Going Unproctored: How to Convert a Testing Program From Proctored to Unproctored

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Overview

- Goal: Cover best practices and guidance for converting testing programs from proctored to unproctored

- Proctored vs. Unproctored Testing

- Test security risk mitigation strategies

- Unproctored testing communications and implementation

- Operational considerations for unproctored testing

Proctored vs. Unproctored Testing

- ## Proctored Testing
  - Supervised Testing
    - Someone watching/monitoring applicants
    - Test Center or Remote

- ## Unproctored Testing
  - Unsupervised Testing
    - No monitoring of the testing environment
    - Applicants can take the test at home

Proctored Testing

- Advantages:
  - Identity verification
  - Prevent/Reduce Cheating
  - Controlled environment

- Disadvantages:
  - Applicant Burden
  - Cost (center, proctor)
  - Logistics (scheduling, equipment)

Unproctored Testing

- Advantages:
  - Reduces Applicant Burden
  - Cheaper to administer

- Disadvantages:
  - Test Security
  - Logistical issues (applicant internet went out, applicant can't follow directions, etc.)

Test Security Mitigation Strategies

- Linear-on-the-fly testing (LOFT)

- Verification Testing

- Remote Proctoring

- Computer Adaptive Testing (CAT)

LOFT

- Linear-on-the-fly testing (LOFT) can be used to improve test security
  - Applicants receive different items

- Parallel forms of a test are created on-the-fly from a large item pool

- Form is created before the applicant begins testing
  - This is not an adaptive test

- An applicant takes a parallel form of the test that is unique to them

- Requires a building a very large pool of available items, which can be expensive and time consuming

Verification Testing

- With verification testing, applicants who pass an unproctored test are invited to take a proctored version of the test later in the hiring process
  - Proctored test could be short CAT focusing on verifying score or pass/fail status

- Disadvantages
  - Applicants will have to schedule a proctored test later
  - Applicants who passed the unproctored version may later fail the proctored version
  - More expensive and adds an extra step in the hiring process

Remote Proctoring

- Three common types
  - Live virtual meeting between applicant and test proctor
    - Screensharing and web-camera
  - Video recording of applicant
    - Reviewed later offline review by human proctor
  - Artificial intelligence monitoring of applicant
    - Possible flagging for later human review

- Disadvantages
  - Video recording and screensharing may present privacy concerns
  - Can be just as costly as proctored testing
  - Technologically sophisticated applicants may capture test content

CAT

- Applicants receive different items
  - Applicants are first administered average difficulty items
  - Item difficulty increases or decreases based on applicant responses

- Items can be divided into different item banks to decrease common items
  - Applicants could be randomly assigned to receive one of five item banks

- Potential side benefit of reducing length and increasing reliability

- Requires building a large item pool

Converting Proctored Testing to Unproctored

- ## Stakeholders
  - Leadership, recruiters, program office, HR professionals, selecting officials, information technology staff, privacy office, legal counsel, vendor.

- ## Update Materials
  - Job announcements, test instructions, test prep materials, applicant resource websites, recruiting staff materials (FAQ's)

- ## Workflow changes
  - Build the process to move applicants through hiring process
    - Emails to applicants
    - Timelines to complete online testing

Considerations for Unproctored Testing

- Maintain a Proctored Option
  - Applicant equipment and environment
  - American with Disabilities Accommodations
    - Maintain a proctored workflow for accommodation requests

- Business Rules
  - Test invitations going to spam folders
  - Applicant computer crashing or loss of network access

- Test Compromise
  - Maintain a backup /emergency version
  - Develop a strategy to handle existing applicant scores

Data Analysis Review

- Unproctored data can be analyzed for signs of test compromise and comparability

- Compare proctored vs. unproctored data
  - Descriptive statistics (mean, standard deviation, t-test, Cohen's d)
  - Item response latencies
  - Item completion (e.g., missing and unreached items)
  - Pass-fail rates
  - Item responses (e.g., distractors)

- Proctored and unproctored samples may not be equivalent
  - May need to create matched samples