

## CONSENT AGENDA ITEM Support Document: Proctorio

*The Question in front of the Senate today (2 April 2025) is...*

***As resulting from the direct consultation of the District Online Committee, does the Academic Senate recommend that the District extend our license with Proctorio through the next academic year so that it expires in June of 2026?***

### RECOMMENDATION FROM DISTANCE EDUCATION

DE recommends that the District extend our license with Proctorio through the next academic year so that it expires in June of 2026 (**Option 2** below).

For faculty wishing to investigate the current Proctorio resources please refer to the [SRJC Distant Education Proctorio Website](#). Future presentations (FA25) to the Senate could also be planned where the following topics ...

- Why some faculty choose/need to use proctoring software
- How proctoring software works, various options, etc.
- Alternatives to proctoring software (Zoom proctoring, live proctoring, etc.)
- Various concerns related to student privacy and security
- How course modality definitions factor into the discussion

...could be discussed. You can also access the [SRJC Distant Education Faculty Resources Website](#) for more information and resources.

### LICENSING AND COST

Our current license for Proctorio expired in February. We have two options if we want to renew this license:

- Option 1 is to pay for a prorated year to align our service contract with statewide software terms. The cost would be \$3,437.00 to provide service until the end of June: \$14 per user per year (\$6.25 for 4 months) for 550 users.
- **Option 2** is that Proctorio will provide us 4 months of free service if we agree to renew for another fiscal year under the statewide STAC agreement. The cost would be \$4,950.00 for 2025-26: \$9 per user for 550 users.

### SUMMARY

The District currently licenses Proctorio, an online proctoring software platform, and our license has expired. Two other companies have developed competing products that Distance Education staff believe to be worth considering. We have reached out to faculty users of Proctorio for their input, and have brought the issue to the District Online Committee (DOC) for a recommendation. A comparison of the three products was created and is attached, and individual faculty feedback can be found below, as well

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as additional details about the situation. The recommendation from Distance Education is to continue the current Proctorio license until further discussion can take place.

### RELEVANT ISSUES

1. Some academic programs require that online classes have proctored exams in order to be in compliance with outside accrediting or licensing regulations.
2. Increasing concerns over AI and academic integrity may increase demand for online proctoring software.
  - a. Given the current ease of access to such tools, it may be unrealistic to tell students that they may not use AI to complete an assessment, but then do nothing to prevent them from using it. This is especially true for online classes.
3. Proctoring software uses AI to monitor student exam videos, which raises security/privacy concerns for students.
4. SRJC could consider alternatives or additions to proctoring software (such as Zoom proctoring or scheduling online courses with in-person or scheduled online exams). This would offer faculty more flexibility in determining strategies to deter cheating.
  - a. Remote proctoring (at a local public or college library or assessment center) may be possible for students who cannot come to campus.
5. Providing these types of alternatives might require SRJC to reconsider our current list of [modalities](#). For example, an asynchronous course that requires specific times for an online or in-person exam is currently identified as “synchronous” or “partially online” in the Schedule of Classes. This likely causes some confusion for students who may mistake these largely asynchronous classes, for synchronous ones with weekly scheduled meetings. In addition, some faculty might be more willing to offer online courses if they had more control over how the exams for those courses were delivered.
6. Providing ways for faculty to proctor their own exams on-campus may require additional space and staff. Providing more support for faculty to proctor their own exams via Zoom might require TAs (depending on the class size), so that the exam can be properly monitored.

### Current Proctorio Usage Data

- 13 instructors
- Departments: Chemistry, Biology, Astronomy, English, Economics, Spanish, Philosophy, History, Horticulture, Emergency Medical Care
- Approximately 550 students per year, with the prediction that this will soon be 600

### COST COMPARISONS (shown below)

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	Pricing Method	Price Per Student	Total Annual Cost
Proctorio - AI Only	Per Annual Student	\$9	\$4,950
Honorlock - AI Only	Per Annual Student	\$10.15	\$5,582.50
Honorlock - AI + Live Proctor Pop-Ins	Per Annual Student	\$20.50	\$11,275
Verity - AI Only			Will price match.
Verity - Live Proctoring	Per Hour	\$7.99 Per Hour Per Student	\$21,972.50 *
Verity - Live Proctoring w/ SRJC Proctors - This pays for technology & training for our proctors.	Per FTES (Negotiable)	\$8.79	\$7,183.97 **

\* Estimate based on 550 current student users taking 4 hours of live proctored exams per year.

\*\* Estimate based on 8799 FTES. Compensation for SRJC proctors would be an added cost.