

Online Video Proctoring (OVP) FAQ

To improve test validity and ensure security, LanguageStat provides an optional online video proctoring service, which allows for identify verification and visual supervision. This allows a test candidate to be assessed off-site, all while being continually supervised by a qualified proctor, providing a similar level of supervision as an on-site test candidate.

How does OVP work?

When a test schedule is confirmed, the candidate is provided a web link to be used on the day of the test. At the scheduled test time, the test candidate should click on the link from within their test confirmation email, which will immediately open a browser-based video/audio interface (app required for iOS). Although the test candidate will only hear audio from the proctor and tester, the proctor will see (and hear) the candidate and their surrounding environment.

After a brief introduction, the video proctor will ask the candidate to present a valid photo ID before beginning their assessment. Once the candidate's ID has been verified, the test will begin. The candidate will then be observed for the duration of the test. In some languages or language combinations, the proctor may also administer part or all of the test. In other languages there may be a separate proctor and tester.

What are the benefits of OVP?

ID Verification - At the start of each proctored test, the candidate is asked to present (via camera) a valid form of photo ID, to ensure that the person taking the test is the same person who was scheduled for the test.

Test security - Continual video and audio supervision both discourages and detects cheating, increasing validity of results.

Compliance – Some jurisdictions and organizations may require evidence of identity verification/proctoring be kept on file for legal, regulatory and/or organizational compliance. To assist clients with audit preparedness, reports with candidate results will now also document if the test was proctored on site or over-video.

Convenience for candidates – Allows for a greater geographical diversity of candidates, and allows for additional scheduling flexibility for candidates wishing to test outside of the office hours of the requesting agency.

Convenience for clients – Client agencies no longer need to coordinate scheduling, no longer need to provide a testing space and phone connection, and no longer need to have employees spend time proctoring the assessments.

Technical Requirements

Taking an online video proctored test with LanguageStat does not require that the candidate register or create an account. Candidates can enter the virtual testing space from either a computer (Mac, Windows) or via their mobile device (iOS, Android).

- High speed (broadband) internet connection via Wi-Fi or Ethernet. (4G/LTE not recommended due to concerns about both connection reliability and the large amount of data consumed by constant video connection.)
- iOS device (app), Android device (app or browser), Macintosh - 2011 or newer (browser), or PC -Windows 7 or later (browser)
- Mac/PC/Android users: Recommend that the Chrome browser (<http://www.google.com/chrome>) should be installed and up to date. (Most recent versions of Opera and Firefox browsers also supported. Apple Safari, Microsoft Edge, and Internet Explorer not supported at this time.)
- iPhone/Android users: Download the iOS or Android appear.in app before the test appointment.
- Wired headset required for both phone and computer users. High quality wired headset recommended. Bundled Apple wired “earpods” or equivalent acceptable (wireless “airpods” or other Bluetooth headsets should not be used). Regardless of brand, we recommend that you test the quality of your headset before your test appointment.
- High quality webcam. Built in webcams on most modern smartphones or laptops will be sufficient. If using a desktop computer, please make sure to install your webcam and load the necessary drivers before the test appointment.

Compatibility Check

The test confirmation email will include 2 separate links; one to a secure video chat room that will be used for the test appointment. The other will be for an alternate open video room where candidates can test their connection in advance of the test.

Candidates are asked to test their connection and software in advance using the provided links.

ID Requirements

LanguageStat accepts the following documents as standard proof of identity:

- US State/Federal government issued photo IDs
 - Valid Driver’s License
 - Valid State Issued Identity Card with photo
 - Valid Federal Permanent Resident Card (“Green Card”)
 - Valid (or expired within 6 months) US Passport/US Passport Card
 - Valid Military ID (must include photo)
- Valid (or expired within 6 months) Foreign Passport
- Valid Canadian national or provincial issued photo ID (including Driver’s License)
- Valid French national photo ID (“carte d’identité national”)
- Valid Ecuadorian national ID Card (“Cédula”)
- Current School ID with photograph (only if testing for same educational organization)
- Current Work badge/ID with photograph (only if testing for same employer)

If a candidate does not have one of the above identified forms of identification, they should contact the requesting organization in advance to request a waiver and use an alternate form of identification.

LanguageStat will honor (and document) waivers from clients, but does not issue ID waivers.