Implementing remotely invigilated online exams at scale
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[extended slide set]

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Implementation of Online Supervised Exams at Scale
Key lessons and successes
Discussion agenda

• Our current situation
  – How it works and how we got here

• On the home front
  – Team & project structures, alliances that work, ‘failing is learning’

• Unit/course side
  – Availability windows, assessment design & configuration

• Student side
  – Practice exam, communications (what works), support, feedback

• Curly problems and likely barriers
  – The weight of status quo, is it policy or just how its always been done?
  – Diagrams, math/chem workings, graphs

• Change, and the future
  – Exams on demand, Will Higher Ed ever be the same again?
Verify Your ID

Please align your ID within the frame below. The camera will automatically take your picture in 2 seconds.

Take Your Photo

Please align your face within the oval, from chin to forehead.
Incident Report

Incident Type(s)
- Academic Integrity
- Academic Integrity
- Academic Integrity

Details
During the session the test taker attempted to use Google as a resource to search exam-related notes that this was not permitted and asked them to close the webpage. The test taker complied with the proctor's instructions.

Shortly after, the test taker was observed opening their Applications Folder. The proctor reminded the test taker that it was not permitted and asked them to close the folder. The test taker followed the proctor's instructions.

The test taker then asked the proctor for assistance with an exam question. Although the test taker reported the question, it was not considered to be cheating.

Based on the proctor's observations and ProctorU's experience with cases of a similar nature, the test taker's actions are considered to be in compliance with the exam rules.

Chat Log
5:01 PM Connecting to: control.app83-04.logmeinrescue.com (64.74.17.132:443)
5:02 PM Connected to Applet (Elliptic Curve Diffie-Hellman 2048 bits, ECDHE-RSA)
5:02 PM ProctorU: Welcome! You’ve successfully connected to a ProctorU representative.

The proctor will conduct an environmental check during the start process. This is a standard procedure to ensure the test taker's environment meets the exam's requirements.
Units offering OLX

% of total examinable units

<table>
<thead>
<tr>
<th>Year</th>
<th>T2</th>
<th>T3</th>
<th>T1</th>
<th>T2</th>
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<th>T3</th>
<th>T1</th>
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<tbody>
<tr>
<td>2017</td>
<td>3%</td>
<td>5%</td>
<td>19%</td>
<td>24%</td>
<td>43%</td>
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<td>2018</td>
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<td>49%</td>
<td>54%</td>
<td>100%</td>
<td>100%</td>
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<td>100%</td>
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<tr>
<td>2019</td>
<td>49%</td>
<td>54%</td>
<td>100%</td>
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<td>100%</td>
<td>100%</td>
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<td>100%</td>
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<tr>
<td>2020</td>
<td>54%</td>
<td>100%</td>
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Exam sittings

% of entire exam cohort held online

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<tr>
<th>Year</th>
<th>T1</th>
<th>T2</th>
<th>T3</th>
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<tbody>
<tr>
<td>2017</td>
<td>1%</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>2018</td>
<td>7%</td>
<td>15%</td>
<td>16%</td>
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<tr>
<td>2019</td>
<td>16%</td>
<td>16%</td>
<td>24%</td>
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<tr>
<td>2020</td>
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<td>85%</td>
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From 2017 to 2020, the percentage of exams held online has increased significantly.

une
On the home front

- Recognise this is a Second Order Change
- Create a centralised function, decentralised doesn’t survive easily
- Senior executive who understand the challenges
- Create safety for innovation, support new ideas
- Avoid a ‘compliance’ culture at all costs
- This is a change and communication project, not an IT project!
The right team...

#Brave #Persistent #Curious #Ridiculously Helpful #Systems and Strategic Thinking
The right alliances…

- Include strong Exams Team expertise
- Embedded in Learning and Teaching area
- Aligned with LMS Technicians
- Working closely with Faculty Learning Design Community of Practice
- Sponsor support to adjust policy and deal with serial innovation killers
#Don’t wait for perfect #Problem Solving vs Compliance #Failing is Learning
Discussion
Unit/Course side

- Don’t try to replicate paper exams on a webpage
- Design exam in context of ‘online’
  - Past papers to build randomised question pools (?)
  - e-texts and online resources in open book
  - Real world software tools
- Provide guidance for marking online
- Beware the demarcation dispute - who builds the exam?
- Workload for LMS support staff increases
- Provide an alternative for those who can’t sit online
  - Parity vs identical assessments?
- What are your ‘State Archives’ rules for exams?
- ‘Past Exam Papers’ collection in an online world?
24 hour (or longer) availability windows
Assessment Design

- Remember
  - Recognizing and recalling facts
- Understand
  - Understanding what the facts mean
- Apply
  - Applying the facts, rules, concepts, and ideas
- Analyze
  - Breaking down information into component parts
- Evaluate
  - Judging the value of information or ideas
- Create
  - Combining parts to make a new whole

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Quiz configuration

- Never start exam availability window at midnight (!)
- Use the exam timetable for pacing and clash management
- Quiz and availability window open together
- Quiz closes at least 4 hours after ‘last appointment’ in availability window
- Allows time for slow start up, tech issues, additional time for equity students before quiz will auto-submit

<table>
<thead>
<tr>
<th>Quiz Available</th>
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<tbody>
<tr>
<td>Appointments Available</td>
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<tr>
<td>Exam duration</td>
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Discussion
Student Side

Communication, Communication, Communication

Starts in the first week of teaching
Messages from LMS forums work best, especially from lecturer

Try-It-Out exam is key to a good experience
Separate IT Anxiety from Exam Anxiety

ProctorU LTI (Learning Technology Interface)

Support model – UNE OLX team 3rd tier support
24/7 On-call support during exam period
Only ProctorU advocates contact this number
How does it work?

Check out our short (3 min) video to get an idea of how it works.

Frequently Asked Questions

What is online proctoring and why is UNE using this for some exams?

I want to sit my exam online. How do I get started?

Can I sit all of my exams online now?
Special Needs/Equity Exams

Easier… (or just not required)
Separate Room
Level access
Ergonomic furniture
Use of a computer
Exam schedule requests (eg PM exams only)
Assistive technology
Close to toilets
Allergies and anxieties
Late notice of requirements
Assistance animals

Harder…
Time for breaks vs working time
Scribe (?)
Toilet breaks = No
Student Survey Results

★★★★☆☆☆ Useability
★★★★☆☆☆ Overall experience

Why?
★★★★☆☆☆ Typing rather than writing
★★★★☆☆☆ Choose start time
★★★★☆☆☆ Being in their own space
★★★★☆☆☆ No time travelling
Discussion
Curly Problems and Likely Barriers

The weight of status quo - is it policy or just how its always been done?

Running exams in both modes – (equity vs equality)

Online exams literally change everything –
Staff skill sets
Structure of teaching period
Nature of exams and the reasons for them
STEM, Language and Econ exams
Communication and Rumours
Management vs Control
Change, and the future!
Why?

Flexibility for students
Retention
Accessibility
Ease marking workload
Authentic assessment
E-Texts and online resources
Identity management
Institutional Resilience
Exams whenever it makes sense, no exam period required
MIND THE GAP
Questions?
Webinar Session feedback

With thanks from your hosts

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Recording available
http://transformingassessment.com