New World of Testing Digital Series

Test Centers are Dead, Long Live Test Centers!

1

00:01:33.240 --> 00:01:51.180

Eric D' Astolfo: greetings and welcome to ATPs third new world of testing series entitled test centers are dead, long live test tenors or for any Mark Twain fans out there, an alternative title might be are rumors of the demise of test centers greatly exaggerated.

2

00:01:52.410 --> 00:02:03.030

Eric D' Astolfo: i'm Eric D'Astolfo Vice President of business development for Pearson Vue and we are proud to sponsor this webinar on a topic that is clearly on the mind of our industry.

3

00:02:03.600 --> 00:02:10.860

Eric D' Astolfo: As over 650 have you signed up for this session today, and I see the numbers are climbing already for who's attending live.

4

00:02:12.330 --> 00:02:20.370

Eric D' Astolfo: I am thrilled to be the moderator for our panel which has three highly esteemed leaders from the testing industry, whom I will now briefly introduce.

5

00:02:21.030 --> 00:02:32.730

Eric D' Astolfo: So going in alphabetical order, we have Dr Phil Dickinson chief operating officer and chief Officer of exams for the National Council of State boards of nursing Hello Phil and welcome.

6

00:02:33.180 --> 00:02:33.660

Eric.

7

00:02:34.710 --> 00:02:41.160

Eric D' Astolfo: We have pat Ward President and founder of Internet testing systems or ITS, thank you for joining us pat.

8

00:02:41.850 --> 00:02:42.420

answer.

9

00:02:43.530 --> 00:02:49.740

Eric D' Astolfo: And we have Dr Cynthia Woodley chief operations Officer of professional testing welcome Cynthia.

10

00:02:50.160 --> 00:02:50.880

Cynthia Woodley: Thank you Eric.

11

00:02:51.930 --> 00:02:55.710

Eric D' Astolfo: And i'm honored to be sharing the virtual zoom podium with you all today.

12

00:02:57.120 --> 00:02:58.620

Eric D' Astolfo: So before we get started.

13

00:02:59.700 --> 00:03:10.620

Eric D' Astolfo: I wanted to address some pre webinar feedback that we and the ATP received questioning whether our panel was anti online proctored or anti op.

14

00:03:11.280 --> 00:03:20.880

Eric D' Astolfo: which, in the spirit of transparency, I shared with our panelists to discuss, we were all in agreement that no one in this session is anti op.

15

00:03:21.420 --> 00:03:28.230

Eric D' Astolfo: Nor do we think it's irrelevant or useful line of inquiry to ask whether one is pro or anti op.

16

00:03:29.010 --> 00:03:36.600

Eric D' Astolfo: The truly pertinent question is what delivery method is best suited for the kind of exam one has to administer.

17

00:03:37.560 --> 00:03:45.330

Eric D' Astolfo: In the course of our discussion i'll let our panelists speak for themselves and their organizations, but for the benefit of our audience, I will say that.

18

00:03:45.780 --> 00:03:56.130

Eric D' Astolfo: Pearson views position is that since we first began delivering op exams online proc during has slowly grown and after coded exponentially grown.

19

00:03:56.610 --> 00:04:11.250

Eric D' Astolfo: into another optional delivery channel for our clients, which, like any alternative delivery channel requires a clear eyed look into the benefits and risks and realities and trade offs I mentioned two other things, in passing, before we begin.

20

00:04:12.570 --> 00:04:21.810

Eric D' Astolfo: First Pearson vue has been delivering online proctored exams since 2013 eight years ago, which was very much in the early days of op.

21

00:04:22.260 --> 00:04:32.040

Eric D' Astolfo: When it first began migrating from higher education to higher stakes testing we've been in the online practicing space for a long time and we plan to stay there in the future.

22

00:04:33.060 --> 00:04:45.870

Eric D' Astolfo: Today, following the pandemic we deliver over 3 million op credentialing exams per year and over 12 million more and test centers so as we see it O P isn't going away, and neither a test centers.

23

00:04:47.070 --> 00:04:54.450

Eric D' Astolfo: Finally, we do not believe that being thoughtful about op is it all equivalent to being somehow against op.

24

00:04:55.020 --> 00:05:00.390

Eric D' Astolfo: In fact, we think being thoughtful is the best way to advance the possibilities of op.

25

00:05:00.900 --> 00:05:10.560

Eric D' Astolfo: We want to encourage conversations like this that drive transparency and data gathering and measurement research around online practicing as an emerging delivery mode.

26

00:05:11.160 --> 00:05:18.810

Eric D' Astolfo: We think it's important to ask questions like is op just as valid secure and suitable for high stakes tests as in person test centers.

27

00:05:19.590 --> 00:05:33.990

Eric D' Astolfo: Finding the answers to these questions is the best way to advance the applications of op and to find its role in the future of professional high stakes testing so with that i'm eager to get started, and let our expert panelists weigh in on their thoughts.

28

00:05:35.220 --> 00:05:36.810

Eric D' Astolfo: i'd like to begin with a question for pat.

29

00:05:38.070 --> 00:05:42.270

Eric D' Astolfo: As everyone knows, online track during began in higher education testing.

30

00:05:42.810 --> 00:05:52.020

Eric D' Astolfo: Where the risks in terms of public protection are lower than in credentialing testing and the financial incentives to cheat or steal content are less significant.

31

00:05:52.830 --> 00:06:01.020

Eric D' Astolfo: In the news media just in the past week alone, there have been articles in the New York Times about medical students of Dartmouth, and also in The Wall Street Journal.

32

00:06:01.470 --> 00:06:19.140

Eric D' Astolfo: of a kind that now seem to be an almost monthly fee news feature about the prevalence of online cheating and data privacy concerns So my question is we're delivering more than 3 million online proctored exams pad for over 160 test sponsors, are we making a mistake here.

33

00:06:21.360 --> 00:06:32.880

Pat Ward: Thanks Eric no absolutely not online practicing is just such a great solution for so many programs and that's not going to change, I mean the ease of access is just an amazing benefit.

34

00:06:33.510 --> 00:06:44.010

Pat Ward: and successful delivery is not actually a technical question anymore, we know it works today 10s of millions of tests have been successfully delivered and that trend is going to accelerate not D accelerate.

35

00:06:44.640 --> 00:06:50.130

Pat Ward: Many of these tests were previously delivered at brick and mortar centers and we know that the op side is growing rapidly.

36

00:06:51.240 --> 00:07:00.630

Pat Ward: But we can also say that O P is not for every program and it's not for every examine a there are challenges related to cheating and content security privacy and comparability.

37

00:07:00.870 --> 00:07:07.740

Pat Ward: That are showstoppers for some programs, and I think some of these problems are unsolvable meaning, we as an industry will need to live with them.

38

00:07:08.640 --> 00:07:19.320

Pat Ward: I believe that all these modalities have a role, have a role to play and that we owe it to the programs and of the candidates to understand the limitations and the costs and to pick the right modalities for those programs.

39

00:07:21.750 --> 00:07:22.470

Thank you, Pat.

40

00:07:24.690 --> 00:07:31.560

Eric D' Astolfo: Any thoughts from our other panelists are we have it, I have a question next for Cynthia Cynthia as a psycho nutrition.

41

00:07:32.040 --> 00:07:37.050

Eric D' Astolfo: And a standards developer, in fact, for online proctored standards and, as a former antsy.

42

00:07:37.590 --> 00:07:44.490

Eric D' Astolfo: assessor you often advise your clients, on which delivery modalities might be the ideal fit for their programs.

43

00:07:44.910 --> 00:07:54.990

Eric D' Astolfo: What are some of the most important factors you think credentialing program needs to consider before migrating online park during or even just adding it as an additional option for their candidates.

44

00:07:56.040 --> 00:08:03.120

Cynthia Woodley: Thanks Sarah that's a really interesting question and I think one that a lot of the participants are anxious to hear response to.

45

00:08:03.780 --> 00:08:15.960

Cynthia Woodley: First of all, when a client approaches me about the consideration of going to online proc trying, I give them a list of considerations and thoughts that they should really think about as an.

46

00:08:16.500 --> 00:08:28.830

Cynthia Woodley: organization and the first one is what is their tolerance for risk, and when I when I say risk, I mean what is their tolerance for risk of loss of their intellectual property or their content.

47

00:08:29.280 --> 00:08:38.130

Cynthia Woodley: Do they have plenty of test questions in their item bank, so if they find out later on, that their questions are on the Internet, they can quickly create another forum and keep going.

48

00:08:39.030 --> 00:08:49.740

Cynthia Woodley: What is their tolerance for risk to cheating, is it a high tolerance or a low tolerance, what is their tolerance to the risk of the PR that they may or may not get.

49

00:08:50.070 --> 00:09:07.020

Cynthia Woodley: If a regulatory body, for example, if they're being used for regulatory licensure if a regulatory body finds out that they're using online prospering and there's some negative fallout from that so they need to first they need to assess their tolerance for risk that is part of the process.

50

00:09:08.160 --> 00:09:20.760

Cynthia Woodley: Next I think they need to look at the high stakes nature of their credential so what what is the risk to life or life safety if the credentialing process fails, so if there happens to be.

51

00:09:21.030 --> 00:09:26.610

Cynthia Woodley: a scandal that they don't they're a cheating scandal they're unaware of, or loss of their.

52

00:09:26.820 --> 00:09:35.970

Cynthia Woodley: test questions that get out there and a candidate coming in, already has the answers and they're unaware of this and they accidentally credential someone who shouldn't have been credentialed.

53

00:09:36.330 --> 00:09:42.090

Cynthia Woodley: What is the risk to life, safety, can you imagine if commercial airline pilots.

54

00:09:42.720 --> 00:09:52.110

Cynthia Woodley: If they came in and they cheated to pass their exam So what is the potential loss of life, so I think they need to look at the nature of their program and how high stakes, it is.

55

00:09:52.980 --> 00:10:02.760

Cynthia Woodley: I also advise our clients Is this something that you're thinking about doing temporarily or is this a permanent solution, are you going to online proctored as a response to.

56

00:10:03.030 --> 00:10:13.350

Cynthia Woodley: limited availability of brick and mortar sites or are you doing this because you really want to move into online proctored if they're only doing it as a temporary measure.

57

00:10:14.160 --> 00:10:24.000

Cynthia Woodley: I often advise they they really think hard as to whether they want to do that or not, because it's difficult to walk back after they've already launched online proctored.

58

00:10:25.290 --> 00:10:30.990

Cynthia Woodley: Another thing they need to think about is the mode of online proctored are they doing live proctor's.

59

00:10:31.290 --> 00:10:37.980

Cynthia Woodley: Who are actually observing the candidate or are they doing one of using one of the other modes of online proctored online monitoring.

60

00:10:38.310 --> 00:10:50.580

Cynthia Woodley: Maybe record and review or or Ai to monitor for signs of cheating they really need to take a look at the risks and the pros and cons of all of those various loads of online proctored.

61

00:10:51.720 --> 00:11:02.520

Cynthia Woodley: They also need to consider the policy changes that they're going to have to make in their organization you when you decide to go to online practicing you need to develop some specific policies related to online proctored.

62

00:11:02.820 --> 00:11:12.840

Cynthia Woodley: What happens if the computer shuts down in the middle, how to candidates jump back on and continue their exam or do they have to start over if you have a nine hour exam, how do you deal with breaks.

63

00:11:13.110 --> 00:11:19.650

Cynthia Woodley: Those kinds of things, so they need to take a look at what policy changes they're going to have to make to go to online proctored.

64

00:11:20.790 --> 00:11:33.480

Cynthia Woodley: I also tell our clients, you need to be aware of some of the Labor issues that you're going to have to deal with, for example, do you have the staffing to deal with calls candidate calls that may come in, when they're having difficulty.

65

00:11:33.840 --> 00:11:45.930

Cynthia Woodley: registering or they're having difficulty scheduling or or they had an it or a computer problem or their supervisor doesn't allow them to install some sort of software, on their work computer.

66

00:11:46.260 --> 00:11:58.770

Cynthia Woodley: or even and we've actually had a client experience this or even if you're using if you're using an Ai flagging system just the volume of recordings that you're going to have to go back and look at.

67

00:11:59.610 --> 00:12:09.780

Cynthia Woodley: Because the online proctored vendor isn't going to make the decision the certification body has to make the decision and they'll have to watch hours and hours of video to make those kinds of decisions.

68

00:12:10.530 --> 00:12:20.280

Cynthia Woodley: And then I also advise them to take a look at the the robustness of their their item bake some psychometric issues what model are they using to.

69

00:12:20.550 --> 00:12:31.260

Cynthia Woodley: To develop their credentials program are they using a classical test theory, or are they using the need to look at the measurement concepts that may impact online proctor.

70

00:12:32.190 --> 00:12:37.020

Cynthia Woodley: And then, finally, they need to look at some data security issues and also.

71

00:12:37.620 --> 00:12:51.060

Cynthia Woodley: Internet privacy issues Those are some of the things that they need to consider, so we don't we don't want anyone to just jump into online proctored we want them to actually take a look at all of the things that come with the move to online proctor.

72

00:12:52.620 --> 00:13:03.690

Eric D' Astolfo: That was quite a rich answer, there was a lot there Cynthia because you went from measurement to operations to candidate services any other comments from our panelists on Cynthia's.

73

00:13:05.040 --> 00:13:09.630

Eric D' Astolfo: Quite in depth analysis of scratching the surface, to have how to begin.

74

00:13:13.530 --> 00:13:13.890

Eric D' Astolfo: All right.

75

00:13:15.780 --> 00:13:24.870

Eric D' Astolfo: Phil you oversee one of the largest medical licensure programs in the world, serving stakeholders in the US and Canada and elsewhere, internationally.

76

00:13:25.380 --> 00:13:38.790

Eric D' Astolfo: What are the challenges, you see, for a high stakes program like the end clicks migrating to op and what steps are you and ESPN actively taking and committing resources to tackle this question.

77

00:13:41.130 --> 00:13:47.370

Phil Dickison: Thanks Eric this, this is a very interesting topic and I do want to actually say.

78

00:13:47.910 --> 00:13:58.740

Phil Dickison: I might not need to say anything else, except the next question because I think pat and Cynthia cover those things, but l I will go into this and one, the only thing I would say, and probably.

79

00:13:59.400 --> 00:14:03.660

Phil Dickison: This is, is my nature paths at something about some problems run solvable.

80

00:14:04.140 --> 00:14:15.720

Phil Dickison: And, and I get that not every test from program has the resources that I have so I get that statement, however, I believe they're all solvable I just need the right resources and enough money to solve them.

81

00:14:16.560 --> 00:14:26.550

Phil Dickison: and get I figured that out, so I actually my glass is half full around that, and so it gets to the second part of your question, but then back to the Cynthia.

82

00:14:27.690 --> 00:14:39.060

Phil Dickison: everything she said is true, I just think probably in a little simpler way I have this thing that I call a validity triangle that that I think is very, very important to us and it's we sort of.

83

00:14:39.450 --> 00:14:50.940

Phil Dickison: At the Council adhere to that that validity triangle has has, as you know, triangle three legs and those three legs are psychometrics content and security of which Cynthia covered every one of those.

84

00:14:51.390 --> 00:14:59.430

Phil Dickison: But what's more important aren't the legs, is that the Center of that is the building blocks of validity and so when.

85

00:15:01.170 --> 00:15:10.530

Phil Dickison: The problems with and the challenges to me are aren't the technology paths right the technology's there right could it be enhanced certainly.

86

00:15:10.800 --> 00:15:19.830

Phil Dickison: But the real problem is the measurement side and fundamentally I think what keeps the majority of high stakes exams right now going is this validity question.

87

00:15:20.250 --> 00:15:23.760

Phil Dickison: So that you do not want to get in a position where.

88

00:15:24.180 --> 00:15:38.040

Phil Dickison: You offer an exam in which us, you have to say to your end users well you know what we thought a convenience was more important of validity and therefore we didn't we put it as convenience is the priority.

89

00:15:38.430 --> 00:15:44.520

Phil Dickison: The worry I have in all of these discussions at this point isn't that this can't be solved.

90

00:15:44.940 --> 00:15:52.650

Phil Dickison: He is that simply going to it without answering the questions around validity, are going to come back and be a problem for the testing.

91

00:15:53.040 --> 00:16:08.100

Phil Dickison: Industry, at least in the high stakes, because if you have no validity than the legitimacy of the results reported the regulatory bodies around what Cynthia described as life saving areas all right i'm.

92

00:16:10.260 --> 00:16:19.620

Phil Dickison: Becoming defensible once they become indefensible Eric and the question has to become, why are you given a test at all if you really can't defend the results, why give it and so.

93

00:16:20.670 --> 00:16:28.620

Phil Dickison: Where we've went is, we believe that you can give the convenience, but you have to have the real evidence around.

94

00:16:28.800 --> 00:16:38.490

Phil Dickison: Those elements of validity so so what we've done it started a list you asking where we've committed we started a list of what are the validity arguments, what are all of those and there's.

95

00:16:38.940 --> 00:16:47.820

Phil Dickison: Our listeners about 20 to 25 and where we committed we've committed to researching those validity arguments in a rigorous way to actually determine.

96

00:16:48.180 --> 00:17:02.220

Phil Dickison: Are they true arguments can I confirm or disconfirmed the problems around validity at once, I can either confirm or disconfirmed, then we are dedicating resources directly at those validity solutions.

97

00:17:03.360 --> 00:17:08.880

Phil Dickison: So we're in the middle of that we've committed a fair amount of resources to that particular importance.

98

00:17:09.240 --> 00:17:21.960

Phil Dickison: Is where we're starting, that is, Ai artificial intelligence, because we fundamentally believe that the current artificial intelligence is not as robust as it needs to be and could be.

99

00:17:23.040 --> 00:17:37.830

Phil Dickison: could be enhanced, to help with that, for instance, not just using the API by itself so using a hybrid alright, so you have live proctor and Ai and, additionally, that you're collecting.

100

00:17:38.310 --> 00:17:45.270

Phil Dickison: Ai on the proctor as well as Ai on the candidate so we're investigating how can we put those together.

101

00:17:45.870 --> 00:17:57.390

Phil Dickison: To make better decisions because Cynthia is also correct, it is the test developers, not the administrators responsibility to make decisions around that.

102

00:17:58.110 --> 00:18:12.750

Phil Dickison: decision that the Ai pops up right, and so is there a way to not have 1000 of those show up, is there a way to combine those in some way that gives you a probability announced at the end of it so there's a lot of things that we're working on.

103

00:18:14.310 --> 00:18:23.430

Phil Dickison: To to see how we can actually move a high stakes exam like ours over to an online proctored approach sometime in the future.

104

00:18:24.150 --> 00:18:33.780

Eric D' Astolfo: that's excellent film fact both of your answers sort of dovetailed with some of the great questions i'm already seeing and i'm actually going to pause to read, one of the questions that I think would be.

105

00:18:34.590 --> 00:18:42.240

Eric D' Astolfo: directed either Cynthia and or fill we have a test centers offer a standardized testing experience this is from the audience Member.

106

00:18:43.080 --> 00:18:55.290

Eric D' Astolfo: Online proctored allows test takers to take an exam literally anywhere clearly the test taking experience under op is no longer standardized so some questions, how much of a threat is that to reliability.

107

00:18:55.920 --> 00:19:04.800

Eric D' Astolfo: How do you know if tests were originally validated under test Center conditions, can you be sure their original reliability findings hold under op conditions.

108

00:19:05.400 --> 00:19:15.840

Eric D' Astolfo: What work has been done in this area do testing organizations need to disclose their research so they work, as it were, so that's more than one question, I will say, I believe, as a testing provider.

109

00:19:17.400 --> 00:19:23.130

Eric D' Astolfo: Testing providers are should be disclosing research but also independent research should be done as well.

110

00:19:23.760 --> 00:19:36.120

Eric D' Astolfo: That is neither you know directly from a provider or a sponsor but do either view or all three of you want to comment on just those overall questions and the emerging research that is still happening now with op testing.

111

00:19:37.020 --> 00:19:44.880

Cynthia Woodley: I will take a first pass and then anyone else can jump in I think that's a really good question and I think the the basic answer is no.

112

00:19:45.330 --> 00:19:49.140

Cynthia Woodley: Online proctored isn't a standardized administration anymore.

113

00:19:49.440 --> 00:20:02.730

Cynthia Woodley: But the bigger question is, does that matter, and that was the second part of that question How does that affect the reliability and other issues associated with the exam process and that's the kind of research that we need to conduct.

114

00:20:03.120 --> 00:20:11.400

Cynthia Woodley: I see a lot of research, starting now, but the research that i'm seeing is overly simplistic it's just looking at overall pass rates, for example.

115

00:20:11.700 --> 00:20:23.970

Cynthia Woodley: I think we need in depth research and not just quantitative, we also need qualitative research, where we actually we talked to the candidates about the candidate experience we don't know whether an uncensored eyes.

116

00:20:24.750 --> 00:20:33.030

Cynthia Woodley: exam administration, particularly if the candidate selects the this the location themselves, and maybe they're more comfortable in that location.

117

00:20:33.360 --> 00:20:41.820

Cynthia Woodley: What impact that ultimately has, and those are the kinds of research questions that I think we need to ask before we just wholesale jump into this.

118

00:20:42.870 --> 00:20:49.410

Phil Dickison: You know I would I would add, I agree with everything facility, I said, I would also add that that if you take a look at it, a test Center.

119

00:20:52.890 --> 00:21:04.200

Phil Dickison: Are we actually creating we create a systematic standardization i'll tell you the council's even if you know we take this very seriously the paint on the wall needs to be the same, the pictures need to be the same.

120

00:21:04.500 --> 00:21:11.970

Phil Dickison: The decorations need to be the same, but here's the point do we really know that that actually creates a variation at all.

121

00:21:12.420 --> 00:21:20.640

Phil Dickison: As well as we we haven't really assess what's the impact of taking a candidate, forcing them to out of their comfortable environment.

122

00:21:21.210 --> 00:21:36.210

Phil Dickison: Making them drive an hour put them in a testing or where they haven't used the equipment ever all right, so that exists today and we haven't we've just accepted that but we haven't actually researched, so I absolutely agree that the problem isn't.

123

00:21:37.380 --> 00:21:50.670

Phil Dickison: It does, are we changing standardization is, we need to prove that what needs to be standardized what is critical to standardization right as opposed to what is robust.

124

00:21:51.180 --> 00:21:58.650

Phil Dickison: To non standardization, and I think that you have to formulate your research questions around that, as opposed to assuming.

125

00:21:58.950 --> 00:22:07.320

Phil Dickison: See the problem with some research today, as you as you've already got an outcome, and you built your research to get that question i'm suggesting the build a true.

126

00:22:07.710 --> 00:22:18.180

Phil Dickison: Rigorous research around a question and and figure that out, and I do think it's what is those robustness to don Sarah nice events.

127

00:22:19.290 --> 00:22:22.740

Eric D' Astolfo: So those are great answers we have an also a comment from.

128

00:22:24.120 --> 00:22:31.470

Eric D' Astolfo: Andre i'm playing i'm sorry to call you out there Andre but he has a great you had a great comment that you're publishing and the medical Council of Canada will be publishing an article and.

129

00:22:31.950 --> 00:22:40.530

Eric D' Astolfo: In I think it's the JET the journal of applied testing technology we ourselves will be publishing there, I have a feeling we're about to turn a corner on lots of research.

130

00:22:40.800 --> 00:22:47.700

Eric D' Astolfo: Because we have a lot of data over the last year and we're looking forward to seeing more of the research that you both mentioned.

131

00:22:48.780 --> 00:22:51.180

Eric D' Astolfo: Before we go on one more quick question from the audience.

132

00:22:51.660 --> 00:23:04.740

Eric D' Astolfo: And this is for Cynthia Cynthia mentioned, it would be hard to walk back from implementing online remote practicing please expand What challenges Ken an exam program expect in walking back what should be considered in such a decision.

133

00:23:05.130 --> 00:23:15.210

Cynthia Woodley: So our own, we have not had a client go back, yet we have had at least one client that went to online proctored as a temporary measure.

134

00:23:15.510 --> 00:23:22.020

Cynthia Woodley: I think what remains to be seen, is when they say okay well we're stopping online proctored now what is going to be the response from.

135

00:23:22.260 --> 00:23:32.490

Cynthia Woodley: candidates who have now become accustomed to not having to drive anywhere as phil said, and they can they can sit at home and take their exam sitting on top of their bed or whatever.

136

00:23:33.060 --> 00:23:44.940

Cynthia Woodley: I think that that remains to be seen how easy it is and what kind of pushback you're going to get from the candidates, particularly when you say it was only temporary and now we're going to go back to brick and mortar testing.

137

00:23:45.210 --> 00:23:50.130

Cynthia Woodley: There probably are other issues as well that need to be considered, but I think that.

138

00:23:50.580 --> 00:24:03.090

Cynthia Woodley: going for as phil called it convenience we've now come up with a model based on convenience and taking the convenience away what does that impact, and I think that's what I meant by it's not so easy to walk back yeah.

139

00:24:04.200 --> 00:24:13.350

Eric D' Astolfo: By the way, we're getting great questions from the 452 live participants so we're going to if we can't get to them all i've already had the panelists degree that we can.

140

00:24:13.950 --> 00:24:29.010

Eric D' Astolfo: tackle these offline and contact you back directly because ATP captures all the questions, but these are really great questions, I want to move on to one for pat what are some of the security challenges of online product during and test centers pet.

141

00:24:32.730 --> 00:24:42.210

Pat Ward: yeah so let me, let me start about the fact that for online proctor and you know phil brought up the fact that I was.

142

00:24:43.860 --> 00:24:58.800

Pat Ward: mentioning that something was unsolvable and I get that push back, I think a lot from other vendors and other people in the industry and it's something I bring up a lot, most of the security challenges for opi comes from the fact that the candidate controls the environment.

143

00:24:59.970 --> 00:25:12.090

Pat Ward: And when you control the room in the machine it's basically easy to cheat and easy to steal content now some people might argue with that and i'll i'll give you some examples, just to sort of why I feel that way.

144

00:25:13.710 --> 00:25:24.840

Pat Ward: The there's certain things that you should expect us to be able to block there's a secure browser component running that basically locks down the system as part of any remote proctored system.

145

00:25:25.230 --> 00:25:34.410

Pat Ward: And they should be able to block anybody from capturing the screen, so what we call screen scraping where they sort of capture what's on the screen and put it in a file somewhere.

146

00:25:34.920 --> 00:25:43.650

Pat Ward: We should be able to block remote access for somebody takes over the control of a machine, we should be able to block with the call virtual machines, and this is where.

147

00:25:44.520 --> 00:25:54.600

Pat Ward: When you have a virtual machine that you're running the test in but that's running inside of a computer, which is not locked down, which means they can do all sorts of bad things like have somebody else come in from another spot.

148

00:25:54.930 --> 00:26:04.050

Pat Ward: We can block things like assistive software like spell check and access the chat emails and things like that, and we should be able to block.

149

00:26:04.290 --> 00:26:14.580

Pat Ward: Questions being stored and visible at the proctors that's just something that we've seen some problems within the industry, so all these things are possible, I think the first thing you should know is that.

150

00:26:15.420 --> 00:26:21.900

Pat Ward: Most of the vendors aren't doing all this, so you need to ask and verify every single one of those things.

151

00:26:22.830 --> 00:26:34.200

Pat Ward: The second thing is, I want to bring up is that cheating is really easy if you have somebody who will take the test for you in a different room, you can take about a $15 device or hdmi or vga splitter cable I use these on my.

152

00:26:34.530 --> 00:26:47.370

Pat Ward: Like my monitor that I display movies on, and you can create a second monitor and another room and another keyboard or mouse and there's nothing any op vendor can detect it there's no way for them to detect that right now.

153

00:26:48.150 --> 00:27:00.210

Pat Ward: And it doesn't look like that's going to change, which is where I talk about that some of these things are sort of unsolvable it's not like people aren't trying it's just not possible it's also easy to hide it hide video cameras.

154

00:27:01.110 --> 00:27:13.410

Pat Ward: Video facts is is you know through like a button camera or a camera hidden in the room is relatively easy to do, and you can also if you just ran that monitor in a different room, you can video that.

155

00:27:13.710 --> 00:27:21.720

Pat Ward: The same way now brick and mortar has some of these challenges, too, but I would argue that it's actually more difficult to cheat.

156

00:27:22.320 --> 00:27:30.060

Pat Ward: The first thing I would say is the candidates are sort of more emboldened in their own environment, I mean there, there seems to be more willing to do things that they wouldn't do.

157

00:27:30.330 --> 00:27:41.430

Pat Ward: In a testing Center we've seen this already I i've seen students or heard anecdotes of students, that people know where they cheated in their home and they just thought it was sort of a contest to do it.

158

00:27:41.700 --> 00:27:48.330

Pat Ward: and on a remote, you know national test and they kind of thought it was funny and that's not a problem you have in centers.

159

00:27:48.840 --> 00:27:56.340

Pat Ward: The hidden camera thing can happen for in person centers as well, but I think the detection of a hidden camera is much more likely in a.

160

00:27:56.880 --> 00:28:02.760

Pat Ward: in person, you can spot it the you know just basically the resolution in person as much better.

161

00:28:03.300 --> 00:28:12.600

Pat Ward: proxy testing is a problem for both modalities that's proxy testing, but I mean by proxy testing i'm talking about where somebody pretends to be somebody else they have fake credentials.

162

00:28:13.140 --> 00:28:24.630

Pat Ward: Things like that centers do do a better job of blocking this they have biometric tools, like a palm print or a face recognition or something like that which helps but that doesn't completely solved the problem either.

163

00:28:25.530 --> 00:28:33.420

Pat Ward: I think it's also kind of important to recognize that both online proctored and brick and mortar have different modalities for op.

164

00:28:33.750 --> 00:28:39.300

Pat Ward: The security is going to be better for the human proctored system with Ai rather than the Ai only.

165

00:28:39.630 --> 00:28:45.900

Pat Ward: And for brick and mortar centers the corporate own centers have better proctor's they have better processes, they have this better.

166

00:28:46.260 --> 00:28:54.030

Pat Ward: Better general security than the third party testing centers and the third party testing centers or locations, because it could be a hospital it doesn't have to be a Center.

167

00:28:54.300 --> 00:28:58.980

Pat Ward: They may have an interest in the results which brings its own own challenges.

168

00:28:59.730 --> 00:29:08.670

Pat Ward: there's also some ways, you can actually do to to address some of these problems like content that you know content that can be somewhat addressed by just having bigger item banks.

169

00:29:09.240 --> 00:29:18.780

Pat Ward: AIG is is very big right now and for very good reasons there's a lot of great progress being made there that's a huge solution for this adaptive test can help.

170

00:29:19.320 --> 00:29:27.870

Pat Ward: or you're you're doing something there the chameleon chameleon clones which we talked about somebody give a presentation, I saw it ATP.

171

00:29:28.650 --> 00:29:34.080

Pat Ward: is a way to detect the problem and then advanced item types like performance based item types.

172

00:29:34.620 --> 00:29:39.660

Pat Ward: I think I was just going to echo what the other said the stakes sort of matter here, and you have to sort of.

173

00:29:40.020 --> 00:29:47.520

Pat Ward: build it based on you know what the the programs have I also kind of wanted this call out a few benefits.

174

00:29:48.000 --> 00:29:53.880

Pat Ward: That weren't called out at least one benefit, and I saw this in one of the questions as well from an accessibility standpoint.

175

00:29:54.180 --> 00:30:05.400

Pat Ward: The ability to use your own assistant tools and software could be a massive benefit, be able to do that at home versus using you know, a Center that requires jobs and maybe use nba or something different.

176

00:30:05.610 --> 00:30:12.150

Pat Ward: At home, or maybe you're on a MAC and you have those particular tools, so that can be actually something that's a little bit different.

177

00:30:12.390 --> 00:30:20.250

Pat Ward: And you know phil was talking about, you know measuring you know some of the things about doesn't really make a difference, well.

178

00:30:20.550 --> 00:30:29.850

Pat Ward: Even outside the aggregates, we do know that some people are going to be more comfortable in their own home, and we also know that some people are going to be more comfortable in a Center.

179

00:30:30.210 --> 00:30:39.870

Pat Ward: right that they may be able to get away from the kids or the mess, or what have you, and there are some reasons to do all those things same thing goes with the hardware issue you know you might have better hardware.

180

00:30:40.560 --> 00:30:54.810

Pat Ward: At home, but you might actually have better heart but, meaning a bigger monitor at home or you might have better hardware at the Center where it's a it's a faster network, so all those things can be considered a wash that that you know, depending on the person, it might make it be different.

181

00:30:55.590 --> 00:31:01.380

Eric D' Astolfo: At you bring up a question that three different audience Members are submitting i'm going to kind of gather these up into one.

182

00:31:02.160 --> 00:31:07.920

Eric D' Astolfo: We have questions like what issues are people seeing with candidates ability to meet the technical requirements of op.

183

00:31:08.790 --> 00:31:16.260

Eric D' Astolfo: Another person mentioned that the physicians are not always the best population because they're risk averse and they don't prefer that.

184

00:31:16.650 --> 00:31:26.100

Eric D' Astolfo: How do you handle the issue of equity in some geographic regions candidates, do not have access to a quiet room and a reliable computer and Internet access, this is a challenge for global.

185

00:31:26.580 --> 00:31:32.610

Eric D' Astolfo: Certification and I think it's worth pointing out that when given the choice, even during the current pandemic.

186

00:31:33.150 --> 00:31:45.630

Eric D' Astolfo: The majority of candidates for different programs or quote, or at least half will continue to choose brick and mortar for those kinds of reasons are those that do you see that Cynthia in your because you advise clients who do both, and neither.

187

00:31:46.770 --> 00:31:59.160

Cynthia Woodley: And we have seen, yes, where they're doing both we have still seen a substantial number of candidates picking the brick and mortar sites, but we have a couple of clients who went to online proctored only.

188

00:31:59.520 --> 00:32:06.750

Cynthia Woodley: And so it'll be interesting to see what happens as they start to think about introducing brick and mortar again.

189

00:32:07.260 --> 00:32:12.330

Cynthia Woodley: And then, some of those other issues become issues, the equivalence I do want to jump on something pat said, though.

190

00:32:12.540 --> 00:32:24.420

Cynthia Woodley: All of those pros and cons that he brought up I think those are the kinds of things that we need to look at with research we you know I i've said this a couple of times, some people know i've said it publicly.

191

00:32:24.780 --> 00:32:42.750

Cynthia Woodley: When see me T came online and we were all using paper and pencil we forced the cvt industry to prove that what they were proposing worked we force them to go out and do hard academic scholarly research and bring that to the industry before we all jumped into it.

192

00:32:43.830 --> 00:32:49.050

Cynthia Woodley: We did not and i'm sure the pandemic played a big part part of this, but we did not for.

193

00:32:49.260 --> 00:32:57.810

Cynthia Woodley: The online proctored ring and online monitoring industry to do all that hardcore academic scholarly research before we all jumped into it.

194

00:32:58.050 --> 00:33:06.030

Cynthia Woodley: But I think that the time is now to actually start having that done and some of the things pat mentioned, you know what are the impacts of all of those things.

195

00:33:06.960 --> 00:33:23.100

Cynthia Woodley: The difference between bandwidth or speed or computer technology your monitor site all of those things, what is, what are the impacts of that on the process where's the measurement study of how that affects what someone how someone performs on an exam yeah.

196

00:33:23.640 --> 00:33:29.730

Eric D' Astolfo: And I think your comment there it goes with the Wayne kamara who just mentioned that.

197

00:33:30.150 --> 00:33:40.440

Eric D' Astolfo: There should be the same standard of migrating from paper to computer, as there is for these modalities on score equivalence of an at home test vs which I don't think we've seen yet.

198

00:33:41.010 --> 00:33:47.190

Eric D' Astolfo: we've seen some you know, ambitious and worthy attempts at research but not something on on that scale yet.

199

00:33:48.990 --> 00:34:01.410

Eric D' Astolfo: I do want to make sure we capture several people are saying they want to focus on the candidate experience as well, and we have several questions about the use of Ai which, as we began the comment about those higher ED articles pat.

200

00:34:02.460 --> 00:34:14.550

Eric D' Astolfo: Ai has been very much in the news, and I think it's a combination of real concern and also some misunderstanding in the media Far be it for me to suggest the media gets the details wrong on things like this, but I often see.

201

00:34:15.630 --> 00:34:32.820

Eric D' Astolfo: Ai is being implied as making direct decisions our practice, for example, is that Ai is simply an assistive tool for the proctor we do not allow Ai to revoke your test or make a decision, it just it puts flags, I think, though, those to go to.

202

00:34:34.050 --> 00:34:50.460

Eric D' Astolfo: joanne's or dana's question Dana Britain those kind of concerns in the media are fueling and increasing candidates anxiety about these about Ai and what the online practicing experiences like, would you agree with that, that the news media is not helping us.

203

00:34:50.760 --> 00:34:52.530

Pat Ward: Now I would disagree with you Eric.

204

00:34:52.560 --> 00:34:53.370

Eric D' Astolfo: I would.

205

00:34:53.460 --> 00:35:03.480

Pat Ward: I think it's important that these things be brought out, I will tell you my my opinion on the on the candidate and the privacy stuff changed as I went and read.

206

00:35:03.960 --> 00:35:12.690

Pat Ward: Some of the chat boards, where people were talking that's a real issue and it's something that we need to talk about, we need to consider and we need to change our decision, sometimes on.

207

00:35:13.470 --> 00:35:19.320

Pat Ward: And it's the idea what's different now is that going into coven.

208

00:35:20.250 --> 00:35:31.920

Pat Ward: Remote proctor was an option of convenience right, so the programs that supported it, they had the Center option to, and that they wanted to go down this path that was fine with changed and Kobe was a requirement to do it and.

209

00:35:32.640 --> 00:35:40.230

Pat Ward: You know I I think it's something we do need to consider and it needs to be a part of the process, and I think these kinds of.

210

00:35:41.100 --> 00:35:45.240

Pat Ward: calls and articles and newspapers, yes, it does raise.

211

00:35:45.870 --> 00:35:55.230

Pat Ward: awareness and sometimes and maybe it's scaremongering in a way, but I also think it's good for us, and I think we need to be aware of it, and these are people and they're doing to us and.

212

00:35:55.560 --> 00:36:06.270

Pat Ward: it's one of the factors that needs to be measured and it's it's part of it That said, I actually would also want to say that I haven't seen anybody who's using Ai to make a pass fail decision.

213

00:36:06.660 --> 00:36:14.700

Pat Ward: everybody's using it as an assistant mechanism as far as I can see now there are some that are using it to inform a proctor immediately.

214

00:36:14.880 --> 00:36:28.290

Pat Ward: And then, some are actually using it on a on a sort of a record and review later kind of model but but they're all kind of using it in that sort of way and I think that's good they're also using Ai and ways to like just make sure that the cameras working properly and.

215

00:36:29.310 --> 00:36:35.850

Pat Ward: That the you know the driver's license you can go through that kind of process without having a human being involved and just to make it a little bit better and.

216

00:36:36.060 --> 00:36:42.480

Pat Ward: The readiness and I think those are all really fine ways of doing that, so I like I like what's happening in some ways, with the Ai.

217

00:36:42.930 --> 00:36:50.760

Pat Ward: But you have to consider it as a tool it's just something that informs it and you cannot use it as the end all be all I mean I think everybody pretty much agrees with that.

218

00:36:51.330 --> 00:36:57.450

Eric D' Astolfo: So, since we're still technically on your question about the security challenges pad we have a great question it says for pat.

219

00:36:58.080 --> 00:37:05.790

Eric D' Astolfo: Fair argument that brick and mortar centers can eliminate some environmental vulnerabilities without P, but what are your thoughts on the scandals that have involved proctor's.

220

00:37:06.060 --> 00:37:19.500

Eric D' Astolfo: And test Center owners colluding with tests like taste test takers to facilitate cheating, it seems that another value of op is that it obfuscates the potential for direct relationship between the product or service and the test taker thoughts on that.

221

00:37:19.980 --> 00:37:26.370

Pat Ward: yeah I actually brought that up when I was talking about the third party centers and that they may have a reason to sort of clue.

222

00:37:27.600 --> 00:37:38.040

Pat Ward: The reality of it is if security is absolutely important to you the the the corporate own centers are really the only ones that absolutely have no stake in the game there.

223

00:37:38.460 --> 00:37:47.970

Pat Ward: And that's where you get you get your professional tests, you know administrators and things like that and that's why that that sort of channel does absolutely matter and it's not going to go away.

224

00:37:48.510 --> 00:37:58.710

Pat Ward: Those are real problems, and you know there's a lot of good work being done by all the tests vendors to sort of police that look for issues statistically, you can usually detect it.

225

00:37:59.280 --> 00:38:04.290

Pat Ward: There is, you know I know I know view does stuff, but I think all of the programs all the vendors do it and.

226

00:38:04.920 --> 00:38:10.290

Pat Ward: I think they do a pretty good job with it, and I think the point I like to make with remote prospering is.

227

00:38:11.010 --> 00:38:21.300

Pat Ward: And then, this comes back to phils point about you know, is it solvable and i'm telling you it's not solvable I can cheat I can steal your content, you can pick any vendor out there.

228

00:38:21.600 --> 00:38:30.990

Pat Ward: And I will go still the content in five minutes, I mean you know, again, you know so that's my point and I don't there's not going to be a change to that you know you know.

229

00:38:31.140 --> 00:38:42.270

Eric D' Astolfo: i'll also add to your answer to Scott, who has that question test Center collusion is a lower percentage probability it requires more than one person to be to be doing something bad.

230

00:38:42.720 --> 00:38:48.060

Eric D' Astolfo: And you can deactivate once you learn of a Center because there are ways to detect this you can deactivate.

231

00:38:48.420 --> 00:39:00.870

Eric D' Astolfo: A bad a bad actor, but once you're on op you also can prevent those bad actors from trying to take the test in those locations and then attempt, the other things that we mentioned so it's there are trade offs Scott, but it's not as.

232

00:39:01.800 --> 00:39:08.430

Eric D' Astolfo: I think the collusion doesn't occur as much in the test centers but you're right op mitigates against it somewhat.

233

00:39:10.260 --> 00:39:14.700

Phil Dickison: Eric This may be a bit of a kobayashi Maru, but i've been known to do that so.

234

00:39:15.210 --> 00:39:16.230

Eric D' Astolfo: star trek reference.

235

00:39:19.260 --> 00:39:30.360

Phil Dickison: i've got a couple comments around this so one of the problems is we're assuming things are are not solvable because they're not solvable today, we also thought at some point in time.

236

00:39:30.660 --> 00:39:38.490

Phil Dickison: that the earth was flat, and you couldn't fly to the moon, we proved ourselves wrong there that's me, so I just reprogram my computer say that.

237

00:39:38.850 --> 00:39:51.840

Phil Dickison: You know i'm Christopher Columbus Christopher Columbus convinced, a group of people to get on a boat who believed the earth was flat and sail to the end, to find out all right So for me it just reprogrammed this thing.

238

00:39:52.290 --> 00:39:55.620

Phil Dickison: Secondly, I think i'll go to something Cynthia said because.

239

00:39:56.400 --> 00:40:07.710

Phil Dickison: And i'm seeing it in the chat look, the reality is that people right now I know you said that people are still picking the brick and mortar and I believe that's true.

240

00:40:08.100 --> 00:40:15.120

Phil Dickison: But the point is that it you can't talk about that variable by itself, because there's a different.

241

00:40:15.360 --> 00:40:23.190

Phil Dickison: a bunch of variables around that that may be have influenced that at this point in time, all right we've got a culture change in this nation that.

242

00:40:23.400 --> 00:40:37.440

Phil Dickison: That is affecting everything you cannot describe it, that all of that exists and could be affecting these decisions, so I think you have to think much, much broader than this, I do think, though, that the problem with we think about security concerns right.

243

00:40:39.090 --> 00:40:44.370

Phil Dickison: For me reprogramming the computer how about first off we stopped calling and cheating.

244

00:40:46.410 --> 00:40:54.870

Phil Dickison: let's change the argument she didn't is a social construct change it to a beret test taking that's a psychometric construct.

245

00:40:55.500 --> 00:41:04.260

Phil Dickison: By change it to that now, I can do a ton of validity work around a barrel test taking and maybe it isn't technology that solves this problem.

246

00:41:04.530 --> 00:41:20.760

Phil Dickison: Maybe it's a new scoring methodology, maybe its new item types, maybe it's a lot of other things that it isn't technology solves our problems so for me it's, as I say, kobayashi Maru i'm going to redefine the playing field and then see if you can't solve it that way.

247

00:41:21.360 --> 00:41:25.590

Eric D' Astolfo: Like Captain Kirk door you don't change the answer change the question.

248

00:41:26.910 --> 00:41:28.830

Eric D' Astolfo: James of the framework of the question.

249

00:41:31.020 --> 00:41:37.980

Eric D' Astolfo: Alright, so we still are i'm just keeping up with all the questions that keep coming on and go with it, yes.

250

00:41:38.220 --> 00:41:49.140

Pat Ward: i'd like i'd like I saw a question i'd like to sort of comment on it fits with something you asked to which is how well do people do with their hardware and you know, are they having it and things like that.

251

00:41:50.850 --> 00:42:03.090

Pat Ward: And then the question I noticed somebody said 70% of our candidates need technical support during the examination so that's the one I wanted to comment on, I have a feeling that Cynthia may have some comments from this till the.

252

00:42:04.350 --> 00:42:07.230

Pat Ward: First of all, one of the nice things about coven.

253

00:42:08.520 --> 00:42:18.480

Pat Ward: If you can say it that way is that everybody got used to to doing these sorts of conferences and everybody kind of upgraded their cameras and their their their computers so.

254

00:42:18.720 --> 00:42:27.510

Pat Ward: So the problem with having people with webcams it's gone way way down, I mean almost everybody seems to have a webcam that's not really a problem, and they seem to.

255

00:42:27.810 --> 00:42:35.550

Pat Ward: usually have decent microphones and things like that that that's been a pretty much a non issue for at least six to nine months.

256

00:42:35.970 --> 00:42:49.800

Pat Ward: But what we have seen is that the candidates do need technical support and I that 70% may even below you know we we have an enormous touch rate with with.

257

00:42:50.550 --> 00:42:58.710

Pat Ward: People who are doing this and it always has to do with sort of the readiness getting ready getting everything everything installed checking in going through that process.

258

00:42:59.010 --> 00:43:05.130

Pat Ward: And one of the things i'm seeing across the board, with all the different vendors, we work with a bunch of the different remote proctor and vendors.

259

00:43:05.340 --> 00:43:15.420

Pat Ward: Is sort of a focus on readiness and and the idea of readiness is the ability to go through that whole process before you actually take the test just to make sure, things are work.

260

00:43:16.170 --> 00:43:20.250

Pat Ward: And the ability to check your camera check your data feed make sure your stuff works.

261

00:43:20.760 --> 00:43:28.410

Pat Ward: And do that without a person being involved is massive and having the ability to maybe start a simple sample test as part of it and.

262

00:43:28.650 --> 00:43:33.330

Pat Ward: I am seeing that I think that's going to go a long way to actually cutting down those those.

263

00:43:33.630 --> 00:43:45.870

Pat Ward: That technical support, I think that when phil said solvable that's when I believe is solvable and we will see it get better and better and better, but right now, the cost of online proctored is amazingly high.

264

00:43:46.620 --> 00:43:54.780

Pat Ward: And compared to like you know in person or just normal you know online type of testing, so we have seen that.

265

00:43:56.520 --> 00:43:56.790

Eric D' Astolfo: Like you.

266

00:43:57.060 --> 00:43:59.970

Cynthia Woodley: I would, I would jump in and out, that is what I said.

267

00:44:00.240 --> 00:44:10.770

Cynthia Woodley: One of the considerations is do you have the manpower or the Labor to deal with candidate issues, and there are all kinds of candidate issues we see we see now cropping up with those.

268

00:44:11.130 --> 00:44:19.410

Cynthia Woodley: certification bodies to have gone to online proctored they're having to add staff, just to deal with cat registration scheduling it computer.

269

00:44:19.950 --> 00:44:25.500

Cynthia Woodley: being cut off all kinds of issues that they're having accusations of something.

270

00:44:26.010 --> 00:44:40.290

Cynthia Woodley: Average occurred during the exam all of those things, so I think that you need to think about your your staffing right now, what I agree pat if we can get to some sort of a upfront non human intern beings.

271

00:44:40.710 --> 00:44:44.970

Cynthia Woodley: process where they can check everything out ahead of time that would be really helpful.

272

00:44:47.040 --> 00:44:50.970

Eric D' Astolfo: Great answers Cynthia at two paths, we also have an interesting question here.

273

00:44:51.990 --> 00:45:00.600

Eric D' Astolfo: we've heard numerous complaints from students who tested with at home proctor and services they indicated the Ai flag them as cheating would reading questions to themselves.

274

00:45:01.020 --> 00:45:09.090

Eric D' Astolfo: In addition to the concern over allowing a stranger access to their personal computer students also reported they weren't prepared for the process in their home environment because it wasn't.

275

00:45:09.390 --> 00:45:12.870

Eric D' Astolfo: stress to them ahead of time which is a huge important like you said Cynthia.

276

00:45:13.470 --> 00:45:20.940

Eric D' Astolfo: How do we stress and effectively communicate the message that testing at home isn't the easier solution and before one of you take that.

277

00:45:21.390 --> 00:45:28.200

Eric D' Astolfo: It is interesting to think about the different online transactions in our lives withdrawing money watching a movie on netflix.

278

00:45:28.530 --> 00:45:36.780

Eric D' Astolfo: Signing addendum to your mortgage but how testing is different because the student or the candidate is one of the is.

279

00:45:37.770 --> 00:45:46.140

Eric D' Astolfo: A suspect and possibly cheating or not they don't have necessarily their own interest in mind and protecting their money when they go to a bank to withdraw.

280

00:45:46.530 --> 00:45:57.000

Eric D' Astolfo: They could be trying to get the money out of your item bank, so how, how do you message that that, for certain programs it's at home and online isn't necessarily easier.

281

00:46:00.570 --> 00:46:05.640

Phil Dickison: To say I do think this is one of our power lines as well that we're looking at.

282

00:46:07.350 --> 00:46:08.910

Phil Dickison: And and.

283

00:46:09.000 --> 00:46:22.950

Phil Dickison: And I think that it wanted, but it's important that the test developer provide the appropriate information at all levels, but even before they do that they need to do an analysis of their population.

284

00:46:23.520 --> 00:46:36.540

Phil Dickison: Because if their population is a group that is computer not computer savvy and this isn't the way to go for them they're going to create more problems than not or.

285

00:46:38.280 --> 00:46:48.360

Phil Dickison: If it is what I mean look i'm guessing I don't know this, but because I haven't done all the research but I guess if you go into the it side and do this you're not having that problem.

286

00:46:49.170 --> 00:47:00.000

Phil Dickison: All right, i'm assuming they probably are pretty good at it, but there's other populations that that generally are not you looked at our nurse a population, they are generally like.

287

00:47:00.510 --> 00:47:08.910

Phil Dickison: living on computers, they might be having these phones but but they're not really tech savvy right there they're providing hands on client care.

288

00:47:09.660 --> 00:47:19.530

Phil Dickison: And so, what do you do with that, how do you make that easier for them if you're going to do that, and what are those costs and the cost benefit ratio to that.

289

00:47:20.340 --> 00:47:29.790

Phil Dickison: Also, always at the top of that, at the end of that What did it do the validity, did you have to change something that actually as I love with Cynthia said to be.

290

00:47:30.180 --> 00:47:40.920

Phil Dickison: A couple days ago documents it or did you just make it sloppy because if you did that probably wasn't the right answer all right, so I think you've got it you've got to look at all of that.

291

00:47:42.720 --> 00:47:46.890

Pat Ward: You know, I was listening when when you asked that question, and I was thinking about.

292

00:47:47.490 --> 00:47:59.400

Pat Ward: It reminds me of the you know when you do a remote conference meeting with a system that you're not used to right, you know some other video conferencing system there's always like a 15 minute.

293

00:47:59.670 --> 00:48:09.300

Pat Ward: period where you're trying to get in and get the thing running and that's a lot about I think that's very similar to what happens with the remote proctor and stuff and i'm a big believer that.

294

00:48:10.260 --> 00:48:17.430

Pat Ward: That the readiness piece will could go a long way for that, then, focusing in on that I can also say just as a person that.

295

00:48:17.940 --> 00:48:29.400

Pat Ward: I know, for me, because I actually have spots where I can be private and keep you know relatively clean environment, I would prefer to be take my tests at home and not have to go and just for me personally, you know, so I can say that.

296

00:48:31.650 --> 00:48:33.300

Eric D' Astolfo: All right, that's good perspective.

297

00:48:34.710 --> 00:48:38.550

Eric D' Astolfo: The questions are coming in, and we have this should be an easy one for this panel.

298

00:48:39.690 --> 00:48:44.460

Eric D' Astolfo: Is online proctored ready and appropriate to deliver the highest stakes exams.

299

00:48:45.540 --> 00:48:59.790

Eric D' Astolfo: i'm being facetious that's that's not an easy question, but I do, I think this is a great panel to tackle that one so maybe we start with with you phil first is online partnering ready today and appropriate to deliver the highest stakes exams.

300

00:49:00.840 --> 00:49:02.970

Phil Dickison: Well, probably you're going to call this the kobayashi.

301

00:49:03.240 --> 00:49:04.170

Phil Dickison: Maru again.

302

00:49:04.200 --> 00:49:12.510

Phil Dickison: Because I think that the problem with is defining high stakes exam, we know that it is a continuum all right.

303

00:49:12.870 --> 00:49:20.760

Phil Dickison: And I would tell you that the answer is probably some high stakes exams depending on where they're on the continuum it is appropriate.

304

00:49:21.210 --> 00:49:34.140

Phil Dickison: I would tell you not So how do I define this how I define it high stakes exam and i'm going to tell you I don't believe that this group is ready for that high stakes exam is any time where there is a.

305

00:49:36.060 --> 00:49:43.980

Phil Dickison: A public safety impact and what do I mean by that I mean in this way that the at a point where a.

306

00:49:44.550 --> 00:49:51.780

Phil Dickison: A human somebody from the public is required to interact with a licensed service or a caregiver for.

307

00:49:52.410 --> 00:50:03.960

Phil Dickison: electrician you name it in which they are in an emergency situation and have no choice they have to take the nurse that shows up, they have to take the Doc that shows up, they have to.

308

00:50:04.800 --> 00:50:10.110

Phil Dickison: The House is burning down and they have to take the fire department that shows up they don't get a choice.

309

00:50:11.010 --> 00:50:24.030

Phil Dickison: And there is property in life at danger, I am telling you that is, to me, the highest stakes and that's how I define the high higher stakes of it, and I will tell you at this point op, in my opinion, is not ready for that.

310

00:50:24.750 --> 00:50:34.260

Phil Dickison: We, we need the the whole thing of this webinar needs to be discussed the research needs to be done, I think we can get there, but we're not there yet.

311

00:50:37.800 --> 00:50:39.240

Eric D' Astolfo: Others pad or Cynthia.

312

00:50:39.780 --> 00:50:49.290

Cynthia Woodley: I say no i'm with i'm with still I say no for for hot when I consider high stakes, and I define high stakes as life safety issues.

313

00:50:49.770 --> 00:51:03.630

Cynthia Woodley: Similar to fill when we're talking about someone responsible in a restaurant for ensuring the food is safe for we're talking about the commercial airline pilot that's flying everyone we're we're talking about the physician when we're talking high stakes I don't think we're ready.

314

00:51:06.270 --> 00:51:17.160

Pat Ward: And I i'm not I would absolutely agree with both of these guys, I would call out that I do think it's appropriate, for you know, like a lot of the IT certification tests, a lot of the academic tests.

315

00:51:17.550 --> 00:51:32.190

Pat Ward: And I also like you know the whole aim model, the record and review kind of thing for low stakes tests, so I think there's a there's some nice things there and then the proctored model for more of those mediums takes us just to sort of build on the answer.

316

00:51:34.290 --> 00:51:34.830

Eric D' Astolfo: All right.

317

00:51:36.030 --> 00:51:37.770

Eric D' Astolfo: I am someone who has a.

318

00:51:38.190 --> 00:51:48.000

Cynthia Woodley: While you're while you're looking at questions, I want to I don't know how many of the online proctored vendors are on our part of those 400 and some odd attendees.

319

00:51:48.270 --> 00:51:54.450

Cynthia Woodley: I know that Eric you and pat both are online preferred vendors, I think the online proctored vendors could help.

320

00:51:54.810 --> 00:52:02.040

Cynthia Woodley: As well this isn't this isn't just about the credentialing bodies, the online proctored vendors can help by providing.

321

00:52:02.460 --> 00:52:09.300

Cynthia Woodley: information to those considering both the pros and cons to help the clients who are considering going to online proctored.

322

00:52:09.630 --> 00:52:23.310

Cynthia Woodley: understand what the risks are because we have experienced in a couple of occasions where the online processing vendors aren't sharing everything they're not sharing both the risks and and not letting the the.

323

00:52:23.880 --> 00:52:38.220

Cynthia Woodley: The client understand what they might be able to do to mitigate some of those risks, so it was more of a partnership, where the online proctored providers were working together, I think we would advance the whole industry a whole lot more.

324

00:52:38.760 --> 00:52:40.470

Phil Dickison: And if I could add to that.

325

00:52:41.010 --> 00:52:54.210

Phil Dickison: She sees on my soapbox I think when I watched the entire op start years ago and I wanted to be involved, it was technology driven and they didn't want a psychometric or measurement person at the table.

326

00:52:54.450 --> 00:52:59.190

Phil Dickison: That it was about technology, and I think that that that was a mistake that can be corrected.

327

00:52:59.520 --> 00:53:07.650

Phil Dickison: But, but I think in the measurement people at the op development areas because there is a solution.

328

00:53:07.920 --> 00:53:21.270

Phil Dickison: That there's there's possible solutions on the measurement side and there's possible questions and risk that they're going to throw out the technology side to solve, and this needs to be a partnership, and right now it's not as strong as it should be.

329

00:53:23.670 --> 00:53:28.860

Eric D' Astolfo: Good thoughts, the next session we're going to Title kobayashi Maru just by the way, phil.

330

00:53:28.920 --> 00:53:29.940

Eric D' Astolfo: When when we do this again.

331

00:53:32.490 --> 00:53:40.950

Eric D' Astolfo: So other questions about how to prevent brain dumps and security, I will comment that I believe online proctored ring is.

332

00:53:41.580 --> 00:53:53.430

Eric D' Astolfo: ushering in even more research and innovation around data forensics around looking at response patterns of candidates, and I think that's another area that's going to that we've already seen that we're already doing to.

333

00:53:54.240 --> 00:54:06.750

Eric D' Astolfo: heighten awareness of leaked content and cheating to go back to your question phil we're going to have to change a lot of how we approach this and I think the approach to stolen content and sharing of content.

334

00:54:07.800 --> 00:54:12.120

Eric D' Astolfo: We have to up our game, as we keep up with with the challenges of opi.

335

00:54:13.890 --> 00:54:22.650

Eric D' Astolfo: I have a question for pat pat what, what do you think when you look in your crystal ball, that the test centers of tomorrow will look like.

336

00:54:24.120 --> 00:54:24.540

Pat Ward: well.

337

00:54:25.890 --> 00:54:30.210

Pat Ward: So Eric I don't have any inside information here, because you guys haven't told me anything but.

338

00:54:30.990 --> 00:54:32.970

Pat Ward: I think, with a Center channel.

339

00:54:33.630 --> 00:54:38.460

Pat Ward: I would be looking to sort of merge things you know to combine the remote.

340

00:54:39.390 --> 00:54:44.880

Pat Ward: brick and mortar concept, so the proctors would be remote, but the centers are in a controlled location.

341

00:54:45.330 --> 00:54:54.660

Pat Ward: Meaning that they control everything about them, I think that opens up all sorts of interesting concepts like smaller testing locations more regions 24 hour testing.

342

00:54:55.350 --> 00:55:07.140

Pat Ward: it's absolutely critical that if they do that they have to lock down the environment because that's the whole point of controlling the test Center you got to lock down the machines, so you solve some of those security.

343

00:55:07.590 --> 00:55:11.580

Pat Ward: Things, but if you do it, it brings up all sorts of new options for the candidates.

344

00:55:12.150 --> 00:55:26.820

Pat Ward: The other thing I guess i'd like to say is that I think the brick and mortar is going to stay on these op limitations, as you know, I was sort of disagreeing with phil on is I don't think they're going away, and I think these high security centers are going to continue to matter.

345

00:55:29.160 --> 00:55:33.150

Eric D' Astolfo: Right no thoughts on the touch test centers of the future from Cynthia or phil.

346

00:55:33.360 --> 00:55:43.170

Cynthia Woodley: Well, I sort of I agree with Pat, I think that there could be a hybrid model where you control, the environment, but maybe the proctor is remote, I wonder, during the pandemic.

347

00:55:43.650 --> 00:55:47.640

Cynthia Woodley: Why we didn't think about taking all of these hotels that were just empty.

348

00:55:47.910 --> 00:56:00.720

Cynthia Woodley: And you know, putting candidates and hotel rooms, or something along those line one per room, even where we have remote proctor but we control the environment, then, so I think there could be hybrids I can see in the future, we have hybrids.

349

00:56:03.390 --> 00:56:07.140

Eric D' Astolfo: So as i'm scrolling through the questions here.

350

00:56:08.850 --> 00:56:16.920

Eric D' Astolfo: From the College Board which experienced a you know, a dramatic challenge with with the ap exams and needing to move, we have a question that.

351

00:56:18.060 --> 00:56:26.670

Eric D' Astolfo: They encountered many who did not have the right Internet access or device and the College board overcame this by providing devices to students who needed them.

352

00:56:27.630 --> 00:56:35.670

Eric D' Astolfo: cell phones tablets chromebooks and so on, the College board had deep enough pockets to do this, but smaller publishers will not be able to do the same.

353

00:56:36.120 --> 00:56:52.770

Eric D' Astolfo: What can be done to address the issue of equity of lack of equity among test takers my first answer is there is what we've been talking about is a hybrid approach if you don't have access to that you may not be able to take in this modality, but thoughts on on equity around devices.

354

00:56:54.120 --> 00:57:08.250

Pat Ward: i'd like i'd like to take a shot at that I, I believe, Internet at this point is a right and that we all should be getting behind the political movement to get.

355

00:57:08.910 --> 00:57:13.590

Pat Ward: Internet into every house, just like we got behind it for electricity back in the 30s.

356

00:57:14.430 --> 00:57:22.050

Pat Ward: The there's no reason for kids in rural areas, not to be able to have good Internet and and quite honestly it's completely unacceptable.

357

00:57:22.590 --> 00:57:27.360

Pat Ward: You go to some of these areas, and it really isn't very good at all it's very expensive.

358

00:57:28.110 --> 00:57:34.200

Pat Ward: And this is something this is another one of those solvable problems, and I would like to see that change.

359

00:57:34.680 --> 00:57:39.600

Pat Ward: you're right having test centers is a good backup plan, and I know you know, I have a cabin.

360

00:57:39.960 --> 00:57:48.750

Pat Ward: In West Virginia and I can't I couldn't take a test from that cabin it's a, but I could actually go to the nearby town, which is about 35 minutes away.

361

00:57:49.050 --> 00:57:59.910

Pat Ward: And there's some locations there I could take a remote test so remote proctor helps out a little bit, but I would like to be able to you know, to see that kind of thing work at everybody's House as well.

362

00:58:00.270 --> 00:58:08.940

Eric D' Astolfo: yeah so one blanket statement, I will make and then we're going to promise the questions that have come in, there have been so much about research and.

363

00:58:09.240 --> 00:58:15.570

Eric D' Astolfo: we're looking forward to polling our panelists later on any of the research, they can share, and this might be a great forum to pull.

364

00:58:16.020 --> 00:58:29.970

Eric D' Astolfo: At least for this session, all the research that's out there, we know from recent ATP conference and innovations that there's also new studies being published that we're looking forward to like some mentioned in the in the JET in the in the journal of applied testing technology.

365

00:58:31.350 --> 00:58:35.130

Eric D' Astolfo: or in the in the last minute, or so I did want to say.

366

00:58:36.240 --> 00:58:42.090

Eric D' Astolfo: First of all, the panelists have been great and the questions have been wonderful and we look forward to the ongoing dialogue.

367

00:58:42.840 --> 00:58:59.610

Eric D' Astolfo: of answering these questions, after the fact, but it's become a truism already to say that and it's still true that has been an accelerant for change in our world, and it certainly has accelerated the adoption of op and is still spurring innovation right now and adaptation in this area.

368

00:59:00.960 --> 00:59:13.710

Eric D' Astolfo: I think our industry, all of us are going to be continuing this conversation about test centers n O P for a while and we hope that today's dialogue was useful to the to the audience and that spark some some more productive discussion.

369

00:59:14.940 --> 00:59:21.780

Eric D' Astolfo: I believe I speak for the panelists when I say that none of us here think that op and test centers are a zero sum game.

370

00:59:22.500 --> 00:59:33.360

Eric D' Astolfo: The future is going to be a combination of both end of ongoing analysis and the calculus of trade offs and the suitability of each delivery mode and each credential out there.

371

00:59:34.200 --> 00:59:37.380

Eric D' Astolfo: So pad you made a bold prediction i'm going to make a safe prediction that.

372

00:59:38.220 --> 00:59:53.040

Eric D' Astolfo: credentialing programs will continue to evaluate what delivery mode best suits the purpose of their exams that's a safe one and op and testers are going to continue to be viable and and robust options to meet different needs and different requirements.

373

00:59:54.360 --> 01:00:03.120

Eric D' Astolfo: And also that we're going to see lots more research in this area, because if the questions are any indication, there is quite a appetite and hunger for more.

374

01:00:03.720 --> 01:00:14.700

Eric D' Astolfo: Comparability research more validity research, of a kind phil and Cynthia talked about any other closing thoughts from from the panel, we really appreciate your input, today you guys have been fabulous.

375

01:00:16.170 --> 01:00:18.090

Pat Ward: Now, thanks guys have a.

376

01:00:18.120 --> 01:00:18.930

Phil Dickison: Great thanks.

377

01:00:19.410 --> 01:00:21.030

Cynthia Woodley: Thank you for the opportunity.

378

01:00:21.630 --> 01:00:28.680

Eric D' Astolfo: Thank you all, we hope, will hopefully be back soon sometime, but we have a lot of homework that the attendees have given us so.

379

01:00:30.300 --> 01:00:36.870

Eric D' Astolfo: I think we're going to be following up if you don't mind with with some follow up afterwards to the 34 questions that have come in.

380

01:00:38.460 --> 01:00:38.940

Thank you.

381

01:00:41.490 --> 01:00:42.600

Eric D' Astolfo: bye bye Thank you all.