

**Surprise! Do Test Delivery Changes Change Test Results?**

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**Presenters**

- Tadas Dabsys  
- Executive Vice President, PSI Services LLC
- Ruben Garcia  
- CEO, Innovative Examinations
- Ron Rodgers  
- Psychometrician, Continental Testing Services

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**PSI Test Centers Serving Illinois**

**PSI-operated sites**

- Chicago
- Springfield

**6 third-party sites (colleges) with onsite proctors**

**21 Innovative Exams remotely proctored sites**

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### Registration and Scheduling

- Centralized PSI System
- Automated 24/7 or Live CSRs
- Transparent to Candidates



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### Innovative Exams Kiosk Proctoring



Innovative Exams is a Leader in  
Secure Online Proctoring

We Providing Clients with Tailored  
Remote Proctoring Solutions



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### Testing Environment Overview



- Kiosks are installed in trusted sites
  - Community Colleges
  - Business Centers
  - Corporate Offices
- Sites do not proctor
- Self-service process to the candidate



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### Testing Kiosk Security Overview



- Physical Lockdown
- Kiosk "mode" Lockdown during exam
- Hard Drive Encryption
- Privacy Filter
- Multiple High-Definition Web Cameras
- ID Scanning Technologies

Secure.Kiosk.Proctoring



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### Proctoring and Exam Administration

- Proctoring Ratio 1 proctor per 10 Examinees
- Environment Must be Clear Before Test is Released
- Examinees Must Maintain Proper Posture and Keep Both Hands on Desktop
- No software to install
- Desktop Virtual Lockdown
- Exams Can be Paused or Ended In Real-time
- Match photo against ID or Single Sign-on



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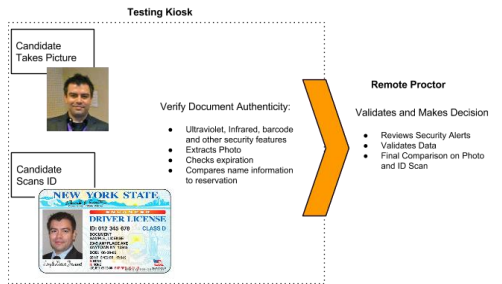
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### Identity Management - Kiosk



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## Personal Care Professions

### Cosmetology-English Performance

July 1, 2012- Dec. 31, 2013	On-site Proctored	Remotely Proctored	Totals
Number	1,834	2,217	4,051
Average Score	81.0	80.5	80.7
Pass	1,504	1,791	3,295
Fail	330	426	756
Pass Rate	82%	81%	81%



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## Personal Care Professions

### Cosmetology-Spanish Performance

July 1, 2012- Dec. 31, 2013	On-site Proctored	Remotely Proctored	Totals
Number	147	107	254
Average Score	79.6	79.6	79.6
Pass	108	83	191
Fail	35	24	59
Pass Rate	73%	78%	75%



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## Personal Care Professions

### Nail Technicians Performance

July 1, 2012- Dec. 31, 2013	On-site Proctored	Remotely Proctored	Totals
Number	412	474	886
Average Score	78.5	81.0	79.8
Pass	255	355	610
Fail	127	119	246
Pass Rate	62%	75%	69%



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### Emergency Medical Services Trauma Nurse Specialists (TNS)

	Paper Exams Jan-Sept 2013	2013-14 CBT Exams
Number	173	291
Average Score	83.9	83.3
Pass	132	212
Fail	41	79
Pass Rate	76%	73%



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### Emergency Medical Services Trauma Nurse Specialists (TNS)

Oct 1, 2013 - July 31, 2014	On-site Proctored	Remotely Proctored	Totals
Number	114	177	291
Average Score	84.0	82.9	83.3
Pass	87	125	212
Fail	27	52	79
Pass Rate	76%	71%	73%



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### Emergency Medical Services Emergency Medical Technicians (EMTs)

	Paper Exams 2010-2013	2013-14 CBT Exams
Number	14,067	1,842
Average Score	75.7	70.2
Pass	10,941	992
Fail	3,126	850
Pass Rate	78%	54%



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### Emergency Medical Services Emergency Medical Technicians (EMTs)

	On-site Proctored		Remotely Proctored	
	Oct-Mar	Apr-July	Oct-Mar	Apr-July
Number	337	278	630	597
Average Score	68.6	70.1	68.8	72.7
Pass	160	146	310	376
Fail	177	132	320	221
Pass Rate	48%	53%	49%	63%


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### Emergency Medical Services Paramedic

	Paper Exams 2009-2013	2013-14 CBT Exams
Number	5,302	736
Average Score	77.7	67.4
Pass	4,342	314
Fail	960	422
Pass Rate	82%	43%


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### Emergency Medical Services Paramedics

	On-site Proctored		Remotely Proctored	
	Oct-Mar	Apr-July	Oct-Mar	Apr-July
Number	132	96	234	274
Average Score	65.9	68.2	65.8	69.1
Pass	43	48	84	187
Fail	89	48	150	183
Pass Rate	33%	50%	36%	51%


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### Emergency Medical Services Emergency Medical Technicians (EMTs)

Apr - July 2014	New Qs	Edited Qs	Same Qs
875 Candidates			
Share of Test	40%	14%	46%
Average Score	72.5	72.8	71.6
Pass	558	547	564
Fail	317	308	311
Pass Rate	64%	63%	64%



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### Emergency Medical Services Paramedics

Apr - July 2014	New Qs	Edited Qs	Same Qs
370 Candidates			
Share of Test	66%	8%	26%
Average Score	67.0	67.0	72.5
Pass	154	191	251
Fail	216	169	119
Pass Rate	42%	52%	68%



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### Emergency Medical Services Emergency Medical Technicians (EMTs)

	Paper 2013		CBT 2014	
	N	P Rate	N	P-Rate
First attempt	1,960	81%	1,212	76%
Second attempt	253	48%	410	29%
Three or more attempts	113	52%	156	13%
Totals	2,326	76%	1,056	59%



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### Emergency Medical Services

#### Emergency Medical Technicians (EMTs)

Programs with 10 or more 2014 CBT attempts

	First	Second	3+	Totals
90-100% Pass	8	3	3	3
80-89% Pass	9	0	0	4
70-79% Pass	11	0	0	6
60-69% Pass	8	1	1	5
50-59% Pass	3	6	1	13
Below 50% Pass	5	31	23	13



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### Emergency Medical Services

#### Paramedics

	Paper 2013		CBT 2014	
	N	P Rate	N	P-Rate
First attempt	610	90%	286	76%
Second attempt	61	41%	210	33%
Three or more attempts	51	29%	112	20%
Totals	722	84%	608	51%



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### Emergency Medical Services

#### Paramedics

Programs with 10 or more 2014 CBT attempts

	First	Second	3+	Totals
90-100% Pass	9	0	1	3
80-89% Pass	2	0	0	0
70-79% Pass	2	2	0	3
60-69% Pass	3	0	0	2
50-59% Pass	4	5	0	4
Below 50% Pass	3	13	13	11



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**Selecting Remotely Proctored Sites**

Document each remote site

- Provide detailed directions to help candidates find the test site
- Visit and/or document with pictures that the kiosk location is suitable for testing
- Who may be in the room during testing?
- How will candidates sign in and be directed to the testing location?

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**Working with Remotely Proctored Sites**

Kiosk Location Matters

- Place kiosks to minimize disruptions
- Learning Centers can present many sources of unforeseen distractions
- “Normal activity” may present problems for some candidates
- Isolated rooms or spaces work best

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**Candidates May Be Creative**

Use Video/Audio Evidence to Verify

- Candidates may complain of “distractions” that are undetected on audio & video recordings of exams
- Many candidates do not realize that their claims can be investigated with video/audio evidence
- Respond fairly when candidate complaints are verified by video evidence

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### How Video Evidence Can Help

Kiosk placement was part of the problem



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### How Video Evidence Can Help

Candidate used phone while testing

- 15 texting events verified in video record
- Candidate looked over shoulder to determine whether she was being “watched” before texting
- Texting occurred during sections on which she performed poorly on two previous attempts
- Her “passing score” was voided and never released



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### How Video Evidence Can Help

Candidate’s attention was not on test



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**Monitoring & Managing Remote Sites**

**Other Remote Proctoring Lessons**

- Monitor sites constantly - they may move a kiosk or change conditions unexpectedly
- Some locations may need to close if conditions are no longer supportive of candidate testing
- Remind candidates that they may use noise-cancelling headphones during testing
- Pay attention to candidate complaints

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