

# How remote proctoring is working for institutes

## Colleges and platforms offering remote proctoring services are working towards developing fail-safe systems for online exams

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Remote proctored exams have helped students take tests without compromising their health during the pandemic. However, given the technical limitations in several parts of the country, it has given rise to several challenges that include poor internet connectivity, limited smartphones and laptops, heightened anxiety on being monitored continuously and AI-related bias in identifying students. Remote proctoring is still at a nascent stage in India; institutes and proctored exam platforms are working towards evolving fail-safe systems for effective remote proctoring in the country.

“Some of the most common challenges are: Internet bandwidth and connectivity, lack of accessibility of devices (mobiles, computers, webcams), inability to understand the use of devices and technology, and the reluctance of stakeholders (students, college administrators),” says Siddhartha Gupta, CEO, Mercer Mettl.

According to Mercer Mettl State online Examinations Report 2021, 49% of respondents say that familiarity with processes is a challenge, while 45% say that access to devices is difficult, and 34% opine that stakeholders are reluctant in adopting the online exams.

Institutions including IIM-B, IIM-L, IIM-C, The Washington Center, Cambridge Assessments, Christ University, AIMA, IIT-M, Concord college, XLRI, and NMIMS have been successfully conducting online proctored exams.

### Hotspots and power backups

Sanjay Patro, director of examinations, SP Jain School of Global Management, says, “To circumvent problems faced during online exams, our students are advised to have adequate backup measures such as mobile hotspots and power backup to deal with electricity and internet failures.”

Abhay Chebbi, pro Chancellor, Alliance University, Bengaluru, points out that one of the biggest challenges during remote proctoring is AI-related bias in facial recognition often based on ethnicity, and skin colour.

Since remote proctoring is evolving in India, the government has initiated various schemes to boost internet connectivity. “National Broadband Mission plans to provide broadband access to all villages by 2022. This will help students to undertake online examinations seamlessly by easing out the roadblocks during proctoring. In addition, the National Institute of Open Schooling (NIOS) is set to become India’s first education board to offer board examinations online and will assess students through remote proctoring,” says Milind Dalvi, dean, MBA programs, Times Professional Learning, emphasising on greater usage of human and Artificial Intelligence to mitigate privacy concerns during proctoring.

### Privacy concerns

Proctoring requires the audio and video feed of the candidate giving examination to be recorded and invigilated by AI as well as human proctors, “The sanctity, credibility, and integrity of the examination processes are effectively maintained. All such metrics are used to generate the credibility index of a

candidate. Additionally, professors and teachers can check the recordings post the examinations or check the generated detailed credibility reports and dashboards,” says Gupta, explaining that the available remote proctoring tools in the market are hosted on secure cloud computing environments. “Data flowing through the systems are encrypted in transit. From time to time, system vulnerability and penetration audits are done to enhance the security and safety of client and stakeholder data,” he adds.

### **Exam integrity**

Integrity issue is the biggest challenge as authorities are coming across instances where a different candidate takes the exam or someone might sit in front of examinees, away from the camera, to help them cheat. “There is no fixed standard for proctoring available yet. Some proctoring tools use face recognition at the start of the exam and take a few random shots during the exam; some add screenshots of the window, and only some go for video proctoring with live screenshots. Students need to be educated prior to the exams about various systems,” says Saket Saurabh, head, Software and Cloud Solutions, STEMROBO Technologies.

