

CASE STUDY

TCC | Tarrant County College

SUCCESS WITHIN REACH.

Based in Fort Worth, Tarrant County College (TCC) serves more than 50,000 students across five physical campuses and one fully online program, often working closely with local four-year universities to help students transfer into BA programs after completing their two-year degree. This public community college in Texas's third-most populous county serves a range of students, including students straight from high school graduation, adults returning to school, and international students, to single parents, first generation students, full-time employees and commuter students – making flexibility and affordability its primary priorities. “Their needs are simply not cookie cutter,” said Mary Huggins, Coordinator of Testing, Testing Services.

Evolving Through Testing: Setting Our Students Up For Success

THE CHALLENGE

When the pandemic forced in-person testing to cease in late March of 2020, TCC looked to reinvent exams in the face of a new challenge: enabling students to seamlessly continue their education by meeting them where they were.

This challenge was particularly acute in the realm of assessment. The college did not know how it would administer the Texas Success Initiative Assessment 2 (TSIA2) — which requires a live proctor due to state restrictions on artificial intelligence in the scoring process. The TSIA2 is part of a series of placement tests in the ACCUPLACER program, which helps colleges determine students' readiness for introductory college-level courses in critical areas like reading, writing, and math.

THE SOLUTION

Student registration was put on hold as TCC explored testing options, and through the Texas Higher Education Coordinating Board, TCC learned about the many benefits offered by an online proctoring platform such as Eximity. “I had never heard anything about Eximity,” said Huggins, but once she and her team understood how the platform worked, “it was just a no brainer.” TCC quickly teamed up with Eximity to enable learners to resume testing – and, most importantly, to continue their education undisrupted.

Operating with limited staff throughout the pandemic, TCC turned to Eximity to fill the growing need for proctors. “If we weren't using Eximity, I don't know how we would've been able to test all these people,” said Huggins.

OUTCOMES

Overall, Huggins said the simplicity and ease of use of Examity's platform alleviated anxiety for both staff and students as they navigated the unprecedented, stressful transition to fully online learning. In particular, the ability to return to testing videos for review of academic dishonesty or other session issues proved invaluable. Additionally, Examity's platform securely supplies TCC staff with access to specific notes from the proctors themselves, providing critical information to decide if a session should be invalidated.

Equipped with live proctors and supported by an approachable customer service team, TCC was able to administer more than 9,000 exams in 2021.

As TCC continues its return to in-person testing, the school also plans to extend remote options. "I just can't imagine not having it now," said Huggins. "It made us realize our students all have different needs, so why weren't we already doing online testing?" TCC found testers welcomed the flexibility of online options - making testing accessible for those who, for example, may need to wait until a weekend night to complete a test when they are able to find childcare.

TCC, like many education services, evolved from the pandemic. "It forced us into the 21st century," said Huggins. "We need to be innovative and forward thinking. We learned we should always be thinking about how to improve our services and provide the best for the students."

Looking at testing with fresh eyes, TCC is now exploring the many ways it can innovate and expand services with the student in mind. Serving students with needs as diverse as the population itself, TCC discovered that removing testing barriers is the best way to ultimately empower its students. As Huggins put it, "if it works for the student, then we'll always find a way to make it work for us."



We want to set up our students for success. Examity allowed us to provide the convenience they need without compromising our own security standards.

Mary Huggins, Coordinator of Testing, Testing Services

Curious to learn how Examity can support your online proctoring needs?

Visit www.examity.com or email info@examity.com

ABOUT EXAMITY

Examity was founded to meet the needs of universities, employers, and assessment providers looking to protect test integrity. Since 2013, Examity has partnered with hundreds of organisations worldwide to provide a cost-effective and flexible online exam proctoring solution.