Examining the Examiners: Students' Privacy and Security Perceptions of Online Proctoring Services

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Research Questions

- What are students' **perceptions and understandings** of online proctoring services?
- What are students' **privacy concerns** regarding the use of online proctoring software?
- What are students' **security concerns** regarding the use of online proctoring software?

Study Design

Initial Investigation

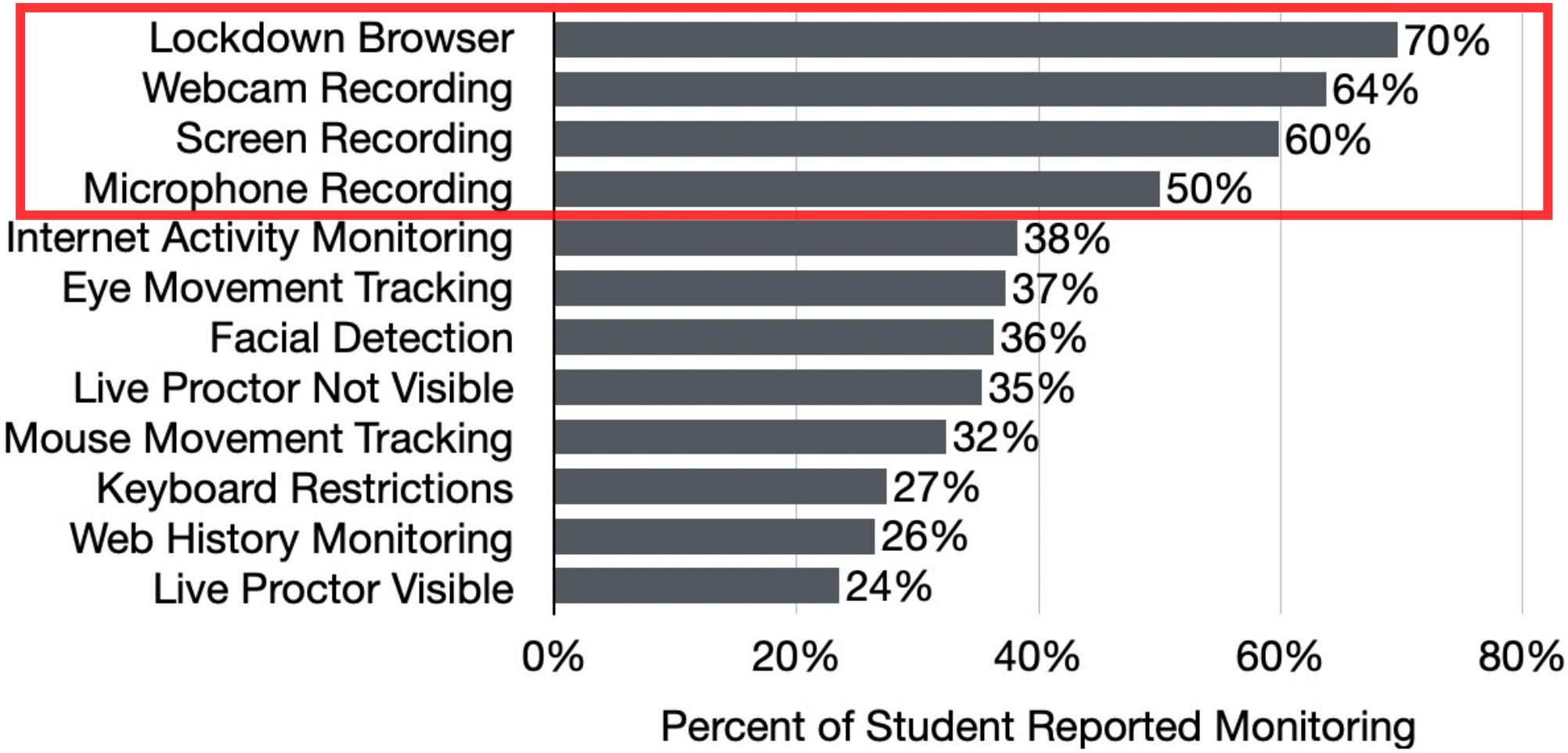
- 613 User Reviews
- 8 Browser Extensions
- 25 Privacy Policies

Student Survey

- 102 Students
- Awareness and Exposure
- Proctoring Methods and Effectiveness
- Privacy Concerns

Results

Prevalence of Monitoring Types



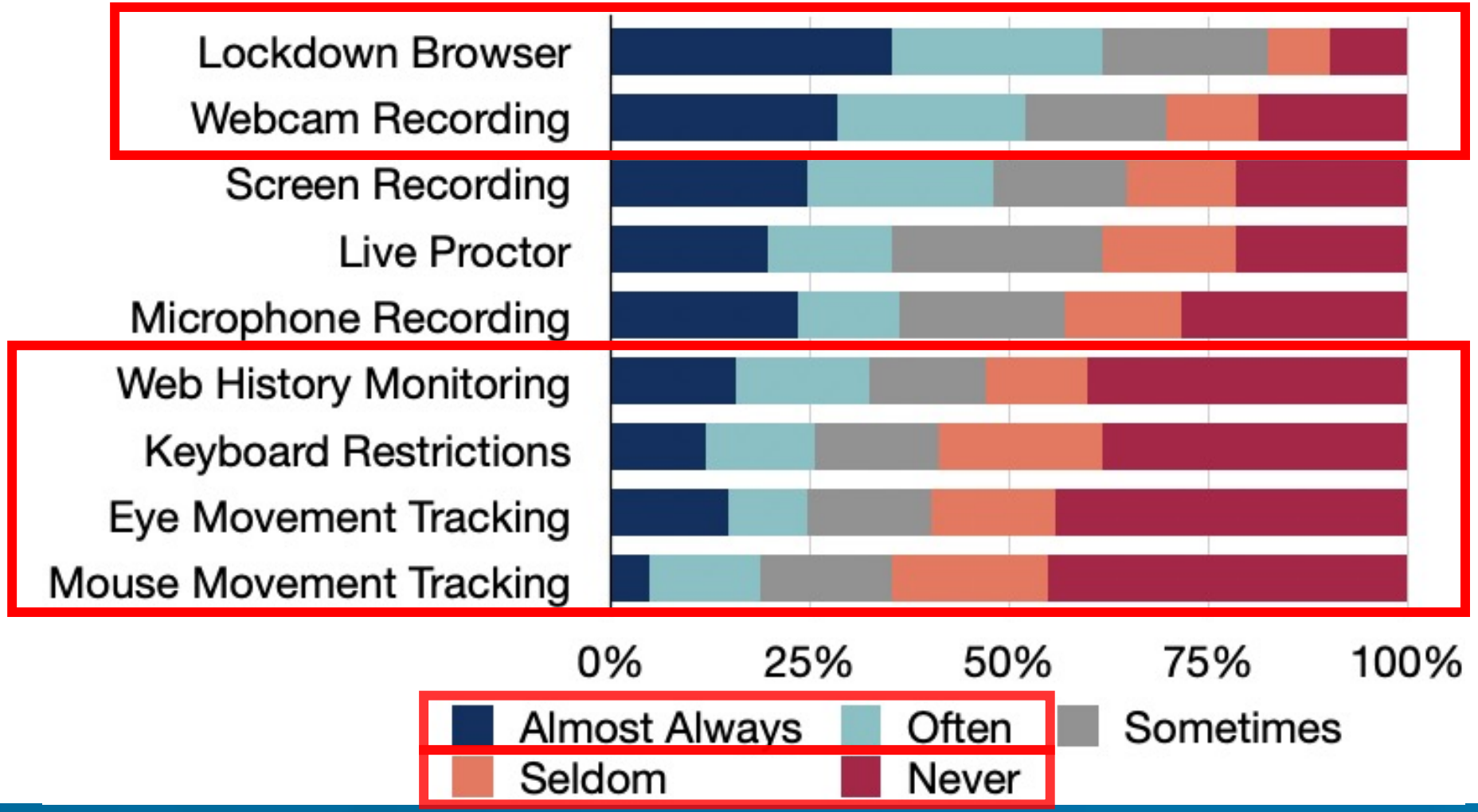
Student Experience of Monitoring

"It felt much more stressful than taking an exam in a typical proctored environment. **I feared that any little movement or sound may trigger the system and flag me for cheating."** (P64)

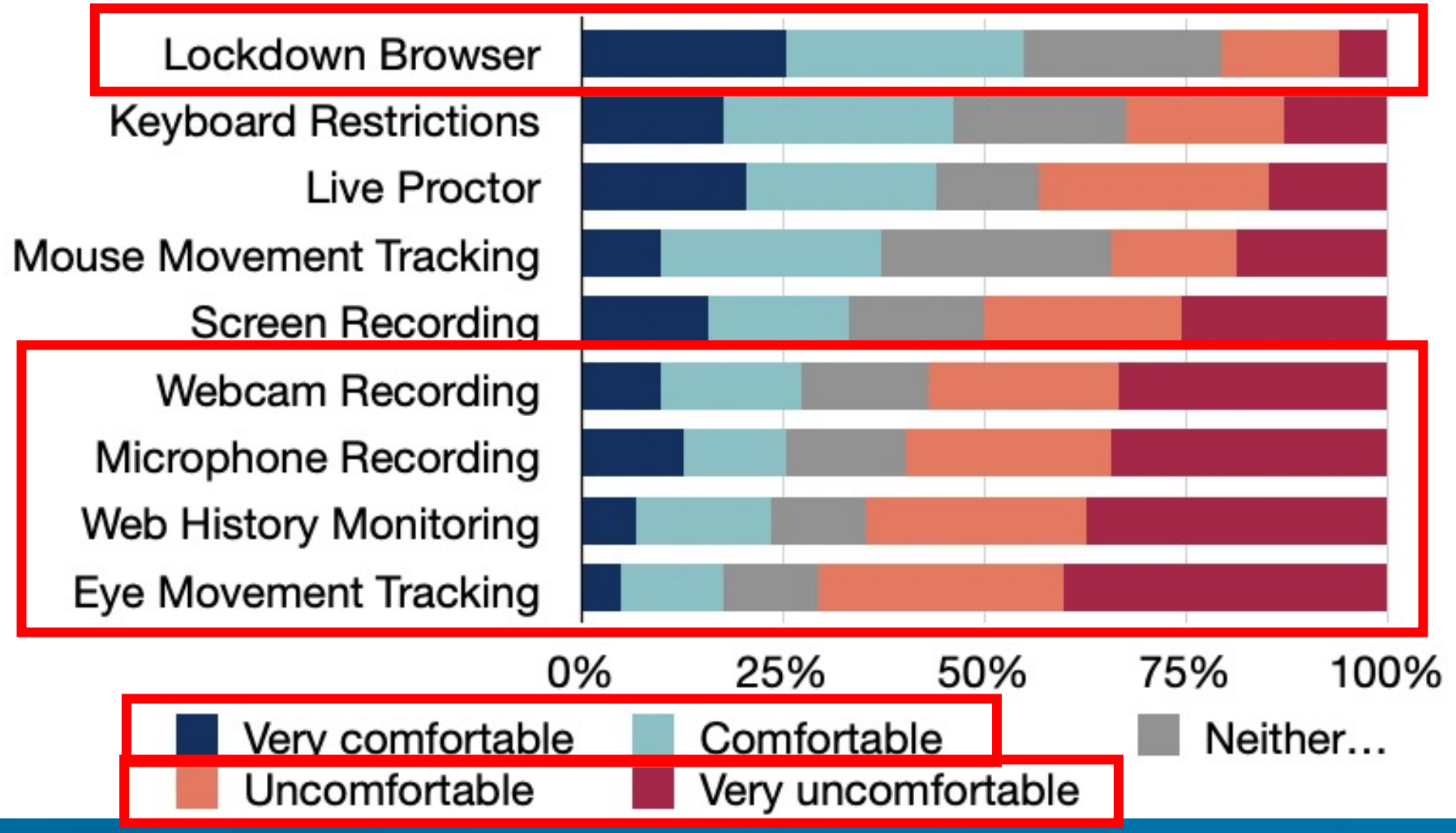
Qualitative themes:

- Concerns about personal privacy
- Discomfort with being watched
- Increased test anxiety leading to decreased performance

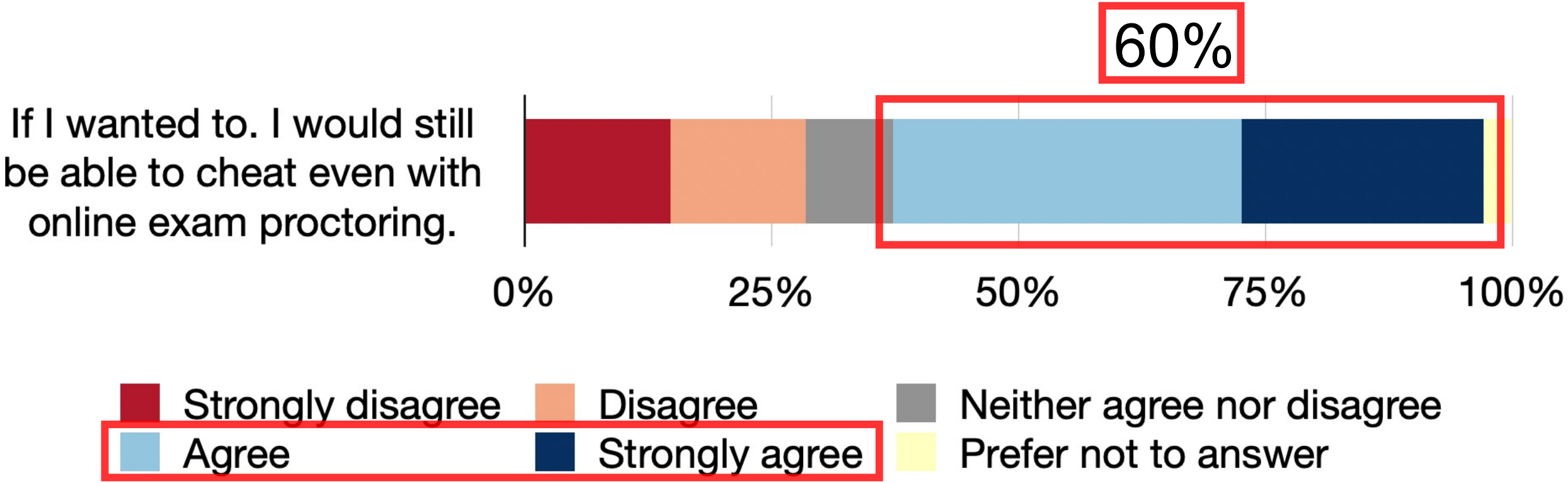
Necessity of Monitoring Types



Comfort with Monitoring Types



Effectiveness of Online Proctoring



Thoughts About Effectiveness

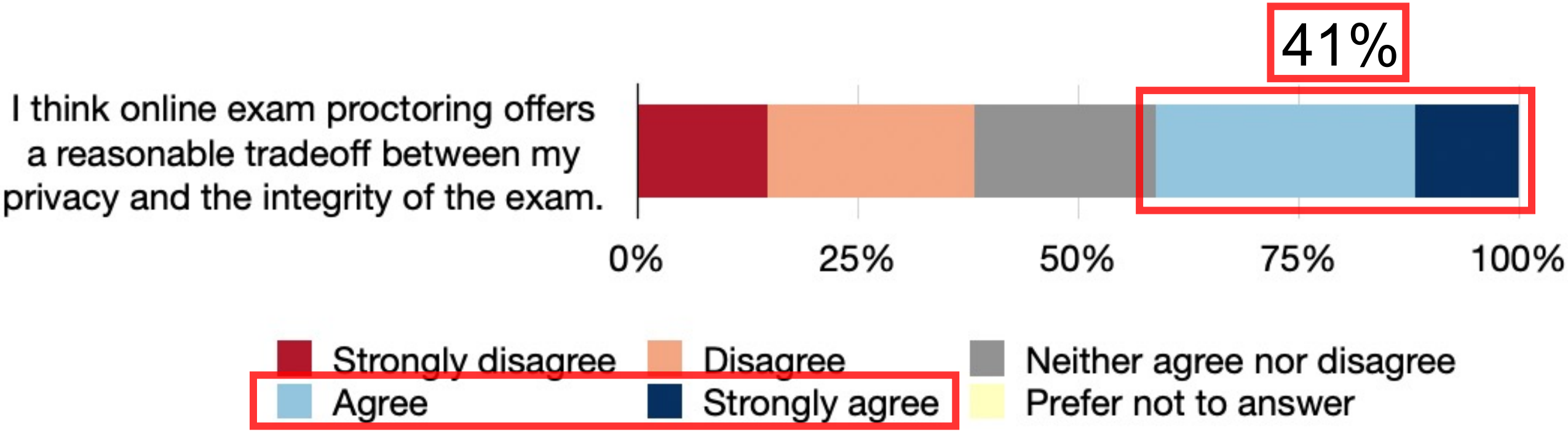
"Online proctoring may deter cheating through fear but **someone who is very willing to cheat will not be deterred and will come up with solutions."** (P37)

Qualitative themes:

- Possible to use a second device such as a smartphone
- Notes or other materials can be hidden nearby

Takeaways

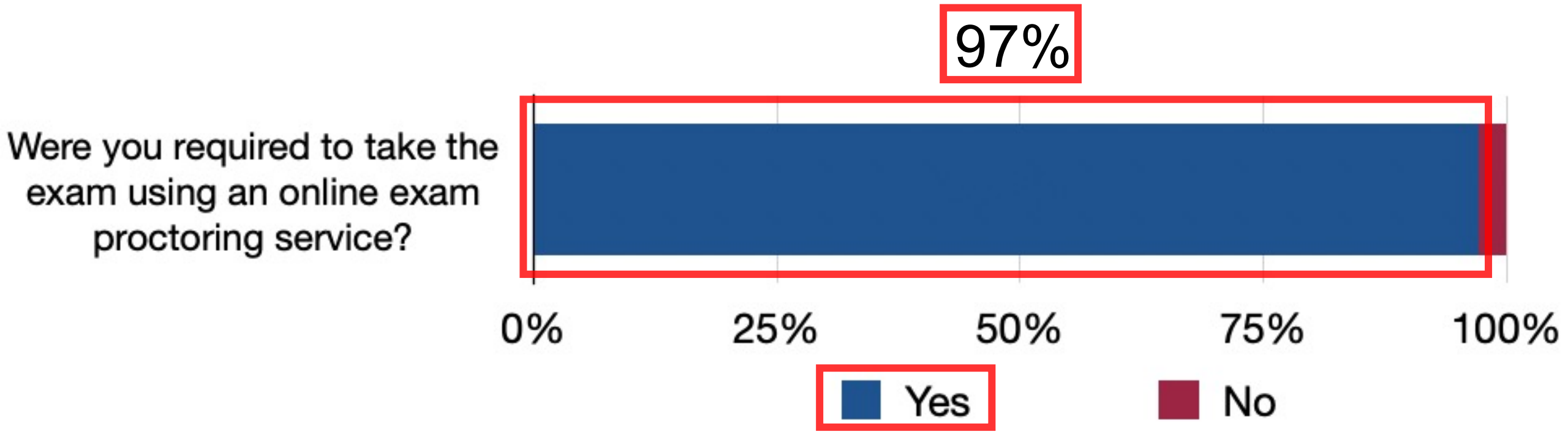
Covid-19 Privacy Trade-offs



Implied Trust via Institutions

"I know that my school and professors wouldn't have me install anything that could harm my computer or invade my privacy." (P87)

Power Imbalances



Necessary Types of Monitoring

“I hate it. It stresses me out and gives me more anxiety than the actual test. I feel watched and not in a good way. Its terribly intrusive and not worth the possibility that students will cheat.” (P55)

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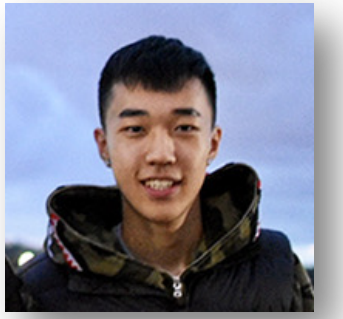

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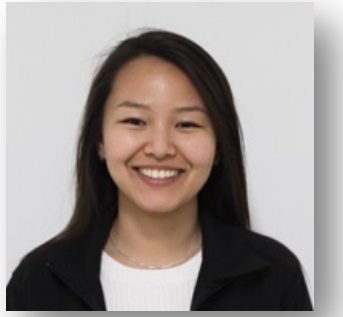

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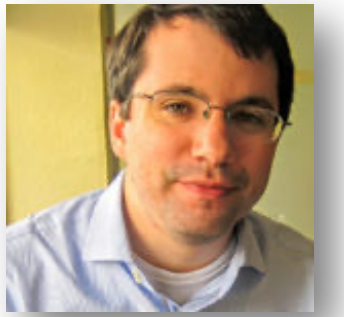

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Thank You!