

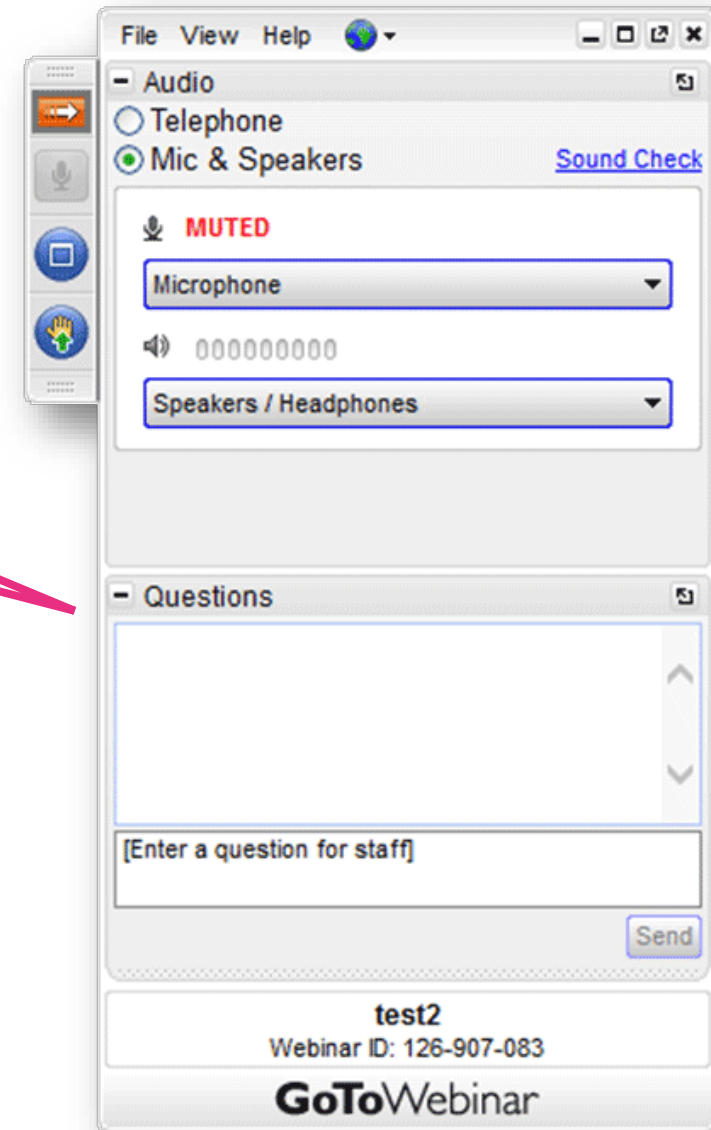
Workplace Exams 101: How to Prevent Cheating

Rachel Schoenig, Cornerstone Strategies
John Kleeman, Questionmark & Learnosity

To ask questions,
use the “Questions”
feature

Watch for an email after the webinar:

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Presenters

Rachel Schoenig, Cornerstone Strategies

- Rachel Watkins Schoenig, JD
- CEO at Cornerstone Strategies
- Director for Council of Test Security (COTS)
- 20 years of experience protecting client's assets and brand reputation

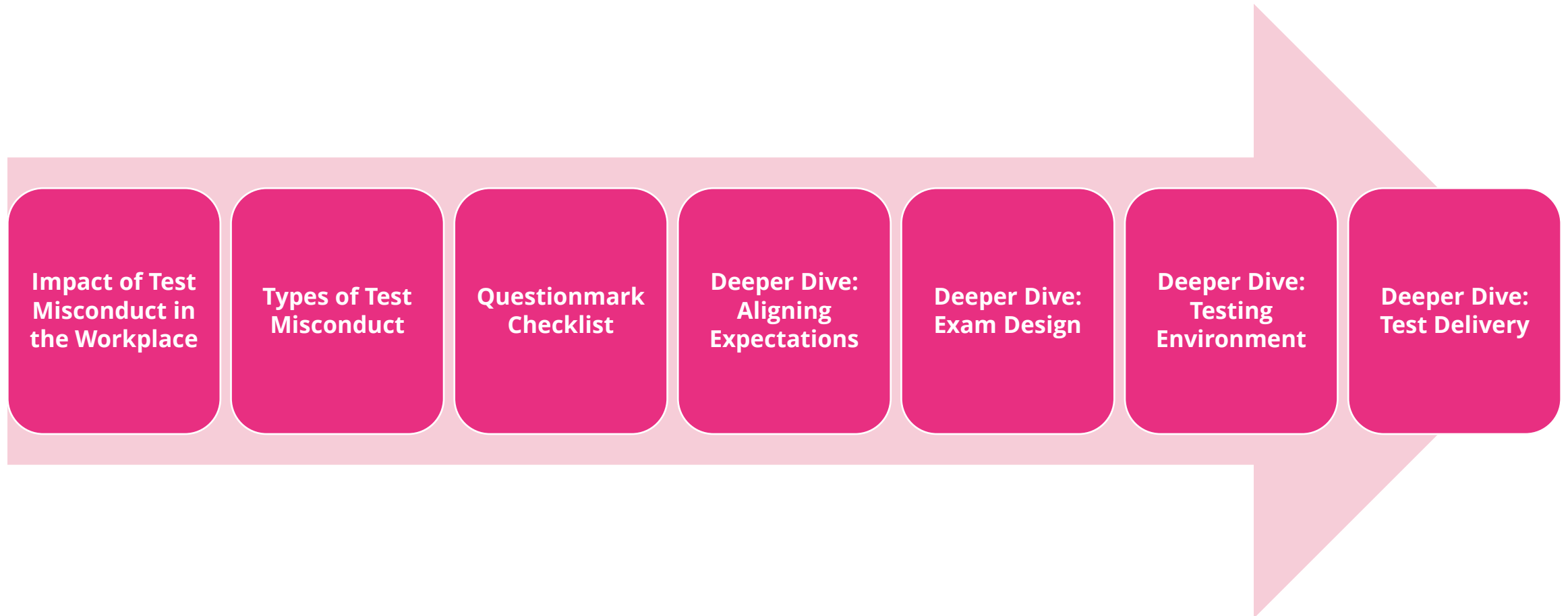


John Kleeman, Questionmark & Learnosity

- John Kleeman MA MBCS CEng CIPP/E
- EVP at Learnosity, Founder of Questionmark
- Director of Association of Test Publishers (ATP)
- 30 years of experience in the assessment industry



Agenda





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Test misconduct in the workplace



Accounting



“...the very professionals responsible for catching cheating by clients cheated on ethics exams...”

-Director of SEC's Enforcement Division

<https://www.sec.gov/news/press-release/2022-114>

Law Enforcement



“...the whole thing has been very damaging to public confidence in the police.”

- Policing Board member

Another 24 trainee police officers caught cheating in Northern Ireland - BelfastTelegraph.co.uk

Commercial Airline Pilot



85%

- More than \$50,000 to address
- Defective work product
- Contract breach
- Reputational risks

60%

- Loss of trust
- Negative impact to workplace morale
- Harm to employer
- Harm to public safety



Are you aware of instances of test misconduct in your workplace?

Proctoring exams



Types of misconduct

- Proxy Testing
- Disclosure of test content
- Sharing of answer strings
- Unauthorized testing aids



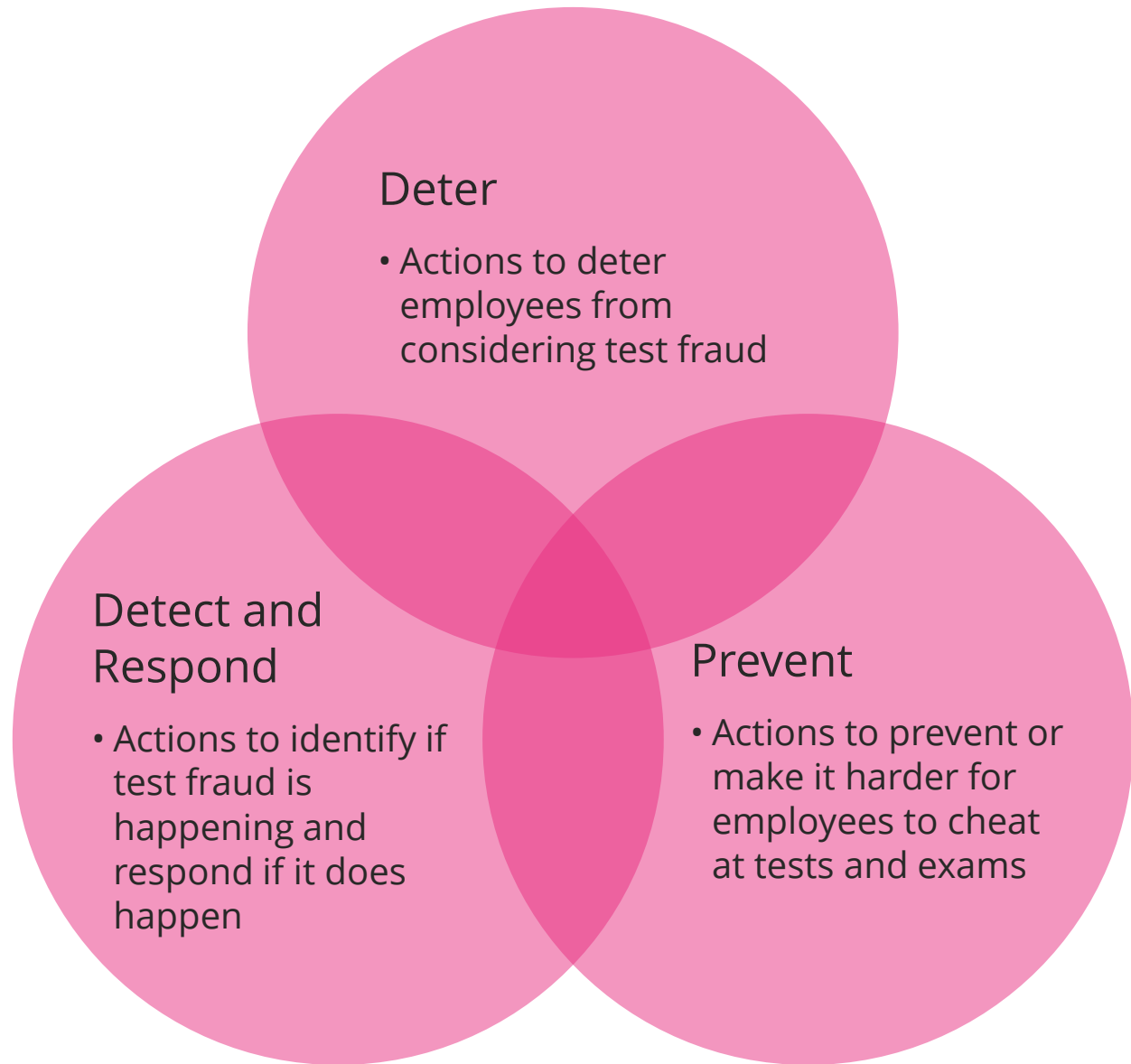
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Questionmark Checklist

Corporate

- Aimed at companies who have employees taking
 - Compliance tests
 - Internal exams
 - External exams
 - Tests for CPD/CPE
- Where integrity is important
- A useful guide for where to prioritize efforts



Deter: recommended actions to prevent employees considering test fraud

Write a policy, requiring employees to take tests with integrity

Train on the policy

Bring managers onside – tone and culture are set at the top

Publicize security measures

Remove the need to cheat – provide learning opportunities

Prevent: recommended actions to make it harder for employees to cheat at tests

Limit access to questions/tests to those who need to know

Train authors and item writers in security

Use an assessment management system rather than an LMS

Ensure good audit trail and resistance to tampering

Vary/scramble tests between test takers

Update tests reasonably often

Consider a lockdown browser

Test above recall (so people can't "google" the answers)

Use reliable/secure technology (e.g. ISO 27001, SOC 2)

Review risks and make a security plan

Detect & Respond: actions to detect and respond to test fraud

Encourage anonymous reports of test fraud

Search for shared answers within company and external systems

Check LMS is not bypassed or exploited with wrong test results

Use organizational Single Sign On for test login

Monitor/proctor tests where possible/appropriate

Fair and robust process to deal with test integrity violations



Deeper dive: Aligning expectations

Aligning expectations

- Communicate rules and consequences
- Message expectations
- Company Policy
- Professional Conduct
- Tone at the top
- Value of the exam



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How do you communicate rules and expectations for your exam?

① Start presenting to display the poll results on this slide.



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Deeper dive: Exam design

Exam design

- Multiple forms
- Scrambled questions
- Randomized order
- Back up content
- Retest rules
- NDAs
- Training
- Oversight





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Deeper dive: Testing environment

Physical and digital environment conducive to fair testing

- Access
- Lockdown browser
- Only authorized materials
- Observe with scan



COVID lockdown case

- School rules varied
- No advance notice
- No consent or waiver
- No alternative available
- Scan visible to all students
- School did have legitimate interest
- Unreasonable in that instance



Room scan

- Consistent rules
- Consistent application
- Notify test taker early
- Obtain consent
- Test in secure place





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Deeper dive: Test delivery

Ensuring test-taker identity

- Test taker identification
- Observation tools
- Reporting



Important security layers

- Data forensics
- Web monitoring
- Hotlines
- Incident response planning





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Summary

Cornerstone Strategies



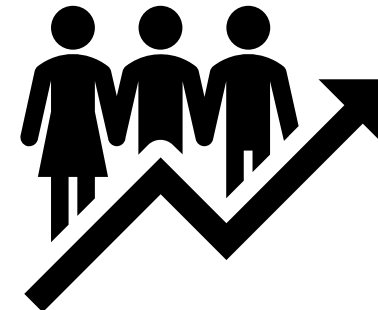
Exam Security



Privacy Advising



Strategic Planning



Executive Services

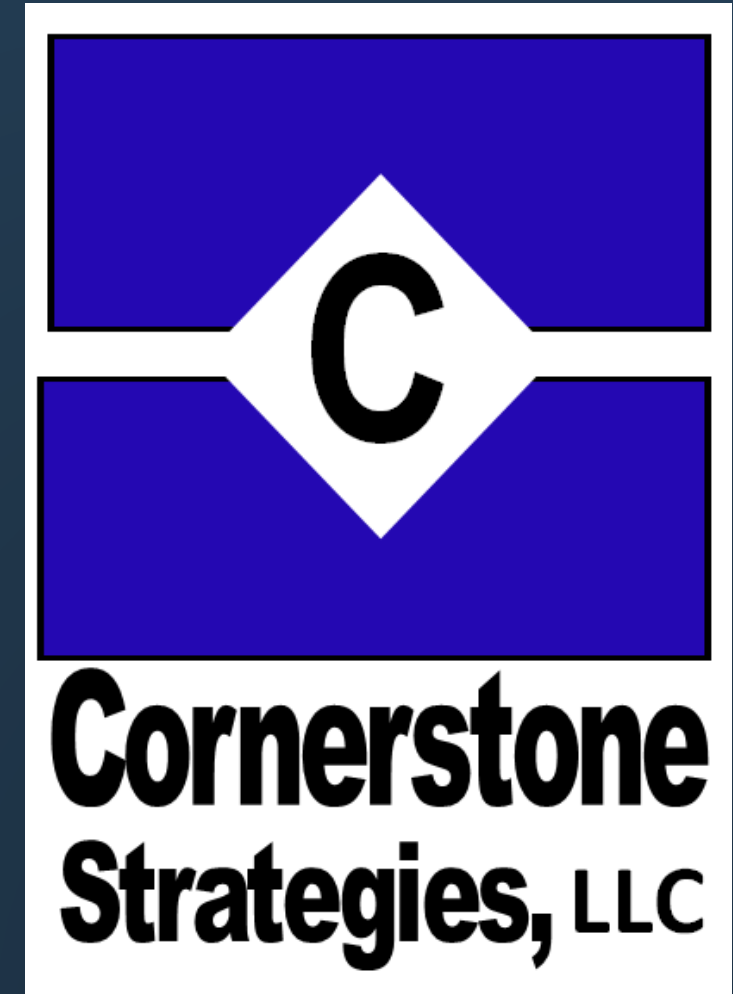


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How Cornerstone can help

rachel@cornerstonestrategies.org

bill.west@cornerstonestrategies.org



Building a foundation of trust



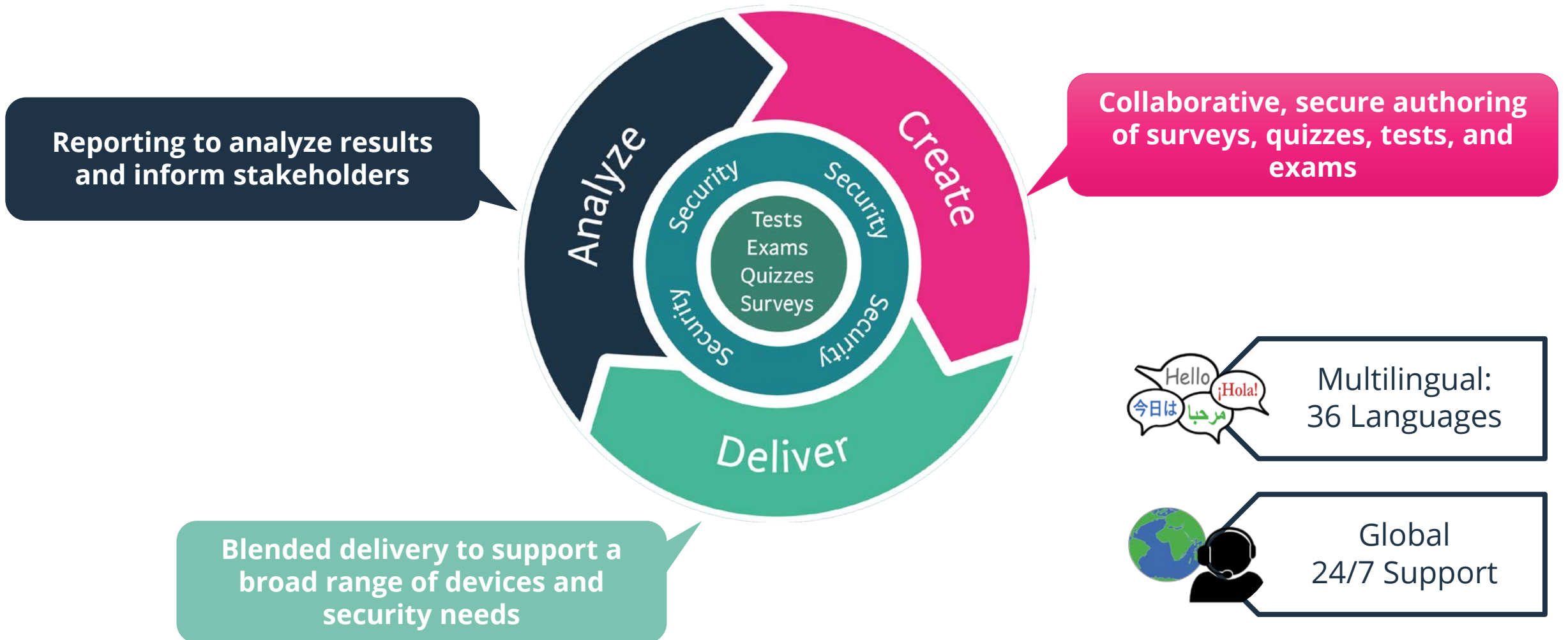
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How Questionmark can help

A reliable, secure, scalable assessment management system for assessments

Questionmark Assessment Management System



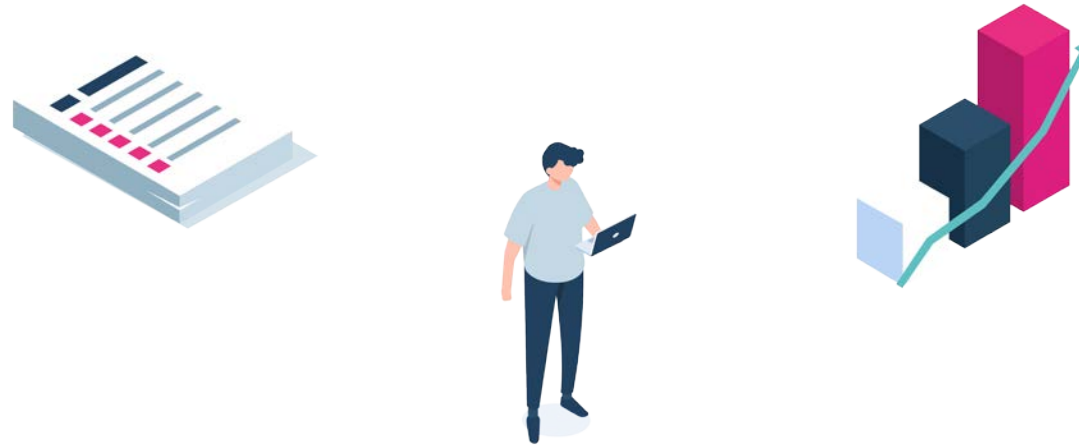
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What is one thing you can do to enhance the fairness and security of your exam?

ⓘ Start presenting to display the poll results on this slide.

White Papers, Infographics, Reports, eBooks and More!



Visit the **Test Fraud hub** and download the **test fraud checklist**

[Test Fraud Hub](#)

[Test Fraud Checklist](#)

<https://www.questionmark.com/investigating-test-fraud/>

Upcoming Webinars

Introduction to Questionmark's Assessment Platform

◆ October 6, 2022 - 12:00 pm to 1:00 pm (EDT)

Learn the basics of authoring, delivering and reporting on surveys, quizzes, tests and exams using Questionmark's assessment platform.

[Click to Register](#)

Guiding SMEs to Effective Item Writing

◆ October 26, 2022 - 11:00 am to 12:00 pm (EDT)

This session will provide helpful guidance and tips for people who are new to item writing, or those who are looking for ideas on coaching subject matter experts (SMEs) on item writing techniques.

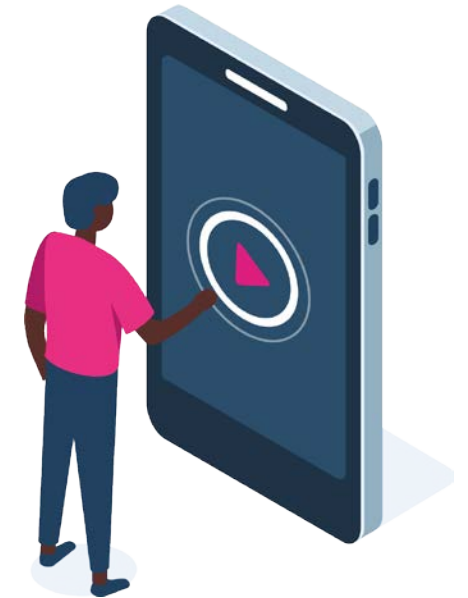
[Click to Register](#)

Tuesday Training with the Techs: Advancing Your Knowledge of Advanced Editor

◆ November 15, 2022 - 11:00 am to 11:45 am (EDT)

Advanced Editor gives you broader control over your Questionmark Assessments by unlocking certain features that may not be accessible or are not considered applicable to the selected question type in the Standard Editor.

[Click to Register](#)





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Thank you for attending!

We hope to see you at a future webinar

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