

The Reenvisioning of Access and Exam Security at a Midwest Community College

THE CHALLENGE

Nearly two decades ago, a community college in the midwest began to revamp its approach to online learning in hopes of better serving a population of learners balancing work and family commitments with their studies. The result was an award-winning strategy that became popular — DVDs and course materials that all came in a box and were shipped directly to students' homes. The goal was to standardize the entire online learning experience for students, and by all accounts, the idea was a success.

As the institution's online programs continued to evolve, its leadership felt the need to build an even more student-friendly approach. Initially, the only testing options available to students — even those learning primarily online — were to come to campus or to find a local testing center. But in advance of a reaccreditation visit from the Higher Learning Commission, it was clear that a truly student-friendly approach meant including proctored remote assessment options as well. That meant finding a tool that integrated with their Learning Management System with a single sign-on — something that, in the words of one team member, "was not going to require the student to have a PhD in computer science to use."

THE SOLUTION

In search of a provider that balanced security and flexibility, the institution turned to Examity — which, at the time, was one of only a few providers that offered live remote proctoring in addition to automated and record-and-review options. Beginning with a few classes, the organizations built a fast, effective relationship that rapidly expanded.

Perhaps most importantly of all, the partnership included plenty of conversation with faculty. Knowing that "if the faculty are on board and primed, the student experience will be that much better," community college leaders focused on training faculty to support students during the testing experience — which, of course, is often full of more stress than either students or staff anticipate. By developing in-depth, customized guides specifically tailored to help faculty navigate the process of implementing Examity, the institution ensured that everyone involved in the testing process had the information needed to ensure a smooth experience.

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OUTCOMES

After seven years, Examity and the community college have only deepened their partnership: online proctoring is now used across a growing number of departments and courses, including modalities beyond just online course offerings. That relationship is rooted in not just the power of the technology, but also Examity's commitment to timely and effective service to its partners. As one team member from the institution put it, "Word on the street is that all the proctoring providers are virtually the same. But Examity's customer service and the partnership that we have built — I just really think they have our best interests in mind, and our students. The responsiveness has been phenomenal."

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Our students employ a wide variety of different devices, browsers, and webcams to take online assessment, and Examity has done a phenomenal job of meeting those variations on a theme — and creating a streamlined process no matter which tools our students use.

ABOUT EXAMITY

Examity was founded to meet the needs of universities, employers, and assessment providers looking to protect test integrity. Since 2013, Examity has partnered with hundreds of organisations worldwide to provide a cost-effective and flexible online exam proctoring solution.

**Curious to learn how Examity can support your online proctoring needs?
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