



MapleLMS

Anywhere. Anytime. Any device

A leading US-based Association streamlined their Certification Exams by integrating MapleLMS Online Exam and AI-Proctoring tool



About Our Client

Our client is an Engineering Association offering training and certifications. The client is a more than 40 years old organization and one of the largest multi-stream professional bodies of engineers covering 15 different streams of engineering. It has more than 150K corporate members. Their programs help in accelerating professional growth and bridging the knowledge gap of members and stakeholders.

The Challenge

Our client used to deliver training programs using a custom-built learning management system while the certifications exams were manually prepared. They wanted to have a secure Online Exam and Proctoring platform for online assessments to deliver certifications and accreditations.

After going through their system, understanding their processes, and interviewing the process managers and other stakeholders, we figured out the following challenges that they encountered on a daily basis:

1

Manual Errors Associated with Assessment and Certification

The manual assessment processes meant, someone in the staff had to prepare the question bank and add new ones for every time the test took place. This was pretty tough out of the thousands of questions meant for different certification exams for different disciplines. A slight error might result in mixing up questions for different levels of certifications in a common topic (advanced level questions being swapped with a beginner level certification). It also was difficult to maintain confidentiality and probity for the certification assessment.

3

Time-Consuming and Expensive Certification Process

It took plenty of time for the association to disburse certificates, as they were manually prepared after the assessment tests were conducted and evaluations were done. The cost of conducting exams was high with the requirement of brick and mortar centers, security arrangements, invigilation, stationary, etc.

2

Difficult Remote Exam Administration and Robust Online Invigilation

Certification and accreditation exams as well as assessments in the conventional method meant there were chances of cheating by the candidates. It was tough for the association to curb this by appointing invigilating staff for remote online exams. This pandemic eliminated the chance of conducting exams in test centers, which was another blow to the already crumbling assessment system.

4

Data Accessibility and Administration Issue

When candidates' or member data resided in different data silos, accessing the data or its administration became a grueling task for the association. How to map the member information with their certification exam candidature and assigning the right slot to appear for the exam? Everything seemed chaotic for the association's IT administrators. Lack of a centralized system prevented role-based data accessibility for administrators as well as candidates.

The Challenge

5

Disorganized Reports or Records for Future Audits

When the member data is not synchronized automatically between the major data sources within the association, Certification exams and data management became a nightmare for the association. They were failing to keep up with the records and reports for the association's future internal or any federal audit purpose.

7

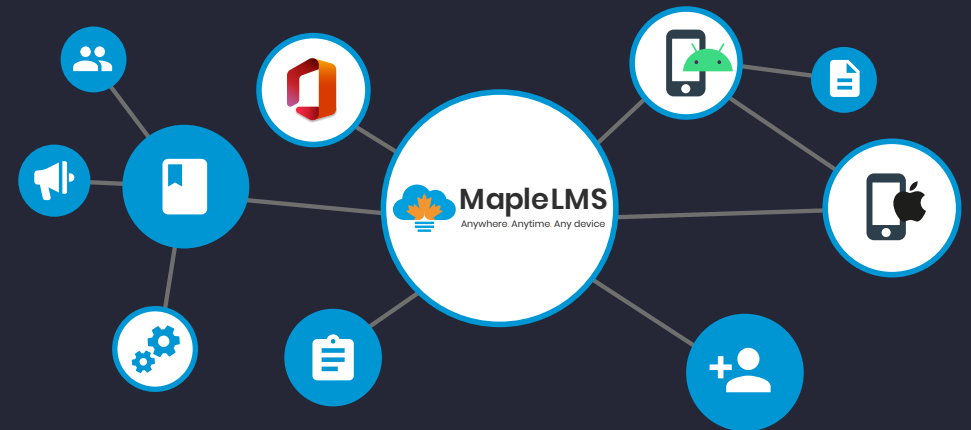
Exam Fee Payment

The conventional LMS didn't accommodate certification exams' fees and candidates used to pay the fees online or deposit offline through cash or cheque. Unsecured payment gateways at times failed to complete the transactions within a stipulated time and candidates missed out on the deadlines for seasonal certifications. Moreover, the offline payments weren't quick or had a fixed time frame to get the fee deposited if someone wanted to book an exam slot before 24 or 48 hours. Forget about overseas candidates, they had no way to quicken the process as they can't physically deposit the fee at any cost. All these were serious challenges for the association to overcome to deliver a smooth online proctored exam experience to candidates.

6

Data Security Issues

The manual assessment system relied on the accounting department data to ensure that certification exam fees were paid or not. Apart from that security of the exam data and member data was at stake when everything was manually entered into a disconnected record system.



The Solution Offered

Considering the pain that our client was going through, we planned to revamp their proctored online assessment at one go, using the MapleLMS Online Exam and AI-Proctoring tool. We implemented MapleLMS Online Exam and AI-Proctoring to meet their **Online Exam and Remote Proctoring** needs and deliver a synchronized and centralized system that eliminated all the data silos. Our flagship product allowed the client to Authenticate Candidates, Control the Exam Environment, and Proctor the Session, effortlessly.

Our highly scalable online proctoring platform eased all their online exam assessment issues in various ways:



Authenticate Candidates Using Different Verification Methods:

After implementing MapleLMS Online Exam and AI-Proctoring, the client was able to authenticate candidates' identities using a number of verification methods. These verification modes include verifying candidate entered registration details, live picture identification, ID verification, and email verification. With so many components to authenticate the candidature, the client was able to eliminate any risk of disguise or identity infringement during the online certification exams.



Control Environment with Restrictions:

MapleLMS Online Exam and AI-Proctoring tool helped the client control their examination environment to ensure that cheating is prevented at any cost. Using the **MapleLMS Online Exam and AI-Proctoring Secure Browser** the client got more control over the examination browser. The client was able to lock the exam browsers, tabs, search engines, and any other website. Disabling the desktop sharing & virtual environments, blocking external interface & printing, and preventing data transfer, cut, copy, and paste actions during the online exam, etc. was possible by the client.

03

Proctor Sessions in Different Ways:

The client was able to proctor the Online Certification Exams with MapleLMS Online Exam and AI-Proctoring Online Exam Proctoring tool. The most significant benefits for the client include SMART proctoring, live proctoring, and record and proctor.

- Using the **SMART Proctoring** feature, the client was able to proctor audio, video, and image. The client was able to flag no face logs, multi-face logging, camera hiding logs, and external devices with this feature. The client required no additional device except the candidate's system's in-built webcam as the primary physical devices to create a secured and cheating-free proctored exam environment.
- The client is capable of auto-recording and manually reviewing proctoring, and carrying out human-led proctored exams with AI-based logs and flags using the **Record and Proctor** feature. Apart from that, the proctoring tool helped the client to raise flags and flash warning messages on the candidates' screen whenever malicious activities or any suspicious behavior were detected.
- Using the **Live Proctoring** feature, the client was able to perform SMART Proctoring and human-led proctoring for each candidate and group. We provided certified human proctors to keep an eye virtually through the candidate's webcam to ensure optimum security and exam probity.

04

Automated Certificate Generation:

Using MapleLMS Online Exam and AI-Proctoring tool, the client was able to instantly evaluate, report, and auto-generate certificates for the candidates. Automating certificate generation with this tool enabled the client to deliver a better online assessment experience to the candidates without much delay.

05

Manual Error Removal:

Now the client was able to eliminate most of the performance roadblocks as there was no waiting, no chance of error, and no risk of questions being mixed up during the assessment preparation. MapleLMS Online Exam and AI-Proctoring enabled the client to smartly gather exam-related data, and organize it, and sync it with all the connected systems through automated processes.

The outcome of Online Proctoring

With the MapleLMS Online Exam and AI-Proctoring tool, we delivered the following benefits to the client:

1

A glitch-free online certification exam experience with AI-proctoring.

2

Synchronized learning and certification management system through AI-proctored online assessment improved the performance by more than 30%.

3

Capacity to accommodate around 100K candidates simultaneously to take up the proctored exam without any load on the admin staff.

4

Significant reduction in cost, manual tasks, and man hours to conduct exams.

5

Automated certificate generation that eliminated delay and manual errors in certificate delivery with probity and confidentiality.

6

One-click report generation for assessment and proctoring analysis.



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