



Credible assessments for exam continuity

Mercer | Mettl empowers The Washington Center
to give credible online exams



welcome to brighter



The Washington Center

About The Washington Center

The Washington Center for Internships and Academic Seminars, less formally known as The Washington Center (TWC), is the largest and most established student internship program in Washington, D.C. Established in 1975 as a nonprofit, independent organization, and headquartered in Washington, D.C., TWC has assisted more than 60,000 students in translating their college majors into viable career opportunities. TWC has become a premier provider of internships and immersive seminars for higher education partners, federal agencies and students worldwide.





Identifying challenges and business requirements

Most recently, TWC had been conducting assessments for students who were competing for a selective scholarship program. However, with the unexpected disruption caused by COVID-19, its exam routine could not continue as usual. TWC decided to entirely automate its processes to ensure the continuity of examinations. With a short timeline at hand, it had been on the lookout for an end-to-end virtual proctoring software to undertake the examination, which involved a sizable number of students.

Challenges

TWC's prestigious scholarship program needed a precise business solution. However, The Washington Center faced numerous bottlenecks:

- The absence of a secure and integrated examination platform that wasn't complicated and high on effort, for both the examinee and the examiner
- The unavailability of an efficient, user-friendly process that was not going to demand students' time for downloading software and tutorials
- Limited facilitation for creating customized assessments that complied with TWC's validation criteria
- Lack of proctoring software that enabled hiring manual proctors to supervise tests in real-time
- An inefficient and insecure browsing experience that was unable to mitigate negative on-screen experiences
- There was a need for a robust anti-cheating mechanism to ensure students attempting the test did not resort to unwarranted means



TWC was introduced to some insightful articles on the Mercer | Mettl website, about its proctoring and software solutions, after exploring the internet for viable options. The TWC team reached out to Mercer | Mettl, along with some other operators offering similar services. **Mercer | Mettl, however, was the first to respond to its query and detail the product offerings.**



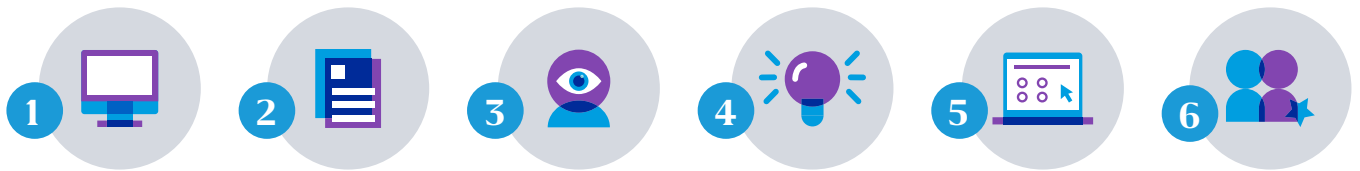
We faced a tight turnaround time, and immediate assistance and engagement made us feel comfortable about working with Mercer | Mettl.



Online platform


Mercer | Mettl's Examine: The Online Examination Software System was a proficient, end-to-end solution to meet TWC's diverse online examination requirements. The comprehensive software enabled it to host high-stakes scholarship assessments in a secure, scalable and credible manner.

Mercer | Mettl solved TWC's following significant challenges:



1. **The ease of the platform:** Within two weeks, the TWC team was well-versed with the platform. A well-defined test setting enabled them to build purposeful tests quickly.
2. **Supporting customized question types:** TWC was offered a wide range of options to create a format that integrated its unique essay type tests with multiple-choice questions. It enabled TWC to scale its online testing requirements with ease.
3. **Live and manual proctoring:** By employing manual proctors, the assessors were able to view all the exam-takers simultaneously on their screens, in real-time. They were also able to chat with students to allay any of their suspicions or queries, with the live chat option. The offline availability of recorded proctoring sessions was beneficial for future references.
4. **AI-powered, anti-cheating solution:** Mercer | Mettl's state-of-the-art AI algorithm, trained with more than 2.8 million proctored assessments, enabled human proctors to detect up to 18 dynamic digressions with over 95% accuracy. It identified additional, unauthorized faces in the test environment, raised red flags on detecting objects such as smartphones, and read distracted eye movements of the candidates.
5. **Tolerant browsing: Mercer | Mettl's intelligent algorithm- Mettl Secure Browser (MSB)** - ensured TWC's test-takers did not leave the platform before finishing the test. From restricting students from opening any unauthorized website, switching to other sites, and screens, to shutting down all the existing active applications, the exam-taking environment was extremely safe and at par with TWC's standards.
6. **24*7 support from exam experts:** Despite the time difference, uninterrupted customer support extended by Mercer | Mettl was class apart. The Mercer | Mettl team continued to provide high-quality assistance at speed, despite operating in a vastly different time zone.

Connect with an expert



From the moment we began working with Mercer | Mettl, we felt it was an ideal partnership wherein we were comfortable asking questions. The entire team was streamlined and well-structured at every stage. Whether onboarding, sales, or customer service representation, we were guided thoroughly and nowhere did we feel lost. It made the whole experience extremely positive.

Chelsey Jones

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Senior Manager, Federal Programs



Impact

- TWC was able to conduct its high-stakes examinations in a secured, proctored environment
- The turnaround time was short (two months), irrespective of communicating across different time zones
- Proactive customer service and support throughout the process ensured there were no issues with the quality of experience
- TWC was able to give the test with its relatively unique question paper format
- By ensuring a speedy delivery, TWC was able to provide a seamless examination process for the exam-takers without compromising on the quality of the examinations



About Us

At Mercer | Mettl, our mission is to enable organizations to make better people decisions across two key areas: acquisition and development. Since our inception in 2010, we have partnered with more than 4,000 corporates, 31 sector skills councils/government departments and 15+ educational institutions across more than 90 countries.

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