

Remote proctoring transforms the capabilities of a leading educational assessment service provider

Online assessments replicating the traditional exam experience boosted the company's cost savings and reputation

Learning is a life-long practice, but squeezing it in along side work and other activities of daily life is a burgeoning challenge. Thanks to Edtech advancements, higher education is now possible for a broader segment of society.

However, establishing and upholding the integrity of online education and assessment can be difficult. That's why a multi-billion-dollar educational assessment company with 50,000 employees across 70 countries sought a reliable EDtech enabler to boost its grade and reputation in remote educational assessment. The client wanted to implement a platform that replicates the traditional exam experience with a robust online assessment platform.



The Challenge:

Migrating to an agile and scalable digital solution

The client has a plethora of programs for students and professionals across various academic disciplines and career paths. Covid-19 compelled the client to hastily shift to a fully remote model. The sheer volume of courses and corresponding exams made it a significant challenge to migrate the entire ecosystem online. Upgrading the existing platform, which lacked the desired scalability and agility to accommodate new assessment modules would have been sub-optimal due to

its over-dependence on manual interventions in addition to being cost-ineffective and time-consuming.

The client also needed to prevent remote students from accessing resources that could compromise exam integrity. As part of the assessment process, client proctors verified students, scanned their environment and monitored them online. However, since each proctor observed 15 students at any one time, a human-intensive approach left ample room for fraud, malpractice and student misconduct.

The Objective:

Swift and secure remote proctoring solution

The client was looking for a scalable, turnkey remote proctoring platform with all the required features to transform their online education and assessment business. The online nature of exams necessitated the platform to be AI/ML-based to authenticate student identity and maintain exam integrity. This includes identifying

any prohibited object within reach of the student and unacceptable student behavior.

The client wanted the platform to provide instant access to information for increasing the number of online exams without adding proctors. They also expected the platform to reduce noise and maximize proctor attention.



The Solution:

Transforming the EDtech landscape to meet client requirements

To meet these objectives, HCLTech deployed a unique DaaS model, an advancement over the client's previous outcome-based engagement model.

HCLTech's scalable AI/ML-based remote proctoring platform checked all the boxes the client needed to transform their EDtech stack. HCLTech conducted an extensive exercise to identify all online assessment touchpoints and problem areas while deploying the solution seamlessly. The platform is interactive and intuitive, ensuring zero hindrance to student performance. It runs without hiccups on student devices, no matter where they are located.

The platform's powerful AI/ML engine authenticates student registration and identity. It also leverages students' webcams and microphones for continuous system-based monitoring and tracking of each student's

activity. Real-time video streaming assists in flagging facial recognition problems, absence, use of unapproved devices, distracted eye movements and more. In these cases, the platform immediately raises an alert to the proctor and supports 360° scanning of the student's environment. A live chat option allows students to interact with the proctor if they have concerns.

The platform's configurable rules engine allows the customization of exam protocols and thresholds. Its Credibility Index—HCLTech's proprietary algorithm—incorporates inputs from all proctoring flags and test finish status' to create a detailed analytical report that helps identify students who might resort to fraudulent activity.

The impact:

Best-in-class remote proctoring experience offered to the client with below highlights:

- 92 percent accuracy in prohibited item/activity detection—a leading achievement in detecting malpractice
- Proctor-student ratio of 1:100 from the previous 1:15, which offers substantial scalability, reduces costs and improves ROI
- Enhanced accuracy through continuous upgrades of the AI-enabled monitoring model
- Increased customization per the requirements of the examination module. For instance, while advanced calculators may be allowed in certain engineering exams, their presence would indicate the intent of malpractice for other subjects
- Capability to stream 10,000 videos concurrently
- Shorter student screening and onboarding time
- Informed decision-making based on students' performance and integrity scores
- Flexibility of cloud-agnostic deployment with custom AI models
- Reduced dependency on technical support with existing platform-compatible APIs
- Ease of adding new programs, categories and assessments

HCLTech's remote proctoring platform delivers classroom-like exam experiences in remote environments. It also powers the client's objectives of democratizing academic and professional education, reducing fraud, saving costs, transforming their business and boosting their reputation in the remote education industry.