



Live Online Remote Proctoring FAQs

What is live remote proctoring?

Live remote proctoring (LRP), sometimes called live online proctoring is an online proctored exam that can take place in a candidate's home. A remote proctor monitors a candidate from a remote location and is not physically located in the same room. The proctor is dedicated to monitoring and recording the behavior of one or more candidates in real-time as they take their exam.

Is live remote proctoring secure?

Yes. With the application of innovative technology, online proctoring is increasingly seen as secure as physical test centers. Security is largely the same between online proctoring and test centers, and exam pass rates are the same.

How does it work?

Candidates have the option to test at a traditional test center or to test at home via live remote proctoring. If they choose to take the exam buy live remote proctoring, the steps are as follows:

1. The proctor meets and greets the test taker who shows their photo ID to the camera and takes a selfie while the proctor is observing. The photographs are scrutinized and compared in order to authenticate the ID. The test taker is also required to complete a room scan by rotating their device through 360 degrees so that the proctor can check the test location.
2. The exam is then opened and delivered through the secure browser. The secure browser does not allow screen captures or internet browsing.
3. During the exam, the webcam is left on to show the immediate surroundings in the room. If the proctor sees anything suspicious, he or she can either give the candidate a warning or pause the test to investigate further.

How are candidates monitored while taking an examination at home?

While observing candidates and listening to the environment, the proctor makes comparisons to a list of rules. Some of these rules will cause the proctor to send a warning through the chat interface and are considered a minor violation. Violation of other rules are considered major violations and may result in the proctor closing the examination session because of a threat to examination security.

The proctor documents each minor and major violation. If a test-taker accumulates two minor violations, the third becomes a major violation causing the proctor to end the examination session. Consequences of a major violation result in termination of the examination, forfeiture of the examination fee and an investigation into the reported misconduct

What prevents a candidate from searching the internet or taking screen shots of the exam questions?

The exam is released to the candidate in a secure, lock-down browser. PSI Bridge (PSI's platform) has a built-in secure browser feature. The secure browser is designed to be both non-invasive and highly effective at preventing candidates from using their computer to cheat or distribute exam questions. The security features can block access to other browsers, screen sharing, screen recording, remote access, virtual machines, chat tools, communication tools, hot-keys, copy/paste, right mouse click menus, dual/extended monitors, and much more.

PSI can completely block access to other browsers (and thus access to any other website).

Is online proctoring off-putting (unpleasant) for candidates?

No. PSI's research shows virtually no difference between how candidates rate the experience of onsite or online proctoring. Examinees rated online proctored exams favorably and ratings of testing conditions were virtually uncorrelated with exam performance.

What is the cost to the candidates?

There is not added cost to candidates to take advantage of live remote proctoring