

Proctoring Services

When using Questionmark to deliver exams, you can choose whether to deliver the exams with or without proctoring. Proctoring (or invigilation) means that someone is watching over the test-takers, which makes it harder for them to cheat or copy the test to distribute it later, increasing the validity, integrity and reliability of the test.

Proctoring is common in certification and university/college exams, where the results of the exam contribute toward a certificate or qualification. Workplace exams – where assessment results are used to ensure competence, compliance or health and safety – rely on trust in some cases and proctoring in others. Proctoring offers another level of security to ensure results are valid.

At Questionmark, we offer three types of proctoring:

Proctoring Onsite

With Proctoring Onsite, we enable a proctor to supervise individual test-takers or a group of test-takers in person. We provide tools to start, pause, resume and stop tests for an individual or group within a test center, and to monitor progress for a group of test-takers. Proctoring Onsite helps protect content and reduce cheating, increasing the validity, reliability and defensibility of exams.

Proctoring Online

With Proctoring Online, Questionmark provides a remote proctor who supervises a test-taker using the standard webcam and audio devices built-in to the test-taker's computer. The proctor confirms the identity of the test-taker and, if the proctor observes suspicious or prohibited behavior, the proctor can pause or terminate an exam delivery session.

Proctoring Online allows individuals to take tests and exams from their home or office, without having to travel to a test center, while a human eye observing the exam process still ensures a high level of security. Proctoring Online is widely used in certification programs to help maintain validity, reliability and defensibility of exams.

Proctoring Record and Review

In Proctoring Record and Review, an automated system observes and records the exam session on video. The automated system flags potential anomalies (e.g. a second person in front of the screen) and either the customer can review later, or Questionmark can provide a service to do so.

Proctoring Record and Review provides the flexibility of taking tests and exams in any place and at any time, while using the recording to help maintain integrity. Proctoring Record and Review discourages cheating, because test-takers know they are being recorded. The recording can also be used to detect cheating after the fact and provides evidence for the organization to take appropriate action in response. It is widely used in university, college and workplace exams.

Why Questionmark?

Questionmark provides a secure, enterprise-grade assessment platform and professional services to leading organizations around the world – delivered with care and unmatched expertise. Its full-service online assessment tool and professional services help customers to improve their performance and meet their compliance requirements. Questionmark enables organizations to unlock their potential safely and securely by delivering assessments that are valid, reliable, fair, and defensible.

Questionmark's platform enables collaborative, secure authoring and robust integration with proctoring services – making it easy to bring everything together in one place.

Questionmark's cloud-based assessment management solutions offer rapid deployment, scalability for high-volume test delivery, available 24/7 support, and the peace-of-mind of secure, audited U.S. and European-based data centers. Questionmark's flexible APIs and support of major industry standards ensure interoperability with a variety of enterprise systems.

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