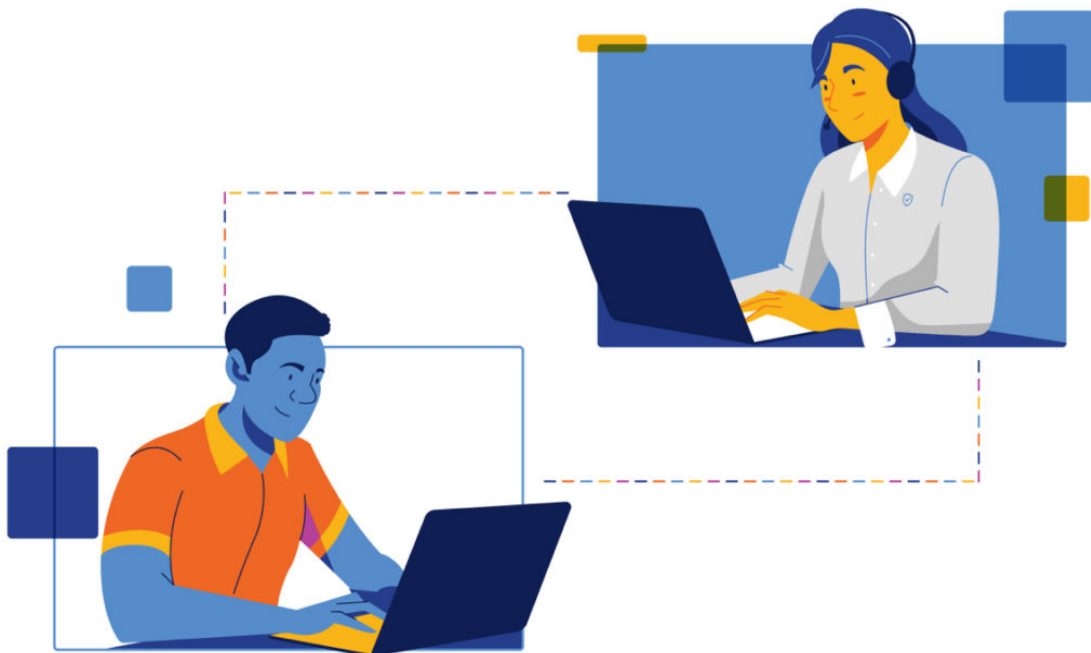
6. Watching the Entire Online Exam Live

When students know that someone is watching them throughout their online exam, their performance may suffer due to the added anxiety and stress.

Live online proctoring has to be scheduled in advance and may not be available at times that work best for the student (like 2:00 am on a Thursday). Further, if the student needs to change their appointment, they may be penalized.

You also have to consider that a live test proctor is typically watching several students at the same time, which can increase the possibility that they'll miss incidents of academic misconduct. Using AI proctoring to monitor the online exam and alert remote proctors to potential issues provides greater oversight and flexibility while maintaining integrity.

To effectively monitor online exams, you need online proctoring that blends the benefits of AI proctoring *and* live test proctors. AI proctoring flags potential incidents of dishonesty and alerts a live proctors to intervene. This hybrid approach benefits from allowing human proctors to give students the benefit of the doubt and get them back on track.

Technology To Prevent Cheating

With the abundance of technology available to students today, protecting the academic integrity of your exams with online proctoring is more important than ever. Online proctoring is a strategic advantage for your institution to protect integrity and improve the student testing experience.

When you compare Honorlock to other online exam proctoring systems, you'll find many patented and exclusive features to protect the academic integrity of your exams.

What is Honorlock Online Proctoring?

Honorlock provides a blend of automated and live online proctoring services. Honorlock also provides 24/7/365 support for faculty and students at no additional cost.

Our simple and affordable online proctoring software operates around you because proctored exams shouldn't be a pain for your faculty or students.

A simple browser guard to prevent access to the internet and blocking right-clicks to copy and paste isn't enough to prevent cheating in online exams.

"Honorlock has some technologies that no one else has: Search and Destroy and Multi-Device Detection...Honorlock is going to try to keep a problem from happening rather than tell you about a problem after it happens."

– Ken Craver, Director of Distance Education, Tyler Junior College

A Few Ways That Honorlock Protects Academic Integrity:

Cell Phone Detection

Preventing cell phone use is a significant challenge with online exams. Fortunately, Honorlock online proctoring system detects mobile phones, tablets, and laptops used while a student is taking an online exam.

How Does Honorlock Detect Mobile Devices?

While a student is testing, our patented online proctoring software detects the use of secondary devices, prevents students from accessing test bank information, and then takes a screen recording of any additional devices to monitor for suspicious activity and to provide evidence in the event of a violation.

Online Proctoring with a Human Touch

Honorlock reinvented online proctoring by combining the benefits of AI with those of a live proctor.

Honorlock's Live Proctoring uses AI to identify academic dishonesty and triggers a live human proctor to intervene in real-time. Instead of watching every single proctored online exam from start to finish which can be costly, require scheduling, and makes students uncomfortable, Honorlock's live proctors interact with students when they may be engaging in suspicious activity or need help.

How Honorlock Works

Honorlock's AI-driven, Live Pop-In monitors the student for potential problems, and, if it detects any, a live online proctor is can join a student's exam session in real-time. Live Pop-In keeps the human touch while delivering a much less intimidating and non-invasive testing experience for the student.

The Benefits Of Live Pop-In

▶ **Provides A 1:1 Setting**

When an certified online exam proctor is alerted by the AI, the proctor is attentive and focused on one student. In other settings, a live proctor usually could be watchesing up to 10 several students whichfor an extended period, a scenario that can be exhausting and may lead to missed violations.

▶ **On-demand proctoring 24/7/365**

Students can schedule and complete their online exam at any time, 24/7/365.

▶ **Cost-Effective**

Live Pop-In is a more cost-effective solution than live proctoring because watching every single online exam from start to finish is time-consuming and expensive.

▶ **Review Options**

Live Pop-In gives an online proctor an analysis window to review the situation before they pop in the exam. In contrast, live online proctors have to catch it live or they will miss it.

Remove Exam Questions and Content From the Internet

Search and Destroy™, our test bank removal technology, searches the Internet for unauthorized copies of your test questions and requests that they be destroyed.

On-demand proctoring 24/7/365 How Does It Work?

Once you enable Honorlock, our software automatically searches for leaked content and requests the removal of the material by filing DMCA copyright takedown notices. As an added measure of protection, you can also prevent students from copying, pasting, and printing during the proctored exam. This gives instructors the confidence of knowing they won't have to create new test questions, and grants institutions the peace of mind that they are protecting their academic integrity.

"One of the unexpected features that has surprised and delighted our faculty is Search and Destroy. So fabulous!"

– Dr. Juliette Mersiowsky, Director, Distance Education and Digital Education Collaborative, Longwood University

Meaningful Voice Detection

With our Voice Detection technology, Honorlock creates a high priority flag whenever words like Siri, Alexa, Cortana, or Google are heard, as well as any word from a dynamic list of words or phrases like "help me," "what's the answer," "cheat," "question," "answer," "copy," etc. This list can be added to or modified by the University.

Faculty report that alerts for detected sounds are not useful and typically over used during proctored exams. This hypersensitivity annoys faculty and puts undue stress on students. Honorlock's new AI delivers robust voice detection that can reduce false flags and gives students who like to read questions aloud peace of mind that they will not be flagged. Honorlock's Voice Detection feature goes beyond by listening for specific keywords or phrases, such as "Hey Siri" or "OK Google," to identify students who may be attempting academic dishonesty and alerts a live test proctor in real-time.

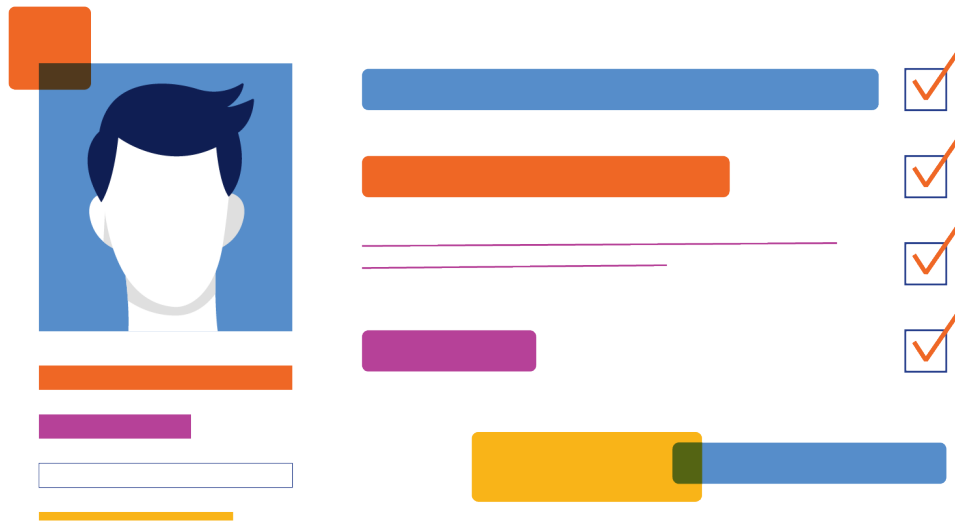### What if a student is talking to someone else during the exam?

If a student starts talking to someone, this activity would trigger a live test proctor. The proctor would then enter the student's exam session in a chat window, pause the exam, and correct the student's behavior.

What if the student is speaking out loud to themselves?

Honorlock delivers voice detection that can reduce false flags and allows students to read questions out loud during the exam without being flagged.

What if a dog barks or a phone rings?

Honorlock's test proctors have an analysis window to assess whether a student's behavior is actually dishonest to avoid interrupting the exam for false positives, such as a dog barking. If the proctor determines there are no issues during the analysis window, they can downgrade the flag (not removing it) to eliminate the need for faculty to review.

Quick Student ID Verification

Honorlock verifies the student's authentication/ID in about 60 seconds.

How Does It Work?

Honorlock captures the content on the student's ID along with their photo so you can be sure the student taking the exam is the student getting credit.

Proctoring Third-Party Online Exams

Honorlock sets your institution apart by delivering proctoring services within third-party exam systems such as MyMathLab, ALEKS, Pearson and McGraw Hill.

How Does It Work?

Faculty can register third-party exams and customize exam settings in the LMS. Students can access and launch the exam from the LMS with a few clicks. You can rest assured that all online exams – even those outside your LMS – are proctored effectively.

Real-time Reporting For Proctored Online Exams

Faculty and students expect fast turnaround times for exams. Honorlock collects extensive data and provides real-time reporting in the institution's LMS. Reports on student activity are provided at no additional cost to the institution.

How Does It Work?

Honorlock provides quick results for potential violations. For instance, users accessing test bank content during the assessment and/or mobile device violations are detected and available to the instructors via the Honorlock dashboard. Detailed reports are available to each instructor as the online exams are completed. These reports include violations and any suspicious behavior/activity. Faculty and admins also can export exam summary reports as well as download student videos. Exported data can be used in third-party analytic and reporting tools that are popular at many institutions such as SQL reporting, Tableau, etc.

"Honorlock was more than a tool to guard or block students from using inappropriate information. It was also a means to detect and determine many different ways that students approach the exams. Because of access to the wealth of data/ information through Honorlock, I became better able to utilize it."

– Ryan P. Mears, Ph.D., Lecturer, Department of Psychology, University of Florida

 "It's seamless, it's quick, the equipment checks are faster than our previous solution. The entire experience is so much nicer."

– Paula Rodriguez, Director of the University Testing Center, Colorado State University

LMS Integration

Honorlock allows you to set up proctored exams in your LMS with a few clicks.

How Does It Work?

Honorlock integrates with your institution's LMS with a very simple interface.

The instructor creates their online test in the LMS as they normally would, clicks "Enable" and the test is ready for online proctoring.

It's just as easy for the student; the student will already be in familiar territory when they attempt to start their proctored exam because it launches in the LMS.

Additionally, because Honorlock is embedded with the institution's LMS, it natively acquires the branding of the LMS.

Implementation And Ongoing 24/7/365 Support

In addition to Honorlock's unparalleled features and functionality, implementation is quick and support for faculty and students is on-going.

Implementation Of Online Proctoring

The implementation process can happen in as little as 2 to 3 days. Training webinars can be recorded and distributed as needed for additional users, or for ongoing training purposes.

"All of the faculty were able to adapt within the two days; all were able to use it and review the tests. We did it quick! The transition was almost seamless."

– Christopher Harvey, Executive Director of Academic Technology, St. Petersburg College

"Having access to customer support 24/7/365 is huge. Especially during times like this when students may be taking exams at any time of day. You want them to have access to someone who can troubleshoot with them."

– Daphnee St. Val, Senior Instructional Designer, Broward College

Ongoing 24/7/365 Faculty And Student Support

From implementation and training to creating your exams, our US-based, trained support agents are available 24/7/365 via phone, live chat with a real person, and email. Support access is built into our platform in real-time.

Online exam proctoring is a fundamental and ongoing strategic advantage for your institution's online learning efforts and an integral part of your students' success and learning experience.

If your school hasn't used online proctoring software before or if you're evaluating a new online proctoring solution, now is the time to discover why 300 higher education institutions of all sizes chose Honorlock to help preserve the academic integrity and protect their reputation.

Honorlock