The State Bar of California & Measure Learning

Roadmap for Success

MEAZURE LEARNING

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Meazure Learning Company Overview

Our History

- 2008 – Pioneer in Online Proctoring
- 2020 – Yardstick / ProctorU Merger
- 2022 – Scantron Acquisition
- 2023 – Examity Acquisition

Case Studies

- AAMC – Association of American Medical Colleges
- CPNRE – Canadian Practical Nurses Registration Examination
- LSAC – Law School Admissions Council
- AAPC – American Association of Professional Coders
- CAI – Chartered Accountants of Ireland

Our Strengths

- Leader in end-to-end assessment delivery & windowed administrations
  - Includes online proctoring, test center delivery, and exam platform
- The most scalable online proctoring provider
- High concentration of US test sites with the ability to add site capacity
- Leader in remote exam delivery security practices

Stability

- Financially strong
- Majority Owner - Gryphon Investors
- More than 2,200 customers

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Our Vision

To be the most pioneering and forward-looking partner, enabling access to students and professionals around the globe through the industry's **most secure and accessible tech-enabled assessment solutions**.

Growth Strategy Drivers

Tech-Enabled Security Solutions

Customer Experience

Meazure Learning Strategic Plan

Operational Excellence

CORE PILLARS

Tech-Enabled Security Solutions:
Setting a new security standard for test sponsor IP and exam integrity

Customer Experience:
Delivering a differentiated experience for test sponsors and test-takers

Operational Excellence:
Agile, scalable infrastructure to enable test sponsor expansion

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Exam Delivery Operations Capabilities

ONLINE PROCTORING OPERATIONS NETWORK

TEST CENTER NETWORK

2,000+
Online proctoring operations staff

30,000+
Daily live session capacity

>3x volume
Next largest competitor

190+
Test-taker countries represented

6.3M
Exams administered annually

4,000+
Test center personnel

1,400+
Test sites

1.5M+
Seats available

110+
Countries

Ability to scale up from standard capacity limits with advance notice.

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Security, Privacy & Compliance

- **Office of Security, Privacy, and Compliance**
  - CISO, CCO, cross-functional representation and vote to administer policies and processes across all departments and functions.
  - Privacy Counsel that monitors compliance with US state laws and international law and regulation

- **Privacy Compliance**
  o CCPA/CPRA Compliance
  o Other applicable international laws (GDPR, PIPEDA, Australian Privacy Act, etc.)

- **SOC 2 Type 2**
  - Business continuity
  - Disaster recovery
  - Data breach/ security incident process and compliance

- **Data Management and Security**
  - Data retention policies, customized retention
  - Encryption at rest and in transit
  - Data Protection Framework Certification

Security Scorecard Performance

Technical Security

TOP MOVERS	NEW RATING	CHANGE	BOTTOM MOVERS	NEW RATING	CHANGE
Pearson Vue	B 80	↗ 6	Proctorio	B 82	↘ 10
SmarterServices	D 69	↗ 4	Uexams	F 48	↘ 2
Meazure Learning	A 97	↗ 3	KRYTERION Inc	D 69	↘ 1
Honorlock	B 80	↗ 2	Psiexams	D 63	↘ 1
Examity	A 97	↗ 1	Prometric	C 76	
Prometric	C 76		PSI	F 58	
PSI	F 58		Examity	A 97	↗ 1

The ratings shown above are evaluated by a third-party organization and are not the opinions expressed by Meazure Learning. For more information, please visit; www.securityscorecard.com

System Uptime:
+99.9% Uptime over the last 3 years.

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High Level Live+/Review Security Overview

Prevent
Deter
Detect

CA BAR

Pre-Exam

Test-taker Registration Process

During Exam

Live Look Capability

Post Exam

Psychometric Analysis

Client Incident Review

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Proctor and Test-taker are connected

Virtual Machine and Process Check Script

Photo Identify Verification

Virtual Environment Security Checks

Physical Environment Security (Room Scan, Monitor Inspection, Resource Check, Person Check)

Secure Cell Phone

Password Entry

Behavioral Monitoring by Live Proctor

System Flags

Intervention as needed

Escalation Point: Intervention Specialists

Terminate Exam if Needed

Incident Report Creation

Collusion Detection Analysis

Security Recommendations

Security Session Audits

Web Forum Monitoring

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Unique Proctor Model

To provide the best support and security for test sponsors and test-takers, Meazure Learning has designed a model that focuses on specialization rather than requiring the proctor to be a single point of contact/failure

Proctor

Proctor Management

Primary contact for test-taker.
Launches occur at 1:1; Scheduled at 4:1 Ratio for in Exam

In-person monitoring and escalations

Technicians

Intervention Specialists

Exam Advocates

Incident Report Team

Advanced Proctors Trained specifically in technical troubleshooting

Advanced Proctors Trained in Conflict resolution and Addressing suspicious behavior

Handle Exam Issues that are neither technical nor suspicious.
e.g. Time dispute, password not working

Confirms the Incident details and adds details before notifying Test Sponsor

Quality & Security Team

Oversees adherence to training. Monitors and investigates quality Concerns. escalation point for security trends and threats.

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Exam Security Outcomes

+1,000

Cheating Rings Caught
from 2023 to Now

+550

Applications Detected/Closed

+40

Web Forums Disrupted
from 2023 to Now

Exam Security

Unique Capabilities

- Screen and Webcam Monitoring
- Lowest Proctor Ratio in the Industry
- Professional Testing Standards
- Detect Deep Fakes
- Collusion Detection
- VPN Detection
- Proprietary Secure Browser (Guardian)

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Guardian Secure Browser

Exam Security

Pre- Exam

- Application Detection
- Application Shutdown
- Snapshot of Running Application List
- Network Connection Data
- Multiple Keyboard/Mouse Detection
- USB and Bluetooth Device Detection
- Instant Video Access/Rewind
- Multiple Monitors Prevention
- Device ID and IP Address Capturing
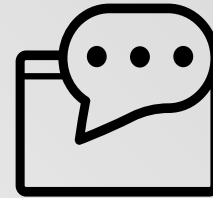
During Exam

- Multiple Keyboard/Mouse Detection
- USB and Bluetooth Device Detection
- Instant Video Access/Rewind
- Multiple Monitors Prevention
- Continuous Application Shutdown/Detection
- Kiosk Mode - Full Screen
- Copy/Paste Prevention
- Screenshot Prevention
- Real Time Proctor Alerts
- URLs Visit Attempts
- URL Obfuscation

Post Exam

- Detailed Incident Reports
- Collusion Detection
- VPN Detection
- Dedicated Security Team
- Psychometrics Analysis

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Dual Modality Operational Security

At Meazure we offer flexible and secure services. Regardless if you select a single or Dual Modality, you will receive industry-leading Operational Security

Dual Modality Capabilities:
❖ Guardian Secure Browser
❖ Live Human Proctoring
❖ Extensive Proctor Training
❖ Photo ID Validation
❖ Online Threat and Forum Monitoring
❖ Incident Reporting
❖ Candidate Video
❖ Secure Physical Environment
❖ Accommodation Execution Process
❖ Quality and Security Team
❖ 24/7/365 Test-taker and client support

Test Center Distinct Capabilities
❖ Pocket Checks
❖ Control and Provide:
    ❖ Computers/Network
    ❖ Physical Space
    ❖ Resources

Test Center

Dual Modality
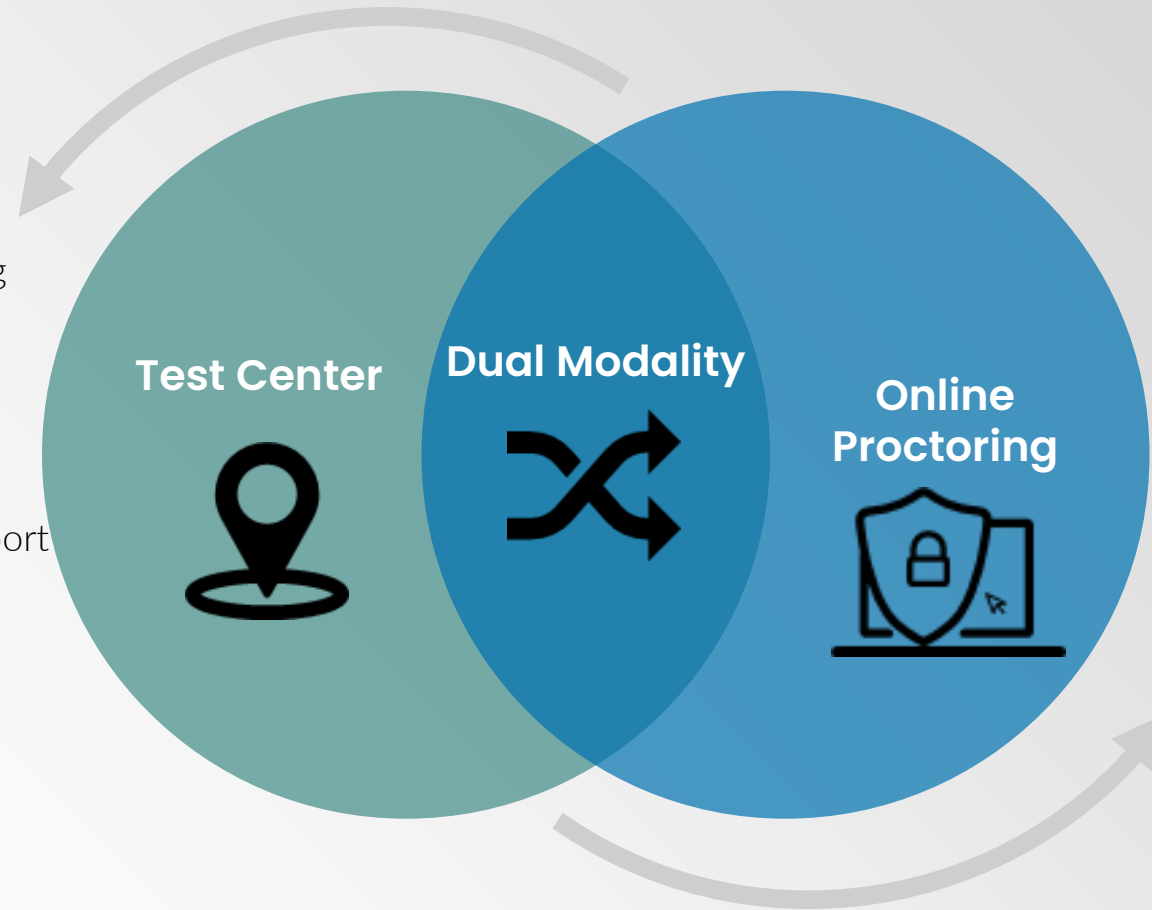
Online Proctoring

Online Proctoring Distinct Capabilities
❖ Screen Recording
❖ Live look Ability for Clients
❖ 24/7/365 Availability
❖ Intervention Specialists

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Test-Taker Support

Available 24/7/365

Pre & Post Exam

Chat Support

Self-Service Resolution Rate: **85%**
Wait Time: **1 Minute**
Average Duration: **12 Minutes**

Phone Support

Wait Time: **58 Seconds**
Average Duration: **9 Minutes**

Email/Tickets

Average Response Rate: **6 Hours**
First Contact Resolution: **95%**

Candidate Satisfaction: 95%

Exam Prep

Test-it-Out
Self Guided Equipment Check

Candidate Knowledge Base
Support Center

During Exam

Chat & Voice with Proctor

Technicians

Exam Advocates

Intervention Specialists

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Your Trusted Test Administrator

Experience

- More than 20 years working with High Stakes, windowed exams
- Working with over 1,000 professional testing customers
- Demonstrable track record of successful hybrid delivery
- Experience transitioning large programs to remote delivery

Capabilities

- Full-Service Delivery (Online Proctoring, Test Center, Meazure Exam Platform, Psychometrics)
- Scalable platform (AWS)
- Security focused (Guardian and Enhanced Security Monitoring Program)
- Employ over 1,000 proctors in Meazure proctoring centers

Approach

- Ensuring seamless experience for test sponsor and test-taker
- Collaborative Program Management
- Dual Modality Capabilities
- Flexible solutioning approach

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