

CASE STUDY



Creating scalability through online proctored exams

THE CHALLENGE

UAVHUB is the largest drone training school in the United Kingdom, offering top-rated recreational and professional drone certifications on behalf of the UK's Civil Aviation Authority to both entrepreneurs and drone enthusiasts. UAVHUB finished building its online training programme right as the COVID-19 pandemic hit, which was fortunate timing, but the few staff members running online exams quickly reached their capacity. A rapid switch to an external proctoring solution with a European management team became necessary.

THE SOLUTION

UAVHUB was close to choosing a different proctoring solution. As they approached the end of their decision-making process, it became clear that the other solution did not have a team in Europe. Rather than deal with the complexity of managing conversations across drastically different time zones, UAVHUB chose Examity, whose UK-based team both understood the European market better and was able to be on call at the most convenient times to meet their needs. Examity was then able to commence their first live proctored exam through UAVHUB 3 weeks after completing the agreement.

Examity's approach to live remote exam proctoring allowed for the sort of flexibility and capacity that UAVHUB and its test-takers needed. Examity allowed UAVHUB to administer more exams than it ever had before, while also ensuring that users never had to wait several weeks for an exam time slot to open when demand for tests increased, by enabling users to log in before their exam and then allowing them to take an earlier time slot if it became available.

Examity also helped UAVHUB ensure maximum convenience and flexibility for test-takers by offering live tech support with 24/7 access in any time zone. Examity provided the on-demand help and guidance necessary to create a streamlined testing experience. All these features didn't just take the pressure off UAVHUB's staff members; they also freed up time to enable the UAVHUB team to focus on the fast-growing needs and priorities of the company.

In the words of Matt Williams, UAVHUB's CEO, "This is the future, but it's now, which is awesome!"

96% exam
COMPLETION
RATE

31 seconds
AVERAGE PROCTOR
WAITING TIME



OUTCOMES

Since partnering with Examity, UAVHUB has moved to a fully online business model and has no plans to return to face-to-face instruction or testing. Online proctored examinations made possible by Examity are more convenient for users, save time and resources, and have greater scalability. Furthermore, online proctored exams are more cost-effective than deploying exams via pen and paper or test centres. In September of 2021 alone, 3,500 aspiring drone pilots took online tests through UAVHUB; the company expects to test 2,000 people in November.

"The solution we managed to create is so well-oiled, and works so well... Ultimately, it's not even worth the gas cost of driving to an examination centre," said Williams. "The world has changed -- I think for the better."

Out of 1,880 survey respondents

93%

OF TEST-TAKERS REPORTED HAVING
A SMOOTH OR VERY SMOOTH
EXPERIENCE WITH EXAMITY

96%

OF TEST-TAKERS WOULD RECOMMEND
USING EXAMITY TO ANOTHER STUDENT
AS AN ONLINE PROCTORING PROVIDER



Thanks to Examity, it now takes 20 minutes to do an exam, which creates a stress-free experience — you can have a cup of tea, and then lunch after.

Matt Williams, CEO, UAVHUB

**Curious to learn more about UAVHUB and how Examity
can support your online proctoring needs?**

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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 proctoring solution.