

## Online Proctoring - Process Overview

### Process Summary

At Measure Learning we have trained proctors that execute standard procedures under the guidance and monitoring of our Managers and Quality Teams.

### Review+ and Live+ Launch Process

- Greet the test-taker
- Validate the test-taker's name and Photo ID
- Validate the test-taker is sitting the correct exam
- Secure the test-taker's virtual environment
- Secure the test-taker's physical environment
  - Camera Pan
  - Secure Cell Phone
- Connect the test-taker to the exam and enter the exam password

### Live+ In Exam Monitoring

- Monitor the Test-taker while in exam and intervene if they exhibit the following behaviors:
  1. Person in Room
  2. Using unpermitted Resources
  3. Looking off Screen (if no resources are permitted)
  4. Speaking aloud
  5. Unpermitted Breaks
  6. Other Suspicious Behavior
- Escalate suspicious situations to the Intervention Specialist Team
- Complete any exam close out procedures
- An Incident Report will be created by a separate team and sent to the client if warranted

### Record+ and Review+ Session Reviews

- Review the test-takers screen and webcam after the exam is complete
- Notate any suspicious events that occurred during the exam (see list above)
- An Incident Report will be created by a separate team and sent to the client if warranted

### Summary

The procedures above outline the 3 online proctoring services we offer. Record+, Review+ and Live+. <https://www.measurelearning.com/products/proctoru-online-proctoring/compare-proctoring-features>